



# Road Traffic Management Corporation

## **PROVISION OF AN INTEGRATED EMPLOYEE HEALTH AND WELLNESS SERVICES**

**RTMC BID NO: 02/2019/20**

## SECTION: 1

# **CONDITIONS AND UNDERTAKINGS BY BIDDER IN RESPECT OF THIS BID**

## SECTION 01: CONDITIONS AND UNDERTAKINGS BY BIDDER IN RESPECT OF THIS BID

### 1. Proprietary Information

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Road Traffic Management Corporation (RTMC) considers this bid and all related information, either written or verbal, which is provided to the respondent, to be proprietary to RTMC. It shall be kept confidential by the respondent and its officers, employees, agents and representatives. The respondent shall not disclose, publish, or advertise this specification or related information to any third party without the prior written consent of RTMC.

### 2. Enquiries

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- 2.1 All communication and attempts to solicit information of any kind relative to this bid should be channeled to the email below:

Name	RTMC
Email Address	<a href="mailto:Bidadmin@rtmc.co.za">Bidadmin@rtmc.co.za</a>

- 2.2 All the documentation submitted in response to this tender must be in English.
- 2.3 No enquires will be entertained or responded to for this bid post the compulsory briefing session. All enquiries will be consolidated and posted to the RTMC website under tenders next to the same bid.
- 2.4 The RTMC may respond to any enquiry in its sole discretion and the bidder acknowledges that it will have no claim against the RTMC on the basis that its bid was disadvantaged by lack of information, or inability to resolve ambiguities.

### 3. Validity Period

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Responses to this bid received from bidders will be valid for a period of **120 days** counted from the closing date of the bid.

### 4. Supplier Performance Management

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- 4.1 Supplier Performance Management is viewed by the RTMC as critical component in ensuring value for money acquisition and good supplier relations between the RTMC and all its suppliers.
- 4.2 The successful bidder shall upon receipt of written notification of an award, be required to conclude a Service Level Agreement (SLA) with the RTMC, which will form an integral part of the supply agreement. The SLA will serve as a tool to measure, monitor and

assess the supplier's performance level and ensure effective delivery of service, quality and value-add to RTMC business.

- 4.3 Successful bidder(s) are required to comply with the above condition, and provide a scorecard on how their product / service offering is being measured to achieve the objectives of this condition.

## **5. Instructions on submission of Bids**

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- 5.1 Bids should be submitted in **Five (5) copies (1 original and 4 copies) failure to comply will result to disqualification of bid** all bound in a sealed envelope endorsed, **RTMC BID 02/2019/20: Provision of an Integrated Employee Health and Wellness Services to the RTMC for a period of three (3) years with an option to extend.**
- 5.2 The sealed envelope must be placed in the bid box at the Main Reception area of the RTMC Building, **Eco Origin, Block F, 349 Witch-Hazel Street, Erf 3090, Highveld, Centurion Ext 79, 0157 by no later than 11:00 AM on 24 June 2019.**
- 5.3 Compulsory briefing session will be held on the **07 June 2019, 10h00 am** at the above physical address, wherein a briefing session certificate will be issued to bidders who would have attended the briefing session.  
**NB: The mentioned briefing certificate must be attached on the bid documents upon submission on the closing date of the bid. (Failure to submit the briefing session certificate will invalidate bid)**
- 5.4 The bidder's company name, closing date and the return address must also be endorsed on the envelope.
- 5.5 All bids submitted must be signed by a person or persons duly authorised thereto.
- 5.6 If a courier service company is being used for delivery of the bid document, the bid description must be endorsed on the delivery note/courier packaging to ensure that documents are delivered into the bid box. The RTMC will not be held responsible for any delays where documents are not placed in the bid box before closing time.
- 5.7 Bid received by telegram, telex, email, facsimile or similar medium will not be considered.
- 5.8 Where a bid document is not placed in the bid box at the time of the bid closing, such a bid document will be regarded as a late bid. Late bids will not be considered.

- 5.9 Amended bids may be sent in an envelope marked “**Amendment to Bid**” and should be placed in the bid box before the closing time.
- 5.10 Where a bid has a **compulsory briefing session** as a condition, bidders who do not attend or send a representative **will be automatically disqualified** and bid responses will not be accepted/evaluated.
- 5.11 Bidders should check the numbers of the pages to satisfy themselves that none is missing or duplicated. No liability will be accepted by RTMC in regard to anything arising from the fact that pages are missing or duplicated.

## **6. Undertakings by the Bidder**

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- 6.1 The bidder accepts that all costs incurred in preparation, presentation and any demonstration in relation to this bid shall be for the account of the bidder.
- 6.2 The bidder hereby offer to render all or any of the services described in the attached documents to the RTMC on the terms and conditions and in accordance with the specifications stipulated in this bid documents (and which shall be taken as part of, and incorporated into, this proposal at the prices inserted therein).
- 6.3 The bidder shall prepare for a possible presentation should RTMC require such and the bidder shall be notified thereof no later than 4 (four) days before the actual presentation date. Such presentation may include demonstration of products or services as called for by the RTMC in relation to this bid.
- 6.4 The successful bidder hereby accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on him/her under this agreement as the principal(s) liable for the due fulfilment of this contract.
- 6.5 The bidder furthermore confirm that he/she has satisfied himself/herself as to the correctness and validity of his/her bid response that the price(s) and rate(s) quoted cover all the work/item(s) specified in the bid response documents and that the price(s) and rate(s) cover all his/her obligations under a resulting contract and that he/she accept that any mistakes regarding price(s) and calculations will be at his/her risk.

