

NOTIFICATION OF TENDER ADVERT

Bid Number:SASSA:119-23-EWP-HO

Bid Description:The South African Social Security Agency hereby invites proposals from potential service provider for the provision of specialized Employee Wellness services for the period of three(03). years.

Name of Institution:South African Social Security Agency

Place where goods, works or services are required:

SASSA Head Office, 501 Prodinsa Building, Cnr Steve Biko (Beatrix) and Pretorius streets, Arcadia, Pretoria

Date Published: 20 March 2024

Closing Date / Time: 11th April 2024 @11:00am

Enquiries:

Contact Person:Ms Mogafe Mphahlele

Email: EW2024@sassa.gov.za

Telephone number: 012 400 2412

FAX Number:

Where bid documents can be obtained:

Website:<https://etenders.treasury.gov.za/>

<https://sassa.gov.za>

Physical Address:Where bids should be delivered and deposited in the Bid Box situated at:

Physical Address:SASSA Head Office, 501 Prodinsa Building, Cnr Steve Biko (Beatrix) and Pretorius streets, Arcadia, Pretoria

Briefing Session

Online Non Compulsory online briefing session will be held on:

Date:26th March 2024

Time:09:30:00 am

Venue: Virtual(Microsoft Teams)

Bidders to register their name from the date of an advert and at least one day before briefing session as per the advert by providing company name, contact details and at least one representative to enable SASSA to provide bidders with a link. Details must be sent to email address: EW2024@sassa.gov.za.**NB:** All enquiries must be in writing and addressed to EW2024@sassa.gov.za at least three (3) days before closing of the Bid.



[*paying the right social grant, to the right person,
at the right time and place. NJALO!*

South African Social Security Agency
Head Office

SASSA House • 18 Ferreira Street
Nelspruit • Private Bag X55662 • Nelspruit, 1200
Tel: +27 12 754 9346 • Fax: 086 656 4166
www.sassa.gov.za

PART A INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/ PUBLIC ENTITY)					
BID NUMBER:	SASSA: 119-23-EPW-HO	CLOSING DATE	11-April-2023	CLOSING TIME	11:00 AM
DESCRIPTION	The South African Social Security Agency hereby invites proposals from potential service provider for the provision of specialized Employee Wellness services) for the period of three (03) Years.				
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)					
SASSA Head Office, 501 Prodinsa Building, Cnr Steve Biko (Beatrix) and Pretorius streets, Arcadia, Pretoria					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	Ms Mogafe Mphahlele		CONTACT PERSON	Ms Lebuwe Motaung	
TELEPHONE NUMBER	012 400 2412		TELEPHONE NUMBER	012 400 2051	
FACSIMILE NUMBER	N/A		FACSIMILE NUMBER	N/A	
E-MAIL ADDRESS	EW2024@sassa.gov.za		E-MAIL ADDRESS	EW2024@sassa.gov.za	
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT	[TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No	
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]					
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER PART B:3]	
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE A BRANCH IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.					

**PART B
TERMS AND CONDITIONS FOR BIDDING**

1. BID SUBMISSION:
1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2. ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED-(NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.
1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
1.4. THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).
2. TAX COMPLIANCE REQUIREMENTS
2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.6 WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:
(Proof of authority must be submitted e.g. company resolution)

DATE:

**PRICING SCHEDULE – FIRM PRICES
(PURCHASES)**

NOTE: ONLY FIRM PRICES WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE VARIATIONS) WILL NOT BE CONSIDERED

IN CASES WHERE DIFFERENT DELIVERY POINTS INFLUENCE THE PRICING, A SEPARATE PRICING SCHEDULE MUST BE SUBMITTED FOR EACH DELIVERY POINT

Name of bidder.....	Bid number SASSA: 119- 23- EPW- HO
Closing Time 11:00 am	Closing date 11 th April 2024

OFFER TO BE VALID FOR...90...DAYS FROM THE CLOSING DATE OF BID.

ITEM NO.	QUANTITY	DESCRIPTION	BID PRICE IN RSA CURRENCY ** (ALL APPLICABLE TAXES INCLUDED)
-		Required by:
-		At:
-		Brand and model	N/A
-		Country of origin	N/A
-		Does the offer comply with the specification(s)?	*YES/NO
-		If not to specification, indicate deviation(s)
-		Period required for delivery *Delivery: Firm/not firm
-		Delivery basis

Note: All delivery costs must be included in the bid price, for delivery at the prescribed destination.

** "all applicable taxes" includes value- added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies.

*Delete if not applicable

STANDARD BIDDING DOCUMENT (SBD) 4

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

- 1.1** Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.
- 1.2** Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. BIDDER'S DECLARATION

- 2.1** Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES / NO**

- 2.1.1** If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

STANDARD BIDDING DOCUMENT (SBD) 4

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....
.....
.....
.....
.....
.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....
.....
.....
.....
.....

3. DECLARATION

I, the undersigned, (name) in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;

STANDARD BIDDING DOCUMENT (SBD) 4

- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.5 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.6 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.7 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

STANDARD BIDDING DOCUMENT (SBD) 4

investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature Date

.....
Position Name of bidder

**PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL
PROCUREMENT REGULATIONS 2022**

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 **To be completed by the organ of state**

- a) The applicable preference point system for this tender is the **80/20** preference point system.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
(b) Specific Goals.

1.4 **To be completed by the organ of state:**

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

- 1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.
- 1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20 or 90/10

$$P_s = 80 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right) \text{ or } P_s = 90 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$$

Where

- P_s = Points scored for price of tender under consideration
 P_t = Price of tender under consideration
 P_{min} = Price of lowest acceptable tender

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

A maximum of 80 or 90 points is allocated for price on the following basis:

$$P_s = 80 \left(1 + \frac{P_t - P_{max}}{P_{max}} \right) \text{ or } P_s = 90 \left(1 + \frac{P_t - P_{max}}{P_{max}} \right)$$

Where

- P_s = Points scored for price of tender under consideration
 P_t = Price of tender under consideration
 P_{max} = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:

4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—

- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
- (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.)

(Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (90/10 system) (To be completed by the tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer)
B-BBEE Status Level 1 - 2 contributor with at least 51% black women ownership	10	20		
B-BBEE Status Level 3 - 4 contributor with at least 51% women ownership	9	18		
B-BBEE Status Level 1 - 2 contributor with at least 51% black youth or disabled ownership	8	16		
B-BBEE Status Level 1 - 2 contributor	7	14		
B-BBEE Status Level 3 - 8 contributor with at least 51% youth or disabled ownership	5	12		
B-BBEE Status Level 3 - 4 contributor	4	8		
B-BBEE Status Level 5 - 8 contributor	2	4		
Others (Non-Compliant)	0	0		
Note: In the event of a bidder claiming more than one specific goal category, SASSA will allocate points based on specific goal with the highest points.				

Returnable document to claim points	Please tick below for the attached document
1. B-BBEE Certificate	
2. Sworn Affidavit (EME or QSE)	
3. CSD registration number	

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm.....

4.4. Company registration number:

4.5. TYPE OF COMPANY/ FIRM

- Partnership/Joint Venture / Consortium
- One-person business/sole propriety
- Close corporation
- Public Company
- Personal Liability Company
- (Pty) Limited
- Non-Profit Company
- State Owned Company

[TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution, if deemed necessary.

.....

SIGNATURE(S) OF TENDERER(S)

SURNAME AND NAME:

DATE:

ADDRESS:

.....

.....

.....

THE NATIONAL TREASURY

Republic of South Africa



**GOVERNMENT PROCUREMENT:
GENERAL CONDITIONS OF CONTRACT**

July 2010

GOVERNMENT PROCUREMENT
GENERAL CONDITIONS OF CONTRACT
July 2010

NOTES

The purpose of this document is to:

- (i) Draw special attention to certain general conditions applicable to government bids, contracts and orders; and
- (ii) To ensure that clients be familiar with regard to the rights and obligations of all parties involved in doing business with government.

