



**THE SOUTH AFRICAN NATIONAL
ROADS AGENCY SOC LIMITED**

CONTRACT SANRAL X.002-233-2025/1F

**FOR THE PROVISION AND MANAGEMENT
OF WELLNESS SERVICES FOR ROUTINE
ROAD MAINTENANCE PROJECTS IN THE
NORTH-WEST PROVINCE**

BASE DATE: July 2026

TENDER DOCUMENT

Book 3

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PART C3: SCOPE OF WORK

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C3 SCOPE OF WORKS

C3.1 GENERAL REQUIREMENTS

C3.1.1 Scope

This section covers matters that relate to the project as a whole. Definitions, phrases or wording that would otherwise require repetition in other sections of this document are also covered in this section. Matters covered by the General and/or Particular Conditions of Contract are not repeated in this section, except to provide more detailed information.

C3.1.2 Background

In 2013, a concept introduced by the United Nation's programme (UNAIDS) on HIV/AIDS called, [90-90-90](#) was established, to decrease the global spread of HIV. This means that by 2020, 90% of people who are HIV infected will be diagnosed, 90% of people who are diagnosed will be on antiretroviral treatment and 90% of those who receive antiretrovirals will be virally suppressed.

The strategy is an attempt to get the HIV epidemic under control and is based on the principal of universal testing and treating. However, moving the global response towards this universal test and treat model has posed huge challenges to public health systems in resource-limited settings, including global and local supply chain systems. These challenges are especially acute in Africa, which accounts for over 70% of the persons affected by HIV.

In response to the 90-90-90 strategy, SANRAL has implemented the Employee Wellness Project along all national roads in the North-West Province, through the Employers Routine Road Maintenance (RRM) contracts. Some of the RRM contracts are located in remote areas with few healthcare facilities in close proximity, hence SANRAL took the initiative to implement this programme on its network.

The project not only focuses on HIV/AIDS awareness and diseases, but also on the holistic wellbeing of the employees. The Wellness project is targeted at predominantly men who are mobile, migrant and marginalised, in that they don't have access to medical aid or private health care. The Wellness Project brings health services to the workers on site, which increases the number of health screen testing and early detection interventions.

The project is supported by onsite Wellness Coaches who provide on-the-ground educational and emotional support to workers and their family members. The Wellness Coaches create awareness around certain symptoms and prevention of communicable and non-communicable diseases/ illnesses. HIV Counselling and Testing (ACT) and health screening are conducted bi-annually on site, or at a mutually agreed central point.

SANRAL continuously provides platforms for employees to receive support to be productive in their personal and professional lives. SANRAL recognizes that early detection and appropriate interventions to address personal, professional and environmental stressors can prevent or alleviate poor performance, accidents and absenteeism. The Employee Wellness Programme (EWP) seeks to empower employees with life skills in order to cope with life, crisis management and trauma situations.

C3.1.3 Location of the Project

The project covers the entire national road network in the North-West Province, with a total distance of 2642.37 km but subject to change based on the declaration of more roads which could possibly be added to the network.

The Service Provider shall be required to set up an office based in the North-West Province. The Employer currently has RRM contracts in progress along the routes, of which the list will be provided to the winning bidder upon award. The Wellness Coaches shall be based at the RRM Site Offices as per the list that will be provided at award stage.

C3.1.4 Description of the Project

The Service Provider shall be required to provide services relating to the operations and maintenance of the Wellness Programme and support to the Wellness Coach in the North-West Province. The contract period for the operations shall be 5 (five) years.

The project comprises all current routes under the jurisdiction of the Employer in the North-West Province with a total length of approximately 2642.37 km kilometres.

The Services required of the Service Provider are as follows:

1. To manage and monitor the programme and operations of the project.
2. Ensure training outcomes that are measurable.
3. Provide Wellness Coaches with pamphlets and posters, with topics related to the South African Health Calendar and approved by the Employer. The pamphlets and posters should be in the preferred language of the area.
4. Collate information/statistics from Wellness Coaches and prepare monthly reports for the Employer, as per agreed format.
5. Ensure the submission of monthly reports of activities from all Wellness Coaches.
6. Provide training/ skills programmes for the Wellness Coaches, specifically seeking to ensure that all HIV positive employees gain access to life-saving HIV treatment programmes and HIV negative employees acquire adequate knowledge to be able to manage their HIV negative status.
7. Provide training and educational training tools that are easy to implement by the Wellness Coaches.
8. Provide accredited training for all Wellness Coaches, that are based on unit standards and endorsed by SETA. (The specific content should comply with SETA standards).
9. Provide a structured ACT and health screening programme annually. The first submission should be 30 days after appointment.
10. Manage the ACT and health screening processes.
11. Ensure transportation is provided for the families of the site workers, to attend ACT wellness days.
12. Confidential HIV, TB, STI's testing and general health screening to be available to all site employees and must coincide with the ACT process on site.
13. Conduct four (4) Forum Facilitation Workshops per annum, per cluster, as per Item no 32.02. Facilitation training includes 2-3 hour life skill training and 2 practical evaluations done per year.
14. Ensure and maintain an updated database of all Wellness Coaches and inform the employer of any changes in appointments.
15. Provide a 24-hour call centre, 7 days per week with trained counsellors, available to all RRM employees.

C3.1.5 Project Programme

The Service Provider shall be required to ensure the implementation of the project programme listed below. The Service Provider shall submit a detailed programme to the Employer within 14 days of the date of the letter of acceptance of tender which includes the following:

Forum Facilitation Cluster Meetings:	4 (four) Forum Facilitation Cluster meetings per annum. Skills development plan for each year. (4 life skills training topics per annum)
Training Sessions:	1 x 5 (five) day SETA accredited education training for all Wellness Coaches within 2 months of appointment. ADHOC training in employee wellness courses for Wellness Coaches, as requested by the Employer.
Monthly Topics:	Provide information on various topics to the Wellness Coach by the 20 th of each month.

ACT & Health Screening:	2 (two) Sessions per annum, either at the Wellness Coach Site Office or an agreed central point. ACT to take place within the route covered by Wellness Coach.
SANRAL Progress Meetings:	Three meetings held per annum at the employer's office or virtual, including secretariat duties. Minutes to be distributed within 2 weeks after the meeting.
Monthly Status Reports/Stats:	Monthly status reports: Wellness Coach reports, including statistics to be submitted to the Employer by 25 th of each month. Statistics must be updated regularly and available for submission to the Employer as and when required.
Quarterly Forum Facilitation report:	Quarterly submission of reports.
ACT Bi-annual report:	Bi-annual submission of ACT and wellness report, to be submitted one month after each ACT.
Annual Report	A full annual report to be submitted to the Employer after each year based on the appointment date.
Annual Event:	Awareness event as approved by the Employer. The scope and planning of the proposed event shall be based on the needs analysis in the specified province, to be provided by the Service provider and approved by the Employer.
24 Hour Call centre:	Provide a 24hour call centre to provide trauma counselling for RRM site employees.
Post Trauma counselling:	ADHOC as approved by the Employer.
Monthly site progress meetings:	Online meetings held monthly with each Wellness Coach and feedback provided in monthly reports submitted to the Employer
Site Audits:	Site meetings to be done within 3 months after the appointment of the Wellness Coach.

