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**APPOINTMENT OF A SERVICE PROVIDER FOR EMPLOYEE WELLNESS  
SERVICES FOR A PERIOD OF THREE YEARS FOR THE NATIONAL  
AGRICULTURAL MARKETING COUNCIL (NAMC)**

**RFQ NUMBER: NAMC RFQ-294**

**CLOSING DATE: 15 JULY 2022 @ 11H00**

**NO BRIEFING SESSION TO BE HELD**

**VALIDITY PERIOD: 60 DAYS**

**NB: On the last page of this document the bidder needs to declare and indicate that they have read and understood the document in full.**

**Faxed and/or emailed bids will not be accepted, only hand delivered, and couriered original proposals will be accepted.**

## **1. INVITATION**

The NAMC Is inviting service providers to submit proposals to provide employee wellness services for NAMC for a period of three (3) years.

## **2. INTRODUCTION**

The National Agricultural Marketing Council (NAMC) is a statutory body established in terms of the Marketing of Agricultural Products Act, 1996. The main function of the council is to advice the Minister of Agriculture, Land Reform and Rural Development (DALRRD) on issues relating to the marketing of agricultural products. The organization has a staff complement of less than 50 employees including temporary and intern staff members.

## **3. SCOPE OF WORK**

The NAMC invites reputable service providers to submit proposals for the provision of employee wellness services for a three (3) year period.

The successful bidder will be required to perform, inter alia, the following types of services:

### **WELLNESS SPEICICATIONS**

#### **(a) Psycho- Social counselling assessment**

This service aim to identify employees at risk and to improve the wellness and productivity of those who already experience challenges to perform at work due to psycho-social, mental health, personal or work-related challenges. This includes on-site face to face counselling as well as digital counselling via Skype/Zoom/Ms Teams, Whatsapp video call and Telephone counselling.

#### **(b) Trauma management**

##### Trauma debriefing:

This service is offered when Employees were involved in a traumatic incident. According to research the ideal time for trauma debriefing is 48-72 hours after the Incident occurred.

##### Trauma Counselling and Post Traumatic stress disorder (PTSD)

When employees fail to recover after experiencing or witnessing traumatic events, PTSD symptoms might become evident and trauma Counselling is required. This could happen days, months or even years after the trauma occurred.

**(c) Crisis Intervention/Critical incident management**

Crisis Intervention

Crisis intervention takes place in a crisis situation e.g., suicide attempt, domestic violence and usually requires an immediate response to contain the situation and emotions until counselling takes place

Crisis Counselling

Crisis counselling takes place after crisis intervention and explores the reasons behind the leading up to the crisis in order to address the situation appropriately and to prevent a similar crisis in the future.

**(d) Group sessions / Training /Life skills programmes**

This is a Therapeutic and Educational Group Sessions, Training and Life skill programme to empower Managers and Employees with skills to deal with Wellness related challenges such as Stress, Anxiety, Depression, Financial difficulties, Anger management, Conflict, Substance Abuse, COVID 19 and HIV/AIDS.

**(e) Manager Support**

This is to provide Managers with support, not only to manage employees experiencing challenges at work or at home, but also to help them to comply with the Code of Good Business practice.

**(f) Wellness Awareness**

Employees must be aware of the 24-hours Helpline and supportive services by way of monthly wellness themes (digital posters with scan me functionality with helpful info/articles) to encourage employees to take responsibility for their own wellness, while boosting staff morale, thereby reducing the risk of absenteeism and other psycho-social challenges in the workplace and, E.g., managing Depression and Anxiety, COVID 19, TB, HIV/AIDS.

**(g) Service Management**

This Includes Monitoring and Evaluation of service, Satisfaction Surveys as well as Monthly and Annual feedback reports

#### 4. EVALUATION PROCESS

NAMC will evaluate all proposals in terms of the Preferential Procurement Policy Framework Act. No. 5 of 2000 (PPPFA). Three (3) phase evaluation criteria will be considered in evaluating the bid as follows:

##### 4.1 Phase 1: Pre-Qualification Criteria (Mandatory requirements)

This stage checks and validates the bidder's compliance with legal requirements to conduct business with the government of South Africa.

All proposals duly lodged will be examined to determine compliance with bidding requirements and conditions (completion and attachment of compulsory documents). NB: No points will be allocated to this stage; however, bidders that do not comply with the Mandatory requirements below will be disqualified and will not advance to the next stage of evaluation.

Pre-Qualification Requirements		Check list √ Tick each box
SBD 2:	Completed, attached, and signed	
SBD 3.1	Completed, attached, and signed	
SBD 4:	Completed, attached, and signed	
SBD 6.1:	Completed, attached, and signed	
Terms of Reference document:	Completed, attached, and signed	
General Conditions of Contract:	Initialled and attached	
Proof of registration on Central Supplier Database (managed by National Treasury) a report not older than a month at the time of submitting this proposal must be submitted and Tax status must be compliant		
Psychologists must be registered with Health Professions Council of South Africa: Attach proof of registration		

**Note: All SBD forms must be submitted (signed) noting where it is not applicable. If any specific SBD form is not submitted, documentary proof clearly stating the reasons must be attached.**

Bidders must also supply the following documents (where applicable).

Other Requirements	<b>Check list</b> √ <b>Tick each box</b>
Valid B-BBEE Certificate or attached (certified copy) or Sworn Affidavit	
Company Registration documents	

## Phase 2: Technical/ Functionality Evaluation

Bid responses will be evaluated in accordance with the Functional criteria as follows:

### Functional/ Technical Requirements

With regards to the other Functional Requirements, the following criteria (set out in more detail and the associated weightings will be applicable:

No	Description	Subdivision of Functional Criteria	Allocated points	Maximum Points	Total Points
1	<b>Experience, skills and ability of service provider/company</b>	Experience of service provider in providing employee wellness services in the public sector. Comprehensive Company Profile must be attached	No years or less than one (1) years of experience = <b>0 points</b>  Between 1 and 3 years of experience = <b><u>10 points</u></b>  Between 4 and 7 years of experience = <b><u>15 points</u></b>  More than 7 years of experience = <b><u>20 points</u></b>	20	20

No	Description	Subdivision of Functional Criteria	Allocated points	Maximum Points	Total Points
2	<b>References</b> (contactable clients where similar services were done in the past 36 months i.e., from 2019)	Service providers should provide reference letters from different clients (previous/current existing clients)	1 & 2 letters= <b><u>10 points</u></b> 3 and 4 letters = <b><u>15 points</u></b> More than 5 reference letters= <b><u>20 points</u></b>	20	20
3	<b>Human Resources</b>		<u>Psychologist</u> No qualification = <b><u>0 point</u></b>  Degree in psychology = <b><u>10 points</u></b>  <u>Honours Degree in Psychology =15 points</u>  <u>Master's degree in Psychology=20 points</u>	20	60

No	Description	Subdivision of Functional Criteria	Allocated points	Maximum Points	Total Points
	CVs of Key personnel to be allocated to NAMC	Bidders should allocate a qualified wellness practitioner (Psychologist/ Psychiatrist)	<b>Psychiatrist</b>  Bachelor of Medicine= <b><u>15 points</u></b>  Master's in medicine = <b><u>20 points</u></b>	20	
		Bidder should submit CVs of personnel demonstrating minimum 3 years in providing wellness services	Between 3-5 years= <b><u>10 points</u></b>  Between 5-10 years = <b><u>15 points</u></b>  Above 10 years= <b><u>20 points</u></b>	20	
		<b>TOTAL</b>			<b>100</b>
		<b>Minimum qualifying score</b>			<b>70</b>

**Note: The minimum qualifying score for functionality is 70 points out of 100 points. All bidders that fail to achieve the minimum qualifying score on functionality shall not be considered for further evaluation on pricing.**

### **Phase 3: Preference Point System**

The 80/20-preference points system for price would be utilized for procurement with a contract of up to R50 000 000.00 (VAT inclusive).