In this document words in the singular also mean in the plural and vice versa and words in the masculine also mean in the feminine and neuter.

- The General Conditions of Contract will form part of all bid documents and may not be amended.
- Special Conditions of Contract (SCC) relevant to a specific bid, should be compiled separately for every bid (if applicable) and will supplement the General Conditions of Contract. Whenever there is a conflict, the provisions in the SCC shall prevail.

TABLE OF CLAUSES

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2. Application
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General Conditions of Contract

1. Definitions

1. The following terms shall be interpreted as indicated:
 - 1.1 “Closing time” means the date and hour specified in the bidding documents for the receipt of bids.
 - 1.2 “Contract” means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
 - 1.3 “Contract price” means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.
 - 1.4 “Corrupt practice” means the offering, giving, receiving, or soliciting of any thing of value to influence the action of a public official in the procurement process or in contract execution.
 - 1.5 "Countervailing duties" are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.
 - 1.6 “Country of origin” means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.
 - 1.7 “Day” means calendar day.
 - 1.8 “Delivery” means delivery in compliance of the conditions of the contract or order.
 - 1.9 “Delivery ex stock” means immediate delivery directly from stock actually on hand.
 - 1.10 “Delivery into consignees store or to his site” means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.
 - 1.11 "Dumping" occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the

RSA.

- 1.12 "Force majeure" means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable. Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- 1.13 "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.
- 1.14 "GCC" means the General Conditions of Contract.
- 1.15 "Goods" means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.
- 1.16 "Imported content" means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the supplies covered by the bid will be manufactured.
- 1.17 "Local content" means that portion of the bidding price which is not included in the imported content provided that local manufacture does take place.
- 1.18 "Manufacture" means the production of products in a factory using labour, materials, components and machinery and includes other related value-adding activities.
- 1.19 "Order" means an official written order issued for the supply of goods or works or the rendering of a service.
- 1.20 "Project site," where applicable, means the place indicated in bidding documents.
- 1.21 "Purchaser" means the organization purchasing the goods.
- 1.22 "Republic" means the Republic of South Africa.
- 1.23 "SCC" means the Special Conditions of Contract.
- 1.24 "Services" means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such

obligations of the supplier covered under the contract.

1.25 “Written” or “in writing” means handwritten in ink or any form of electronic or mechanical writing.

2. Application

2.1 These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.

2.2 Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works.

2.3 Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.

3. General

3.1 Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.

3.2 With certain exceptions, invitations to bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from www.treasury.gov.za

4. Standards

4.1 The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.

5. Use of contract documents and information; inspection.

5.1 The supplier shall not, without the purchaser’s prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.

5.2 The supplier shall not, without the purchaser’s prior written consent, make use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract.

5.3 Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier’s performance under the contract if so required by the purchaser.

5.4 The supplier shall permit the purchaser to inspect the supplier’s records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.

6. Patent rights

6.1 The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser.

7. Performance security

- 7.1 Within thirty (30) days of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the amount specified in SCC.
- 7.2 The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete his obligations under the contract.
- 7.3 The performance security shall be denominated in the currency of the contract, or in a freely convertible currency acceptable to the purchaser and shall be in one of the following forms:
 - (a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or
 - (b) a cashier's or certified cheque
- 7.4 The performance security will be discharged by the purchaser and returned to the supplier not later than thirty (30) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified in SCC.

8. Inspections, tests and analyses

- 8.1 All pre-bidding testing will be for the account of the bidder.
- 8.2 If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the Department or an organization acting on behalf of the Department.
- 8.3 If there are no inspection requirements indicated in the bidding documents and no mention is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.
- 8.4 If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.
- 8.5 Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier.
- 8.6 Supplies and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.
- 8.7 Any contract supplies may on or after delivery be inspected, tested or

analyzed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies shall be held at the cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with supplies which do comply with the requirements of the contract. Failing such removal the rejected supplies shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.

8.8 The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof, or to act in terms of Clause 23 of GCC.

9. Packing

9.1 The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing, case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.

9.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the purchaser.

10. Delivery and documents

10.1 Delivery of the goods shall be made by the supplier in accordance with the terms specified in the contract. The details of shipping and/or other documents to be furnished by the supplier are specified in SCC.

10.2 Documents to be submitted by the supplier are specified in SCC.

11. Insurance

11.1 The goods supplied under the contract shall be fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified in the SCC.

12. Transportation

12.1 Should a price other than an all-inclusive delivered price be required, this shall be specified in the SCC.

13. Incidental services

13.1 The supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC:

- (a) performance or supervision of on-site assembly and/or commissioning of the supplied goods;
- (b) furnishing of tools required for assembly and/or maintenance of the supplied goods;
- (c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;

- (d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and
- (e) training of the purchaser's personnel, at the supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.

13.2 Prices charged by the supplier for incidental services, if not included in the contract price for the goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier for similar services.

14. Spare parts

14.1 As specified in SCC, the supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier:

- (a) such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and
- (b) in the event of termination of production of the spare parts:
 - (i) Advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and
 - (ii) following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.

15. Warranty

15.1 The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the contract. The supplier further warrants that all goods supplied under this contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser's specifications) or from any act or omission of the supplier, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.

15.2 This warranty shall remain valid for twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise in SCC.

15.3 The purchaser shall promptly notify the supplier in writing of any claims arising under this warranty.

15.4 Upon receipt of such notice, the supplier shall, within the period specified in SCC and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser.

15.5 If the supplier, having been notified, fails to remedy the defect(s) within the period specified in SCC, the purchaser may proceed to take

such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser may have against the supplier under the contract.

- 16. Payment**
- 16.1 The method and conditions of payment to be made to the supplier under this contract shall be specified in SCC.
- 16.2 The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfillment of other obligations stipulated in the contract.
- 16.3 Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the supplier.
- 16.4 Payment will be made in Rand unless otherwise stipulated in SCC.
- 17. Prices**
- 17.1 Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized in SCC or in the purchaser's request for bid validity extension, as the case may be.
- 18. Contract amendments**
- 18.1 No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties concerned.
- 19. Assignment**
- 19.1 The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.
- 20. Subcontracts**
- 20.1 The supplier shall notify the purchaser in writing of all subcontracts awarded under this contracts if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract.
- 21. Delays in the supplier's performance**
- 21.1 Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.
- 21.2 If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.
- 21.3 No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority.
- 21.4 The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the

supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily available.

21.5 Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of penalties.

21.6 Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without canceling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier.

22. Penalties

22.1 Subject to GCC Clause 25, if the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services using the current prime interest rate calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC Clause 23.

23. Termination for default

23.1 The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:

- (a) if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;
- (b) if the Supplier fails to perform any other obligation(s) under the contract; or
- (c) if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

23.2 In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.

23.3 Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.

23.4 If a purchaser intends imposing a restriction on a supplier or any

person associated with the supplier, the supplier will be allowed a time period of not more than fourteen (14) days to provide reasons why the envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated fourteen (14) days the purchaser may regard the intended penalty as not objected against and may impose it on the supplier.

23.5 Any restriction imposed on any person by the Accounting Officer / Authority will, at the discretion of the Accounting Officer / Authority, also be applicable to any other enterprise or any partner, manager, director or other person who wholly or partly exercises or exercised or may exercise control over the enterprise of the first-mentioned person, and with which enterprise or person the first-mentioned person, is or was in the opinion of the Accounting Officer / Authority actively associated.

23.6 If a restriction is imposed, the purchaser must, within five (5) working days of such imposition, furnish the National Treasury, with the following information:

- (i) the name and address of the supplier and / or person restricted by the purchaser;
- (ii) the date of commencement of the restriction
- (iii) the period of restriction; and
- (iv) the reasons for the restriction.

These details will be loaded in the National Treasury's central database of suppliers or persons prohibited from doing business with the public sector.

23.7 If a court of law convicts a person of an offence as contemplated in sections 12 or 13 of the Prevention and Combating of Corrupt Activities Act, No. 12 of 2004, the court may also rule that such person's name be endorsed on the Register for Tender Defaulters. When a person's name has been endorsed on the Register, the person will be prohibited from doing business with the public sector for a period not less than five years and not more than 10 years. The National Treasury is empowered to determine the period of restriction and each case will be dealt with on its own merits. According to section 32 of the Act the Register must be open to the public. The Register can be perused on the National Treasury website.

24. Anti-dumping and countervailing duties and rights

24.1 When, after the date of bid, provisional payments are required, or anti-dumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidized import, the State is not liable for any amount so required or imposed, or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favourable difference shall on demand be paid forthwith by the contractor to the State or the State may deduct such amounts from moneys (if any) which may otherwise be due to the contractor in regard to supplies or services which he delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which

may be due to him

25. Force Majeure

- 25.1 Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.
- 25.2 If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

26. Termination for insolvency

- 26.1 The purchaser may at any time terminate the contract by giving written notice to the supplier if the supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.

27. Settlement of Disputes

- 27.1 If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.
- 27.2 If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.
- 27.3 Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.
- 27.4 Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the SCC.
- 27.5 Notwithstanding any reference to mediation and/or court proceedings herein,
- (a) the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and
 - (b) the purchaser shall pay the supplier any monies due the supplier.

28. Limitation of liability

- 28.1 Except in cases of criminal negligence or willful misconduct, and in the case of infringement pursuant to Clause 6;
- (a) the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and

- (b) the aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.
- 29. Governing language** 29.1 The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English.
- 30. Applicable law** 30.1 The contract shall be interpreted in accordance with South African laws, unless otherwise specified in SCC.
- 31. Notices** 31.1 Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice
- 31.2 The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.
- 32. Taxes and duties** 32.1 A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country.
- 32.2 A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.
- 32.3 No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid the Department must be in possession of a tax clearance certificate, submitted by the bidder. This certificate must be an original issued by the South African Revenue Services.
- 33. National Industrial Participation Programme (NIP)** 33.1 The NIP Programme administered by the Department of Trade and Industry shall be applicable to all contracts that are subject to the NIP obligation.
- 34 Prohibition of Restrictive practices** 34.1 In terms of section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder (s) is / are or a contractor(s) was / were involved in collusive bidding (or bid rigging).
- 34.2 If a bidder(s) or contractor(s), based on reasonable grounds or evidence obtained by the purchaser, has / have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act No. 89 of 1998.

34.3 If a bidder(s) or contractor(s), has / have been found guilty by the Competition Commission of the restrictive practice referred to above, the purchaser may, in addition and without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered, and / or terminate the contract in whole or part, and / or restrict the bidder(s) or contractor(s) from conducting business with the public sector for a period not exceeding ten (10) years and / or claim damages from the bidder(s) or contractor(s) concerned.

Js General Conditions of Contract (revised July 2010)

TERMS OF REFERENCE (TOR)

For the provision of specialized Employee Wellness services to the South African Social Security Agency (SASSA) for 3 years.

1. INTRODUCTION

SASSA was established to fully enact the constitutional right of all South Africans to have access to social assistance if they are unable to support themselves and their dependents.

As such, SASSA is responsible for ensuring that social assistance grants are delivered to over 26 million beneficiaries on a monthly basis. In view of Government's commitment to further extend the social security net, the beneficiary numbers continue to grow.

In order to fulfill its commitments, SASSA requires a healthy workforce to basis that SASSA requires the implementation of the Extended Employee Wellness Programmes to assist in mitigating the impact of external stresses on employee performance, thereby assisting employees to perform optimally to align with best practice with regard to Employee Wellness Programmes.

2. BACKGROUND

SASSA has opted for a combined service delivery model, that is, some of the services are provided in-house (policy development/review, implementation; monitoring and evaluation, etc.) whilst other services are outsourced (telephonic intervention 365 days/24 hours/7 days a week coverage, etc.). This option was to enhance the credibility of the service and demonstrate that Employee Wellness (EW) is mindful of utilizing limited resources and illustrate its adaptability in terms of best practice.

SASSA seeks to implement an externally sourced EW programme to promote physical, psychological, spiritual and social well-being of employees, to reduce the risk posed to the organization by employees' behavioral problems and to maximize their productivity and performance.

The Agency has embarked on a restructuring Business Reengineering Process (BPR). The Service Provider should seek to assist the Agency in supporting smooth transition of employees and ensuring that they are resilient throughout this entire process.

The programme should also seek to ensure that employees are given immediate access to the services of relevant professional experts as speedily as possible (immediately/within 1 - 48 hours), regardless of the nature of the problem, language preference and spirituality.

3. PROJECT OBJECTIVE

- 3.1 To provide a comprehensive professional service to address a full spectrum of emotional and behavioral problems confronting employees, their immediate families and dependents (living in the same household) which may impact negatively on performance (professional telephonic and face-to-face counseling, trauma defusing/debriefing on individual and group basis).
- 3.2 To enhance the overall well-being, health, and productivity of SASSA employees, taking into consideration the challenges that may arise from the Business Reengineering Process (BPR) or similar processes.

4. SCOPE

- 4.1 The service will be provided to a staff complement of approximately 8 000 employees and their families at Head Office (HO) and all nine (9) Regions including District and Local Offices. The Agency will award the Tender to one Bidder nationally (Head Office and all nine Regions including Districts and Local Offices).
- 4.2 The counselling services (telephonic and face-to-face) will also cover the employees' immediate families and dependents (living in the same household). In case of an employee's death the bereaved family will be legible to receive counselling services up to a period of 6 months after employee's death.
- 4.3 The Employee Wellness Programme will encompass a comprehensive range of services and initiatives aimed at addressing the physical, mental, emotional, spiritual, and social well-being of SASSA employees. This includes but is not limited to:
- a) Health promotion and disease prevention activities.
 - b) Mental health support and counseling services.

- c) Stress management programs.
- d) Work-life balance initiatives.
- e) Financial wellness workshops and resources.
- f) Substance abuse prevention and intervention programs.
- g) Referral to medical and healthcare services.
- h) Spiritual Wellness.
- i) Employee Assistance Programmes (EAPs).
- j) Support for employees facing challenges related to the BPR or similar processes.

5. PROJECT LOCATION

SASSA's HO Employee Wellness Unit will manage the contract and is based in Pretoria. The Bidder's Account Manager/s must be available / accessible for HO and all Regions as and when required.

6. PROJECT PERIOD

It will be expected of the successful Bidder to assume duty after a contract between parties has been signed. The duration of EW service is expected to be three (3) years.

7. DELIVERABLES

Specific Roles and Responsibilities of the Bidder

7.1 Professional Intervention /Support including Exit interviews

7.1.1 Face-to-face counselling

To provide face-to-face counseling services with a maximum of six counseling sessions per problem, per year, per family-member/s or groups by a qualified and registered Psychologist or Social Worker - to address a full spectrum of emotional and behavioral problems confronting employees and their families/dependents (such as stress management, depression, substance abuse, domestic violence, financial management, conflict management, organizational restructuring, etc.). SASSA will provide private rooms for counselling conducted on site where necessary and or applicable.

NB: Employees' preference for virtual or face-to-face counselling should be considered.