C3.1.6 Penalties and Delays

Penalties shall be applied for each calendar day by which the Service Provider fails to meet the prescribed dates for submission of the required business plan and activity schedules, and for each event of non-performance of the duties and obligations specified in the contract. The quantum of the penalty shall be as listed in the Contract Data. Draft reports and documents shall be submitted to the Employer at least seven working days prior to any meetings scheduled for the discussion and finalisation thereof. The Service Provider shall thus take this period into account in compiling their programme.

Any delays to the above programme that are attributable to the Employer, or to other approved mitigating circumstances, will not be subject to penalties. In the event of such instances arising, any extensions of time granted shall be limited to the equivalent number of calendar days attributable to each instance.

C3.1.7 Personnel Requirements

a) Key persons

The Service Provider's key persons become a contractual commitment upon award. However, the Employer recognises that key persons may for some or other reason, not be available for the full duration of the project and any changes to those listed are, to all intents and purposes, a change or variation to the contract. Any proposed change should be handled formally by way of written request and approval. Replacement personnel shall be of same or better competence and experience as those initially accepted. Re-evaluation by the Employer of any replacement key persons shall be paid for by the

Service Provider as specified in C3.1.12 unless the circumstances dictating the change are completely outside of the Service Provider's control.

The key persons required for this project are listed in Form C1.2.2 Contract Data: Information provided by the Employer. The tenderer must list proposed candidates for the prescribed positions in the core team in Form C1.2.3 Contract Data: Information provided by the Tenderer.

b) Minimum requirements

The minimum qualifications and requirements for the service and sub-Service Provider's personnel shall be as indicated in the table below.

Minimum Requirements:

Position	Minimum Qualification/Registration	Minimum Relevant Experience (years)	Requirement in terms of Clause 4.1.1 of Tender Data
Project Leader	Professional Registration with Engineering Council of South Africa (ECSA) or Project Management South Africa (PMSA) or South African Council for Project & Construction Management Professions (SACPCMP) and Employee Assistance Programme (EAP) accredited certificate. NQF Level 7	7 years as a Project Leader and 5 years in EAP	Key Resource
Facilitator/Educator	NQF Level 7, Degree, Facilitator SAQA accredited certificate.	5 years as a Training Facilitator	Key Resource
ACT Wellness Coordinator	NQF level 6, Employee Wellness accredited certificate	5	Not a key resource
Nurse	Registered Professional Nurse. Registered with SA Nursing Council (SANC) and registered with HPCSA or SACSSP for a minimum of 3 consecutive years	5	Not a key resource
Lay Counsellor	SAQA Accredited course NQF Level 4 as a Lay Counsellor. (Should not be older than 2 years)	5	Not a key resource
Registered Counsellor	Bachelors in Psychology professional degree and registered with HPCSA or SACSSP for a minimum of 3 consecutive years	5	Not a key resource

C3.1.8 Meetings and Liaisons

a) Meetings and liaisons between the Employer and the Service Provider

Meetings between the Employer and the Service Provider are formal occasions. The Employer shall perform the duties of chairperson and the Service Provider the secretarial services. The Service Provider shall submit draft minutes to the Employer for review before distribution which shall not be later than 14 (fourteen) calendar days after the meeting. Meetings and liaisons shall be scheduled according to the Service Provider's approved programme to discuss and record the progress of the Services.

Draft copies of all reports, and documents submitted for review shall be discussed at specially convened meetings prior to their finalisation.

Attendance at the meetings shall include at least the Project Leader, Facilitator/Educator and Wellness Coordinator. A key person shall not be substituted by another Service Provider employee unless express permission for this has been sought from and approved by the Employer in writing. The Employer shall have the right to delay a meeting because of the non-availability of a key person and any delay costs so incurred shall be for the account of the Service Provider.

i) Project hand-over meeting

Project hand-over is a milestone event because it signals the commencement of the project. Ordinarily, the date of the meeting will have been fixed and notice for it and an agenda included with the letter of acceptance of the Service Provider's offer.

This meeting also provides the opportunity for administration details to be finalised. Included among these, but without providing limits to what may be required shall be:

- Signing and initialling of the contract document;
- Confirmation of prescribed insurance cover, including that of joint venture members (if any);
- Confirmation of vendor registration;
- Delivery of a compact disc (CD) containing all relevant forms and procedures needed for effective project administration.

ii) Progress meetings

The date for the first progress meeting shall be fixed at the hand-over meeting. The first progress meeting shall not be scheduled longer than six calendar weeks after the hand-over meeting. 3 progress meetings shall be held per annum.

The Service Provider's programme, as envisaged at the hand-over meeting shall be fine-tuned and approved at the first progress meeting. The approved programme shall identify the number and frequency of progress meetings. They may be reduced or increased as necessary to achieve the milestone date of delivery of the required service.

The purpose of progress meetings are to discuss the development and challenges of the project and the minutes produced shall form the record of progress against programme. The minutes shall record the discussions held and the decisions made. Minutes shall be done by the Service Provider and to be submitted no later than 2 weeks after the meeting.

b) Other project related meetings

The Service Provider must ensure that proceedings of meetings (whether formal or informal) are formally documented. These meetings may be between the Service Provider, sub-Service Providers, and/or other Stakeholders. The Employer may attend these meetings.

C3.1.9 O.H.S

The Service Provider, as an employer in his own right, undertakes and warrants to the Employer that it shall ensure compliance with all the provisions of the Occupational Health and Safety Act, Act 85 of 1993 whilst in/on/at the Employers premises, including a premises managed and operated by a Contractor working for the Employer.

The Service Provider shall at all times be in good standing in terms of the Compensation for Occupational Injuries and Disease Act (COIDA) and have a letter as proof thereof.

The Service Provider shall at all times comply with all legal requirements as stipulated in the Occupational Health and Safety Act, Act 85 of 1993, including all Regulations related thereto and any additional legal Regulations and Directives that are published from time to time.

