

SPECIFICATIONS

Employee Wellness Programme for the GCIS

1. ABOUT GOVERNMENT COMMUNICATION AND INFORMATION SYSTEM

1.1 Government Communication and Information System (GCIS) is a national government communication department established in 1998. We provide professional services, set and influence adherence to standards for an effective government communication system. drive coherent messaging and proactively communicate with the public about government policies, plans, programmes and achievements.

1.2 Our vision is to **be “The Pulse of Communication Excellence in Government”**.

2. BACKGROUND NECESSITATING TO THE BID

2.1 The DPSA introduced an Employee Health and Wellness Strategic Framework for the Public Service in November 2008. The purpose of the framework is to provide guidelines on the principles and practices for the Health and Wellness of public servants, their families and citizens.

2.2 Part six of the Public Service Regulations, 2001 affirms the principle of improving the working environment of employees to ensure efficient service delivery which includes among others employees' health, disability, HIV & AIDS and other health conditions for the benefit of employees and their families.

2.3 New developments in the field of Occupational Health and Safety, HIV & AIDS and TB Management, Chronic Disease management and productivity management are some of the issues covered in the Employee Health and Wellness Framework.

3. PURPOSE AND SCOPE OF COVERAGE (TASK DIRECTIVE)

3.1 The purpose of the GCIS Employee Wellness Programme is to provide CORE employee wellness services to GCIS employees and their immediate family members which include but not limited to:

- Professional line support services through a toll free line which is available 24/7/365 days.

- On line Support Services through a wellness intranet or internet.
- Psychological and Psychosocial Services (stress, challenges at work and home, family and work relationship issues, substance abuse, bereavement, etc.).
- Face to Face Counseling Services.
- Health and Life Management Services.
- Financial and Legal Services.
- Exercise and Nutrition Management.
- Weight Management.
- Management of HIV & AIDS and other Chronic Illness.
- Critical Incident Trauma Debriefing or Trauma Response Services
- Managerial Consultancy or Managerial Coaching, Support, Referral and Training/Educational Services.
- Absenteeism and Incapacity Consultancy Services.
- Management and Employee Orientation Services.
- Communication, Marketing Consultancy and Wellness Promotion Services aligned to the National Health Calendar.
- Monitoring, reporting, consultation and evaluation services (monthly, quarterly and annual reports)

In addition to the above CORE services the bidder should also provide the following during the first year of the contract:

- Basic training for 20 Peer Counselors and Educators on HIV & AIDS.
- Train 50 managers on managing wellness referrals and disclosure.

NB: The bidder should have the capacity to provide the service 24/7/365 days in all 11 official languages.

3.2 GCIS is inviting reputable service providers who have unquestionable track record in Employee Wellness services aligned to Employee Health and Wellness Services for the Public Service.

3.3 The services should cater for 500 employees for duration of 3 years, with effect from 01 April 2013 to 31 March 2016.

4. REQUIREMENTS

4.1 The bidders are required to outline the Employee Wellness services including the methodology of how the services will be rendered.

4.2 The bidders must present utilization reports to GCIS, on a monthly, quarterly and annual basis with recommendations on how to address the issues outlined on the reports which may pose a threat to the individual and the organization's wellbeing. The reports should be compiled in such a way that confidentiality is not compromised.

4.3 The bidders should also indicate the strategy they would use to eliminate abuse of the service, i.e. how would the service provider know if the person accessing the service is a GCIS employee or an immediate family member of a GCIS employee.

4.4 The bidder should provide us with samples of similar work and reports undertaken in the same or similar field.

4.5 The proposal must be aligned to the Employee Health and Wellness Strategic Framework for the Public Service. In terms of Absenteeism and Incapacity Consultancy the service provider should align their consultancy processes to the provisions of PILAR

5. INFORMATION TO BE SUBMITTED BY ALL BIDDERS

5.1 Programme specifications/deliverables

- i) Proposals for Employee Wellness Programme, outlining CORE and capacity to deliver the service in all 9 provinces.
- ii) A list of client references.

5.2 Proposal deliverables

- i) In their proposal, bidders should indicate how they will roll out the Employee Wellness Programme

5.3 Track record of the bidder

- i) Bidders must submit three recent references together with all their contact details against which the department can verify the accuracy of information provided in the bid document.

6. EVALUATION OF TENDERS

6.1 Evaluation criteria

Bidders will be evaluated according to the following criteria: Functionality

ITEM	Criterion	Score
Proposal outline	Employee Wellness Proposal for 3 years <ul style="list-style-type: none"> • The bidder must provide a proposal indicating the CORE Employee Wellness services to be rendered and the methodology of how the services will be rendered. • Provide the methodology to be followed for the peer educators/counselors training and the training of managers. • Include in the proposal the definition of immediate family members who will be covered and have access to the service. • Indicate different communication mediums which the services can be accessed. 	35
Marketing and communication plan/strategy	<ul style="list-style-type: none"> • The bidder should include in their proposal a communication and marketing plan to promote the utilization of the service over a period of 3 years. • The marketing and communication strategy should include the promotion of events in line with the national wellness calendar/ • The bidder should also indicate the capacity to print brochures in at least 3 languages, English, Sesotho, Zulu or Afrikaans. 	20
System to manage abuse of the service	<ul style="list-style-type: none"> • The bidder must indicate how they will manage abuse of the service utilization by the targeted audience. • Indicate the capacity to deliver in all 9 provinces. 	10
Experience in rendering Employee Wellness services both in the public and private sector	<ul style="list-style-type: none"> • a minimum of 5 years' experience in the Employee Wellness environment. • submission of 3 recent references of work done. 	15
Total		80

Proposals will be evaluated in terms of the Preferential Procurement Policy Framework Act (Act 5 of 2000) and Regulation (August 2001) on the basis of functionality and the 90/10 preference points system. A bidder that scores 65% or more will be invited to come and do presentation. The shortlisted candidates will be evaluated further in terms of the 90/10 preference points system, where 90 points will be for price only and the 10 points for BBBEE Status Level of contribution. A bid will be disqualified if it fails to meet 65% for functionality.

GCIS will assess the functionality of each proposal taking into account the following criteria:

TECHNICAL	WEIGHT	VALUE
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Values: 1 = Poor; 2 = Average; 3 = Acceptable; 4 = Very good; 5 = Excellent

The percentage for functionality will be calculated as follows:

$$\frac{A}{B} \times 100$$

Where:

A = total score of the bidder

B = maximum score, i.e. 400

All bidders are requested to attend to all aspects of the bid evaluation criteria to avoid unnecessary loss of points during the evaluation process. Only bidders that scored 65% will be invited to do a presentation. The mentioned percentage of 65% will apply again for the presentation.

AREAS OF EVALUATIONS	POINTS
Price	90
BBBEE Level of Contribution	10
TOTAL	100

7.2 Adjudication panel and procedure

- (i) GCIS will use its prerogative whether the short-listed bidders should do a brief presentation of their proposals or not.
- (ii) Should this be the case, the same evaluation criteria as indicated above will apply.

8. BRIEFING AT GCIS (HIGHLY RECOMMENDED)

All bidders are invited to a briefing (though not compulsory, but definitely beneficial to all bidding companies).

Date: 08 November 2012

Time: 10:00 to 11:00

Venue: Auditorium, 1st Floor, Midtown, GCIS, Madiba (Vermeulen) - or Sisulu (Prinsloo) Street, Pretoria

The proposals **MUST** be accompanied by the relevant bid documents as required and indicated in the bid documentation (All accompanying forms **MUST** be fully completed) before 16 November 2012 at 11:00 AM.

10. Contact Details for enquiries:

Information on specification can be obtained from

1. Mavis Tshokolo Tel: 012 314 2300
Fax : 012 323 5209
E-mail: mavis@gcis.gov.za
2. Dikeledi Nthite: Tel: 012 314 2196
Fax: 012 323 5209
E-mail: Dikeledi@gcis.gov.za

Information on procedures, please contact:

1. Mendrick Mlondobozi: 012 314 2861
2. George Storey: 012 314 2464

Signature of the Acting Deputy CEO:

Mr. Keitumetse Semakane

Date:

