



REQUEST FOR PROPOSALS: APPOINTMENT OF A SUITABLE SERVICE PROVIDER TO PROVIDE EMPLOYEE WELLNESS PROGRAMME (EWP) TO THE NHBRC FOR A PERIOD OF THREE (03) YEARS.

RFP NO.: NHBRC 40/2019

CLOSING DATE: 10 MARCH 2020

TIME: 11:00AM

COMPULSORY BRIEFING SESSION

DATE: 27 FEBRUARY 2020

TIME: 11:00AM

**VENUE: NHBRC HEAD OFFICE
27 LEEUWKOP ROAD
SUNNINGHILL
JOHANNESBURG**

1. TERMS AND CONDITIONS

This Request for Proposal (RFP) has been compiled by the NHBRC and it is made available to the Bidders on the following basis.

Bidders submitting a Bid in response to this RFP are deemed to do so, on the basis that they acknowledge and accept the terms and conditions set out below:

- 1.1 The Bidder must be registered on the National Treasury's Central Supplier Database ("the CSD") and ensure that, if it is successful, it remains so registered and further ensure that the information on the CSD is up-to-date for the duration of the contract.
- 1.2 The Bidder must ensure that it is tax compliant at the time of submitting its bid in response to this RFP, and if it is successful, it remains tax compliant for the duration of the contract. In this regard, the Bidder undertakes to provide the NHBRC with a Tax Clearance Certificate issued by the South African Revenue Services ("SARS") on an annual basis, confirming that it is tax compliant.
- 1.3 The NHBRC reserves the right to amend, modify or withdraw this RFP or amend, modify or terminate any of the procedures or requirements set out herein at any time (and from time to time), without prior notice and without liability to compensate or reimburse any person.
- 1.4 If the NHBRC amends this RFP, the amendment will be sent to each Bidder in writing or publicised as the case maybe. No oral amendments by any person will be considered or acknowledged.
- 1.5 The NHBRC reserves the right to carry out site inspections or call for supporting documentation in order to confirm any information provided by a Bidder in its RFP Bid.
- 1.6 This RFP is not intended to form the basis of a decision to enter into any transaction involving the NHBRC, and does not constitute an offer or recommendation to enter into such transaction, or an intention to enter into any legal relationship with any person.
- 1.7 A Bid submitted in response to this RFP will constitute a binding offer which will remain binding and irrevocable for a period of ninety (90) days from the date of submission to the NHBRC. The offer constituted by the Bid will be deemed not to have been accepted and no agreement will be deemed to be reached with any Bidder, unless and until a binding agreement and other related transactions/documents are concluded between the NHBRC and the Preferred Bidder.
- 1.8 The distribution of this RFP outside the Republic of South Africa may be restricted or prohibited by the laws of other countries. Recipients of this RFP are advised to familiarise themselves with and comply with all such restrictions or prohibitions applicable in those jurisdictions, and neither the NHBRC, nor any of their respective directors, officers, employees, agents, representatives or advisors, accepts liability to any person for any damages arising out of or in connection with the breach of any restriction or provision outside the Republic of South Africa. Persons contemplating submitting a Bid are advised to obtain legal advice as to the possible consequences thereof in terms of the law of the jurisdictions in which they are located.
- 1.9 Recipients of this RFP document may only distribute it to other parties whom they wish to involve as part of their Bidder consortium in submitting a Bid.

- 1.10 Neither the NHBRC nor any of their respective directors, officers, employees, agents, representatives or advisors will assume any obligation for any costs or expenses incurred by any party in or associated with preparing or submitting a Bid in response to the RFP.
- 1.11 No entity may be involved, whether directly or indirectly, in more than one Bid in response to this RFP. Failure to comply with this requirement may, within the sole discretion of the NHBRC, result in disqualification of the relevant entity.
- 1.12 Any material change in the control and/or composition of any Bidder or any core member of a Bidder after submission of a Bid, shall require the prior written approval of the NHBRC, and any failure to seek such approval from the NHBRC shall result in the NHBRC being entitled, in its sole discretion, to disqualify the relevant Bidder from any further participation in the bid process. The NHBRC shall be the sole arbiter as to what constitutes a “material change in the control and/or composition of any Bidder”, and as to what constitutes a “core member of a Bidder” for purposes of such approval. Any request for such approval shall be made to the NHBRC’s Supply Chain Management (“SCM”) in writing and shall provide sufficient reasons and information to allow the NHBRC to make a decision. The NHBRC reserves the right to accept or reject any such request for approval at its sole discretion.
- 1.13 Briefing Session: There will be briefing session. The sharing of information and clarifications of issues related to this Bid, as given by the NHBRC will form part of this Bid and responses.
- 1.14 Any requirement set out in this RFP that stipulates the form and/or content of any aspect of a Bid, is stipulated for the sole benefit of the NHBRC, and save as expressly stated to the contrary, may be waived by the NHBRC in its sole discretion at any stage in the RFP process.
- 1.15 The NHBRC and its advisors shall rely on a Bid as being accurate and complete in relation to the information and proposals provided therein by the Bidders.
- 1.16 All Bids submitted to NHBRC will become the property of the NHBRC and will as such not be returned to the Bidder. The NHBRC will make all reasonable efforts to maintain proposals in confidence. Proprietary information should be identified as such in each proposal.
- 1.17 The Bid submitted by the bidder shall be considered irregular if they show any omissions, alteration of form, additions, or conditions not called for, or irregularities of any kind. However, the NHBRC reserves the right to waive any irregularities and to make award in the best interest of the company.
- 1.18 The NHBRC reserves the right to accept or reject in part or whole any bid submitted, and to waive any technicalities for the best interest of the company.
- 1.19 RFP’s shall be rejected, among other reasons, where bids are received after the closing date and time as specified in the RFP.
- 1.20 Potential service provider(s) shall be disqualified and their bids not considered among other reasons, for any of the following specific reasons:
 - 1.20.1 If the SCM Mandatory Documents are not submitted and completed as per this RFP; and/or
 - 1.20.2 The Bid contains irregularities.
- 1.21 The NHBRC reserves the right to require that any bidder provide a formal presentation of its RFP at a date and time to be determined by the NHBRC. The NHBRC shall provide all instructions and clarification regarding the purpose and scope of the presentation. All expenses must be borne by the bidder.
- 1.22 All costs associated with the preparation and submission of the Bid is the responsibility of the Bidder. The costs shall not be chargeable to the NHBRC by successful or unsuccessful Bidder.

1.23 This document is released for the sole purpose of responding to this RFP and must be considered confidential. In addition, the use, reproduction or disclosure of the requirements, specifications or other material in this RFP is strictly prohibited.

1.24 All Bids must be formulated and submitted in accordance with the requirements of this RFP.

2. BACKGROUND

2.1 ABOUT THE NHBRC

2.1.1 The National Home Builders Registration Council (NHBRC) is a regulator established in terms of section 2 of the Housing Consumers Protection Measures Act 95 of 1998 (“the Act”). Section 3 of the Act provides that the objects of the NHBRC are to:

- (a) represent the interests of housing consumers by providing warranty protection against defects in new homes;
- (b) regulate the home building industry;
- (c) provide protection to housing consumers in respect of the failure of home builders to comply with their obligations in terms of this Act;
- (d) establish and to promote ethical and technical standards in the home building industry;
- (e) improve structural quality in the interests of housing consumers and the home building industry;
- (f) promote housing consumer rights and to provide housing consumer information;
- (g) communicate with and to assist home builders to register in terms of this Act;
- (h) assist home builders, through training and inspection, to achieve and to maintain satisfactory technical standards of home building;
- (i) regulate insurers contemplated in section 23 (9) (a); and
- (j) in particular, achieve the stated objects of this section in the subsidy housing sector.