C3.1.10 Procedure for Procurement of sub-Service Providers

A sub-service is taken to mean any service which is performed by someone other than the Service Provider. A sub-service procured directly by the Service Provider requires the Service Provider to enter into a sub-service agreement with that sub-service provider. The relationship between the Service Provider and sub-service provider is that of contractor/sub-contractor.

Another type of sub-service is less direct because the service required has already been procured by the Employer under a separate agreement (example: Wellness Coach). The role of the Service Provider in the management of this sub-service is that of the Employer's agent

In both cases the Service Provider is responsible for the performance of the sub-service.

Procurement of a sub-service shall be undertaken by means of a quotation/tender process. The Service Provider shall compile and issue relevant and approved terms of reference, together with the relevant work/pricing schedules, in accordance with the Employer's standard proformas and Supply Chain Management and procurement policies. This will require the Service Provider to advertise for an open tender process or invite quotations from identified potential sub-Service Providers and submit tender documents to the relevant regional office for collection and receipt of the tenders by that office. Submitted quotations/tenders, in a sealed envelope, directly to the Employer's regional office by the date and time agreed, will be opened in public by the Employer's delegated staff. The Service Provider shall remove under signature all submitted offers for analysis and submit a report with recommendations to the Employer for approval prior to the appointment of any sub-Service Provider. Once approved, the Service Provider shall enter into an agreement with the sub-Service Provider with a copy of same submitted to the Employer.

C3.1.11 Payment and Monthly Reporting

When submitting interim certificates for payment the Service Provider shall use the Employer's standard forms and formats. No payment can be made before the Service Provider is registered as a vendor on the Employer's system.

The Service Provider shall submit payment certificates for all work rendered in the Employer's financial year within that specific year.

The Service Provider shall submit and update on a monthly basis a cash flow forecast for the remuneration of the full service rendered, including monthly reports regarding training, skills programmes and statistics on ACT and health screening.

ITIS is an integrated approach to the sharing and inter-relating of technical performance information for the Employer, and relies on Service Provider's people following procedures to populate the system with data. ITIS currently consist of the following platforms:

- ITIS Web – Web enabled portal providing online access to various functions, workflows and reports.
- ITIS Desktop – Offline data capture tool enabling the capture of information offline, validation and then synchronisation of data with the ITIS database.
- ITIS Mobile – Application (Android 6 or later) that allows the in-field capture of information using a smart phone or tablet (must have camera and GPS), validation and then synchronisation of data with the ITIS database.

The Employer has several ITIS modules running on any of the above ITIS platforms which affect the Service Provider and Contractor, who will need to use some of these modules to perform certain procedures and to provide required information. The current modules applicable to this contract and their description are as follows:

- Contract Module – management of contracts;
- Project Information Module – uploading of employment and training data;
- Structures Module – uploading of structure's details.

User manuals for the various functions can be downloaded from <https://itis.nra.co.za/Portal/MyAccount/UserManuals> after the successful registration as a public user. This ITIS public user registration procedure is explained in the document as attached in Part C4: Appendix E.

Reporting includes, but not limited to all items and reports listed under C3.2.3.

C 3. 1.12 Additional duties by the Employer

Additional duties performed by the Employer may involve, but not be limited to:

- re-evaluation of any replacement personnel by the Tender Evaluation Panel
- reviewing draft documentation submitted more than once.

Allowance is made in the Pricing Schedule for payment on a time basis for any such service performed more than once.

C3.2 ADMINISTRATION AND MONITORING OF THE WELLNESS PROGRAMME

C3.2.1 Scope

This section covers the duties and obligations of the Service Provider through his staff for the administration, monitoring and measurement of the functions carried out by the Service Provider appointed by the Employer.

C3.2.2 Standards

The Service provider shall administer and monitor the project in accordance with the following requirements and guidelines:

- Government legislation.
- The Contract Documents as issued for the project.
- The Employer's manuals of procedures and guidelines.
- Current industry good practice.

C3.2.3 Administration and Monitoring Relating to the Service Provider Functions and Areas of Responsibility

The Service Provider shall supply sufficient head office administrative support to the Wellness Coaches to ensure efficient and timeous administration and implementation of the project. The functions and areas of responsibility shall be as follows:

a) Progress Meetings

Progress meetings will be held at the Employers office or online. The Project Leader is required to present the status on all sites and keep minutes of each meeting. Minutes to be circulated within 2 (two) weeks after the meeting.

Meetings should be attended by the Project Leader, ACT Coordinator and Facilitator.

Meeting logistics should include:

- Timeously distributing invitations to members.
- Ensure attendance of members by following up telephonically or via email.

b) Manage Forum Facilitation cluster training

Four (4) facilitation training sessions per annum to all Wellness Coaches. These train-the trainer sessions will be held in clusters at one of the agreed central site offices.

Provide life skills training and employee wellness topics for Wellness Coaches to equip site employees.

Ensure attendance of Wellness Coaches to these meetings as well as planning of logistics.

Ensure evaluation forms are completed and signed off by all parties as prescribed. It is a requirement that the Forum Facilitator has their own vehicle, or a vehicle provided by the Service Provider.

c) Reporting

Service Provider to summarize monthly reports from the Wellness Coaches and submit to the Employer by the 25th of each month. Submit status report and statistics by 25th of each month

Ensure submission of the following reports:

- Monthly Status Reports, which includes the Wellness Coaches Reports and Monthly Statistic Reports, must be submitted the 25th of each month.
- Forum Facilitation Reports – quarterly submission. This report must be submitted within 2 weeks after completion.
- ACT Reports – submitted twice a year. This report must be submitted within 2 weeks after completion.
- Statistics should be updated regularly and available for submission to the employer as and when required.
- Annual report to be submitted of all activities and statistics by the 25 of January each year. Should include the following:
 - Statistics and calculations
 - Data Analysis
 - Analysis of usage patterns and trends of the service platforms
 - Engagement Rate
 - Themes and trends
 - Value (recommendations on ensuring SANRAL receives value for money)
 - Benchmarking
 - Challenges
 - Conclusions & recommendations.

d) Coordinate logistics and execution of ACT and Wellness Screening Events

It is the responsibility of the ACT Wellness Coordinator to manage the administration of these events to ensure effective roll out of the programme. There are 2 (two) ACT sessions per annum. The ACT team consist of 8 people. The Service shall hire a kombi and trailer for the travelling to various sites.

e) Training and Equipping Wellness Coaches

It is the responsibility of the appointed Facilitator/Educator to equip and train all Wellness Coaches from each RRM site offices on a quarterly basis.