The following formula would be applied:

$$Ps = 80[1 - \frac{Pt - Pmin}{Pmin}]$$

Where:

Ps = Points scored for price of bid under consideration

Pt = Rand value of bid under consideration

Pmin = Rand value of lowest acceptable bid

**Points awarded for B-BBEE status level of contributor**

**A maximum of 20 points will be awarded for B-BBEE Status Level of Contributor.**

CRITERIA	POINTS
Price	80
B-BBEE	20
<b>TOTAL</b>	<b>100</b>

**Price and Preference**

Bidders will be evaluated in terms of Price and Preference points (B-BBEE status level of contributor). As per the table below, price is evaluated over 80 points and preference points over 20:

B-BBEE Status Level of Contributor	Number of Points
	Bids up to R50 million
1	20
2	18
3	14
4	12
5	8
6	6
7	4



8	2
Non-Compliant contributor	0

## 5. PRICING SCHEDULE

No	Description of service	Rate per hour
1	Psycho- Social counselling assessment	
2	Trauma management	
3	Crisis Intervention/Critical incident management	
4	Group sessions / Training /Life skills programmes	
5	Manager Support	
6	Wellness Awareness	
7	Service Management	
8	Travel Expenses rate per KM	

NAMC will allocate fictitious hours to the below activities and use the average rate to calculate a ceiling price for the 3 -year contract period. The ceiling price will be used for price comparison and evaluation purposes only wherein upon appointment the actual hours spent on each task will be charged accordingly.

## 6. VALIDITY OF PROPOSAL

- The Service Provider is required to confirm that it will hold its proposal valid for 60 days from the closing date of the submission of proposals.
- In exceptional circumstances, NAMC may solicit the bidder's consent to an extension of the period of the validity of the bid. The request and responses thereto shall be made in writing.

## 7. PROPOSAL SUBMISSION REQUIREMENTS

- All compulsory documents as stated under point 4 above
- The bid proposal as per point 3 above

- In case of joint ventures, bidders must provide a clear agreement regarding joint venture/consortia
- A trust, consortium or joint venture must submit a consolidated B-BBEE status level verification certificate.
- Bidders must submit 1 x original RFQ document, and 1 x copy of the original.
- No late bids will be considered. It is the bidder's responsibility to ensure that the bid is sent to the correct physical address and that this is received by the NAMC before the closing date and time in NAMC's dedicated tender box or physical address. The office hours are Monday to Friday expect public holidays from 08h00 to 16h00.

## 8. SUBMISSIONS REQUIREMENTS

The Applications/submission should be addressed to the:

National Agricultural Marketing Council

Old Mutual Building, Block A, 4<sup>th</sup> Floor

536 Francis Baard Street

Meintjiesplein, Arcadia, Pretoria, 0001

Enquires can be directed to the following:


**SCM Enquiries:** Nomathemba Dlodla at 012 341 1115

Email address: [ndludla@namc.co.za](mailto:ndludla@namc.co.za)

**Technical Enquiries:** Tshilidzi Netswinganani at 012 341 1115

Email address: [Tshilidzi@namc.co.za](mailto:Tshilidzi@namc.co.za)

**9. APPROVAL**

<b>Approval</b>			
	<b>Name &amp; Title</b>	<b>Signature</b>	<b>Date</b>
<b>Approved by:</b>	Mr. Tshilidzi Netswinganani		30/06/2022

**10. DECLARATION BY THE BIDDER**

I, ..... (Full name)  
the undersigned certify that the information provided is true and correct, and understood  
the contents of the document in full.

SIGNATURE :

DATE: