

GCIS 003 2015 2016 Specifications for Employee Health Wellness Services 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 the 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 amongst 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 in line with the following 4 Employee Health and Wellness (EH & W) pillars:

3.1.1 Wellness Management

- Professional line support services through a toll free line which is available 24/7/365 days.
- On line Support Services (E-care) through a wellness intranet linked to the departmental intranet.
- Psychological and Psychosocial Services.
- Face to Face Counseling Services up to 8 sessions per employee and immediate family member per case.
- Health and Life Management Services.
- Financial and Legal Services.
- Exercise and Nutrition Management.
- Weight Management.
- Critical Incident Trauma Debriefing or Trauma Response Services.
- Managerial Consultancy or Managerial Coaching, Support, Referral and Training/Educational Services.
- 1 massage session per provincial office. Massage therapist conducting massages for provincial employees in all 9 provincial offices including Parliamentary Office once a year.
- Team enrichment sessions, i.e. group coaching covering but not limited to diversity, team dynamics, team building.
- Provide preventative services in the form of stress management, alcohol and substance abuse, marriage/relationship enrichment, personal financial management and preparation for retirement sessions.

3.1.2 HIV and AIDS, STI & TB Management

- Management (prevention services, support & counselling services and medical advisory services) of HIV and AIDS & TB and other Chronic Illnesses.
- Stigma and discrimination management.

3.1.3 Health and Productivity Management

- Assist with absenteeism and presentism management.
- Incapacity consultancy.
- Health and productivity management.

3.1.4 Safety Health Environment, Risk and Quality (SHERQ)

- Conduct Annual Integrated Health Risk Assessment and provide Occupational Health and Hygiene Report.

3.2 Training and development

During the first year of implementation the following training should be implemented:

- Basic training for 20 Peer Educators on HIV & AIDS.
- Train 150 managers' on managerial referrals.
- Train 50 managers on HIV disclosure.
- Sensitise 500 employees on stigmatisation and non-discrimination against people infected and affected by HIV and AIDS.
- Management and Employee Orientation Services.

3.3 Administrative services

- Assistance with Employee Health and Wellness Policy and Strategy Reviews.
- Monitoring, reporting, consultation and evaluation services monthly, quarterly and annual reports.
- Communication, Marketing Consultancy and Wellness Promotion Services aligned to the National Health Calendar.
- The bidder should have the capacity to provide the services in all 11 official languages.

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

3.5 The services should cater for 500 employees for the duration of 3 years, with effect from 01 April 2016 to 31 March 2018.

4. REQUIREMENTS

4.1 The bidders are required to outline the Employee Wellness services in line with the 4 EH & W pillars as outlined in 3.1.1 to 3.1.4 above including the methodology of how the services will be rendered.

4.2 The bidders must present the methodology and training plan which they would follow in terms of implementing training listed in 3.2 above. Utilisation reports to GCIS, on a monthly, quarterly and annual basis with recommendations on how to address the issues raised in 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 capacity to render services in all 11 official languages, in all 9 provinces and provide utilisation reports to GCIS on a monthly, quarterly and annual basis. Assist with strategy and policy review.
- 4.4 The bidder should provide a communication and marketing plan covering the 3 year contract period and indicate different communication mediums to accessed the services.
- 4.5 A detailed company profile outlining the companys history, footprint, project team members and the executive should be submitted.

5. AREA OF EVALUATION

The bid will be evaluated on as follows:

5.1 PHASE I: COMPLIANCE WITH QUALIFICATION CRITERIA

All bids will be screened to determine compliance with the qualification criteria as well as the statutory requirements. **Bidders not complying with the below qualification criteria and / or statutory requirements will not be considered for evaluation.**

- Proof of registration with the Employee Assistance Professional Association of South Africa (EAPA-SA).
- Original valid Tax Clearance Certificate

5.2 PHASE II: EVALUATION IN TERMS OF FUNCTIONALITY

Proposals will be evaluated in terms of the Preferential Procurement Policy Framework Act (Act 5 of 2000) and Regulation (December 2011) on the basis of functionality and the **90/10** preference points system. A bidder that scores **65%** or more may be invited for presentation and the same evaluation criteria will apply. 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.

ITEM	Criterion	Score
4 Employee Health & Wellness Pillars	Employee Wellness Proposal for 3 years <ul style="list-style-type: none"> • The bidder must provide a proposal indicating the services to be rendered in line with the 4 EH & W pillars as outlined in 3.1. to 3.1.4 above. • The methodology of how the services will be rendered. 	40

Training	<ul style="list-style-type: none"> • Provide the methodology and training plan for the implementation of training programmes listed in 3.2 above. The training should be done during the 1st year of implementation. 	15
Administrative services	<ul style="list-style-type: none"> • Indicate capacity to render the service in all 11 official languages. • Indicate the capacity to deliver in all 9 provinces including parliamentary office. • Monitoring, reporting, consultation and evaluation services (monthly, quarterly and annual reports). • Assist with Employee Health and Wellness Policy and Strategy Reviews. 	15
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 utilisation of the service over a period of 3 years in line with the National Health Calendar. • Indicate different communication mediums which the services can be accessed. • 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 English.. 	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 (public & private sector). • Submit 3 written references of work done in the past 5 years. • Submit samples of wellness reports. • A minimum of 2 years experience in training and workshop facilitation. 	10
Company profile	<p>The company profile should cover the following:</p> <ul style="list-style-type: none"> • Background or history of the company. • List of clients. • Footprint in all the 9 provinces. • Staffing structure. • Project team responsible for this programme. • Organogram of the executive and senior manager. 	10
Total		100

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

TECHNICAL	WEIGHT	VALUE
-----------	--------	-------

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. 500

All bidders are requested to attend to all aspects of the bid evaluation criteria to avoid unnecessary loss of points during the evaluation process.

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

6. Presentation

(i) GCIS may after the evaluation of functionality invite bidders for a presentation of their proposals.

(ii) Should this be the case, the same evaluation criteria as indicated above will apply.

7. 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).

8. Proposals together with bid documents must be addressed to:

Supply Chain Manager

Private Bag X745

Pretoria, 0001

Alternatively, proposals with bid documents can be hand delivered to:

1035 Tshedimosetso House

Cnr Francis Baard & Festival Streets, Hatfield, Pretoria.

9. The closing date for submission:

Proposals must be submitted not later than 02 October 2015 at 11:00 AM.

10. Contact details for enquiries:

Information on specification can be obtained from:

- **Mavis Tshokolo**
Tel: 012 473 0177
E-mail: mavis@gcis.gov.za
- **Dikeledi Nthite**
Tel: 012 473 0060
E-mail: dikeledin@gcis.gov.za
- **Xikombiso Khosa**
Tel: 012 473 0332
E-mail: xikombiso@gcis.gov.za

Information on procedures can be obtained from:

- **Leshoka Mahloromela**
Tel: 012 473 0151
- **Keneilwe Mafa**
Tel: 012 473 0130

Signature of the Chief Financial Officer

Date: