

REQUEST FOR WEBTENDER:

Web tender Number:	ERW201905/028		
Description:	PSYCHO-SOCIAL SUPPORT SERVICES TO BE CONDUCTED FOR ERWAT EMPLOYEES INCLUDING MANAGEMENT FOR A PERIOD OF SIX (6) MONTHS		
CIDB Requirement	N/A	DTI provision (refer MBD 6.2 form)	N/A
Bid Closing Date:	04 JUNE 2019		
Compulsory Briefing Session:	30 MAY 2019 - @10AM		
Site Address:	ERWAT HEAD OFFICE - R25 Bapsfontein Road at the Man Gate Building		
Contact Person	Sr. Malindy Mthembu		
Contact Number	011 929 7000	e-mail	Malindy.mthembu@erwat.co.za
Bidders prices must be valid for a period of 30 days from closing	Only firm prices will be accepted		
Non-firm prices	In the case of prices not being firm due to rate of exchange factors, the MBD 3.2 form must be completed and attached to this document.		

Accredited, experienced and registered Service providers are hereby invited for PSYCHO-SOCIAL SUPPORT SERVICES TO BE CONDUCTED FOR ERWAT EMPLOYEES INCLUDING MANAGEMENT FOR A PERIOD OF SIX (6) MONTHS

SCOPE OF WORKS:

THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER PSYCHO-SOCIAL SUPPORT SERVICES TO BE CONDUCTED FOR ERWAT EMPLOYEES INCLUDING MANAGEMENT FOR A PERIOD OF SIX (6) MONTHS

TECHNICAL SPECIFICATION

Accredited and registered service providers are hereby invited to submit a bid for the Appointment of a service provider to render Psycho-Social Support Services to be conducted for ERWAT employees including management for a period of six (6) months.

1. BACKGROUND

ERWAT currently employs an estimate of 850 persons. However, this may change from time to time and bidders must provide for this in the pricing schedule.

In terms of the Basic Conditions of Employment Act, Public Service Regulations 2001, and Occupational Health and Safety Act, ERWAT is required to offer support programmes that promote the health and wellness of their employees.

The programme aims to provide and facilitate wellness related initiatives to ensure that employees are offered a holistic (Mind, Body and Soul) wellness and support programme and that mental, emotional stresses, and diseases are prevented.

The programme will inspire ERWAT employees to take responsibility and accountability for their own wellness by providing a comprehensive Wellness programme that includes aspects of proactivity, reactivity and innovation.

In complying with the Public Service Regulations, ERWAT has a responsibility to ensure that employees are offered a holistic wellness and support programme. The ERWAT Employee Wellness Programme (EWP) will be a full service for employees and their household. For this purpose, household means spouse, children and anyone who is dependent financially and otherwise on the employee.

The fully managed Employee Wellness Programme (EWP) must offer: - Direct services
- Implementation of sessions and introduction of the services to the employees of ERWAT.

Bidders will be required to co-ordinate all services as provided by the respective legislative and regulatory bodies.

2. MANDATORY REQUIREMENTS:

- Trained Psychologists, Social Workers, Physiotherapists & Occupational Therapists referred above must submit proof of registration or training undergone and Health Professionals Council of South Africa (HPCSA) registration.
- Registered Counsellors referred above must submit proof of registration or training undergone.
- Qualified nurse referred above must submit proof of registration or training undergone and South African Nursing Council (SANC) registration.

NB: Failure to submit proof of the above will render your bid invalid.

SCOPE OF WORKS:

No.	Service Requirement	Psychologist	Social Worker	Registered Nurse	Registered Counsellor	Physiotherapist	Occupational Therapist	Compliant (Yes/No)
1	To provide dedicated 24/7/365 hour telephonic counselling and support services:	√	√	√	√	√	√	
	<ul style="list-style-type: none"> With unlimited & confidential access to ERWAT employees and all their immediate family members and dependants for personal counselling & occupational/work related matters. Multi-lingual in all 11 official languages. Any calls directed to the EWP service provider team or consultant should be attended to within 12 hours 							
2	To develop and review Employee Workplace Programme policy	√	√	√	√			
3	To train employees at all levels on Employee Workplace Programme at the beginning of the setting up the programme, also as and when there is a need.	√	√	√	√			
4	Life Management Services (Telephonic and Online)	√	√	√	√			
	<ul style="list-style-type: none"> Legal Wellbeing Financial Wellbeing Family Care Support 							
5	Personal and work-related matters							
	<ul style="list-style-type: none"> HIV/AIDS Counselling Education and Support Services Medical advisory services and many more 	√	√	√	√	√	√	
6	Musculoskeletal Health Management	√	√	√	√	√	√	
	<ul style="list-style-type: none"> Telephone assessment & Guided Self-Management On-going Case management On-site and Wellbeing(Physiotherapist) 	√ √ √	√ √	√ √ √	√ √	√ √	√ √	

			√		√	√	√	
7	Face to face counselling sessions as and when required	√	√	√	√			
8	Critical incident stress debriefing or trauma interventions	√	√	√	√			
	<ul style="list-style-type: none"> Personal and work-related trauma services 	√	√	√	√			
9	Managerial Consultancy and Referral Services	√	√	√	√			
	<ul style="list-style-type: none"> Managerial referrals Custodian referrals Absenteeism Incapacity Consultancy Services 							
10	Comprehensive Online Wellness Programme eCare	√	√	√				
11	Communication and Marketing Services	√	√	√				
	<ul style="list-style-type: none"> Programme launch Customised promotional material (Brochures, wallet cards, posters etc.) 	√	√	√				
12	Manager and Employee EPW Orientation Session	√	√	√				
13	Programme management	√	√	√				
	<ul style="list-style-type: none"> Dedicated Client Relationship Manager 	√	√	√				
14	Reporting	√	√	√				
	<ul style="list-style-type: none"> Bi-annual and annually in depth 	√	√	√				

2.1 EVALUATION CRITERIA

1. EVALUATION

1.1 TECHNICAL / FUNCTIONALITY EVALUATION

Potential service providers will have to achieve minimum number of **points out of 100** for their technical proposals before their financial proposals and B-BBEE status are evaluated as set out the tables below. This is required so that there is a level of comfort that the potential service provider can deliver the project with the required professionalism and quality.

1.1.1 Scoring Process

The Technical / Functional Evaluation Task Team will be established to determine the following:

- Whether or not the Bidder understood the project specifications.
- The bidders experience with similar projects.
- The quality of the methodology proposed.
- The qualifications and experience of the key staff proposed.

No alteration of technical / functionality proposals will be permitted after the deadline for receipt of bids. Questions may be asked for clarification needed to evaluate their proposals, but bidders would not be permitted to change the substance or price of their bids after bid opening. Requests for clarification and the bidder's responses would be made in writing. No interviews will be conducted in this regard.

Functionality Documentation must either be attached to the applicable Returnable Schedule as stated below or can be bound into a separate volume and clearly referenced to in each of the applicable schedules. **If the functionality document is not attached to the page or clearly referenced it will be deemed not to have been included.**

FUNCTIONALITY CRITERIA	WEIGHTS	TOTAL SCORE	SCORE
1. Psychologist experience (Minimum 3 of years working as a Psychologist): <ul style="list-style-type: none"> • More than 6 years • 4 -5 years • 3 years • 1 - 2 years and or No submission 	15 10 5 0	15	
2. Social Worker experience (Minimum of 5 years working as a Social Worker): <ul style="list-style-type: none"> • More than 6 years • 5 years • 1 – 4 years and or No submission 	15 7.5 0	15	
3. Registered Nurse experience (Minimum 5 years working as a Registered Nurse): <ul style="list-style-type: none"> • More than 6 years • 5 years • 1 – 4 years and or 	15 7.5 0	15	
4. Registered Counsellor experience (Minimum 3 of years working as a Registered Counsellor): <ul style="list-style-type: none"> • More than 6 years • 4-5 years • 3years • 1 - 2 years and or No submission 	15 10 5 0	15	
5. Physiotherapist experience (Minimum 3 of years working as a Physiotherapist): <ul style="list-style-type: none"> • More than 6 years • 4-5 years 	15 10	15	

<ul style="list-style-type: none"> • 3 years • 1 - 2 years and or No submission 	5 0		
6. Occupational Therapist experience (Minimum 3 of years working as an Occupational Therapist): <ul style="list-style-type: none"> • More than 6 years • 4-5 years • 3 years • 1 - 2 years and or No submission 	15 10 5 0	15	
7. 24-hour call centre available in 11 official languages active for 5 years. Bidders are required to submit contactable references as an indication of similar functions as well as proof of registration with the relevant professional bodies as proof thereof: <ul style="list-style-type: none"> • More than 6 consecutive years call centre services actively on line • 5 consecutive years call centre services actively on line • 1 – 4 years and or not available • The Employee Wellness Service provider must be a member of the Employee Assistance Professionals Association of South Africa (EAPA SA) – (advantage) 	10 5 0	10	
TOTAL: Bidders must score a minimum of 75 points out of 100 to be considered for further evaluation.		100	