The Service Provider shall provide SETA Accredited training for all Wellness Coaches as requested by the Employer. Training requirements shall be related to their function and enhance their job role, as instructed by the Employer. Transportation for Wellness Coaches to training sessions, shall be coordinated by the Service Provider. In some cases, Wellness Coaches will make use of their own vehicles and claim mileage from the RRM Contractor, or the Service Provider shall book bus or flight tickets, based on the instruction from the Employer.

f) Manage and coordinate the functions of the Wellness Coach

The Service Provider shall provide support and guidance to the Wellness Coaches to ensure they fulfil all the functions as specified in Clause 3.2.4 (e) as per the scope of works.

g) Provide a 24-Hour Call centre service to the RRM site staff

The Service Provider shall provide a direct, unlimited and confidential access to 24-hour multilingual, (*Setswana, Afrikaans, English*) toll-free Psychological Counselling services in a choice at least 3 main languages call centre service for all RRM site workers. It should have professional, qualified counsellors to provide counselling and support during crisis situations. It does not need to have voice recording

facilities as the main aim is to provide immediate support to the workers. Post trauma counselling is also required for site staff who may have attended major crash scenes and have been negatively impacted by the experience.

Basic trauma counselling is required to assist the workers to deal with various life challenges, life threatening diseases and trauma situations.

h) RRM Contractor Employees should be able to access the EAP programme for the following:

- 24 hour call centre, crisis management/ Life-line services.
- Personal Face to Face Counselling. Model of 1-3 counselling sessions per issue – ADOC – as approved by the Employer. Mainly crash trauma or incident related trauma. Additional two sessions at the discretion of the Employer and Service provider. Face to face counselling for employees.
- Post-traumatic stress disorder, due to Crash scene management. Trauma counselling services for individual or Group counselling, as approved by the Employer.
- Provide a maximum of 3 face-to-face counselling per incident–as per the Employer's approved criteria.

The counselling should include the following as a minimum:

- Parent-child difficulties including child behaviour
- Emotional problems due to trauma
- Suicidal problems
- Anger problems
- Violence
- Substance abuse (Alcohol, drugs, medication)
- Mental health disorders
- Stress (Anxiety, major depression, bereavement and loss)
- HIV/Aids concerns
- Trauma
- COVID 19, management and support services

i) Disease management services

ACT and Wellness days

South Africa and its health system are experiencing an alarming increase in chronic diseases. Some of these conditions are a result of poor lifestyle choices that individuals make and are linked to behaviour. The Wellness Day Programme should support the national health calendar and its objectives to derive meaningful employee participation whilst driving the importance of taking charge of one's health and wellbeing.

Manage impact of diseases

Chronic Disease Management programme seeks to timeously identify employees with Chronic Diseases of Lifestyle, in order that they could access appropriate medical care that mitigates complications. This should be guided by the Department of Health and World Health Organisation (WHO) stipulations.

- HIV Counselling and Testing
- Blood Glucose
- TB Screening
- Cholesterol
- Blood Pressure
- Eye Screening

Covid-19 and any new disease management and support Services

- Support testing services of Contract workers
- Education and Training around the pandemic and management thereof.
- Provide counselling services at ACT and wellness sessions
- Assessment of impact on employees and the organisation.

- Provide adaptation tools to balance employee well-being and business continuity.
- Offer a 24-hour support service both telephonically to deal with this pandemic.

C3.2.4 Appointment and Duties of Key Persons and Wellness Team

a) Appointment and duties of the Project Leader (Key Person)

The appointed Project Leader shall be that person listed in the contract, who shall be authorized by the Service Provider to carry out the duties which shall, *inter alia*, include:

- i) Appointment of suitable, able and competent staff, together with the administration of such staff (including those of any independent service provider/s as approved).
- ii) Monitor/schedule/manage the work program of the Wellness programme for all sites.
- iii) Ensure all data is accurately and timeously updated electronically and that reports of high-quality standards are produced for the management of each system.
- iv) Supervise, co-ordinate and certify the timeous completion of all data and reports required.
- v) Compile a detailed spreadsheet of all stakeholders for all sites. (workers, NGO's, local clinics, families etc.).
- vi) Monitor training requirements and ensure processing of assignments done by trainees in order to qualify for credits. It is the duty of the Project Leader to ensure credits are loaded with SETA and that certificates are printed accordingly.
- vii) Provide the Employer with progress and other reports on all aspects of material importance regarding the project.
- viii) Attend quarterly progress meetings with the Employer to report on the status and challenges of the project.
- ix) Identification of risks to the Employer under the project, as well as communicating mitigations measures to the Employer.

(b) Appointment and duties of the Facilitator/Educator (Key Person)

The appointed Facilitator/Educator for the project shall be that person listed in the contract, who shall be authorized by the Service Provider to carry out the duties which shall, *inter alia*, include:

- i) Ensure quarterly Forum Facilitation (FF) cluster meetings are held with Wellness Coaches in the various clusters.
- ii) Prepare life skills training topics and material for the facilitation by Wellness Coaches.
- iii) Telephonically contact the Wellness Coaches at least twice per month to provide support and resolve challenges, if any.
- iv) Assist the Wellness Coaches with any wellness related queries or challenges.
- v) Prepare and distribute information for monthly Wellness talks to all Wellness Coaches.
- vi) Keep Wellness Coaches abreast of new developments in the wellness industry and ensure relevant information is communicated effectively.
- vii) Keep an updated database of all Wellness Coaches and inform Employer of any changes or challenges.
- viii) Coordinate and certify the timeous completion of all data and reports required from all Wellness Coaches.

c) Appointment and duties of the Registered Counsellor for Post trauma counselling

The appointed for the Registered Counsellor shall be that person appointed and approved by the Employer, who shall be authorized by the Service Provider to carry out the duties which shall, *inter alia*, include:

- i) Provide post- trauma counselling for RRM site worker who have attended crash incidents and been negatively impacted.
- ii) Provide and manage group post -trauma counselling for RRM employees.
- iii) Recommend employees who may require further counselling to effectively manage the post-trauma effects.
- iv) Send referrals to the Employer for approval.
- v) Provide psychological and preventative interventions that assist employees to better deal with the trauma impact.
- vi) Observe, interview and survey individuals

- vii) Identify and diagnose psychological, emotional, or behavioural patterns and disorders. Develop treatment plans and therapeutic processes to assist the employee.
- viii) Help employee to define goals and plan action to achieve personal, mental health so they are able to process the trauma and function effectively in the workplace.
- ix) Monitor employees progress and provide a summary report once all sessions have been concluded.
- x) Identify behavioural or emotional patterns and triggers and provide the employee with support to effectively overcome the negative effects.
- xi) Identify other support groups that can further support the employee to cope with the trauma or stress.

d) Appointment and duties of the ACT team

The Service Provider shall be required to provide a team on site to monitor, administer and measure the Works in accordance with the requirements of the Works Contract, Employer's standard requirements and industry good practice.