7.1.2 Telephonic counseling

To provide a comprehensive dedicated 24 hour, 365 days a year Toll-Free service to address a range of practical issues and concerns confronting employees and their immediate families, including but not limited to:

- a. Life management services i.e.
 - i. Legal advice, information on legal matters including but not limited to divorce, insurance disputes, wills, etc.
 - ii. Financial advice and coaching including but not limited to debt management, garnishee order validity, financial planning, etc.
 - iii. Family care such as domestic violence, parenting, marital problems, etc.
- b. Access to information regarding external services / resources that employees / dependents may require throughout the country included but not limited to names of medical providers, schools, community resources, NGO's, etc.
- c. Managerial consultation and referral service including the support managers in their existing relationships with employees, creating partnerships and monitoring processes with managers in dealing with poor performance and providing them with professional help in effectively handling challenging and difficult people management issues.
- d. Exit interviews - conduct exit interviews to employees leaving the Agency and provide a report with recommendations (SASSA will review the exit interview questionnaire in consultation with the Service provider and provide a list of employees exiting the organization as and when needed).

7.2 Group Interventions

7.2.1 Trauma debriefing services

To provide trauma debriefing services to individual and group/s of employees and their families in case of traumatic situations such as bereavement, robbery, hijack, motor vehicle accidents, etc. In the event of an onsite work-related trauma, the trauma counselors must be dispatched to render onsite trauma debriefing services according to the professional standards.

7.2.2 Emotional impact sessions

To provide employees affected by common organizational issues, with a forum in which to deal with the range of challenges faced and afford them an opportunity to express their feelings in a contained, safe environment and help to normalize their experiences. Provide report with recommendations.

7.2.3 Mental Health Programs

Conduct workplace mental wellbeing educational programme and assessments, that measure the mental health and well-being of employees to help the Agency identify and address the risk factors and sources of stress that affect employees. Develop a plan for assessing the resultant risk, implement effective risk-control measures, and regularly monitoring and reviewing the effectiveness of these controls.

7.2.4 Team Audits

To conduct interviews for teams with relationship and group dynamic concerns (up to a maximum of 25 team members). Provide reports with recommendations. Twenty (20) Team Audits per year nationally.

7.2.5 Team alignment

Implement relevant interventions / programmes to enhance team functioning with the affected team members such as, conflict mediation sessions, for individual employees / managers / supervisors aimed at assisting them in balancing short-term, long-term challenges and goals as well as provide a feedback report.

Equip management with leadership skills required to lead complex organizational and employee issues to promote a healthy working environment. Twenty (20) Team alignment interventions per year nationally.

7.2.6 Assessment Tool (such as but not limited to the Enneagram)

To conduct assessments for teams through an assessment tool aimed at providing insight, helping employees better understand their personalities and the impact thereof in the workplace. Assign a professional and registered Coach who will conduct these assessments and provide individual and group reports.

Facilitate two (2) Team engagements / interventions based on the group report findings. Twenty (20) Team assessments per year nationally.

7.2.7 Organizational Wellness

Develop and implement EW interventions / strategies to assist employees and their families in preparing and dealing / coping with organizational changes resulting from BPR that may have a negative impact on their wellbeing and performance.

7.2.8 Employee Wellness survey

To conduct EW related surveys in consultation with SASSA, provide a report

with recommendations that will assist the Agency in identifying risk behaviors and develop strategies to mitigate the identified risks. One (1) EW related survey per year.

7.2.9 Lifestyle / Chronic Disease Management Programme

To develop programmes on disease management including HIV and AIDS. These programmes should help promote the prevention of chronic / lifestyle diseases and health risks including but not limited to HIV and AIDS, Diabetes, TB, Hypertension, Cancer, mental health and other related chronic diseases.

7.3 Health screening services

Conduct health screening services and provide / compile comprehensive feedback reports for the organization without compromising employees' confidentiality for all screenings services conducted as follows:

7.3.1 General Health screening

- a) Conduct on-site health screening full day (8 hours) for employees to assess the health risks of individuals, including but not limited to body composition analysis, blood glucose, blood cholesterol, blood pressure, HIV testing, weight, height and body mass index.
- b) Marketing of health screening services to encourage employees to participate in the screening services.
- c) Develop programmes to promote healthy lifestyles based on the risks identified.
- d) Health screening to be conducted by qualified professionals in line with the Department of Health's testing protocol.
- e) Screening to be provided in a manner that participants are educated and empowered through the process on managing the disease.
- f) Conduct fifty five (55) onsite screenings in Head Office and Regions - for full day (8 hours) annually.
- g) SASSA will provide venue for onsite screenings.

7.3.2 Executive Health screening

Conduct a comprehensive assessment for Executives who are at a high risk of developing medical conditions and need a detailed understanding of a wide range of their health metrics. One (1) Executive health screening for eleven (11) Executive Managers per year. The Service Provider will be responsible for providing facilities for Executive screenings.

7.3.3 Cancer screening

Conduct Cancer screening for employees:

- a. Prostrate (Finger prick test) – 40 employees per Region & HO annually.
- b. Pap smear screening – 60 employees per Region & HO annually.

7.4 Workshops / Training / Dialogues including targeted interventions

To provide an Implementation Plan and implement targeted programmes / interventions aimed at addressing identified challenges and trends within SASSA. These programmes must take into consideration the diverse needs of employees and should be aimed at the following target groups:

- a) Management: (Executive, senior, middle, junior managers and supervisors). To provide a full day (8 hours) OR 4 x 2 hour workshop / training / information sessions for nine (9) Regions and HO annually.
- b) Employees: To provide four (4) full day (8 hours) OR 4 x 2 hour workshop / training / information / dialogue sessions for nine (9) Regions and HO annually on EW related issues such as but not limited to mental health, lifestyle management programmes, weight management, fitness, nutrition management.
- c) EW Teams: To provide two (2) full day (8 hours) OR 4 x 2 hour EW related workshops per year.
- d) Wellness Champions (WC): To capacitate and strengthen WC. One WC capacity building session (full day (8 hours) OR 4 x 2 hours) per year in Regions and HO separately. Provide support material such as manual, ongoing coaching, mentoring, and online support services to WC in Regions and HO.
- e) Motivational engagements / talks on wellbeing related issues: Provide professional experts with motivational capabilities to encourage staff through various EW engagements, increase motivation and positive feelings about the work environment. Two (2) motivational engagements/ talks per Region and Head Office annually.

7.5. e-Health Care Services

Provide a comprehensive Interactive Online service which will:

- a) Provide monthly desk drops in line with the National Health and Wellness calendar.

- b) Afford employees to complete personal wellness assessment and provide personalized topics / articles based on individual interest.
- c) Provide employees access to online engagement with medical, fitness instructors, nutritionists, etc.
- d) Serve as a continuous marketing initiative of the programme to employees as well as a support to EW practitioners, managers, Wellness Champions.
- e) Allow key stakeholders within the organization immediate and direct access to information and reports that might have impact on workplace functioning and or assist in organizational decision making.

7.6. Marketing and Promotion

- a. To integrate and provide marketing and promotion of the EW services to both managers and employees in all nine (9) Regions and HO during launch. The sessions to also include / address the wellbeing challenges related to the BPR process. Launch five (5) days per Region and one (1) day at HO virtual.
- b. Promote EW services during trainings, dialogues and information sessions.
- c. Develop a Marketing Strategy for the launch and continuous marketing and the promotion of the programme in line with SASSA ICT and Internal Communications protocols.
- d. Provide brochures, pamphlets to employees and posters to 9 (nine) Regions including HO on EW services.
- e. Provide monthly desk-drops and or posters on different wellbeing topics in line with the National Health calendar.