Preference points system (PPS) as included in the Preferential Procurement Policy Framework Act, Regulations of 2017:

PPS	Contract value	Formula	Additional Considerations
80/20	Equal to or above R 30 000.00 and up to R 200 000	$Ps = 80(1-(Pt-P \text{ min}/P))$ <p>Where Ps = Points scored for price of bid under consideration. Pt = Rand value of bid under consideration. P min = Rand value of lowest acceptable bid.</p>	<ul style="list-style-type: none"> Bidders may be subjected to a pre-compliance stage and functionality scoring and only bidders who score the stipulate minimum points will be illegible to proceed to PPPFA evaluation. Maximum of 20 points may be awarded for BEE level. Bidders are required to tick the relevant box in the table below to claim their points according to their BEE level. Above points must be added to points scored for price. Only bidder scoring the highest points will be selected for award.

B-BBEE Status Level of Contributor	Number of points (80/20 system)	Kindly tick the applicable level and points
1	20	
2	18	
3	14	
4	12	
5	8	
6	6	
7	4	
8	2	
Non-compliant contributor	0	

PRICING SCHEDULE

Pricing instructions

Bidders must price for the line items as set out below. This is a rates based tender and therefore no totals will be applicable in the pricing schedule and orders will only be generated on an as and when required basis according to the rates and within the available budget provided for such.

The successful appointed bidder will be required to submit a quote based on the rates as set out in the pricing schedule of this document as and when required. An official purchase order must be issued to your company **prior** to ordering and installation thereof.

Bidders are required to price for all direct and indirect cost relating to the execution of the contract.

The Evaluation team will summarise the rates received (indicative evaluation purposes only) to enable them to evaluate in terms of the PPPFA Regulations to determine the highest scoring bidder/s.

Please note that ERWAT reserves the right to purchase the signs from other service providers outside of the contract as it deems necessary and the bidder will have no claim to such.

ITEM NO.	DESCRIPTION	UOM: INTERVALS/CYCLE	RATE	AMOUNT (EXCL. VAT)
1	Total fee per employee Per month including the following		R	R
1.1	To provide dedicated 24/7/365 hour telephonic (Toll Free) counselling and support services:	Unlimited	-	-
1.2	Professional strategy and review Employee Workplace Programme policy consultancy	At the beginning of the setting up the programme, also as and when there is a need	-	-
1.3	To train employees at all levels on Employee Workplace Programme.	At the beginning of the setting up the programme, also as and when there is a need.	-	-
1.4	Life Management Services (Telephonic and Online)	Once in the 6 month period	-	-
1.5	Musculoskeletal Health Management	4 Half day 6 month period	-	-
1.6	Face to face counselling sessions	4 sessions per incident per person 6 month period	-	-
1.7	Critical incident stress debriefing or trauma interventions including group trauma debriefing	Up to 4 sessions 6 month period	-	-
1.8	Managerial Consultancy and Referral Services	As and when there is a need.	-	-
1.9	Comprehensive Online Wellness Programme (eCare)	As and when there is a need.	-	-
1.10	Communication and Marketing Services	As and when there is a need.	-	-
1.11	Manager and Employee EPW Orientation Session	As and when there is a need.	-	-
1.12	Report Writing & Presentation	Once within the 6 month period	-	-
2	Travelling	Km: * _____	R	R

DELIVERY POINT

East Rand Water Care Company, Hartebeestfontein Office Park, R26 Bapsfontein Road, Kempton Park.

AWARD OF BID:

ERWAT reserves the right to accept any bid or part thereof, to award the bid to more than one bidder and does not bind itself to accept the lowest or any bid and not to consider any bid not suitably endorsed or comprehensively completed.

Travelling fees

Kindly note that ERWAT does not accommodate any accommodation and flight fees. Bidders km will be limited to the AA rates from the *bidder's offices/premises situated nearest to ERWAT head office and will be reimbursed on actual km travelled.

Site and briefing information

Date: 30 May 2019

Time: 10h00

Venue: Main Gate Welcome Centre

R25 Bapsfontein Road, Kempton Park

GPS: S 26° 01' 27.1 / E 28° 17' 04.4

Failure on the part of a bidder to submit a B-BBEE Verification Certificate from a Verification Agency accredited by the South African Accreditation System (SANAS), or a Registered Auditor approved by the Independent Regulatory Board of Auditors (IRBA) or a sworn affidavit confirming annual turnover and level of black ownership in case of an EME and QSE together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.

The purchaser reserves the right to require of a bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the purchaser.

QUOTATION REQUIREMENTS:

Work offered that DO NOT comply with the specifications will not be evaluated. Any works completed will

PLEASE NOTE THAT FAILURE TO MEET ANY OR ALL OF THESE REQUIREMENTS WILL LEAD TO DISQUALIFICATION

- **Valid Certified copy or original BBBEE Compliance Certificate to verify the above claimed points;**
- **Valid Tax Clearance Pin issued by SARS on e-filing Bidders are required to submit their SARS pin and certificate as prescribed by SARS effective from 01 April 2016. Please visit www.sars.gov.za or ERWAT Website: www.erwat.co.za/procurement for more information;**
- **Copy of Latest Municipal Account (not older than three months from date of closing);**
- **Declaration of Interest – MBD 4.2 (Download form ERWAT website/Procurement/Service Provider Registration).**
- **Bidders must be registered with National Treasury's Centralised Supplier Database (CSD) and can visit www.csd.org.za for more information and registration procedures.**
- **CSD Registration Number: MAAA_____**
- **Valid Construction Industry Development Board Registration (CIDB): Valid CRS number:**

GENERAL NOTES

SUBMISSION OF BIDS:

WEB TENDER BOXES SUBMISSION SITUATED AT ERWAT HEAD OFFICE:

Completed tenders / quotations must be in a sealed envelope clearly marked with bid number and description may be hand delivered and deposited in the stipulated TENDER BOX (marked Monday, Tuesday, Wednesday, Thursday, Friday) at ERWAT Head Office, Hartebeestfontein Office Park, Bapsfontein Road, Kempton Park. No faxed bids/proposals shall be accepted. In the event of uncertainty, kindly visit the receptionist situated at the FOYER of the main building for clarity.

Please note that bids not received on the specific time and date will be marked as late bids/proposals and such bids/proposals will, in terms of the Supply Chain Management Policy of ERWAT, not be considered by ERWAT as valid bids/proposals.

Complete quotations with supporting documents must be sealed and externally endorsed with BID NUMBER and marked with the full DESCRIPTION and placed in the relevant Bid Box as stipulated in the advertisement and/or bidding document.

Bidders may attend the web-tender opening sessions in the event of submitting a tender in the web-tender boxes.

ELECTRONIC SUBMISSIONS:

- Bidders may submit their web-bids via e-mail: webtenders@erwat.co.za in a PDF format only.
- Bidders must complete the SUBJECT BOX with the relevant web-tender number and full description as advertised.
- Failure to include this may render your bid invalid.
- Please note that bids submitted electronically must be in the above e-mail address on or before 12:00 of the stipulated closing date. No electronic submissions received after 12:00:00 will be considered for recording and or evaluation.
- Bidders may submit documents and attachments up to 10MB.
- Bidders will be required to compress their file to a compact PDF format.
- In the event that larger files are sent to the e-mail address, it will be received in ERWAT's Mimecast site.
- Bidders must please note that the Mimecast does not accept zipped files, only PDF files.
- In the event that bidders are required to submit samples, it is advised that they submit electronically and submit in the tender boxes and attend the opening session.

PLEASE NOTE: MIMECAST ONLY RETAINS THE MAILS RECEIVED WITH ATTACHMENTS LARGER THAN 10MB FOR 3 DAYS. PLEASE ENSURE THAT YOUR SUBMISSION FALLS WITHIN ACCESS TO SUCH WITHIN THIS TIMEFRAME.

NB. In the event that an electronic version and a hard copy is delivered for a respective bid, the signed hard copy submitted in the tender box will prevail and the electronic copy will be disregarded.

Please note that the web-tender boxes will be opened first and recorded in the web-tender register on the date and time stipulated in the advertisement and or bid documents. The relevant buyer responsible for the placement of the ad on the web-tender folder will directly thereafter peruse the web-tender e-mail and download the relevant web-tender, print and record such in the same register.

ERWAT will access the e-mail thread from the individual e-mail responses received for audit trail that will be attached to the relevant bidder's response received.