## **7. RTMC's Rights**

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- 7.1 The RTMC reserves the right not to accept the lowest bid or any bid in part or in whole. RTMC normally awards the contract to the bidder who proves to be fully capable of handling the contract and whose bid is technically acceptable and/or financially advantageous to the RTMC.
- 7.2 The RTMC also reserves the right to award this bid as a whole or in part without furnishing reasons.
- 7.3 The RTMC reserves the right to conduct a site visit at the premises of the offices or at any client sites if so required.
- 7.4 The RTMC reserves a right to amend any bid conditions, validity period, specifications, or extend the closing date of bid prior to the initially stated closing date. Bidders will be advised in writing of such amendments in good time.
- 7.5 The RTMC reserves the right to request all relevant information, agreements and other documents to verify information supplied in the bid response. The bidder hereby gives consent to the RTMC to conduct background checks on the bidding entity and any of its directors/trustees/shareholders/members.

## **8. Supplier Development and Promotion of Emerging Black Owned Service Provider**

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- 8.1 The RTMC promotes enterprise development. In this regard, successful bidders are encouraged to mentor SMME's and/or Youth owned businesses. The implications of such arrangement will be subject to negotiations between the RTMC and the successful bidder.
- 8.2 It is also the objective of the RTMC to promote transformation of the South African economy and as such, bidders are encouraged to partner with a black owned entity (being 50%+1 black owned and controlled). Such partnership may include the formation of a Joint Venture and/ or subcontracting agreement etc., where a portion of the work under this bid would be undertaken by black owned entities.
- 8.3 To give effect to this requirement, bidders are required to submit a partnership/ subcontracting proposal detailing the portion of work to be outsourced, level of involvement of the black owned partner and where relevant, submit a consolidated B-BBEE scorecard in-line with the provisions of the PPPFA Regulations which will be considered as part of the B-BBEE scoring.

## 9. Bidders Details and Contact Person

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DETAILS OF BIDDERS			
Name of your Company (in block letters)			
Signature(s) of the Bidder or assignee(s)		Date	
Name of person signing (in block letters)			
Capacity			
Are you duly authorized to sign this Bid?			
Company Registration Number			
VAT Registration Number			
Postal address (in block letters)			
Physical address (in block letters)			
Domicilium citandi et executandi in the RSA (full street address) (in block letters)			

DETAILS OF THE CONTACT PERSON	
Name of Contact Person	
Telephone Number	
Fax Number	
Cellphone Number	

## **10. RESPONSE FORMAT**

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Bidders shall submit their responses in accordance with the response format specified below (each schedule must be clearly marked):

### **10.1 Cover Page:**

10.1.1 The cover page must clearly indicate the bid reference number, bid description and the bidder's name

10.1.2 **Annexure 1** Invitation to Bid (SBD 1 - duly completed and signed)

### **10.2 Schedule 1:**

10.2.1 Executive summary of the bidder's Company/Joint Venture/Partnership/Close Corporation. (Agreements/ supporting documentation must be attached and any amendments post award should be approved by RTMC)

10.2.2 **Annexure 2** of this bid document (Duly completed and Signed)

10.2.3 Certified copies of your CIPC company registration documents listing all members with percentages, in case of a CC. Or latest certified copies of all share certificates in case of a company;

10.2.4 B-BBEE Certificate verified by a SANAS accredited verification agency or a letter from the supplier's auditor. In case where a Joint Venture/Consortium is formed, a combined B-BBEE Certificate must be provided.

10.2.5 **Annexure 3** Invitation to Bid ( SBD 1)

10.2.6 **Annexure 4** Declaration of Interest (SDB 4)

10.2.7 **Annexure 5** Declaration of Bidders Past SCM Practices (SBD 8)

10.2.8 **Annexure 6** Certificate of Independent Bid Determination (SBD 9)

10.2.9 **Annexure 7** Joint Venture/Consortium Agreement (In case of Consortium or Joint Venture)

10.2.10 **Note: Where bidders form a Consortium or a Joint Venture, bidders must submit all documents as listed under Schedule 2 above for each party to**



**the Consortium or Joint Venture. Failure to comply with the above will result in disqualification of the bid.**

### **10.3 Schedule 2:**

10.3.1 Responses to **Section Two** of this document, in line with the format indicated in this bid document.

### **10.4 Schedule 3: (Separate envelope)**

10.4.1 A detailed pricing schedule breakdown for the bid including any supporting schedules on price determination. **The price schedule must be submitted on a separate sealed envelope. Failure to comply with the above will result in disqualification of the bid.**

10.4.2 **Annexure 7** Price Schedule Summary (SBD 3.3) **(Separate envelope)**

10.4.3 **Annexure 8** Preferential Point Claim (SBD 6.1) and B-BBEE Certificate

## **11. SPECIAL INSTRUCTIONS TO BIDDERS**

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**11.1** Bidders shall provide full and accurate answers to the questions posed in this document. Bidders **must** substantiate their response to all questions, including full details on how their proposal/solution will address specific functional/technical requirements. All documents as indicated must be supplied as part of the bid response.

**11.2** The period of the project is for three (3) years from date of appointment with an option to extend.

**11.3** Should additional needs arise that are related to the EHWP and are currently excluded, RTMC reserves the right to contact the service provider and negotiate its inclusion in the contract.

## **12. EVALUATION CRITERIA**

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The bid will be evaluated using a **three**-stage process, which will include Stage 1 (Mandatory Evaluation), Stage 2 (Functionality Evaluation), and Stage 3 (Price and Preference Points Evaluation).

### **(a) Stage 1 – Mandatory Evaluation**

Bidders who fail to comply or meet the mandatory requirement(s) will be disqualified from further evaluation.

### **(b) Stage 2 – Functionality Evaluation**

Stage 2 comprises of two steps.

Step 1: Written responses with each element allocated 20 points. The bidder/s will be required at least 10 points on each element.

Step 2: Will be based on presentation

Bidders who fail to meet the minimum threshold will be disqualified from further evaluation.

**(c) Stage 3 – Price and Preference Points Evaluation**

This stage will be evaluated on an 80/20 Preference Point System (i.e. 80 points on Price and 20 points on B-BBEE).

**12.1 STAGE 1 – MANDATORY REQUIREMENTS CRITERIA**

<b>MANDATORY REQUIREMENT (1)</b>	<b>Comply (Yes / No)</b>
<p><b>Health Professional Council of South Africa (HPCSA) Registration or South African Council for Social Service Professions (SACSSP)</b></p> <p>Bidder must provide proof of <b><u>Registration</u></b> with the HPCSA or SACSSP. The registration must be valid for the current financial year.</p> <p><b>Compliance requirement:</b> A Valid Certificate of Registration must be provided for evaluation. Only originals or certified copies will be accepted.</p>	
<b>MANDATORY REQUIREMENT (2)</b>	<b>Comply (Yes / No)</b>
<p>Proof of registration on the Department of National Treasury Central Suppliers Database (CSD).</p> <p><b>Compliance requirement : CSD Report/Number</b></p> <p><b>NB: Where bidders form a Consortium or a Joint Venture, each bidder must submit CSD number for each party to the Consortium or Joint Venture. Failure to comply with the above will result in disqualification of the bid</b></p>	
<b>MANDATORY REQUIREMENT (3)</b>	<b>Comply (Yes / No)</b>
<p>Bidder must have signed and submitted all SBD forms</p> <p><b>Compliance requirement:</b> Signed and completed SBD forms.</p> <p><b>NB: Where bidders form a Consortium or a Joint Venture, each bidder must submit all documents as listed for each party to the Consortium or Joint Venture. Failure to comply with the above will result in disqualification of the bid.</b></p>	

<b>NB: SBD3.3 may be completed however must be included in the financial envelope.</b>	
<b>MANDATORY REQUIREMENT (4)</b>	<b>Comply (Yes / No)</b>
<p>Only bidders that are within EME and QSE category which is at least owned by 51% black people as defined on regulation 4 (1) (b) of PPPFA, 2000: Preferential Procurement Regulations of 2017 will be considered or may respond for this bid.</p> <p><b>Compliance requirement:</b></p> <p>(i) SANAS accredited BBBEE certificate or</p> <p>Signed Affidavit and Latest Financial statement signed by Accounting Officer or in terms of Companies Act</p>	
<b>MANDATORY REQUIREMENT (5)</b>	<b>Comply (Yes / No)</b>
<p><b>BRIEFING SESSION CERTIFICATE</b></p> <p>Submission of signed briefing session certificate issued by RTMC as proof of attendance of compulsory briefing session.</p> <p><b>Compliance requirement:</b></p> <p>Briefing session certificate to be attached</p> <p>(In case of a joint venture, briefing session certificate from any party that attended the briefing session will suffice)</p>	
<p><b>NOTE: A BIDDER WHO FAILS TO MEET ANY ONE OF THE ABOVE MANDATORY REQUIREMENTS WILL BE DISQUALIFIED FROM FURTHER EVALUATION</b></p>	

## 12.2 STAGE 2 - FUNCTIONALITY REQUIREMENTS CRITERIA

Stage 2 will be conducted in **Two Steps** with each step having its own functional evaluation criteria.