8 PROJECT MANAGEMENT

- a. To provide a project Implementation Plan.
- b. Conduct monitoring and evaluation of the EWP through regular submission of detailed reports to track the effectiveness and impact of the programme in line with the contract deliverables.
- c. Provide management information reports including trend and cost benefit analysis (Return on investment) to SASSA.
- d. Present progress with regards to the implementation of EWP during Management meetings.
- e. Provide strategic guidance to Management and EWP structures with regards to identified trends analysis, make recommendations or propose

interventions as and when required.

- f. A dedicated Account Manager must be made available to manage the account centrally, coordinate the Programme, ensure that the service is appropriately implemented, marketed, and fully integrated into the organization and professionally managed at all times.
- g. Dedicate knowledgeable personnel who will provide support to the Account Manager in ensuring that SASSA Head Office and Regions are effectively and efficiently serviced throughout the contract.

9 ACCESS TO THE SERVICE

- a. The service must be available through a toll-free call centre to all employees and their immediate families 24 hours a day, 365 days a year in all South African official languages.
- b. In the case of face-to-face counseling the services must be provided within a distance not exceeding 30km away from their workplace.
- c. Counseling, legal, medical and financial services / advice must be provided by professionals with qualifications in their respective fields.
- f. A network of registered Clinical Psychologists and Social Workers must be available to provide employees and their families / dependents with face-to-face counselling in all South African official languages nationally.
- g. All services must be accessible to People with Disabilities (all forms of disabilities).

10 MONITORING, EVALUATION AND REPORTING

The appointed Bidder to:

- 10.1. Compile and submit monthly, quarterly and annual reports (per Region including Head Office) on the services rendered including but not limited to:
 - a. Types of problems dealt with and the most prevalent problems.
 - b. The number of employees assisted.
 - c. Utilization report on e-Health Care services.
 - d. The number and types of awareness programmes that took place during that period.
 - e. Number of interventions and meetings conducted.

- f. Updated status of each case.
 - g. Cost benefit analysis (Return on investment).
- 10.2 Ensure that a comprehensive recording and monitoring system is available to provide detailed information on general utilization and significant themes emerging from the Employee Wellness Programme. These records should outline but not be limited to the number of calls received through the toll-free call center, origin of calls, date, and response time to calls. SASSA will have access to these records as and when required through a duly authorized person/s. This system must ensure that the identities of those utilizing the service remain strictly confidential.
- 10.3 Make presentations to Management structures as and when required.
- 10.4 Provide SASSA's Project Manager access to the transcripts from their recording system for purposes of verifying utilization rate without compromising the callers' confidentiality.
- 10.5 Provide a client satisfaction report after utilization of EW services by employees.
- 10.6 Attend to meeting requests from the EW Unit as and when required.
- 10.7 Keep minutes of each meeting that took place between SASSA and track the action points arising from the meetings and provide records of such meetings as and when required.
- 10.8 Report to the SASSA Project Manager or his / her delegate/s.

11 EVALUATION CRITERIA

Proposals will be evaluated in accordance with the 80/20 preference point system, as contemplated in the Preferential Procurement Policy Framework Act (Act 5 of 2000). The evaluation shall be conducted as follows:

- Stage 1: Phase 1: Special Condition
- Stage 1: Phase 2 : Administrative Compliance
- Stage 1: Phase 3: Technical / Functional Evaluation
- Stage 2: Phase 1: Price and Specific Goals.

NB: Bidders are requested to separate financial proposal from technical proposal(two envelope system).

Bidder to comply with the provided EW checklist template for **all Annexures** which must be completed and form part of the Bid proposal.

a) STAGE 1 : PHASE 1: SPECIAL CONDITIONS

11.1 The Bidder to have a minimum of 3 years' experience in rendering professional telephonic support, face to face counseling and e-Health care (online services).

Bidders to fully complete and submit **Annexure B**.

11.2 Bidders are required to submit a declaration letter confirming the following as per **Annexure C**:

- a) Use of qualified and registered staff and affiliates rendering professional services in all South African official languages.
- b) Ability to render service to Persons with Disabilities in alignment with the Employment Equity (EE) Act 55 of 1998 as amended and its code of Good Practice (e.g. use of interpreters, braille material where necessary, disability friendly offices during face to face interventions etc).

11.3 Bidders to provide written radius commitment as per **Annexure D**.

NB: Failure to comply with Special conditions will result in your proposal being disqualified.

b) STAGE 1: PHASE 2: ADMINISTRATIVE COMPLIANCE

Bidders to fully complete and submit the following:

- Central Supplier Database (CSD).
- Provide Tax compliance status Pin.
- SBD forms

NB: Failure to submit the above administrative documentation may result in your proposal being disqualified.

c) STAGE 1: PHASE 3: TECHNICAL/ FUNCTIONAL EVALUATION

The Evaluation Criteria below will be evaluated according to the following Values:

Values:	1- Poor	2 - Average	3 – Good	4 - Very Good	5 - Excellent
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CRITERIA	WEIGHT	TOTAL WEIGHT
<p>1. Company's Experience</p> <p>The Bidder (the Company) to have experience in the provision of the following Employee Wellness services:</p> <ul style="list-style-type: none"> a) Life style and Disease Management programs b) Team Audits c) Assessment Tool (such as but not limited to the Enneagram) <p>Below 3yrs = 1 3yrs – less than 5yrs = 2 5yrs – less than 6yrs = 3 6yrs – less than 8yrs = 4 Above 8yrs = 5</p> <p>NB: This will be counted by using information in the Bidder's reference/s letter/s fully completed and attached Annexure B. The evaluation process will acknowledge number of years of experience (e.g. 1st April 2021 – 31st March 2023 = 3yrs and 1st April 2023- 31 March 2024 = 1 year) (3yrs + 1 year = 4 yrs.) from reference letters of the bidder in rendering the above –mentioned services.</p> <p>It is the Bidder's responsibility to provide contactable references and ensure that referees fully comply with Annexure B.</p> <p>Failure to fully complete and submit Annexure B will disadvantage the Bidder and a rating of one (1) will be allocated.</p>	<p>5</p> <p>5</p> <p>5</p>	<p>15</p>
<p>2. Company to demonstrate the capacity to render the EW service to SASSA (staff compliment of each organization serviced by the bidder).</p> <p>Below 4 000 employees = 1 4000 - 5 999 employees = 2 6 000 -6 999 employees = 3 7000 – 7 999 employees = 4 8 000 employees and above = 5</p> <p>NB: This will be counted by using information in the Bidder's reference/s letter/s (fully completed and attached Annexure B).</p>	<p>20</p>	<p>20</p>

CRITERIA	WEIGHT	TOTAL WEIGHT
<p>3. Demonstrate the capacity of your previous/current Employee Wellness contract value/s</p> <p>Less than R 4 Million = 1 R 4 Million – R 8 Million = 2 More than R 8 Million – R 11 Million = 3 More than R 11 Million – R 12 Million = 4 More than R 12 Million = 5</p> <p>NB: Failure to fully complete and submit Annexure B will disadvantage the Bidder and a rating of one (1) will be allocated. SASSA will consider the highest contract value provided by the bidders references (Annexure B).</p>	15	15
<p>4. e-Health care services presentation</p> <p>Bidder will be required to present and demonstrate the use of their online Services (virtual/face to face) i.e. demonstrate availability of the following functions :</p> <p>4.1 Provision of monthly desk drops in line with the National Health and Wellness calendar;</p> <p>4.2 Employees ability to complete personal wellness assessment and provision of personalized topics/articles based on individual interest;</p> <p>4.3 Provide employees access to online engagement with medical, fitness instructors, nutritionists etc;</p> <p>4.4 Continuous marketing initiative of the program to employees as well as a support to EW practitioners, managers, wellness champions; and</p> <p>4.5 Allow key stake holders within the organization immediate and direct access to information and reports that might have impact on workplace functioning and or assist in organizational decision making.</p>	15	15

CRITERIA	WEIGHT	TOTAL WEIGHT
introduced in rendering the EW services since its establishment as well as the impact thereof.		
Total		100

NB: Only bidders who obtain at least [70 points] under technical evaluation will be considered for further evaluation.

d) STAGE 2: PHASE 1: PRICE AND SPECIFIC GOALS

This bid will be evaluated in terms of 80/20 preference point system. 80 points will be for price and the 20 points will be for specific goals:

Price and Specific Goals	100
Price	80
Specific Goals	20

Price

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

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

Specific Goals

Preference points must be awarded to a bidder for attaining the specific goals in accordance with the table below:

Specific Goals	Number of points (80/20)
B-BBEE Status Level 1 - 2 contributor with at least 51% black women ownership	20
B-BBEE Status Level 3 - 4 contributor with at least 51% women ownership	18
B-BBEE Status Level 1 - 2 contributor with at least 51% black youth or disabled ownership	16
B-BBEE Status Level 1 - 2 contributor	14
B-BBEE Status Level 3 - 8 contributor with at least 51% youth or disabled ownership	12
B-BBEE Status Level 3 - 4 contributor	8
B-BBEE Status Level 5 - 8 contributor	4
Others (Non-Compliant)	0

Specific Goals	Number of points (80/20)
<p>Note: In the event of a bidder claiming more than one specific goal category, SASSA will allocate points based on specific goal with the highest points.</p>	

- Bidders must submit a B-BBEE verification certificate from a verification agency accredited by the South African National Accreditation System (SANAS) or certified copies thereof and/or a CSD MAAA number and/or a sworn affidavit indicating the percentage of ownership of all shareholders and/or owners and signed by the commissioner of oaths.
- Failure to submit the required documents shall be interpreted to mean that preference points for specific goals are not claimed.

12. GENERAL CONDITIONS

- a) SASSA reserve the right to negotiate the price with the preferred Bidder.
- b) SASSA reserves the right to cancel or not to award the bid to any Bidder.
- c) Any patents or copyright developed from this project will belong to SASSA.
- d) Bidders to comply with all General Conditions of Contract.

13. CONTRACT TERMS

The following includes but not limited to the following:

- a) Bidders to comply with the Project Plan developed and provided to SASSA.
- b) The onus is on the service provider to adhere to recommended radius and ensure that service is provided in all SA official languages.
- c) Company to have the ability to render EW services nationwide (as per SASSA's national footprint **Annexure E**).
- d) Bidders to ensure that services are accessible to People with Disabilities in line with EE Act and its Code of Good Practice.
- e) Any contravention of the Special conditions during implementation of the Tender will result in cancellation of the contract.
- f) SASSA reserves the right to cancel a contract or disqualify a Bidder at any stage if found to have misrepresented information.

14. NON COMPULSORY BRIEFING SESSION

- a) Bidders are invited to attend a non –compulsory briefing session as per the SASSA's invitation to bid.
- b) Bidders to forward their company name, email address and contact numbers to the provided SASSA email address (EW2024@sassa.gov.za) at least one (1) day before the briefing session for SASSA to forward a

virtual link (**MS Teams**) to Bidders. **NB:** All enquiries must be in writing and addressed to EW2024@sassa.gov.za at least three (3) days before closing of the Bid.

- c) Preferably people responsible for developing the Bid Proposals should attend the briefing session.

15 ENQUIRIES FOR EMPLOYEE WELLNESS BID

Briefing session and / or email to EW2024@sassa.gov.za

Annexure A

COST SCHEDULE SPREADSHEET

All costs should be VAT Inclusive and in South African currency (ZAR)
 Costs are expected to increase with CPI in the second and third years
 Travel and other administrative costs to be inclusive
 The Service Provider must ensure that the costing below covers direct and indirect costs in line with the Terms of Reference
 Total number of employees will be confirmed at contracting and 8000 is used as an example on the template.

COST DRIVERS	Costing per unit	Sub total
7. Deliverables as per the TOR		
7.1 Professional Intervention/ Support including Exit Interviews e.g		
a) Telephonic counseling : 24hours , 365 day a year Face to face counselling : maximum of 6 session per person/family per problem	e.g R5 per employee	e.g. R5 x 8 000 (employees) = R 40 000
b) Exit interviews In SASSA approximately 200 exit interviews are held with employees per year.	e.g R50 per employee	e.g R50 x 200 interviews= R 10 000.
7.2 Group Intervention e.g		
7.2.1 Trauma debriefing : 24hours 365 day a year	e.g R5 per employee	e.g R5 x 8 000employees = R 40 000
7.2.2 Team Alignment 20 Team alignment interventions per year nationally	e.g.R 5000 per session	e.g R 5000 X 20 interventions =R 100 000
7.2.3 Emotional Impact : 24hours 365 day a year	e.g R5	e.g R5 x 8 000 = R 40 000
7.2.4 Assessment Tool 20 Team Assessment (such as but not limited to Enneagram) (maximum of 15 employees) 2 team engagements based on report outcome	e.g.R 5000 per session divide by number of employees in a group session	e.g R 5000 X 20 team assessments = R 100 000
7.2.5 Team Audits Twenty (20) Team Audits per year nationally (up to maximum of 25 employees)	e.g.R 5000 per session divide by number of employees in a group session	e.g R 5 000 per session or team Audit
7.2.6 Organizational Wellness :24hours 365 day a year Support during Organization changes.	e.g R 5 per employee per session	e.g R5 x 8 000 employees = R 40 000

COST DRIVERS		Costing per unit	Sub total
7.2.7	Employee wellness survey One (1) EW related survey per year.	e.g R 5 per employee per survey	e.g R5 x 8000 employees = R 40 000
7.2.8	Lifestyle / Chronic Disease Management Programme:24hours 365 day a year	e.g R5 per employee/session	e.g R5 x 8 000 = R 40 000
7.3	Health Screenings e.g		
7.3.1	General Health screening 55 Offices (H/O and Regions) X1 full day	e.g R 3000 per day	e.g R 3000per 55 offices per screening = R 165 000
7.3.2	Executive health screening 11 Executive (H/O and Regions) Cancer screening	e.g R 2000 per Executive	e.g R 2000 x 11 Executive = R 22 000
7.3.3	40 males (H/O and Regions) X1 full day 60 females (H/O and Regions) X1 full day	e.g Prostate R 200 per employee e.g Pap smear R600 per employee	e.g Prostate R200 x 40 =R8 000 e.g. R 600x 60 employees =R 36 000
7.4	Workshops/ training - Dialogue including targeted interventions		
	Management session: 9 Regions (X1) & HO (X1)	e.g. R5000 per day (8 hours)	e.g. R5000 X10 days (Regions & HO) = R50 000
	Employee session: 9 Regions (X4) & HO (X4)	e.g. R5000 per day (8 hours)	e.g. R5000 X4 days (Regions & HO) = R200 000
	EW Teams HO (X2)	e.g. R5000 per day (8 hours)	e.g. R5000 X2 days (HO) = R10 000
	Wellness Champions : 9 Regions (X1) & HO (X1) Costing up to maximum of 25 employees Motivational engagements/talks on wellbeing related issues	e.g. R 5000 per session divide by number of employees in a group session	e.g. R 5 000 per session or team Audit
7.5	e- Health Care Services Two (2) motivational engagements/ talks per Region and Head Office annually. Online services	e.g R 5 000 per session per day e.g R5 per employee	e.g. R 5000 x 20 Offices = R100 000 e.g. R5 x 8 000 (employees) = R 40 000
7.6	Marketing and Promotion Promotion , branding of the EW services(posters , brochures etc.)	e.g R5 per employee	e.g. R5 x 8 000 (employees) = R 40 000

COST DRIVERS	Costing per unit	Sub total
8	Monitoring , Evaluation and Reporting Monthly, Quarterly, Annual reports and Adhoc.	e.g R 250 x 17 reports = R 4250
GRAND TOTAL:		
Additional Services that will be included at no cost to SASSA		
TOTAL		

REFERENCE LETTER CONFIRMING EMPLOYEE WELLNESS SERVICES

Annexure B

[COMPANY LETTERHEAD OF CLIENT]

REFERENCE LETTER CONFIRMING EMPLOYEE WELLNESS SERVICES

SASSA reserves the right to contact the bidder/s' references without informing the Bidder.

We hereby confirm that [NAME OF BIDDER] has rendered the following Employee Wellness Services:

Services	Response		Total number of years in rendering the services	
	Yes	No	Start Date	End Date
• Professional telephonic support				
• Face-to-face counselling				
• E-Health care services				
• Life style / Disease Management Programs				
• Assessment Tool (such as but not limited to the Enneagram)				
• Team Audit				

Total number of staff compliment of each organization serviced by the bidder	
Contract value for all Employee Wellness services	R

Name of Client Representative: _____

Designation of Client Representative: _____

Date: _____

Client Representative Contact Details:

(Office No / cell phone No): _____

(Email): _____

Details of Person authorized to sign the Bidder's Proposal:

Name: _____

Signature: _____

Date: _____



CHECKLIST AND ANNEXURES (C, D & E)



Checklist for all Annexures- EWP

Please complete

Annexures	Requested information	Tick	
		Yes	No
A	Cost Schedule spreadsheet completed in full Annexure A		
	Sub-total calculated per deliverable		
	Grand total calculated & provided		
B	Reference Letter confirming that [Name of Bidder] rendered the mentioned Employee Wellness Services (in their company/organization):		
	On clients' letterheads		
	All services as per the provided Annexure B template		
	Total number of years in rendering the services		
	Total number of employees in the company/organization		
	Name of Client Representative provided		
	Designation of Client Representative provided		
	Contact Details of Client Representative provided		
	Annexure B signed & dated accordingly		
C	We hereby declare that [Name of Bidder] use qualified and registered staff and affiliates rendering the mentioned professional services in all South African official Languages and are able to render service to Persons with Disabilities in alignment with the Employment Equity (EE) Act 55 of 1998 as amended and its code of Good Practice		
	On clients' letterhead/s		
	All professionals as per the provided Annexure C template		
	Name of Client Representative provided		
	Designation of Client Representative provided		
	Annexure C signed & dated accordingly		

Annexures	Requested information	Tick	
		Yes	No
D	Declaration letter by bidder [<i>Name of Bidder</i>] confirming ability to render EW services within a Radius (30 Km) from employee workplace:		
	On clients' letterhead/s		
	Km ticked accordingly		
	Name of Client Representative provided		
	Designation of Client Representative provided		
	Annexure D signed & dated accordingly		
Account Manager CV	CV attached		
	Total number of years' experience (e.g. Feb 2020 - April 2023) in the management of Employee Wellness services indicated in the CV		
	CV to outline the previous and current duties as an Account Manager		
	Staff compliment of organizations previously and currently serviced by the Account Manager		

DECLARATION FOR USING QUALIFIED AND REGISTERED STAFF AND AFFILIATES RENDERING PROFESSIONAL SERVICES IN ALL SOUTH AFRICAN OFFICIAL LANGUAGES AND ABILITY TO RENDER SERVICE TO PERSONS WITH DISABILITIES IN ALIGNMENT WITH THE EMPLOYMENT EQUITY (EE) ACT 55 OF 1998 AS AMENDED AND ITS CODE OF GOOD PRACTICE:

We hereby declare that **[NAME OF BIDDER]** use qualified and registered staff and affiliates in rendering below mentioned professional services and are able to render services to Persons with Disabilities in alignment with the Employment Equity (EE) Act 55 of 1998 as amended and its code of Good Practice:

Services
Legal
Financial
Medical
Professional Counsellors (social workers & psychologists)

Details of the person authorized to sign the Proposal:

Name of Bidder Representative: _____

Designation of Representative: _____

Signature: _____

Date: _____

Annexure D

[COMPANY LETTERHEAD]

DECLARATION LETTER BY BIDDER [NAME OF BIDDER] CONFIRMING ABILITY TO RENDER EW SERVICES WITHIN A RADIUS (30 KM) FROM THE EMPLOYEE'S WORKPLACE.

RADIUS
• 30 km

Name of Client Representative: _____

Designation of Client Representative: _____

Date: _____

Client Representative Contact Details:

(Office No / cell phone No): _____

(Email): _____

Details of Person authorized to sign the Bidder's Proposal:

Name: _____

Signature: _____

Date: _____

Annexure E

SASSA'S NATIONAL FOOTPRINT

HEAD OFFICE : PRETORIA (ARCADIA)

REGIONAL OFFICES:

1. REGIONAL OFFICE EASTERN CAPE

DISTRICT OFFICE: NELSON MANDELA BAY METRO

Local Office: Gqeberha (Port Elizabeth)

DISTRICT OFFICE: SARAH BAARTMAN

Local Office: Grahamstown

Local Office: Humansdorp

Local Office: Graaff-Reinet

DISTRICT OFFICE: JOE QQABI

Local Office: Sterkspruit

Local Office: Aliwal North

Local Office: Mount Fletcher

DISTRICT OFFICE: CHRIS HANI

Local Office: Queenstown

Local Office: Cala

Local Office: Cofimvaba

Local Office: Cradock

Local Office: Engcobo

Local Office: Lady Frere

DISTRICT OFFICE: AMATHOLE

Local Office: Butterworth

Local Office: Idutywa

Local Office: Fort Beaufort

DISTRICT OFFICE: O.R. Tambo

Local Office: Mthatha

Local Office: Libode

Local Office: Lusikisiki

Local Office: Qumbu

DISTRICT OFFICE: ALFRED NZO

Local Office: Mount Frere

Local Office: Matatiele

DISTRICT OFFICE: Buffalo City

Local Office: East London
Local Office: Stutterheim

2. REGIONAL OFFICE FREE STATE

DISTRICT OFFICE: FEZILE DABI

Local Office: Kroonstad
Local Office: Sasolburg
Local Office: Frankfort
Local Office: Parys

DISTRICT OFFICE: LEJWELEPUTSWA

Local Office: Bothaville
Local Office: Bultfontein
Local Office: Dealesville
Local Office: Thabong
Local Office: Theunissen

DISTRICT OFFICE: MOTHEO

Local Office: Bloemfontein
Local Office: Botshabelo
Local Office: Dewetsdorp
Local Office: Ladybrand
Local Office: Thaba Nchu

DISTRICT OFFICE: THABO MOFUTSANYANE

Local Office: Bethlehem
Local Office: QwaQwa
Local Office: Reitz
Local Office: Senekal
Local Office: Vrede
Local Office: Ficksburg

DISTRICT OFFICE: XHARIEP

Local Office: Jagersfontein
Local Office: Koffiefontein
Local Office: Smithfield

3. REGIONAL OFFICE GAUTENG

DISTRICT OFFICE: WEST RAND

Local Office: Roodepoort/ Dobsonville
Local Office: Krugersdorp/ Kagiso
Local Office: Randfontein/ Bekkersdal/ Carltonville
Local Office: Merafong

DISTRICT OFFICE: NORTH RAND

Local Office: Bronkhorstspuit/ Cullinan

Local Office: Mamelodi
Local Office: Atteridgeville
Local Office: Soshanguve/ Hammanskraal
Local Office: Garankuwa / Mabopane

DISTRICT OFFICE: SEDIBENG

Local Office: Sebokeng/ Bophelong/ Evaton
Local Office: Vereeniging/ Meyerton
Local Office: Heidelberg/ Ratanda