2.2 NHBRC OFFICES

2.2.1 The NHBRC is an organisation with a staff compliment of approximately 850 employees. The NHBRC’s Head Office is located in Sunninghill, Gauteng, with nine (09) Provincial Offices of varying size and 12 Satellite Offices which are located in the following areas:

	NHBRC OFFICE LOCATIONS	#	NHBRC OFFICE LOCATIONS
1	Head Office, (Sunninghill)	13	Eastern Cape (East London) - Satellite
2	Gauteng (Sunninghill) – Provincial	14	Western Cape (George) - Satellite
3	Kwa-Zulu Natal(Durban) – Provincial	15	North West (Klerksdorp) - Satellite
4	Western Cape (Cape Town) – Provincial	16	Limpopo (Tzaneen) - Satellite
5	Eastern Cape (Port Elizabeth) – Provincial	17	Limpopo (Bela Bela) - Satellite
6	North West (Rustenburg) – Provincial	18	Mpumalanga (Witbank) - Satellite
7	Limpopo (Polokwane) – Provincial	19	Free State (Bethlehem) – Satellite
8	Mpumalanga (Nelspruit) – Provincial	20	North West (Mahikeng) – Satellite
9	Free State (Bloemfontein) – Provincial	21	Limpopo (Thulamela) – Satellite
10	Northern Cape (Kimberley) - Provincial	22	Gauteng (Tshwane) – Satellite
11	Kwa-Zulu Natal (Newcastle) - Satellite	23	Eric Molobi Innovation Hub (Soshanguve)
12	Kwa-Zulu Natal (Richards Bay) - Satellite	24	

3. INTRODUCTION

The National Home Builders Registration Council is mandated by the Housing Consumers Protection Measures Act, 1998 (Act No. 95 of 1998) to regulate the homebuilding industry and protect housing consumers. The NHBRC ensures that it delivers on its mandate by delivering on its products and services, and the key performance indicators that are contained in the organisational scorecard.

VISION

To be the Champion of the Housing Consumers.

MISSION

To Protect the Housing Consumers and to Regulate the Homebuilding Environment.

MOTTO

Assuring Quality Homes.

STRATEGY OF NHBRC

The strategy of the NHBRC is based on the following pillars:

- To ensure that housing consumers and home builders are educated on their rights and obligations.
- To entrench a culture of compliance through fair and efficient enforcement mechanisms
- To research and introduce innovative products, methods and technologies within the homebuilding industry.
- To maintain a sustainable warranty fund.

4. OBJECTIVES

NHBRC seeks to procure a service provider to provide Employee Wellness Programme (EWP). The services are required in pursuit of a balanced and healthy lifestyle of all employees through core EWP services.

The primary goal of the EWP is to inform and skill employees to take ownership of their wellbeing and to provide them with the necessary support and interventions to make informed decisions regarding their work and personal lives.

The NHBRC appreciates the role and support family members play in the respective employee's well-being, therefore extends the services to immediate family members. The programme provides extra support for employees in managing work life balance.

5. SCOPE OF WORK

Reference of Service Components	Service Description
Services 1: Counselling Service	
Toll-free telephone supportive counselling: National network matching NHBRC geographic footprint	<ul style="list-style-type: none"> Professional Support Line Service (24/7/365) for employees and families. The service shall be available in 11 official languages, with the national network matching NHBRC's geographic footprint
<p>Personal Face-to-Face Counselling and 3 hours dedicated to onsite Counselling on a monthly basis</p> <p>Model of 6-8 counselling sessions per employee per issue annually with additional two sessions at the discretion of the service provider.</p> <p>Face-to-Face Counselling for employees and family members</p>	<ul style="list-style-type: none"> 6-8 Personal Counselling (Face-to-Face) - sessions per person per year (per condition/incident) close to employee/family member residence or place of work. Support and counselling/rehabilitation for victims and perpetrators. Support and counselling for victims of unfair discrimination, disabilities, homophobic, xenophobic and tribalism etc. Bereavement Counselling
Critical Incidence Services (Trauma debriefing)	A critical incident service : offering prompt and professional trauma debriefing and counselling services to employees exposed to incidents of trauma.
Electronic on-line advisory services	Access to comprehensive online wellness programme. The programme includes an integrated suite of email and web-based health management applications including interactive disease management tools; a selection of health and wellness information; a medical encyclopaedia; quizzes and calculators; as well as personalised information on a range of employee well-being related topics such as stress management, substantiate abuse and trauma management. Printable resources to be made available.
Service 2: Life Management Services	
<p>Life Management Services:</p> <ul style="list-style-type: none"> Financial and Debt management and advocacy Money management (Budgeting) Legal Advice and Guidance Family Care Alcohol, Drugs and Gambling Management 	<p>Life Management Services</p> <ul style="list-style-type: none"> A legal well-being service provider will provide NHBRC employees with detailed practical information, education, counselling, resources and referrals on a broad range of legal matters, consumer affairs and social benefits. Assistance on labour law matters is excluded from the service. Financial wellbeing: This component of the service will assist employees who have queries relating to finances and debt management Family Care Support: It will focus on the provision of information and guidance on a broad range immediate of family related issues such as parental guidance, disability benefits, educational and community resources, special needs placement, dependent care, child support, immigration, expatriate adjustment, alternative work arrangements, residential facilities, vocational guidance, community resources, pre-school programmes and care-giving guidance, information and advice on alcohol management.