### 12.2.1 STEP 1 – WRITTEN PROPOSAL REQUIREMENTS (60 POINTS)

The first step will be based on written proposals and shall be evaluated based on the following parameters/ elements for functionality:

Requirements	Score
<p><b>A. National Footprint</b></p> <p>The bidder is expected to have the capacity to render the Employee Health and Wellness Program to a more or less two thousand (+ -2000) employees on 24/7/365 days nationally (Have a national footprint for accessibility to all employees and their immediate family members in all the nine (9) provinces of South Africa).</p> <p>The bidder must have presence in ALL nine (9) Provinces = 20 <b>points</b></p> <p><b>Compliance requirement:</b> If service is to be insourced, give details of branches/ associates i.e.; lease agreements, details of staff members deployed in all provinces</p> <p style="text-align: center;">OR</p> <p>If service is to be outsourced, give details of the following:</p> <ul style="list-style-type: none"> <li>• Details of the company (Attach proof of registration with relevant bodies as indicated on Mandatory requirements (1)</li> <li>• Details of team members (Any consultant/Specialist/ Clinical Counsellors who are registered with HPCSA or SACSSP and can render basic services listed on scope of work is acceptable)</li> <li>• 1 reference letter where they render or have rendered similar service.</li> </ul>	20
<p><b>B. References of Similar Work Done (EHWP Services)</b></p>	20
<p><b>B1</b> The bidder must provide details of similar work completed in relation to EHWP services:</p>	

<ul style="list-style-type: none"> <li>• 1 to 3 reference letters= <b>10 points</b></li> <li>• 4 to 6 reference letters = <b>15 points</b></li> <li>• 7 reference letters and above = <b>20 points</b></li> </ul> <p><b>Compliance requirement:</b> Bidders must submit reference letters, which must clearly indicate the type of service (s) provided, contract duration, contract value and details of the relevant contact person (Signed by the delegated official).</p>	
<b>C. Qualifications , Skills &amp; Experience of the Team</b>	<b>20</b>
<p>C1 The bidder must provide CV's and Academic qualifications of the following key resources that would form part of the EAP Team and must fall under the following categories ( Resource/s to be submitted must be from the below designated groups in order to qualify for points)</p> <ul style="list-style-type: none"> <li>• Black Youth or</li> <li>• Black Women or</li> <li>• People with Disability</li> </ul> <p><b>(1) Account Manager = 5 points</b></p> <ul style="list-style-type: none"> <li>• 5 years of experience or more in similar work (attach CV x 1)</li> <li>• Any Qualification B Degree/ Diploma (Attach certified copies of Academic Qualification/s)</li> </ul> <p><b>Compliance requirement:</b> Attach CV, Certified copies of relevant Academic Qualification</p> <p><b>NB: Any submission less than the required experience and qualifications will not be allocated points</b></p> <p><b>(2) 4 x Clinical Case Managers/ Counsellors Affiliated to HPCSA or SACSSP = 10 points</b></p> <ul style="list-style-type: none"> <li>• 4 years of experience or more in similar work / EAP (attach CVs x 4) = <b>5 points</b></li> <li>• Relevant Qualification B Degree/ Diploma (Attach certified copies of relevant Academic Qualification/s) = <b>5 points</b></li> </ul> <p><b>Compliance requirement:</b></p>	

<p>Attach CV, Certified copies of Academic Qualification and Affiliation certificates (HPCSA or SACSSP) (All four (4) counsellors must comply fully in order to qualify for points)</p> <p><b>NB: Any submission less than the required number will not be allocated points.</b></p> <p><b>(3) 5 x Consultants / Specialists = 5 points</b></p> <ul style="list-style-type: none"> <li>• 5 years of experience or more in similar work (attach CVs x 5)</li> <li>• Relevant Qualification B Degree/ Diploma (Attach certified copies of relevant Academic Qualification/s)</li> <li>• Affiliation to HPCSA or SACSSP</li> </ul> <p><b>Compliance requirement:</b></p> <p>Attach CVs, Certified copies of Academic Qualification and Affiliation certificates (All five (5) specialists / consultants must comply fully in order to qualify for points)</p> <p><b>NB: Any submission less than the required number will not be allocated points</b></p>	
<b>STEP ONE SUB TOTAL</b>	<b>60</b>

**NB: IN ORDER FOR BIDDERS TO QUALIFY FOR STEP 2 OF FUNCTIONALITY, BIDDERS MUST MEET THE FOLLOWING REQUIRMENTS;**

- **BIDDERS MUST SCORE A MINIMUM OF TEN (10) POINTS ON EACH ELEMENT LISTED ABOVE ( A, B and C)**
- **ONLY BIDDER’S THAT SCORE A MINIMUM OF 40 POINTS OF THE 60 POINTS ON THE ABOVE EVALUATION CRITERIA WILL BE CONSIDERED FOR STEP 2 OF THE FUNCTIONAL EVALUATION STAGE (PRESENTATION).**

#### **12.2.2 STEP 2 – PRESENTATION REQUIREMENTS**

Qualified bidders from step 1 will be invited to present responses provided and will be evaluated out of 40 points and bidders are required to score a minimum of **25 points**.

The values on the table below will be used to score elements independently.