Provision has been made in the Pricing Schedule for the envisaged staffing requirement. The establishment of such staff, however, shall be subject to the approval of the Employer. For the envisaged scope of the Works, the supervisory team will consist of at least the following:

- 1) 1 x Wellness Coordinator
- 2) 3 x Registered Nurses
- 3) 3 x Lay Counsellors
- 4) ACT Coordinator

The minimum requirements for qualification and experience of the supervisory team are specified in Clause C3.1.7.

(1) Appointment and duties of the Wellness Coordinator (1):

The appointed Wellness Coordinator for the project shall be that person appointed at the start of the contract, who shall be authorized by the Service Provider to carry out the duties which shall, *inter alia*, include:

- i) Coordinate 2 (two) ACT and wellness screening sessions per year per site through the Wellness Coach.
- ii) Provide the Employer with a detailed ACT plan at the beginning of each year (address, venue dates).
- iii) Ensure the administration and procurement functions of all logistics are managed effectively and booked timeously.
- iv) Manage the administration of ACT process and keep relevant documentation for reports.
- v) Provide Employer with a report 2 (two) weeks after the ACT has been conducted.
- vi) Ensure Works Authorisation applications are submitted timeously, in the approved format as required by the Employer.

(2) Appointment and duties of the Registered Nurses (3):

The appointed Registered Nurses for the project shall be that person appointed at the start of the contract, who shall be authorized by the Service Provider to carry out the duties which shall, *inter alia*, include:

- i) Conduct testing and interpret results.
- ii) General Health Screening Assessment
- iii) Communicate results to workers
- iv) Ensure processes are followed according to medical standards
- v) Conduct preventative screening, e.g. diabetes, blood pressure, cancer, tuberculosis, etc.

(3) Appointment and duties of the Lay Counsellors (3):

The appointed lay Counsellors for the project shall be that persons appointed at the start of the contract, who shall be authorized by the Service Provider to carry out the duties which shall, *inter alia*, include:

- i) Provide and manage group Information Sessions and Post Counselling for employees at ACT sessions.
- ii) Manage group information sessions and post counselling process.
- iii) Assist with referrals to local health facilities as and when required.
- iv) Recommend referrals to the Registered Counsellor, for employees who require further assistance to manage the effects and impact of trauma.

(e) Appointment of the Wellness Coaches by the RRM Contractor

The Wellness Coach shall be the person appointed by the RRM Contractor. There shall be one Wellness Coach appointed on each RRM contract to manage the wellness programme on site. The appointment is subject to the approval of the Engineer and Employer.

- i. It is the responsibility of the respective Routine Road Maintenance (RRM) Main Contractor to appoint the Wellness Coach, for each RRM site as specified in Clause C3.1.3.
- ii. It is recommended that the SANRAL Project Manager and Service Provider be included in the interview process of the Wellness Coaches.
- iii. The RRM Contractor is responsible for establishing office space at the respective RRM site for the Wellness Coach,
- iv. The RRM Contractor is responsible for all costs of the Wellness Coach which includes, salaries, bonus, cell phone contact, internet access, kilometre claims, laptop, printer and stationery.
- v. Provision has been made in the RRM contract for 3000km per month, for the Wellness Coach to travel to perform duties
- vi. It is a requirement that the Wellness Coaches be in possession of their own vehicles. This is part of the criteria for the position.
- vii. The Wellness Coach functions will be managed by the appointed Service Provider.
- viii. The Service Provider shall manage, train and equip the appointed Wellness Coaches to fulfil the functions and requirement of the Wellness Programme.
- ix. As per the RRM contract, there is separate provisional item for the costs of providing the following to support the wellness programme: transport and communication tools for the Wellness Coach, transport for the site employees to attend the ACT programme, and wages of the workers whilst away from work attending the ACT programme..

The appointed Wellness Coach shall be the person appointed by the RRM Contractor, to carry out the duties which shall, *inter alia*, include:

- i. Implement and manage the Wellness Programme on site, as prescribed by the Service Provider.
- ii. Co-ordinate the logistics for the Awareness, Counselling and Testing (ACT) sessions on site.
- iii. Create an enabling environment in the workplace for workers with health issues;
- iv. Refer workers to local Clinics (Department of Health) to access effective treatment;
- v. Regular Wellness talks with site employees;
- vi. Attend quarterly facilitation meetings on site and annual combined meeting;
- vii. Create and maintain a database of all workers and immediate families, local NGO's and clinics; and
- viii. Reporting on site meetings, Wellness talks, weekly planning sheets and monthly reports to service provider.
- ix. Collate information and statistics and submit monthly reports to the Service Provider, in the specified format.
- x. As per the contract between Consultant and the Main Contractor, There is a separate provision for the cost of providing transport and communication for the Wellness Coach, ACT venue, transport for the site employees and their immediate family (situated with the site employees) to attend the ACT process, and wages of the workers whilst away from work attending the ACT process.

The minimum criteria for the appointment of a Wellness Coach are as follows:

- (i) Grade 12 and 3-years' relevant experience in the Wellness field
- (ii) driver's license Code 8;
- (iii) own vehicle;
- (iv) intermediate level of computer literacy;

- (v) excellent communication and presentation skills;
- (vi) excellent report writing using qualitative and quantitative performance indicators.

According the RRM Contract, the following is applicable:

Site arrangements, as per the RRM Contract

The Contractor is required to facilitate a Wellness Program for site employees. The Employer will appoint a service provider who will conduct the Awareness, Counselling and Testing (ACT) process at a suitable venue. The wellness service provider will make arrangements for the ACT process to be conducted at nearby facilities, if available. The Contractor shall provide a structured plan of how the ACT process will be implemented.

The Contractor is required to provide an independent lockable office for use by the Wellness Coach which includes, office furniture, lockable storage facilities and the supply of paper and stationery, an available telephone line/Cell phone, fax facilities, a computer and printer with internet and email facilities. Supply PPE, hard hat, safety vest and safety boots.

The Wellness Process may not be used by the Contractor to fulfil his Occupational, Health and Safety obligations for his employees.

