

	Tender Technical Evaluation Criteria	Employee Assistance Programme
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1. Scope

The appointed service provider will deliver a comprehensive, confidential, and integrated Employee Assistance Programme (EAP) to support Eskom employees, their immediate family members, learners, apprentices, graduates-in-training, and contractors affected by critical incidents.

1.1 Access channels:

- A professional toll-free support line available 24/7/365 for telephonic counselling, advice, and psychosocial information.
- Virtual platforms for remote counselling and wellbeing support. Face to face counselling services.
- A maximum of 8 counselling sessions per issue, located close to the employee's residence or place of work. The first session must occur within 24 hours of initial contact.
- Language accessibility, including service availability in all eleven (11) official languages of the Republic of South Africa, as well as South African Sign Language, either directly or through accredited affiliates.
- Professional competence, with services delivered by appropriately qualified and professionally registered counsellors, including, where clinically indicated, clinical psychologists and social workers, in accordance with applicable statutory and professional body requirements.
- Case identification and continuity, whereby a unique reference number is issued to the employee at the initial contact to enable follow-up, continuity of care, and service monitoring.
- Digital access platforms, including the availability of a WhatsApp channel and a secure mobile application platform to facilitate employee engagement, access to services, and ongoing communication.
- The service provider will deliver onsite EAP support services at fifteen (15) Employer-designated sites for a minimum of four (4) hours per site per week, unless otherwise agreed in writing by the Employer.

1.2 Call Centre Services

The Service Provider shall provide a fully operational call centre to support the Employee Assistance Programme (EAP) and ensure accessible, responsive, and confidential services for all employees. The call centre shall meet the following minimum requirements:

- **Infrastructure and Capacity**
 - Established call centre infrastructure or virtual system with sufficient capacity to manage the anticipated call volume.
 - SMS, WhatsApp, email and “Please Call Me” facilities to enable employees to initiate contact through multiple channels.
- **Accessibility and Availability**
 - A toll-free telephone service available 24 hours a day, seven days a week, three hundred and sixty-five days per year, accessible from both landlines and cellular phones.
 - A voice message facility with guaranteed call-back to ensure that all employee contacts are responded to promptly.
- **Professional Standards**
 - All call centre staff shall be appropriately trained and qualified to provide confidential, ethical, and professional guidance, triage services, and referral to affiliated professionals where necessary.

1.3 Counselling Services:

Provision of a comprehensive clinical counselling service covering the full spectrum of emotional, psychological, and behavioural challenges. This includes:

- Financial wellbeing: Budgeting, financial coaching and planning, wills and estate planning, debt management, savings, and investments.
- Legal advice: General legal guidance relevant to personal and family matters.
- Career and retirement: Pre-retirement advice and planning, vocational guidance.
- Personal issues: Marital, bereavement, relationship, workplace stress, addictive behaviours, gender-based violence, gender identity challenges.
- Child & family support: Parenting guidance, disability care, special needs placement, access to educational and community resources, preschool programmes, residential facilities, and coping strategies for families living with someone with an addiction.
- Mental health
- Human Capital/ organisational.

1.4 Trauma Defusing and Debriefing Management

- Provision of trauma and critical incident response services, including defusing, debriefing, and ongoing counselling for affected employees and their immediate families.
- Availability of on-site support when required to mitigate the impact of workplace incidents and ensure timely psychological care.
- The service provider must ensure 24-48hour response on site to critical incidents (management of trauma incidents and crisis for example fatality and death of employees) Contractors on site will be included in the session.

1.5 Managerial and Supervisory Support

- Managerial consultancy to support leaders in handling employees with psychosocial and behavioural challenges that impact performance.
- Provision of formal referral processes, advice, and ongoing support to managers and supervisors.
- Delivery of four training sessions annually to managers and supervisors, equipping them with skills to identify, support, and manage employees facing psychosocial and mental health challenges.
- Formal/ assisted referral for psychosocial services
- Provide interpersonal/ communication skills/ advice
- Provide 1-1 or group training interventions for managers.

1.6 Conflict Mediation

- Trained EAP practitioners to facilitate confidential conflict mediation sessions, promoting mutual understanding, resolution, and follow-up support.
- Mediation may involve individual or joint sessions, with outcomes documented only with employee consent.
- Provide 1 on 1 sessions and group interventions.

1.7 Preventative Programmes and Awareness

The Service Provider shall develop and implement preventative wellness initiatives that promote employee wellbeing, resilience, and a psychologically safe work environment. These initiatives shall include, but are not limited to:

- Wellness campaigns and interventions addressing key areas such as mental health, resilience, work–life balance, absenteeism, addictive behaviours, conflict management, gender-based violence (GBV), and neurodiversity.
- Targeted training and workshops aligned with organisational trends, divisional needs, and emerging psychosocial issues.
- Participation in Organisational Wellness Initiatives
 - Actively participate in planned wellness initiatives and events throughout the organisation.
 - Facilitate a minimum of four (4) sessions per cluster, power station, or region annually, ensuring equitable access to all employees.