Value	Description
5- Excellent	Meets and exceeds the functionality requirements
4- Very Good	Above average compliance to the requirements
3- Good	Satisfactory and should be adequate for stated element
2- Average	Compliance to the requirements
0- Non Compliant	Does not comply to the requirements

D. Knowledge Of The Subject Matter	40
<p>1. Outline summary displaying extensive knowledge and experience in the provision of an Integrated and confidential Employee Health and Wellness with specific reference to the following elements;</p> <ul style="list-style-type: none"> <li>✓ Company Profile (Reflect the uniqueness of your product / value proposition) = <b>2 points</b></li> <li>✓ Outline challenges and interventions made to all clients you rendered similar service and how can that be beneficial to RTMC = <b>4 points</b></li> <li>✓ Give a brief profile of RTMC and interpretation of our requirements = <b>2 points</b></li> <li>✓ Should the bidder be appointed how will you implement the programme from start to end = <b>2 points</b></li> </ul> <p>2. Outline and give a high-level overview of all items listed under the scope of work by illustrating capability/mechanism to address issues specified. (Refer to scope of work).</p> <ul style="list-style-type: none"> <li>• Marketing and Communication = <b>5 points</b> <ul style="list-style-type: none"> <li>✓ Design and provide an Integrated EHWP to employees of the Corporation and their immediate family members = 2 points</li> </ul> </li> </ul>	<p>10</p> <p>25</p>

<ul style="list-style-type: none"> <li>✓ Design and distribute posters, wallet cards, fridge magnets, brochures and pamphlets to market the program = 1 point</li> <li>✓ Distribute health and wellness tips (preferably electronic or web-based access) on a monthly basis in according to the Annual Health and Wellness Calendar to all employees = 2 points</li> </ul> <ul style="list-style-type: none"> <li>• <b>Training and Education = 2 points</b> <ul style="list-style-type: none"> <li>✓ Provide an induction program to management and employees of the RTMC to enhance utilization rate of the program = 1 point</li> <li>✓ Provide the HIV and AIDS program= 1 point</li> </ul> </li> </ul> <ul style="list-style-type: none"> <li>• <b>Health Assessments = 2 points</b> <ul style="list-style-type: none"> <li>✓ Conduct the Health Risk Assessments including HIV Counselling and Testing bi-annually to ensure a healthy Corporation = 2 points</li> </ul> </li> </ul> <ul style="list-style-type: none"> <li>• <b>Counselling services = 6 points</b> <ul style="list-style-type: none"> <li>✓ Provide up to eight (8) face-to-face counselling sessions in an official South African language that the client is conversant with, at a place that is close to where the employee works or stays = 2 points</li> <li>✓ Provide unlimited telephonic consultations to assist RTMC employees with personal problems hindering job performance, in an official South African language that the client is conversant = 1 point</li> <li>✓ Provide spiritual counselling =1 point</li> </ul> </li> </ul>	
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<ul style="list-style-type: none"> <li>✓ Provide 24hours trauma services = 1 point</li> <li>✓ Motivational services =1 point</li> </ul> <ul style="list-style-type: none"> <li>• Reporting, Online Health and Wellness Heath care information = <b>2 points</b></li> <li>• Primary Heath care = <b>5 points</b> <ul style="list-style-type: none"> <li>✓ Nursing services = 2 points Provide the Primary Health Care Services at a College with a professional nurse onsite for five working days</li> <li>✓ Medical practitioner = 2 points Medical practitioner that visits once a week</li> <li>✓ Ambulance services = 1 point As and when required basis</li> </ul> </li> <li>• Value add services and Innovation etc. = <b>3 points</b></li> </ul> <p>NB: Bidder is expected to give narrative or brief description of each item listed above and suppoting documents such as leaflets, pictures, brochures, forms, etc</p> <p>3. Provide and outline current capacity and capabilities including existing infrastructure e.g. call center, telephonic services, technology capability and other current resources that would be made available to the RTMC in the provision of EHWP (EAP) services. (Bidder to provide supporting documents) = <b>5 points</b></p>	5
<b>STEP TWO SUB TOTAL</b>	<b>40</b>
<b>OVERALL TOTAL FOR FUNCTIONALITY</b>	<b>100</b>

**NOTE: THE MINIMUM QUALIFYING SCORE FOR OVERALL FUNCTIONAL EVALUATION IS 65 POINTS. ALL BIDDERS THAT FAIL TO ACHIEVE THE MINIMUM QUALIFYING SCORE ON FUNCTIONALITY WILL NOT BE CONSIDERED FOR FURTHER EVALUATION ON PRICE AND B-BBEE.**

### 12.2.3 EVALUATION SCORING FUNCTIONALITY

Each panel member will rate each individual criterion on the score sheet using the following scale:

Value	Description
5- Excellent	Meets and exceeds the functionality requirements
4- Very Good	Above average compliance to the requirements
3- Good	Satisfactory and should be adequate for stated element
2- Average	Compliance to the requirements
0- Non Compliant	Does not comply to the requirements

### 12.3 STAGE 3 – PRICE AND PREFERENCE POINT SYSTEM

All bidders that will achieve the minimum qualifying score (acceptable bids) will be evaluated further in terms of the preference point system as follows

CRITERIA	POINTS
Price	80
BEE	20
<b>TOTAL</b>	<b>100 points</b>

**NOTE: ALL PRICE PROPOSALS MUST BE SUBMITTED IN A SEPARATE SEALED ENVELOPE.**

## **SECTION: 2**

# **SPECIFICATION DETAILS AND FUNCTIONALITY REQUIREMENTS**

## **SECTION 2: SPECIFICATION AND DETAILED FUNCTIONALITY REQUIREMENTS**

### **1. PURPOSE**

- 1.1** The RTMC invites reputable service providers to provide Employee Health and Wellness Program Services to employees and their immediate family members for a period of three (3) years with an option to extend.

### **2. OVERVIEW AND BACKGROUND**

- 2.1** The Road Traffic Management Corporation (Hereafter referred to as “RTMC”), was established in terms of section 3 of the Road Traffic Management Corporation Act No. 20 of 1999. The Act aims to establish powers, resources and eliminate the fragmentation of responsibilities for all road traffic management across the various levels of Government.
- 2.2** The RTMC Head Office is currently based in Gauteng with regional office in seven (7) provinces and comprises of about six hundred and thirteen (613) employees, with a strategic intent to grow further up to + - 2000 employees in the immediate future. There are two main types of employees viz. the office-based employees and with the majority being the National Traffic Police Officers who operate throughout South Africa. The traffic officers currently work a 12-hour shift of both day and night duty. The Corporation envisages growing nationally with regional offices in the other eight provinces.
- 2.3** Furthermore, RTMC has a Traffic Training College situated in Gauteng and has three hundred (300) students which will be increased with additional seven hundred (700) at foreseeable future.
- 2.4** Employees spend the majority of their time at work; as a result, they carry their personal problems to the workplace, which may interfere with their productivity.
- 2.5** In terms of the Public Service Regulations, 2001 workplaces are required to offer support programmes that promote the health and wellness of their employees. In complying with the regulations, the RTMC has a responsibility to ensure that employees are offered an Integrated health and wellness support program.
- 2.6** It is against this background that the RTMC invites suitable service providers to provide the Employee Health and Wellness Services to employees of the Corporation and their immediate family members (all the people living under one roof).

### **3. PROBLEM STATEMENT**

- 3.1** Employees are the most important assets of any organisation. Their day-to-day productivity contributes towards meeting the organizational goals and objectives. The availability of an accessible Employee Health and Wellness Programme for emotional support will enhance their overall productivity.
- 3.2** The country continues to experience significantly high number of road deaths and fatalities occurring daily on our national roads. The Road Traffic Management Corporation (RTMC) is looking for a reputable service provider to render an Integrated Employee Health and Wellness Programme, for employees and their immediate family members to help in addressing the above stated challenges.

### **4 OBJECTIVES**

- 4.1 The EAP can be defined as a programme aimed at improving the quality of life of officials and their families by providing greater support and helping to alleviate the impact of everyday work and personal problems. This programme enhances officials' well-being by restoring impaired job performance whilst at the same time increasing effectiveness.

The following are objectives that the Corporation intends to achieve with EHWP:

- 4.1.1 Design and provide an Integrated EHWP to employees of the Corporation and their immediate family members
- 4.1.2 Design and distribute posters, wallet cards, fridge magnets, brochures and pamphlets to market the program;
- 4.1.3 Provide an induction program to management and employees of the RTMC to enhance utilization rate of the program;
- 4.1.4 Provide up to eight (8) face-to-face counselling sessions in an official South African language that the client is conversant with, at a place that is close to where the employee works or stays.
- 4.1.5 Provide unlimited telephonic consultations to assist RTMC employees with personal problems hindering job performance, in an official South African language that the client is conversant with;
- 4.1.6 Provide spiritual counselling;
- 4.1.7 Provide a 24/7/365 days' telephonic services in all the 11 languages of South Africa;
- 4.1.8 Provide 24hours trauma services;

- 4.1.9 Provide services in all provinces of South Africa;
- 4.1.10 Conduct the Health Risk Assessments including HIV Counselling and Testing bi-annually to ensure a healthy Corporation;
- 4.1.11 Provide the HIV and AIDS program;
- 4.1.12 Distribute health and wellness tips (preferably electronic or web-based access) on a monthly basis in according to the Annual Health and Wellness Calendar to all employees;
- 4.1.13 Have the capacity to provide additional services such as but not limited to:
  - 4.1.13.1 Clinic services to the traffic trainees based at a College of the Corporation's choice within South Africa;
  - 4.1.13.2 Provide independent medical Assessments to determine the fitness of an employee for purposes of job re-alignment or fitness to hold office
- 4.1.14 Have a national footprint, for accessibility to all employees and their immediate family members in all the nine (9) provinces of South Africa.

## 5 SCOPE OF WORK

The successful service provider should provide the following services:

	Compliance YES/ NO	
<b>5.1 Call centre</b>		
5.1.1 Bidder must have a toll-free Call-Centre Technology and Call back centre which provides Psychological Counselling - Professional Support Line Services 24/7/365 staffed by experienced psychologists and social workers in different language groups that facilitates professional, efficient and effective service delivery on a national basis.		
<b>5.2 Unlimited and Confidential Access to counselling service</b>		
5.2.1 Bidder must offer a direct, unlimited and confidential access to a 24-hour multilingual counselling service, tailored to assist individuals, their immediate family members and (all the people living under one roof) in the management of day-to-day personal and work-related difficulties at no costs to individuals.		
5.2.2 The service must consist of a direct, confidential service with official South African languages, 24 hours, 7 days a week, with all calls answered by qualified personnel.		

5.2.3	Provide face-to-face confidential counselling sessions, per person per problem as and when required, close to where the client resides or works.		
5.2.4	Employees and their immediate family members must have access to this network when they are on business or holiday elsewhere in the country.		
5.3	Qualified and accredited Team of psychologists and social workers services to HPCSA or SACSSP		
5.3.1	Fully qualified, trained and registered psychologists and social workers to provide the counselling services which can be provided by agreement on or off site, as required		
5.3.2	Fully qualified clinicians must conduct all counselling sessions. The clinicians will respond to face-to-face counselling requests within 24hours, and the first consultation shall take place within a week of the referral or request.		
5.3.3	Must have the capacity to deliver face-to face counselling services by registered experienced psychologists and social workers of the highest quality to employees.		
5.3.4	Provide up to six personal face-to-face counselling sessions available per issue, in close proximity to the residence or place of work of each person entitled to use the scheme.		
5.3.5	A further two face-to-face counselling sessions should be made available at the discretion of the Services Manager.		
5.4	Chronic diseases Counselling and support		
	.5.4.1 Offer chronic disease Counselling, Education and Support Service.		
5.5	Training College special needs		
5.5.1	Support services for traffic training programs		
	<ul style="list-style-type: none"> <li>• Trainees are subjected to intensive training in order to qualify as traffic officers and upskilling programmes for those that are in the employ of RTMC, therefore, the bidder will be expected to provide/source the following services: onsite emergency services, medical practitioners, Nursing services, health risk assessments, arrangements with nearby health care</li> </ul>		

<p>facilities (hospitals) and other related professional services as and when required to support the initiative.</p> <p>RTMC conducts events and training offsite nationally, therefore the bidder will be expected to provide those services.</p> <p>5.5.2 Primary Health Care services at the Traffic College</p> <ul style="list-style-type: none"> <li>• Provide the Primary Health Care Services at a College with a professional nurse onsite for five working days, and a medical practitioner that visits once a week.</li> </ul>		
<p>5.6 Health Assessments ( Incapacity leave)</p> <p>5.6.1 In the advent of the employees having exhausted their normal sick leave cycle as a result of ill health, it is expected that they apply for temporary or permanent incapacity leave or are boarded on medical reasons as when required.</p> <p>However, for any of the above to be considered, accredited medical practitioners must be commissioned to conduct comprehensive health assessments to determine whether the affected employees qualify or not.</p> <p>As a result, the bidder will be expected to source the said services without compromising any standards thereto.</p> <p>5.6.2 Provide independent medical opinions, on employees who have been off sick for a period exceeding thirty six (36) days in a in less than a year of the three year period, to help determine the fitness of an employee to hold their position, or any further recommendations that may emanate from the process</p>		
<p>5.7 Types of reporting</p> <p>The service provider shall provide quarterly reports to management. The reports should be comprehensive, with accurate analysis, interpretations of trends, problem profiles, possible interventions and meetings shall be held to discuss reports and the interventions planned</p>		



<p>The following are types of reports to be required;</p> <ul style="list-style-type: none"> <li>• regular quarterly utilisation reports,</li> <li>• statistical reviews,</li> <li>• presentations detailing the quantity, quality, efficiency and outcome of the EWP service.</li> <li>• Annual evaluation reports to be provided</li> <li>• Provide on-site de-briefings in the event of a critical incident as well as specialist trauma counselling as an integral part of EWP.</li> <li>• Any other reports as specified by RTMC</li> </ul>		
<p>5.8 Account Manager</p> <p>5.8.1 A dedicated Account Manager has to ensure that the EWP is appropriately integrated into the company's overall employee wellness service, and is professionally and appropriately managed at all times.</p> <p>5.8.2 Briefing and Managerial/supervisory or team leader training should be conducted within the first two months of signing the Service Level Agreement. The service should cater for individual management support, to improve the existing manager employee relationships, referral support services, as well as the provision of conflict resolution and mediation services.</p> <p>5.8.3 Assist with development of the Employee Health and Wellness policy for the RTMC.</p> <p>5.8.4 Implement and promote the EHWP services taking the following into account:</p> <ul style="list-style-type: none"> <li>• Consultation to design the appropriate marketing material (brochures, wallet cards, posters etc.).</li> <li>• Consultation for the effective implementation of the EHWP.</li> <li>• Advice in developing a health an Employee Health and Wellness Policy for the RTMC.</li> </ul>		

<p>5.9 Marketing and Communication</p> <p>5.9.1 Implementation and promotion of EWP: Customer designed programs, which will ensure that all employees have an understanding and courage to use EWP services. This should include:</p> <p>5.9.2 Consultancy to design appropriate communication mate (i.e. brochures, booklets and wallet cards etc.)</p> <p>5.9.3 Organisational consultancy to ensure the effective implementation of EWP.</p> <p>Promotion of the EWP at relevant sites and location supplemented with leaflets and with other communications to encourage use and provide information.</p> <p>Marketing and promotion of the EHWP at the various offices (Nationwide)</p>		
<p>5.10 Training and Education</p> <p>The bidder is expected to provide the following;</p> <p>5.10.1 Specialised half-day training sessions for managers on identifying and referring the troubled employees.</p> <p>5.10.2 Offer training for RTMC employees that is cost-effective and accredited as per identified critical themes or trends</p> <p>5.10.3 To render advice on and recommend training for employees that is cost effective and accredited as per the critical trends. Arrange cost effective and accredited training upon request from RTMC.</p>		
<p>5.11 Health Risk Assessments</p> <p>5.11.1 Conduct 2 x Health Risk Assessments to employees during the Employee Health and Wellness days,</p>		
<p>5.12 Counselling services</p> <p>5.12.1 Provide an Integrated HIV and AIDS program, which includes the voluntary counselling and testing</p> <p>5.12.2 A Critical Incidence Stress Management Service offering prompt and professional individual and group trauma debriefing and counselling services</p>		

to employees experiencing trauma. These services must be provided immediately, with the first contact being within twelve (12) to forty eight hours (48) hours.		
<p>5.13 Online services or similar service</p> <p>5.13.1 The service to be supported by an online service or similar service to disseminate health and wellness information on an ongoing basis and to facilitate self and management referrals.</p>		
<p>5.14 Health and Wellness database</p> <p>5.14.1 The service to be backed up by an interactive health and wellness database empowering individuals to make informed decisions regarding their own health and wellness</p>		
<p>5.15 Additional services</p> <p>5.15.1 Provide a life management service, comprising of legal, financial and family services. The legal service should include telephonic legal advice, as well as referrals to appropriate legal services and bodies. The financial service must assist employees with debt management and financial concerns. The family care service must provide the support that will assist employees to cope with the pressures experienced within their families (such as but not limited to the following: challenges with child rearing practices, children with special needs, teenage challenges, elderly care etc.)</p>		
<p>5.16 Motivational talks, Edutainment and other related services</p> <p>5.16.1 Bidders may be required to provide services for motivational talks, edutainment and other related services by either sourcing professional speakers, entertainers, as may be determined by RTMC to deal with low morale, staff motivation, students who are not coping with their studies etc.</p>		
<p>5.17 General Paramedic, First Aid and Medical Practitioners</p> <p>5.17.1 Bidders may be required to provide the services during activations and recreational events.</p>		

<p>5.18 Additional services</p> <p>RTMC reserves the right to include any other related or medical services that may arise during the course of the contract and is not listed above.</p>		
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**SECTION: THREE**

**ANNEXURES AND STANDARD  
BIDDING DOCUMENTS**

## ANNEXURE AND STANDARD BIDDING DOCUMENTS

DOCUMENT	DESCRIPTION
<b>BDGI</b>	<b>Bid Documents General Information</b>
<b>Annexure 1</b>	<b>Invitation to Bid (SBD 1)</b>
<b>Annexure 2</b>	<b>Declaration of Interest (SBD 4)</b>
<b>Annexure 3</b>	<b>Declaration of Bidder's Past Supply Chain Management Practices (SBD 8)</b>
<b>Annexure 4</b>	<b>Certificate of Independent Bid Determination (SBD 9)</b>
<b>Annexure 5</b>	<b>Preference Points Claim Forms (SBD 6.1)</b>
<b>Annexure 6</b>	<b>Pricing ( SBD 3.3 to be submitted on a separate envelope)</b>
<b>Annexure 7</b>	<b>Template of a Detailed Price Schedule (To Accompany SBD 3.3) on separate envelope</b>



## **BIDDING DOCUMENTS : GENERAL INFORMATION**

1. The bidding forms are drawn up so that certain essential information is to be furnished in a specific manner. Any additional particulars shall be furnished in the enclosed questionnaire(s) or in a separate annexure.
2. The bidding forms should not be retyped or redrafted but photocopies may be prepared and used. Additional offers may be made for any item, but only on a photocopy of the page in question. Additional offers made in any other manner may be disregarded.
3. Bidding forms not filled in using a computer and printer shall be completed in black ink.
4. Bidders shall check the numbers of the pages and satisfy themselves that none are missing or duplicated. No liability shall be accepted in regard to claims arising from the fact that pages are missing or duplicated.
5. The forms in respect of Preference Points Claim, if attached, shall be completed and submitted with the completed Bid.
6. Firm bid prices and delivery periods are preferred. Consequently bidders shall clearly state whether prices and delivery periods will remain firm for the duration of the contract or not.
7. If non-firm prices are submitted, this fact should be clearly stated in the bidding documents.
8. Where items are specified in detail, the specifications from an integral part of the bidding document and bidders shall indicate in the space provided whether the items offered are to specification or not.
9. In respect of the paragraphs where the items offered are strictly to specification, bidders shall insert the words "as specified".



- 10.** In cases where the items are not to specification, the deviations from the specifications shall be indicated.
- 11.** The bid prices shall be given in the units shown.
- 12.** All prices shall be quoted in South African currency.