C3.2.5 Training

- One 5-day SETA Accredited Peer Educator Training level 3 for all Wellness Coaches who have not yet received this qualification.
- Provide SETA accredited training for Wellness Coaches as requested by the Employer.
- Learning aids e.g. wellness kit to assist the Wellness Coaches with Wellness talks.
- Provide all Wellness Coaches with a demonstration kit as prescribed below:
 - Female demonstrator
 - Male demonstrator (dildo)
 - Male condoms - normal, flavoured, ribbed etc.
 - Female Condoms
 - Dental dams
 - Finger cots
 - Box of surgical gloves
 - Lubrication
 - Blood pressure meter
 - Demonstration box for the above items.

C3.2.6 Promotional Material

- Provide pamphlets & posters in language of choice as requested by the Employer
- Provide and source promotional items as requested by the Employer.

C3.2.7 Transportation

The Service Provider shall provide sufficient appropriate vehicles on site to carry out the duties as specified in clause C3.2.4, (a, b and c). Only travel in the execution of these duties, as well as any other travel necessary as a result of any additional duties as ordered by the Employer, shall be claimable. Estimated travel costs as a result of week-end travel by site staff to their place of permanent residence shall not be claimable and shall be deemed to be included in the monthly rate tendered for the relevant site staff. The Service Provider shall provide a company vehicle to execute the duties of the project, and no rental vehicles will be allowed to be claimed. Rental vehicles are only allowed to be claimed for ACT sessions under item C32.04 (c).

Travel log sheets for each vehicle utilised shall be certified by the Project Leader and included under cover of the payment certificates submitted to the Employer. The total kilometres for all travel per calendar month per vehicle for supervisory staff shall be limited to 3000 kilometres.

The vehicle type shall be limited to a category A or B with a 1800 engine volume cc. Fuel rates can be downloaded monthly by the following website: <http://www.transport.gov.za/web/departments-transport/roads>.

C3.2.8 Measurement and payment

Item	Unit
32.01	
Administration and Monitoring of the Wellness Project	
(a) Project Leader	month
(b) Facilitator/Educator	month
(c) Wellness Coordinator	person days
(d) Registered Nurse	person days
(e) Lay Counsellor	person days
(f) Call centre 24 hour	month
(g) Registered Counsellor – Individual session	number
(h) Registered Counsellor – Group session	number

The unit of measurement under pay item 32.01(a) and (b) shall be the rate per month (pro rata for part of a month). The tendered rate shall include full compensation for all costs associated with fulfilling the duties as specified in Clause C3.2.3 and C3.2.4, including, transport, accommodation and subsistence etc. The tendered rates shall include all overhead costs, incidentals, including levies, taxes, insurances, provision of sureties, profit, etc. associated with the services.

The unit of measurement under pay item 32.01(c) to (e) shall be person days. The tendered rate shall include full compensation for all costs associated with fulfilling the functions of the ACT sessions on site. The rate shall exclude accommodation and travelling cost which will be paid for under item 32.04 and 32.05.

Time sheets for all staff shall be included in the monthly Payment certificate, submitted to the Employer for payment. Payment for the replacement of staff as a result of any extended period of leave or sick leave outside of the normal year-end break shall be at the tendered rates for the Key Persons.

Contract price adjustment shall be applicable in accordance with Clause C2.1.6.

All items not listed above should be identified and priced. No additional costs will be paid.

The unit of measurement under pay item 32.01 (f) shall be the rate per month (pro rata for part of a month). The tendered rate shall include full compensation for all cost associated to provide a 24-hour call centre service for the RRM site workers.

The unit of measurement under item 32.01 (g) shall be the number of persons who have received counselling, as per the approved criteria, and approved by the Employer. The rate tendered shall include all costs associated with administering the service to employees, and incidentals.

The unit of measurement under item 32.01 (h) shall be number of group sessions held. The rate tendered shall include all costs associated with fulfilling the duties required, including, accommodation, and subsistence etc. The tendered rate shall include all overhead costs, incidentals, including levies, taxes, insurances, provision of sureties, profit, etc. associated with the services.

Item	Unit
32.02 Training	
(a) Quarterly Forum Facilitation	

i)	Cluster 1 Ngaka Modiri Molema	number
ii)	Cluster 2 Dr. Kenneth Kaunda	number
iii)	Cluster 3 Dr. Ruth Segomotsi Mompati	number
iv)	Cluster 4 Bojanala Platinum	number
(b)	SETA Accredited training for Wellness Coaches	provisional sum (PS)
(c)	Handling cost i.r.o. item 32.02 (b)	
(d)	Logistics – Accommodation for Wellness Coaches	percentage (%)
(e)	Handling cost i.r.o. item 32.02 (d)	provisional sum (PS)
(f)	Hiring of venues for training	percentage (%)
(g)	Handling cost i.r.o. item 32.02 (f)	provisional sum (PS)
		percentage (%)

The unit measurement under pay item 32.02 (a) (i) to (iii) shall be the number of cluster meetings held. The tendered rate shall include all cost associated with facilitating the meetings, providing learning material, printouts, accommodation of Facilitator and all incidentals. Transportation shall be paid under item 32.05.

The unit of measurement under pay item 32.04 (a) shall be provisional sum. The Service Provider shall obtain quotations from training institutions and submit to the Employer for approval. The Provisional Sum item shall be paid in accordance with Clause C2.1.8.

The unit measurement for pay item 32.02 (c) shall be the percentage. The percentage tendered shall include all cost associated with sourcing the training requirements and the provision of training, administering the meeting. Catering for the training which will be provided under item 33.01.

The unit of measurement under pay item 32.02 (d) shall be provisional sum. The Service Provider shall obtain quotations for the accommodation of the Wellness Coaches. If Wellness coaches use their own vehicle, transportation, mileage shall be paid by the RRM Contractor. The service Provider shall obtain quotations and submit to the Employer for approval.

The unit measurement for pay item 32.02 (e) shall be the percentage. The percentage tendered shall include all cost associated with sourcing the accommodation for Wellness Coaches training.

The unit of measurement under pay item 32.02(f) shall be a provisional sum. The Service Provider shall obtain quotations from suitable venues and submitted to the Employer for approval. Procurement of catering for training shall be paid under item 33.01.

The Provisional Sum shall be paid in accordance with Clause C2.1.8.

The percentage tendered for handling costs under pay item 32.02 (g) shall include all costs associated with the planning, scheduling, compilation of quotations, issuing 3 (three) quotations for the hiring of venues for training for Wellness Coach

Item

32.03	Meetings and Reports	Unit
(a)	Monthly Status Reports	number
(b)	Quarterly Forum Facilitation Report	number
(c)	ACT report	number
(d)	Annual Report	number
(e)	Payment and monthly reporting costs	month

(f)	Progress meeting	month
(g)	Site Audits per RRM site	number

The unit of measurement for pay items 32.03(a) to (d) shall be the number of reports completed, and approved by the Employer, as specified in Clauses C3.2.3 and C3.2.4. The rate tendered shall include all cost associated in the production of 1 (one) original A4 report and an electronic copy, in the approved format. The reports required are also listed in the programme requirements under Clause C3.1.5.

The unit of measurement for item 32.03 (e) shall be the month cost for submitting various reports. The rate tendered shall include full compensation for registering on the **Employer's ITIS** platform and for the management of the It is desktop, mobile and web software modules (Contract, RRM, Incident and Information modules as specified in Clause C3.1.11. It shall also include full compensation for capturing and submitting the required information regarding training, empowerment, capacity building, targeted enterprise development, labour and staff returns during the design and construction stage for the consultant and validating similar information captured for the contractor and his sub-contractors and suppliers. It shall also include full compensation for using ITIS desktop, mobile and web software modules to capture job instructions, approving job instructions and finalising the monthly payment certificates. It shall further include for all personnel, equipment and other cost, disbursements, overheads and profit.

The unit of measurement for pay items 32.07 (f) shall be the number of meetings held and attended. The rate tendered shall include all cost associated with attending the meeting and preparation and printing of reports, accommodation, meals, flights and incidentals, but excluding travel cost which is provided in item 32.05 for supervisory personnel only (Facilitator, Project leader and ACT Facilitator)

The unit of measurement for pay items 32.07 (g) shall be the number of site audits done per RRM project. The tendered rate shall include all cost associated with facilitating the meetings, providing reports, accommodation and all incidentals. Transportation shall be paid under item 32.05.

Item

32.04	ACT Logistics	Unit
(a)	Hiring of Venues	provisional sum (PS)
(b)	Handling cost i.r.o. sub item 32.04(a)	percentage (%)
(c)	Vehicle hire and accommodation for ACT team	provisional sum (PS)
(d)	Handling costs i.r.o. sub item 32.04(c)	percentage (%)
(e)	ACT and Health Screening tests	number

The unit of measurement under pay item 32.04(a) shall be a provisional sum. The Service Provider shall obtain quotations from suitable venues and submitted to the Employer for approval. The Provisional Sum shall be paid in accordance with Clause C2.1.8.

The percentage tendered for handling costs under pay item 32.04 (b) shall include all costs associated with the planning, scheduling, compilation of quotations, issuing 3 (three) quotations in electronic or paper format and evaluation of the procurement of sub-service, as well as handling costs.

The unit of measurement under pay item 32.04(c) shall be a provisional sum. The Service Provider shall obtain quotations for suitable transport and accommodation for the ACT team.

The percentage tendered under pay item 32.04 (d) is a percentage of the amount actually spent under pay item 32.05 (c) and shall include full compensation for the handling costs of the Service Provider.

The unit of measurement under item 32.04 (e) shall be the number of persons tested. The rate tendered shall include all costs associated with administering the testing and the supply of testing equipment, and all consumables required to perform the following tests:

- ACT Testing
- Blood Glucose
- TB Screening
- Cholesterol
- Blood Pressure
- Eye Screening

The Provisional Sum item shall be paid in according with Clause C 2.1.8.

Item	Unit
32.05 Transport for Key Persons	
(a) Travelling to perform duties ACT	provisional sum (PS)
(b) Handling cost i.r.o. item 32.05(a)	percentage (%)

The provisional sum under pay item 32.05 (a) shall be the cost for travelling to perform duties i.r.o. item 32.02 (a) and (b) and additional duties as specified by the Employer.

The percentage tendered for handling cost under pay item 32.05 (b) shall include for all costs relating to payment of accommodation, transport, for the Facilitator. Completed log sheets for each vehicle shall be certified and included in the monthly payment certificate.

Item	Unit
32.06 Promotional Material	
(a) Promotional material	provisional sum (PS)
(b) Handling coast i.r.o. item 32.06(a)	percentage (%)

The provisional sum under pay item 32.06 (a) is to cover the costs for promotional material as approved by the Employer.

The percentage tendered for handling cost under pay item 32.06 (b) shall include all costs associated with sourcing and procuring promotional material as instructed by the Employer.

Item	Unit
32.07 Additional Duties	
(a) Additional duties by Sub-service provider	Prime cost (PC)
(b) Handling cost i.r.o. sub item 32.04(a)	percentage (%)
(c) Additional duties by the Employer	number
(d) Additional RRM projects added by the Employer	number

The prime cost sum under item 32.07 (a) is to cover the cost of all work carried out by external sub-service providers as approved by the Employer. The Prime Cost shall be paid in accordance with Clause C2.1.8.

The rate tendered under item 32.07 (a) shall include full compensation for all costs associated with:

- producing a schedule of other work envisaged
- compiling quotations/tender document

- (iii) evaluation of quotations or tenders received
- (iv) procurement of sub-service providers on approval by the Employer.

The percentage tendered for handling cost under pay item 32.07 (b) shall include all costs associated with sourcing and procuring as instructed by the Employer.

The unit of measurement under item 32.07 (c) for additional duties by the Employer, shall be the hour of Employer personnel utilised for additional duties.

The provided negative rate shall be for carrying out additional duties as specified in Clauses C3.1.12, and shall be deducted from the service provider's interim payment certificate immediately after having being informed by the Employer.

The minimum time will always be 2 (two) hours per key person re-evaluated and actual hours will be charged for proof reading draft documentation submitted more than once.

The unit of measurement under item 32.07 (d) shall be the number of Routine Road Maintenance (RRM) projects added to the national road network. The rate tendered shall include full compensation for managing, training, reporting of all duties required from the Wellness Coaches on site for the full duration of the contract.

C3.3 DISBURSEMENTS

C3.3.1 Scope

This section covers additional items that Service Provider or the Employer may require where not covered by other items.

Item	Unit
33.01	
Disbursements	
(a) Disbursements	provisional sum (PS)
(b) Handling cost i.t.o item 33.01(a)	percentage (%)

The provisional sum under pay item 33.01(a) is to cover the costs of additional items where there are no tendered rates for additional duties required as approved by the Employer. The Service provider shall obtain quotations and submit to the Employer for approval.

The percentage tendered for handling costs under pay item 33.01 (b) shall include all costs associated with the planning, scheduling, compilation of quotations, issuing of 3 (three) quotations in electronic or paper format and evaluation of the procurement of the sub-service, as well as handling fees and r other incidental costs incurred by the Service Provider.

The provisional sum shall be paid in accordance with Clause C2.1.8.

PART C4: SITE INFORMATION

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C.4.1 LOCATION OF THE PROJECT

All RRM sites in the North-West Province as listed in C3.1.3. A full contact list will be provided to the successful tenderer.