DISTRICT OFFICE: JOHANNESBURG METRO

Local Office: Johannesburg
Local Office: Midrand
Local Office: Lenasia
Local Office: Chiawelo-Soweto
Local Office: Diepkloof-Soweto

DISTRICT OFFICE: EKURHULENI

Local Office: Benoni
Local Office: Germiston
Local Office: Springs
Local Office: Nigel
Local Office: Khatorus

4. REGIONAL OFFICE: KWAZULU-NATAL

DISTRICT OFFICE: DURBAN METRO

Local Office: Durban
Local Office: Chesterville
Local Office: Chatsworth
Local Office: Bhamshela
Local Office: Verulam
Local Office: Inanda
Local Office: Nsimbini
Local Office: Kwamashu
Local Office: Lamontville
Local Office: Maphumulo
Local Office: Mpumalanga
Local Office: Ndwedwe
Local Office: Phoenix
Local Office: Pinetown
Local Office: Stanger
Local Office: Umbumbulu
Local Office: Umlazi

DISTRICT OFFICE: PIETERMARITZBURG

Local Office: Pietermaritzburg
Local Office: Vulindlela
Local Office: Camperdown
Local Office: Gamalakhe

Local Office: Harding
Local Office: Hlanganani
Local Office: Howick
Local Office: Impendle
Local Office: Ixopo
Local Office: Izingolweni
Local Office: Port Shepstone
Local Office: Phungashe
Local Office: Raisethorpe
Local Office: Richmond
Local Office: Umzimkhulu
Local Office: Mooi River
Local Office: New Hanover
Local Office: Umzinto
Local Office: Umzumbe
Local Office: Underberg
Local Office: Vulamehlo
Local Office: Kokstad

DISTRICT OFFICE: MIDLANDS

Local Office: Weenen
Local Office: Bergville
Local Office: Charlestown
Local Office: Dannhauser
Local Office: Dukuza
Local Office: Dundee
Local Office: Ekuvukeni
Local Office: Emnambithi
Local Office: Estcourt
Local Office: Glencoe
Local Office: Greytown
Local Office: Kranskop
Local Office: Ladysmith
Local Office: Utrecht
Local Office: Mondlo
Local Office: Msinga
Local Office: Newcastle
Local Office: Nquthu
Local Office: Osizweni
Local Office: Madadeni

DISTRICT OFFICE: ULUNDI

Local Office: Vryheid
Local Office: Babanango
Local Office: Engoje
Local Office: Enseleni
Local Office: Hlabisa
Local Office: Ingwavuma
Local Office: Inkanyezi
Local Office: Kwamsane

Local Office: Kwangwanase
Local Office: Mahlabathini
Local Office: Mandeni
Local Office: Melmoth
Local Office: Mseleni
Local Office: Nkandla
Local Office: Nongoma
Local Office: Ongoye
Local Office: Paulpietersburg
Local Office: Richards Bay
Local Office: Simdlangentsha
Local Office: Ubombo

5. REGIONAL OFFICE LIMPOPO

DISTRICT OFFICE: SEKHUKHUNE

Local Office: Groblersdal
Local Office: Greater Marble Hall
Local Office: Fetakgomo
Local Office: Greater Tubatse
Local Office: Makhuduthamaga
Local Office: Moutse

DISTRICT OFFICE: MOPANI

Local Office: Greater Giyani
Local Office: Greater Letaba
Local Office: Greater Tzaneen
Local Office: Phalaborwa
Local Office: Maruleng

DISTRICT OFFICE: CAPRICORN

Local Office: Polokwane
Local Office: Aganang
Local Office: Molemole
Local Office: Blouberg
Local Office: Lepelle-Nkumpi

DISTRICT OFFICE: WATERBERG

Local Office: Mokgalakwena
Local Office: Mookgophong
Local Office: Modimolle
Local Office: Bela-Bela
Local Office: Lephalale
Local Office: Thabazimbi

DISTRICT OFFICE: VHEMBE

Local Office: Makhado
Local Office: Thulamela
Local Office: Mutale
Local Office: Musina

6. REGIONAL OFFICE MPUMALANGA

DISTRICT OFFICE: NKANGALA

Local Office: Emalahleni
Local Office: Emakhazeni
Local Office: JS Moroka
Local Office: Thembisile
Local Office: Steve Tshwete

DISTRICT OFFICE: EHLANZENI

Local Office: Mbombela
Local Office: Nkomazi
Local Office: Thaba Chweu
Local Office: Umjindi

DISTRICT OFFICE: GERT SIBANDE

Local Office: Msukaligwa
Local Office: Mkhondo
Local Office: Dipaleseng
Local Office: Govan Mbeki
Local Office: Albert Luthuli
Local Office: Seme
Local Office: Lekwa

DISTRICT OFFICE: BUSHBUCKRIDGE

Local Office: Bushbuckridge

7. REGIONAL OFFICE NORTHERN CAPE

DISTRICT OFFICE: NAMAQUA

Local Office: Calvinia
Local Office: Pofadder
Local Office: Fraserburg
Local Office: Garies
Local Office: Steinkopf
Local Office: Williston
Local Office: Brandvlei
Local Office: Port Nolloth

DISTRICT OFFICE: FRANCES BAARD

Local Office: Tlhokomelo
Local Office: Warrenton
Local Office: Ritchie
Local Office: Barkly West
Local Office: Hartswater
Local Office: Jan Kempdorp
Local Office: Douglas
Local Office: Griekwastad

Local Office: Delpportshoop
Local Office: Florianville
Local Office: Roodepan
Local Office: Corless Road
Local Office: Beaconsfield

DISTRICT OFFICE: ZF MGCAWU

Local Office: Postmasburg
Local Office: Kakamas
Local Office: Rietfontein
Local Office: Danielskuil
Local Office: Kenhardt
Local Office: Keimoes
Local Office: Paballelo
Local Office: Groblershoop

DISTRICT OFFICE: PIXLEY KA SEME

Local Office: Hanover
Local Office: Colesberg
Local Office: Hopetown
Local Office: Carnarvon
Local Office: Britstown
Local Office: Noupoot
Local Office: Petrusville

8. REGIONAL OFFICE NORTH WEST

DISTRICT OFFICE: DR RUTH SEGOMOTSI MOMPATI

Local Office: Kagisano
Local Office: Lekwa-Teemane
Local Office: Mamusa
Local Office: Molopo
Local Office: Naledi
Local Office: Taung
Local Office: Phokwane

DISTRICT OFFICE: BOJANALA

Local Office: Kgetlengrivier
Local Office: Madibeng
Local Office: Moretele
Local Office: Moses Kotane
Local Office: Rustenburg

DISTRICT OFFICE: DR KENNETH KAUNDA

Local Office: Matlosana
Local Office: Maquassi Hills
Local Office: Potchefstroom
Local Office: Ventersdorp

DISTRICT OFFICE: NGAKA MODIRI MOLEMA

Local Office: Ditsobotla
Local Office: Mafikeng
Local Office: Ratlou
Local Office: Tswaing
Local Office: Ramotshere

9. REGIONAL OFFICE WESTERN CAPE

DISTRICT OFFICE: WEST COAST

Local Office: Vredendal
Local Office: Vredenburg

DISTRICT OFFICE: EDEN / KAROO

Local Office: Beaufort West
Local Office: George
Local Office: Oudtshoorn

DISTRICT OFFICE: BOLAND / OVERBERG

Local Office: Paarl
Local Office: Worcester
Local Office: Caledon

DISTRICT OFFICE: METROPOLE WEST

Local Office: Athlone
Local Office: Wynberg
Local Office: Gugulethu
Local Office: Cape Town

DISTRICT OFFICE: METROPOLE EAST

Local Office: Eerste River
Local Office: Bellville
Local Office: Mitchell's Plain
Local Office: Khayelitsha