Reference of Service Components	Service Description
	Information and advice on alcohol, drugs and gambling management. <ul style="list-style-type: none"> • Draft Wills and Estate Planning: Draft and advice. • Basic contract drafting and provide advice.
Service 3: Incapacity Solutions	
Incapacity solutions	<ul style="list-style-type: none"> • Representation on incapacity panels for advice and support.
Service 4: Unfair Discrimination and Sexual Harassment Support Programme	
Sexual Harassment Unfair Discrimination (Gender, Race, Disability etc.)	<ul style="list-style-type: none"> • Provide trauma Counselling and victim empowerment. • Mandatory Counselling for perpetrators.
Service 5: Annual Employee Health Screening	
Wellness Screening	<p>The services to be rendered will include but not limited to the following:</p> <ul style="list-style-type: none"> • Weight • Height • Body Mass Index • Blood Pressure & pulse readings • Full lipid screening • Glucose levels • Provide appropriate health action recommendation based upon the results of each employee's screening results <p>The service provider will be responsible to manage fully the following:</p> <ul style="list-style-type: none"> • Employee registration • Data capturing of each employee's results directly after their assessment • Wellness assessment activities • Wellness treatments such as Massage session per provincial office. Massage therapist conducting massages for provincial employees in all 9 provincial offices once a year • Staff provisioning and comfort breaks • Storing and transporting of stock after issuing • Management of any issues that may arise during the assessments <p>A full report on the wellness results of employees must be provided to NHBRC Management to include results per region, but not limited to the following:</p> <ul style="list-style-type: none"> • Demographics of the employees tested • Health overview of the employees tested • Breakdown of medical schemes employees belong to per region
Service 6: Medical Health Assessments	
Medical Risk Appraisal	<p>The services to be rendered will include but not limited to the following:</p> <ul style="list-style-type: none"> • Personal and family medical history • Exercise and nutrition management • Health habits
Physical Assessment	<ul style="list-style-type: none"> • Neurological • Cardiovascular • Height, weight, Body Mass Index (BMI), waist and ratio • Resting and effort Electrocardiogram (ECG)

Reference of Service Components	Service Description
	<ul style="list-style-type: none"> • Lung function screening • Eye testing • Ear, nose and throat
Laboratory Investigations	<ul style="list-style-type: none"> • Respiratory • Gastro-intestinal • Musculoskeletal • Lipogram • Uric acid • Glucose • Liver and kidney functions • Full blood count and Ethcothrocyte Sedimentation Rate (ESR) • Stool (colon albumin) male and female > 40 years' old • Prostate specific antigen test for male > 40 years' old • Thyroid female > 30 years' old • Pap smear for female • HIV Counselling and testing
Radiological Investigations	<ul style="list-style-type: none"> • Chest x-ray for > 40 on first visit/every 5 years/ by referral mammogram and bone density female > 40 years old
Service 7: Awareness Education & Training (12 sessions per annum split per region)	
<p>Awareness sessions entail the following:</p> <ul style="list-style-type: none"> • Employee Awareness Sessions. • Managerial Awareness Sessions • Wellness Interventions with a specific focus on: <ul style="list-style-type: none"> ○ Social-psycho specialists (As and when required even on a group level) ○ On-site Counselling (monthly per site) 	<p>The services to be rendered will include but not limited to the following:</p> <ul style="list-style-type: none"> • Awareness presentations for managers, supervisors and employees and others who may need to be involved such as Human Capital, SHE personnel and Wellness Committee members as follows: <ul style="list-style-type: none"> ○ 2 Dieticians per annum ○ 1 Gynaecologist per annum ○ 2 Biokineticist ○ 4 Socio-Psychologists ○ Incapacity Training ○ Diversity Training
Service 8: Restructuring, Retrenchment and Support Services per intervention of 4 or more people	
Restructuring, retrenchment and support services	<ul style="list-style-type: none"> • Effective and efficient programme to assist in the management of people, organizational change to provide support, change surveys, training, group dynamics, and group and leadership coaching
Service 9: Conflict Management Intervention of 4 or more people	
Conflict Management: To be done by Industrial Psychologists	<ul style="list-style-type: none"> • Respond to the adverse conflict risks within the organization prior to them impacting negatively on productivity and service excellence. • Build capacity for managers to use the service and to identify distressed employees and refer them to appropriate resources. • One-on-one and group support interventions • Referral (Employee-to-employee and Employer-to-Manager)
Service 10: Other Tests Per Person	
Other Tests	<p>The services to be rendered will include but not limited to the following:</p> <ul style="list-style-type: none"> • Breast Cancer • Cervical Cancer • Testicular Cancer

Reference of Service Components	Service Description
	<ul style="list-style-type: none"> Hearing tests Oral Health VCT –HIV
Service 11: Ill Health and Disability Management Consultation Services- Charged at a rate per hour	
Ill-health management Reasonable accommodation on disability management Prevention Support and Recovery	<ul style="list-style-type: none"> Ill-health management in general. Advice on accessibility standards, duty to accommodate and assistive technologies. Advice on special working arrangements, occupational health and safety legislation and standards, emergency and continuity plans. Back to work adjustment and rehabilitation.
Service 12: Marketing and Communication	
Marketing and Communication	<ul style="list-style-type: none"> The service provider must adopt NHBRC Employee Wellness Programme branding and design. Custom-designed and continued communication programmes that are aligned to the EWP, ensure understanding and encourage all employees to use the service. Utilisation of NHBRC communication channels and updates.
Service 13: Programme Management	
Programme Management: Client Services	<ul style="list-style-type: none"> A dedicated Client Relationship Manager will manage the EWP. The EWP to NHBRC is inclusive of service promotion and marketing, EWP related training, liaison with NHBRC's EWP custodians, reporting, organizational consultancy and complaints resolutions.
Policy Development	<ul style="list-style-type: none"> Development of a group-level health and wellness strategy in close collaboration with Programme Leadership through a consultative process involving all operating divisions. Output will be a detailed strategy document outlining the strategic positioning of the programme.
Reporting Services: <ul style="list-style-type: none"> Monthly and Quarterly Reporting 	Reporting will consist of: <ul style="list-style-type: none"> Statistics and calculations Data analysis Engagement rate Themes and trends Value Benchmarking Conclusions and recommendations
EWP Strategy Alignment	Customisation and alignment to the NHBRC Strategy to consist of: <ul style="list-style-type: none"> EWP Strategy alignment Project Plan Events Calendar
Complaints Management	<ul style="list-style-type: none"> The service provider will address all EWP related as per SLA complaints received from the NHBRC.
OTHER SERVICES	
Additional concierge services may be required by the NHBRC on an adhoc basis and this may include but not limited to: <ul style="list-style-type: none"> Licence renewals; Dry cleaning; and Help with homework, etc. 	
NB: These services should be quoted separately as additional services.	

6. PURPOSE OF THE EMPLOYEE WELLNESS PROGRAMME (EWP)

6.1 The EWP will form part of the NHBRC Human Capital Management Plan.

7. IMPLEMENTATION PLAN

7.1 The service provider will design a three (03) years implementation plan to be rolled out throughout the NHBRC.

7.2 The implementation plan is envisaged to take four weeks prior to the EWP launch.

7.3 Monthly, quarterly and annual reports will be provided to NHBRC.

8. KEY ROLE PLAYERS OF THE NHBRC

8.1 Employee Relation Specialist

8.2 Human Capital Manager

8.3 Employee Wellness Committee

9. DURATION OF THE SERVICE LEVEL AGREEMENT (SLA)

9.1 The service provider and NHBRC will enter into a three (03) years SLA on an effective date to be determined by the parties.

10. SERVICE PROVIDER RESPONSIBILITIES

10.1 The service provider will sign a Service Level Agreement (SLA) with the NHBRC and conduct the full scope of work for NHBRC prior to implementation of the EWP.

10.2 The service provider will undertake to abide by the NHBRC policies and procedures, and Code of Conduct whilst conducting work on behalf of the NHBRC.

10.3 The service provider will provide NHBRC with the qualified team.

11. FUNCTIONAL EVALUATION CRITERIA

11.1 The evaluation of the functional/ technical detail of the proposal will be based on the following criteria:

Functional Factors	Criteria Description
1. Number of years rendering Employee Wellness Services	<ul style="list-style-type: none">Minimum of three (3) years rendering Employee Wellness Programmes. <i>(Company profile must clearly indicate the number of years in business providing employee wellness services).</i>

Functional Factors	Criteria Description
2. Client references	<ul style="list-style-type: none"> The service provider must have experience in servicing between 300 to 1000 employees. <p><i>The last three (3) references indicating the number of employees per reference. Excluding the NHBRC</i></p>
3. Project Proposal	Detailed proposal as per 16.2.1
4. Methodology and approach	The service provider should be able to demonstrate a detailed EWP project with clear timelines for execution for the duration of the contract.

11.2 Proposals with functional/technical points that are less than minimum threshold of 70% points will be eliminated from further evaluation.

12. PRICE MODEL

12.1 The fees for EWP will be based on the current staff complement of 850 employees to a maximum of 1000 employees for the period of three (03) years.

12.2 In addition, provision should be made in the contract for 576 hours of contact session such as (wellness days, women's month, men's month, cancer month) and other services which will be needed from time to time by the NHBRC.

13. ELIMINATION CRITERIA

13.1 Proposals that do not meet the stipulated conditions of the NHBRC will be eliminated.

14. REPORTING

14.1 The report format will be agreed upon between the service provider and NHBRC Human Capital Manager.

14.2 The service provider shall provide monthly, quarterly, and annual reports to management with Comprehensive. An accurate analysis, interpretations of trends and problem profiles with possible interventions within five (5) working days from end of the month, quarterly or yearly.

14.3 Reports must contain amongst other the following:

- Utilisation report including gender, business unit and problem category progress report, for new and repeat participants,
- Any problems/behavioural risks/conditions identified during the quarter per business unit,
- Any aspects that need to be brought to the attention of the organisation,
- Absenteeism analysis outlining the divisions involved as well as absenteeism trends and
- Comparative statistics of the above mentioned points.

15. TRACK RECORD

15.1 A complete list of relevant projects that were successfully completed within the corporate wellness industry in the past three (3) years, or underway projects with at least three (03) references signed off by the accounting officer or his/her delegated is required.

16. TECHNICAL DATA TO BE SUBMITTED BY BIDDER

16.1 General Information

16.1.1 The NHBRC requires the services of interested and competent organisations or companies that are experienced in corporate wellness and the Service Provider is expected to provide proof of expertise.

16.2 Requisites of the Service Provider:

16.2.1 A detailed proposal:

- Understanding of terms of reference.
- Team composition competencies (please attach CVs and indicate roles of individuals).
- Quality Assurance measures (process and control).
- Summary of projects executed and completed in the last three years.

16.3 The following documents are required to be submitted by the bidder.

16.3.1 During the last three (3) financial years, the bidder must have completed similar projects. The bidder must submit a summary of the projects in the format presented below:

Name of Project	Project Description	Project Period (Start date – End date)	Contract Value (incl. VAT)	Client Name	Client Contact Tel

Table: 16.3.2

16.3.2 Provide project details of three (3) of your projects that were successfully completed in the last three (3) years in the format below. For each of these three (3) projects a letter of successful completion of the project must be provided by the client, on the client's letterheads, and signed off by an authorised delegated employee of the client. Please follow the format shown below:

Name of project:
Name of Client:
Client Contact Details
Contact person:
Role in Project:
Contact Tel No:
Contact Cell:
Project Start Date:
Project Completion Date:
Contract Amount (incl. VAT):
Summary of Project (maximum 200 words).
Note: Please attach a reference letter from the client indicating successful completion of the project as per the client's brief.

16.4 Expertise and experience of key personnel

16.4.1 The successful service provider will be required to provide the expertise, qualifications and experience to successfully deliver the employee wellness programme.

16.4.2 Suitably qualified and experienced technical personnel must be assigned to this project. The personnel must currently be registered as professionals with the Employee Assistance Professionals Association of South Africa (EAPA-SA) and the Health Professional Council of South Africa (HPCSA). A valid membership certificate for both professional registrations must be provided

16.4.3 Please complete a summary detail of the main Project Team in the format shown below:

PROJECT TEAM			
Full Name	Current Academic Qualifications*	Key Area of Specialization	Years of Experience in the industry
E.g. Professionally registered Employee Assistance Professional Association (EAPA-SA)			
E.g. Professionally registered Health Professional Council of South Africa (HPCSA)			

***Please attach recently certified copies of academic qualifications not older than three months.**

Note, in addition please provide the following:

- CV for each of the project team members highlighting specific and relevant qualifications and experience.
- The personnel with similar expertise may only replace key personnel over the life of the contract and written permission must be obtained from the NHBC.

17. TECHNICAL AND PRICE EVALUATION CRITERIA

17.1 In accordance with the NHBC Supply Chain Management Policy, the bid evaluation process shall be carried out in three (3) stages namely:

17.1.1 **Stage 1:** Compliance check of Mandatory Requirements;

17.1.2 **Stage 2:** Functional Evaluation Criteria

17.1.3 **Stage 3:** Price and Preference Points Evaluation

17.2 Stage 1: Compliance check of Mandatory Requirements

DOCUMENTS TO BE SUBMITTED			
No.		Please note; the items marked with an (X) are mandatory requirements and failure to meet the requirements will result in your bid being disqualified.	Yes/No
1.		Valid B-BBEE Status Level or Certified Copy/Sworn affidavit signed by the Commissioner of Oaths.	
2.	X	SBD 1 Invitation to bid which should be completed signed and thoroughly completed	
3	X	SBD 3.1 - Pricing Schedule (including a detailed costing breakdown of all costs and escalations).	
4.	X	SBD 4 Declaration of interest should be completed and signed.	
5.	X	SBD 6.1 Preference claim form should be completed and signed, regardless if points are claimed or not.	
6.	X	SBD 8 Declaration of Bidder's past supply chain management practices should be completed and signed.	
7.	X	SBD 9 Certificate of independent bid determination should be completed and signed.	
8.	X	Proof of registration with the Employee Assistance Professionals Association of South Africa (EAPA-SA). A valid membership certificate must be provided.	
9.	X	Proof of registration of key staff with the Health Professional Council of South Africa (HPCSA). A valid certified proof of certificates must be provided.	
10.		Central Supplier Database (CSD) or supplier number report.	
11.		General Conditions of the contract (GCC).	

17.2 Stage 2: Functional Evaluation Criteria

Bids must fully comply with all the Mandatory Requirements for the **Stage 2: Compliance check of Mandatory Requirements** in order to qualify for **Stage 3: Functional Evaluation** and those bids which failed to comply with all the requirements of Stage 2 will be invalidated or disqualified from the process.

The following values will be applicable when evaluating the bid

5=Excellent 4=Very good 3= Good 2= Average 1= Poor 0= Non-compliance

Item No	Evaluation Criteria	Description	Weight (%)
1.	Number of years rendering Employee Wellness Programmes	<p>Minimum of three (3) years in which the company has been rendering Employee Wellness Programmes. Company profile clearly indicating the number of years in business providing employee wellness services.</p> <p>Bidders Experience 0 Years' Experience = 0 Points 1 – 2 Years' Experience = 2 Points 3 – 4 Years' Experience = 4 Points 5 Years' Experience = 5 Points</p>	30
2.	Client References	<p>The service provider must have experience in servicing employees between 300 to 1000. The last three (3) contactable references indicating the number of employees per reference excluding the NHBRC.</p> <p>Bidders Reference Letters 0 reference letters = 0 Points 1 – 2 reference letters = 2 Points 3 – 4 reference letters = 3 Points 5 - reference letters = 5 Points</p>	10
3.	Project Proposal	<p>Detailed Proposal as per 16.2.1</p> <p>Project Proposal not submitted = 0 Points Project Proposal detailing 1 sub-elements = 1 Points Project Proposal detailing 2 sub-elements = 2 Points Project Proposal detailing 3 sub-elements = 3 Points Project Proposal detailing ALL sub-elements = 5 Points</p>	40
4.	Methodology and approach	<p>The service provider must outline the methodology and approach on the following:</p> <p>(a) Wellness (b) EWP strategy (c) Events calendar</p> <p>Methodology and approach not submitted = 0 Points Methodology and approach not submitted 1 of 3 = 1 Points Methodology and approach not submitted 2 of 3 = 3 Points Methodology and approach ALL submitted = 5 Points</p>	20
		TOTAL	100

NB: Functional assessments' minimal acceptable requirements on functionality is 70 points or greater.

TOTAL SCORE = 100

After considering the functional evaluation criteria, a bidder is considered to have passed Stage 2 (Functional Requirements) if the TOTAL score is equal to, or greater than 70 points.

17.5 Stage 4: Price and Preference Points Evaluation

Only bids that obtained a minimum qualifying score (**70 points**) for **Stage 2 (Functional Requirements)** will be evaluated further.

The contract will be awarded in terms of Regulations 4 of the Preferential Procurement Regulations pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000) and Preferential Procurement Regulations, 2011 and bids will be adjudicated in terms of a (80/20) preference point system in terms of which points are awarded to bidders on the basis of:

80/20 Preference point system (for acquisition of services, works or goods with a Rand value not more than R 50 million) (all applicable taxes included)

$$P_s = 80 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$$

Where;

P_s = Points scored for comparative price of bid or offer under consideration

P_t = Comparative price of bid or offer under consideration

P_{min} = Comparative price of lowest acceptable bid or offer.

The points scored will be rounded off to the nearest two decimal places.

The points will be awarded to a Bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

BBBEE Level	80/20
Level 1	20
Level 2	18
Level 3	14
Level 4	12
Level 5	8
Level 6	6
Level 7	4
Level 8	2
Non-Compliant Contributor	0

The points scored for price will be added to the points scored for B-BBEE status level to obtain the Bidders total points scored out of 100 points.

18. RFP SUBMISSION INSTRUCTIONS

18.1 All RFP documents must be sealed in a clearly marked envelope and deposited into the tender box at the **NHBRC HEAD OFFICE: 27 LEEUWKOP ROAD, SUNNINGHILL, JOHANNESBURG.**

19. AVAILABILITY OF THE RFP DOCUMENT

19.1 Bid documents can be downloaded on the NHBRC Website (www.nhbrc.org.za/current-tenders) from the **14 February 2020.**

19.2 There will be a **compulsory briefing session** that will be held on the **27 February 2020 at 11h00** at the **NHBRC HEAD OFFICE: 27 LEEUWKOP ROAD, SUNNINGHILL, JOHANNESBURG.**

20. RFP CLOSING DATE

20.1 Bid documents should be marked for Attention: Supply Chain Manager, and deposited into the Bid boxes at the NHBRC National Office, 27 Leeuwkop Road, Sunninghill on or before the **10 March 2020 at 11h00.** No emailed or faxed bids will be accepted. The bid document should be supplied in a sealed envelope and clearly marked (**Copy or Original**) with the bid number and the full name of the service provider(s).

20.2 No late submissions will be accepted.

21. VALIDITY PERIOD OF BIDS

21.1 All bids submitted by the bidders must be valid for a period of 90 days from the closing date specified above.

22. ADMINISTRATIVE ENQUIRIES

22.1 The administrative enquiries may be directed to:

Department: Supply Chain Management

Contact Person: Ms. Paballo Relela / Mr. Bernard Kekana

E-mail address: Tenders@nhbrc.org.za

23. SUBMISSIONS OF PROPOSALS

23.1 Submission of bid should include **one (1)** original and **four (4)** copies of the proposals in a clearly marked (**Copy or Original**) envelope and deposited into the Bid box.

23.2 All costs and expenses incurred by the Bidder relating to the participation in, and preparation of this proposal process shall be borne by the Bidder exclusively. All documentation and manuals submitted in respect of this RFP shall be retained by NHBRC, whether the proposal is accepted or not.