C.4.2 APPENDICES

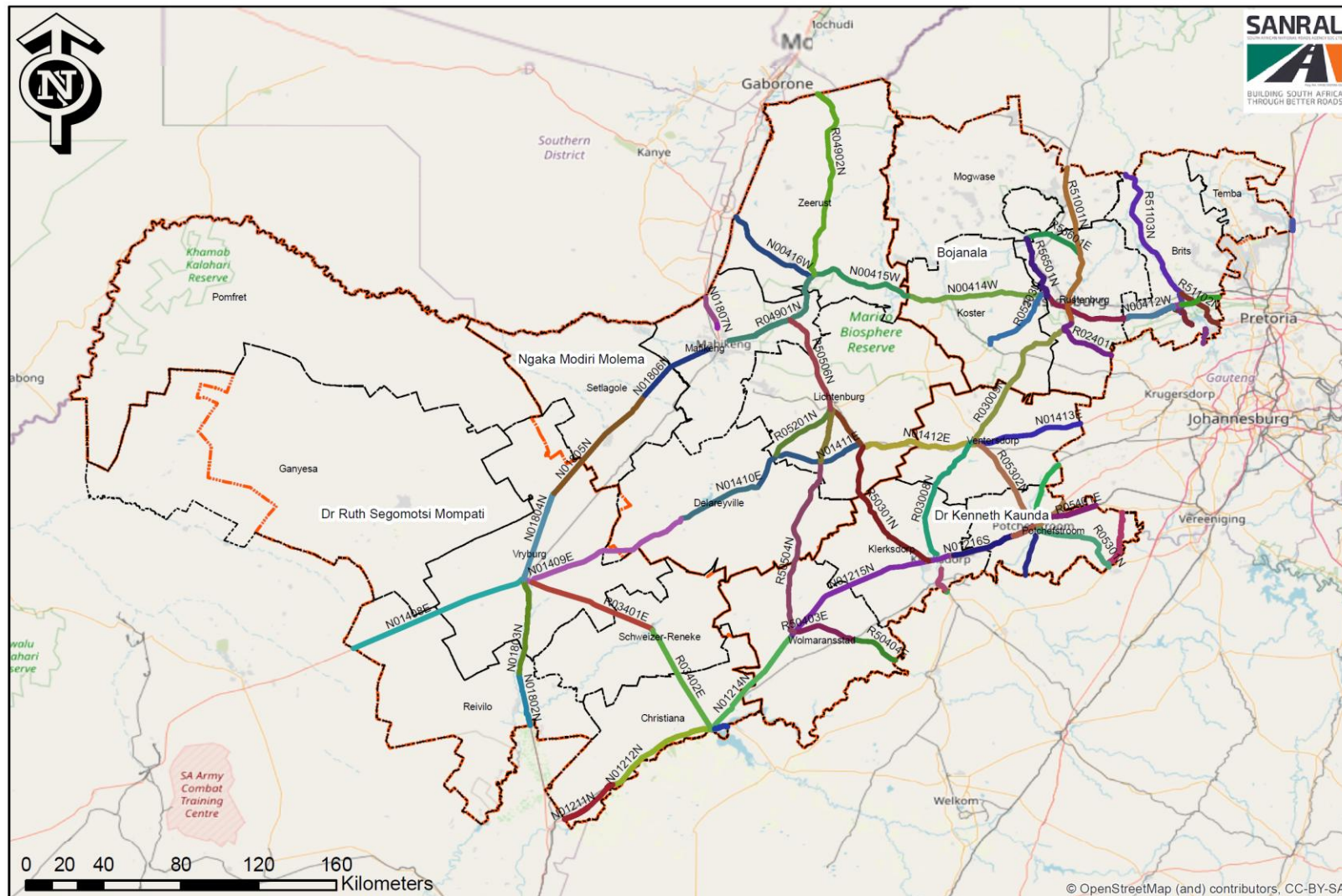
Appendix A: Locality Map showing all RRM Routes

Appendix B: ITIS registration

PART C5: ANNEXURES

APPENDIX A: LOCALITY MAP

SANRAL NORTH WEST PROVINCE ROAD NETWORK



APPENDIX B: ITIS REGISTRATION

1. Registration

To register a new ITIS user, go to the ITIS website <https://itis.nra.co.za>

- i. Click on Register and accept the Term and Conditions and click on Next
- ii. Select Public User from the dropdown on the registration category screen. Click on Next

Figure 1: Registration Category

Register - Registration Category

Please select service provider or authority user

Registration Category

Public User

Service Provider: Any person who has authorisation to work for a relevant roads authority and is not a direct employee of the authority.

Authority User: Any person who is employed directly by a relevant roads authority. Please do not attempt to register here if you are not a direct employee as your registration will be declined.

Public User: Any person who is not employed directly by a relevant roads authority. Please do not register here if you are a direct employee.

Registration Category

Previous Next Close

- iii. Complete the User details form:

Register - User Details

e-mail address

e-mail address

Confirmation e-mail address

Confirmation e-mail address

Password

Password

Confirm password

Confirm password

Security Question

Please select

Security answer

Security answer

Name

Name

Surname

Surname

☒ I have a valid RSA ID number

User Details

Previous Next Close

Figure 2: User Details

- **E-Mail Address** - This email address will be used as your user name to access this website and the ITIS software. Each user must have their own email address and users will not be allowed to share an email address
 - **Password** - This password will be required when trying to access the website and the ITIS software. The password must contain at least 1 UPPERCASE letter, 1 lowercase letter, 1 special character and 1 number
 - **Security Question** - Select a security question from the dropdown. This question will be used for confirmation when resetting your password
 - **Security Answer** - Enter the answer to the question selected above
 - **Name** - Your name
 - **Surname** - Your surname
 - **Telephone Number** - Your telephone number at the office
 - **Mobile Number** - Your mobile number
 - **Fax Number** - Your Fax number
- iv. Click on Next
 - v. Enter the characters as seen on the Captcha Image and click on Register
 - vi. Clicking on Register will send a verification email to the email address you specified. Open the email and click on the email verification link.
 - vii. After a successful email verification, you should be able to Login

ITIS : User Account**New account**

A request for access to <http://itsqa.nra.co.za/Portal/> was made:

User: Kallie Niebuhr

Organization: SANRAL

Product/s:

- Incident Capture - Module used for capture of Incident Data
- Project Info - Module used for capture of employment data
- RRM - Module used for the administration of routine road maintenance

[Click here](#) to verify your e-mail address.

Thanks,
The ITIS team

Figure 3: Verification Email