1.8 Debriefing Sessions

- Facilitate quarterly debriefing sessions (four per year) for the Health and Wellness fraternity, providing guidance, support, and strategies to maintain resilience and manage secondary trauma associated with providing psychosocial services.

1.9 Topic-Specific Talks

- Conduct a minimum of 120 or unlimited topic-specific talks annually, distributed across all divisions.
- Topics shall be requested by Eskom medical practitioners and cover psychosocial, mental health, and various wellness themes relevant to employee wellbeing, organisational resilience, and workforce performance.

1.10 Delivery Standards

- All training and capacity-building interventions shall be delivered professionally, in line with ethical standards and best practice, and adapted to the operational context and specific needs of Eskom employees.
- Sessions may be delivered onsite, virtually, or in a hybrid format, as agreed with the Employer.

1.11 Integration and Reporting

- The Service Provider shall provide attendance records, evaluation feedback, and training outcomes reports for all sessions to facilitate continuous improvement and alignment with organisational priorities.

1.12 Marketing and Communication Services

The Service Provider shall develop and implement a comprehensive marketing and communication strategy to promote the Employee Assistance Programme (EAP) and ensure high visibility, awareness, and utilisation of services. The marketing and communication requirements shall include, but are not limited to, the following:

- **Onsite Marketing**
 - Quarterly onsite marketing engagements at each cluster, site and power station to raise awareness of EAP services.
 - Engagements shall include interactive sessions, presentations, and distribution of promotional material to employees.

- **Promotional Materials**

- The Service Provider shall provide promotional items to support EAP awareness campaigns.
- Development and distribution of monthly online desk communications, newsletters, infographics, and webinars, aligned with the annual health calendar or on an ad hoc basis as requested by the Employer.
- Annually, the Service Provider shall provide marketing materials including posters, brochures, and infographics, suitable for display across sites and internal communication channels.

1.13 Content and Branding

- All marketing materials shall be professionally designed, accurate, and aligned with the Employer's branding guidelines.
- Materials shall be accessible in formats that support diverse employee needs, including multiple languages where appropriate.

The Service Provider shall implement a structured key account management framework to ensure effective coordination, monitoring, and responsiveness of EAP services at national, regional, and site levels.

1.14 Training and Capacity Building

- Accredited CPD Training
 - Deliver quarterly accredited Continuing Professional Development (CPD) training sessions, at a frequency of one session per month, totalling ten (10) sessions annually.
 - Training shall target Eskom Health and Wellness professionals and cover areas relevant to psychosocial support, mental health, organisational wellbeing, and professional development.

2. Governance, Account Management & Oversight

2.1 Quarterly Key Account Management Meetings

- The Service Provider shall conduct quarterly key account management meetings involving the designated Key Account Manager(s), internal EAP Advisors, and the Employer's Wellness Manager.
- These meetings shall review service delivery performance, utilisation trends, emerging psychosocial risks, escalations, and continuous improvement opportunities.
- Outcomes and action items arising from these meetings shall be formally documented and tracked.

2.2 National and Regional Coverage

- The Service Provider shall provide national account management, supported by regional/provincial managers responsible for overseeing service delivery, escalation management, and quality assurance.
- Regional Account Managers shall be appointed to manage service delivery at regional, provincial, divisional, and site levels, ensuring:
 - Timely resolution of service delivery issues
 - Effective coordination across regions and business units

2.3 Reporting and Escalation Protocols

- Key Account Managers shall provide regular operational updates and performance reports, including service utilisation, operational challenges, risks, and employee feedback.
- The Service Provider shall maintain clear, documented escalation protocols to address service gaps, operational risks, or quality concerns at site, regional, and national levels.

2.4 Strategic Advisory Services

- The Service Provider shall provide strategic advisory services to the Employer, including regular reporting and insights to Exco, HC, and senior leadership on:
 - Psychosocial and organisational wellbeing trends
 - Executive wellbeing risks
 - Emerging organisational health and workforce risks
- Advisory inputs shall support preventative interventions, policy development, workforce planning, and risk mitigation strategies.

3. Reporting and Analysis Requirements

The Service Provider shall provide comprehensive, structured reporting and analysis on the delivery and utilisation of Employee Assistance Programme (EAP) services, including but not limited to the following:

3.1 Regular Reporting

- Monthly, quarterly, and annual reports detailing:
 - Service utilisation and access trends
 - Presenting issues and outcomes
 - Key performance indicators (KPIs) and service effectiveness
- Reports shall be designed to support data-driven decision-making and provide insights into employee wellbeing, engagement, and organisational risk patterns.

3.2 Ad Hoc Reporting

- The Service Provider shall provide ad hoc reports upon request by the Employer to address:
 - Emerging risks or incidents
 - Operational or management information requirements
 - Strategic or executive-level reporting needs.

3.3 Format and Presentation

- Reports shall be provided in:
 - Excel format for detailed data analysis
 - Presentation format (e.g. PowerPoint) for management and executive review
- Reporting shall include:
 - Regional-level analysis, BU
 - Business unit-level analysis
 - Where feasible, cluster, power station, and site-level breakdowns to support targeted interventions and risk mitigation.

3.4 Confidentiality and Data Governance

- All reporting shall maintain strict employee confidentiality and comply with applicable data protection, privacy, and governance requirements.
- Data shall be anonymised and aggregated, ensuring that no individual employee can be identified in any report.

3.5 Systems Integration

- Reports shall be structured to integrate with the Employer's internal health, wellness, and human capital management systems, enabling:
 - Strategic workforce planning
 - Trend analysis and early risk identification
 - Informed decision-making at operational and executive levels

3.6 Ensure Protection of Client Data

- Ensure the security and protection of all client data, in cyber, physical, and other forms, maintaining confidentiality and always safeguarding it.

4. Tender Technical Evaluation Strategy

4.1 Mandatory Technical Evaluation Criteria

- All professionals must be registered with HPCSA & SASCCP 100% Compliance is required.
- Proof that all proposed professionals are formally employed by or contracted to the Tenderer.
- Failure to comply with ANY of the mandatory criteria will result in automatic disqualification, and the tender will not proceed to Stage 1 or Stage 2 evaluation, irrespective of score achieved.

Evidence: Valid HPCSA and SACSSP registration certificates & Signed employment contracts or service level agreements

Threshold: 80% and above to qualify

4.2 Stage 1:

Evaluation Area / Requirement	Weighting (%)	Evaluation Criteria	Evidence / Supporting Documents	Score (0–5)	Allocation of Scores	Weighted score
1. Infrastructure & Service Model	20%	Clinical services available at 15–25 service points, including remote sites.	National footprint map; Staffing plan & testimonials from Companies indicating national footprint	0–5	5 = ≥25 service points nationwide incl. remote sites	Score x 20%
					4 = 20–24 service points	
					3 = 15–19 service points	
					2 = 10–14 service points	
					1 = <10 service points	
					0 = Does not meet requirement	
2. Staffing & Professional Credentials	25%	Availability of qualified professionals: 25–40 Social Workers and 20–25 Psychologists	CVs; HPCSA registration; SACSSP registration; Employment/affiliate contracts	0–5	5 = Fully meets/exceeds both categories	Score x 20%
					4 = Meets one category fully, other ≥80%	
					3 = Meets minimum numbers	
					2 = Below minimum by ≤25%	
					1 = Significantly below requirements	

					0 = non-compliant	
3. Service Delivery & Modalities	20%	Multi-channel support: in-person, telephonic, virtual/online counselling, 24/7 crisis services, family access and whatsapp line (non-crisis communication with defined escalation protocols)	Service protocols; 24/7 hotline proof; Virtual platform screenshots; Process flows and whatsapp line	0–5	5 = All modalities incl. 24/7 crisis & family access	Score x 20%
					4 = All modalities except one	
					3 = Three modalities	
					2 = Limited to only 2 modalities (in person and telephonic)	
					1 = Single modality	
					0 = Not demonstrated	
4. Experience & Track Record	20%	Proven experience delivering EAP services to large organisations (≥25,000 employees); minimum 10 years' experience	Case studies; Client references; Testimonials; Utilisation statistics	0–5	5 = ≥10 years + ≥25,000 employees	Score x 20%
					4 = 7–9 years + large organisation	
					3 = 5–6 years' experience	
					2 = 3–4 years' experience	
					1 = <3 years' experience	
					0 = No evidence	
5. Reporting & Quality Assurance	10%	Ability to provide structured reporting: monthly reports, KPIs, outcomes, and continuous improvement initiatives	Sample reports; KPI dashboards; QA framework	0–5	5 = Comprehensive reporting + QA framework	Score x 10%
					4 = Reporting + KPIs	
					3 = Basic reporting only	
					2 = Ad hoc reporting	
					1 = Minimal reporting	
					0 = None	

STAGE 2: SITE & PRACTICAL EVALUATION						
Evaluation Area	Weighting (%)	Evaluation Criteria	Evidence / Supporting Documents	Score (0-5)	Allocation of Scores	Weighted Score
1. Call Centre Infrastructure Verification	30%	Physical verification of an operational 24/7 EAP call centre, including telephony systems, call routing, backup power, and disaster recovery capability	Site inspection; Live system demonstration; Infrastructure walk-through	0-5	5 = Fully operational 24/7 call centre with redundancy & DR	Score × 30%
					4 = Operational with minor gaps	
					3 = Functional but not fully 24/7	
					2 = Partially operational with major gaps	
					1 = Exists but largely non-functional	
					0 = Not available	
2. Service Delivery Capability & Knowledge Verification	30%	Verification of staff competence, clinical governance, crisis management, escalation processes.	Staff interviews; Scenario-based assessments; Process walk-throughs	0-5	5 = High clinical competence & strong governance	Score × 30%
					4 = Competent with minor gaps	
					3 = Adequate standard capability	
					2 = Limited or inconsistent capability	
					1 = Poor capability demonstrated	
					0 = Not demonstrated	

Threshold:
80% and above to qualify.

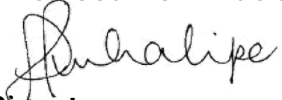
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