

**OFFICE OF THE PUBLIC SERVICE COMMISSION
TERMS OF REFERENCE
EMPLOYEE WELLNESS PROGRAMME**

THE OFFICE OF THE PUBLIC SERVICE COMMISSION (OPSC) REQUIRES THE RENDERING OF A FULL EMPLOYEE WELLNESS PROGRAMME (EWP) TO ALL EMPLOYEES AND THEIR IMMEDIATE FAMILY MEMBERS FOR A PERIOD OF 24 MONTHS.

1. SCOPE OF WORK

- 1.1 In terms of the Public Service Regulations, 2001 departments are required to offer support programmes that promote the health and wellness of their employees. In complying with the Public Service Regulations, the Office of the Public Service Commission (OPSC) has a responsibility to ensure that employees are offered a holistic wellness and support programme.
- 1.2 The Employee Wellness Programme (EWP) will be a full service for employees and their household. For this purpose household means spouse, children and anyone who is dependent financially and otherwise on the employee.
- 1.3 The approved establishment of the Office comprises of an estimated **266** posts distributed as follows:

NB. The number of eligible employees will fluctuate from month to month.

REGION	QUARTERS	TOTAL POSTS
Head Office	Pretoria	199
Eastern Cape Province	King Williamstown	7
North West Province	Mmabatho	7
Western Cape Province	Cape Town	10
Gauteng Province	Johannesburg	8
KwaZulu-Natal Province	Pietermaritzburg	7
Mpumalanga Province	Nelspruit	7
Free State Province	Bloemfontein	7
Limpopo Province	Polokwane	7
Northern Cape Province	Kimberley	7

The fully managed Employee Wellness Programme must offer:

- Direct Services
- Implementation of sessions and Introduction of the services to the employees of the OPSC
- Management and Administration of EWP services to the employees of the OPSC.
- Accredited Training
- Regular Review Procedures

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The Employee Wellness Programme offered must adhere to the prescribed minimum features and performance specifications, as stipulated under the following:

- A. General Requirements
- B. Technical Specifications

		YES	NO	COMMENTS
A. GENERAL REQUIREMENTS				
1.	The Employee Wellness service provider must be a member of the Employee Assistance Professionals Association of South Africa (EAPA SA).			
2.	The service must consist of a direct, multilingual, confidential and unlimited access to a 24 hour, 7 days a week personal support service with all calls answered by fully qualified counsellors.			
3.	Up to eight (8) personal counselling sessions per person per year (per condition) close to his or her residence or place of work for each person entitled to use the scheme, and to those for whom short-term psychological counselling is appropriate. Each session will last approximately one hour. All counselling must be provided by fully qualified and registered clinicians. All those requiring face-to-face counselling will be contacted by the clinician within 24 hours of referral and the first consultation will take place within one week of referral.			
4.	There must be a direct, confidential and unlimited access to a 24 hour, 7 days a week Life Management Service with all calls answered by Life Management specialists. The Life Management Service is comprised of Legal, Financial and Family Care services. The legal service includes telephonic legal advice, the provision of precedents and pro formas as well as referrals to appropriate legal services and bodies; the financial service must assist those employees who require assistance with the management of debt and financial concerns; and the Family Care service must support employees to cope with the			

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	YES	NO	COMMENTS
<p>pressures of caring for their family members (including children with special educational needs and older or disabled relatives) by providing information and guidance on a wide range of childcare, eldercare and disability issues.</p>			
<p>5. A Critical Incident service offering prompt and professional individual and group trauma debriefing and counselling services to employees exposed to incidents of trauma. Critical Incident services must be provided within 12 to 48 hours of the traumatic incident.</p>			
<p>6. Briefing and Training to Managers and Supervisors/Team leaders:</p> <ul style="list-style-type: none"> • Comprehensive initial briefing and training for managers and HR specialists should be covered by the service. • Individual Managerial Consultancy for managers. This is a flexible response service to give in depth support to managers' existing relationship with employees. In addition to its consultancy function, the service includes a formal managerial referral service for employees whose performance is impaired by personal problems as well as the provision of conflict resolution and mediation services. 			
<p>7. Implementation and Promotion of EWP</p> <p>Customer designed programmes which will ensure that all employees have an understanding and courage to use the EWP services. This will include:</p> <ul style="list-style-type: none"> • Consultancy to design appropriate communication materials (i.e. brochures, booklets and wallet cards). • Organisational consultancy to ensure the effective implementation of the EWP. • Promotion of the EWP at relevant sites and locations supplemented with leaflets and with 			

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YES	NO	COMMENTS
		<p>other communications to encourage use and provide information.</p>
		<p>8. Management and Administration</p> <ul style="list-style-type: none"> • A dedicated EWP Account Manager and Clinical Case Management team will manage the EWP. Any calls to the EWP service provider team or consultant will be answered within 12 hours. • Ongoing liaison with the OPSC's co-ordinator(s) for the EWP with regard to the performance of the EWP service provider in respect of its obligations under this agreement. This includes developing objectives for the EWP together with measurements for efficiency, quality and cost effectiveness. • Involvement and consultation with relevant stakeholders within the OPSC. • Full management of the EWP by the appointed service provider on behalf of the OPSC. • Comprehensive case management of all counselled employees by a dedicated internal Case Manager under the supervision of the Clinical Services Director. This is an important part of the EWP service provider quality control procedures.
		<p>9. Regular Review Procedures</p> <p>The EWP service provider must have data systems that will provide detailed information about every call received by the National Call Centre. This is used to, effectively and efficiently; provide detailed non-confidential information which will be of significant benefit to the EWP service provider in analysing the effective implementation of the programme. Data provided includes:</p>

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YES	NO	COMMENTS
		<ul style="list-style-type: none"> • Biannual sets of uptake and utilisation data • Regular reviews with the OPSC to discuss organisational trends • Quarterly or <i>Ad hoc</i> meetings with the Employee Assistance Advisory Committee or designated official(s) to discuss the uptake of statistics • An Annual Management report • An annual review to provide an overall review of the service and to discuss organisational trends.
		<p>10. Training</p> <ul style="list-style-type: none"> • To render advice on and recommend training for employees that is cost-effective and accredited as per identified critical themes or trends or • To give or arrange cost-effective and accredited training upon request from the OPSC.
		<p>B. TECHNICAL SPECIFICATIONS</p> <p>1. Implementation</p> <p>Sessions will be implemented at all OPSC offices to introduce the services to the employees of the OPSC. The implementation sessions will fulfil a marketing role, by creating awareness and education about the service. The respective responsibilities will also apply to any re-implementation or post-launch marketing initiatives.</p> <p>Planning</p> <p>Co-ordinate the project plan in consultation with the OPSC.</p>

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Contractual Obligations

Completion of implementation documents.

Information

Timeous request for relevant information, including number of sites, company logo, choice of design, contact details, eligible employees, etc.

Co-ordination

Setting up the implementation sessions in consultation with the OPSC.

Conduct Implementation

Either co-ordinate a designated trainer or conduct the induction sessions.

Content of Implementation Sessions

The designated trainer will inform employees of:

- Appointed EWP Service Provider
- Services
- Accessibility
- Eligibility
- Confidentiality
- Toll Free Number
- Contact person
- Complaints
- Procedures

Feedback

Inform the OPSC of any concerns or issues raised during the implementation process.

Marketing

Quotations must be supplied for additional marketing material. The OPSC must approve all material.

YES	NO	COMMENTS

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2. Management and Administration

Account Management

A dedicated EWP Account Manager must be allocated to the OPSC.

The core functions will include:

- Partnering with OPSC
- Implementation
- Contract Negotiation
- Liaison between EWP service provider and the OPSC
- Continuous assessment and analysis of statistical data
- Pro-active alerting of observed risks/threats to the OPSC
- Ongoing feedback of themes and trends
- Complaints handling mechanism

Mediating between the EWP service provider and the OPSC

Communicate all developments, issues, concerns, compliments and other information from EWP service provider to the OPSC and vice versa.

3. Review, Evaluation and Change Control Procedures

Data will be collated with:

- Quarterly sets of uptakes and utilisation
- Trends and themes
- Quarterly and *ad hoc* meetings with the OPSC's designated official(s).
- Quarterly Reporting
- Annual Reporting
- Annual Review

Reviews will be done with reports and will include any themes and trends observed by the EWP service provider.

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	YES	NO	COMMENTS
<p>Reporting will include:</p> <ul style="list-style-type: none"> • Statistics and calculations • Data Analysis • Uptake & utilisation • Themes and trends • Value • Benchmarking • Training • Conclusions and recommendations <p>Change Control – If the EWP service provider decides to change the Account Manager, the following shall occur:</p> <ul style="list-style-type: none"> • Notify change within reasonable time • A formal and proper handover will take place 			
<p>4. Direct Services, Roles and Responsibilities</p> <p>Clinical and Life Management Services shall:</p> <ul style="list-style-type: none"> • Provide a direct, multilingual, confidential, unlimited access and 24 hour, 7 days a week service. • Eight (8) personal counselling sessions per person per condition per year, per family member. • Only professional, qualified, registered clinicians and specialists will render services. <p>Critical Incident</p> <ul style="list-style-type: none"> • To respond within 12 to 24 hours • To offer individual and group trauma debriefing 			
<p>5. Monitoring and Evaluation</p> <p>Evaluate the impact of the EWP The EWP Account Manager will determine the evaluation criteria, purpose and implementation in consultation with the OPSC. An agreed criteria will determine the level and technique of evaluating the impact of the service</p>			

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YES	NO	COMMENTS
		<p>Benchmarking</p> <p>EWP service provider must use local and international benchmarking techniques as part of the evaluation of the programme</p> <p>Cost Benefit Analysis</p> <p>Calculating how much the OPSC has saved for every investment in the use of the service</p>
		<p>6. Complaints Handling Mechanism</p> <p>The OPSC will monitor complaints and the EWP Account Manager will be responsible for the following:</p> <ul style="list-style-type: none"> • Completion of complaint form • Acknowledgement of receipt of complaints (s) • Investigation of complaints (s) • Communication of findings to the OPSC • Handling of complaint (s) within set standards <p>Internal Procedures by EWP service provider</p> <p>The provider must implement and exercise the necessary measures to address complaint procedures.</p> <p><u>Action</u></p> <p>In accordance with the complaints procedure the EWP service provider must have corrective measures that will apply internally.</p> <p>Time Frames</p> <p>Findings and complaints to be handed to the OPSC within five (5) working days.</p>
		<p>7. HIV&AIDS Services</p> <ul style="list-style-type: none"> • Training to all staff, including management • Annual VCT Campaign and Testing (Head Office and Regional Offices)

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- Counselling
 - Support
 - Referral
 - Peer Educator support / training
 - Promotion & Marketing
- 8. Health Risk Assessment**
- To provide Health Screening to the OPSC (Head Office and Regional Offices)
- 9. Policy Development**
- To assist in the development or reviewing of policies related to wellness:
- Employee Wellness Policy
 - Disability Policy
 - HIV&AIDS Policy
 - Occupational Health & Safety Policy
 - Smoking Policy
 - Substance Abuse Policy

YES	NO	COMMENTS

10. Additional Information required

10.1 The EWP service provider should:

- 10.1.1 Submit detailed proposals with timeframes on how they intend to deliver on the above;
- 10.1.2 Submit information relating to the ownership and detailed CV's of all staff members that will be involved in the execution of the task;
- 10.1.3 Provide contactable references as an indication of similar functions as well as proof of registration with the relevant professional bodies;
- 10.1.4 Submit a detailed breakdown of the budget per cost item;
- 10.1.5 Provide evidence confirming that they have knowledge and clear understanding of cultural, racial, social, religious and economic diversity in South Africa; and
- 10.1.6 Provide evidence confirming that they have knowledge of labour legislation in South Africa.

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10. Documentation to be submitted

Please Note

All of the documentation described below must be submitted, with no omissions whatsoever. Where a particular form or format of documentation is stipulated, this is the **only** form or format in which these documents must be submitted. Failure to adhere to these requirements may result in the disqualification of the entire proposal.

All of the documentation referred to below and elsewhere in the bid document must be submitted. For ease of reference and to facilitate the evaluation process, you are requested to clearly mark each part of the submitted documentation as it is referred to below.

Proposal drafted in response to Terms of Reference

Bidders are required to draft a proposal that will clearly indicate to the how they will fulfil the requirements as set out in the TOR.

Bidders should include the following information when drafting their proposals:

- (i) Proposals should make clear the relevant **skills, experience** in respect of these particular TOR. This is an important evaluation criterion. Bid participants should ensure that their proposals focus on how they will address the requirements of these TOR, rather than on achievements.
- (ii) Expertise in the field of EWP.
- (iii) Ability to service OPSC.
- (iv) Proposals must contain the details of the proposed approach/ methodology to be adopted in order to deliver the service in accordance with the TOR.

Validity of proposals

The proposals must include a statement as to the period for which the proposal remains valid. The proposal must be valid for at least ninety (90) days from the due date for the submission of all bids.

Number of proposals

Each bid participant must provide **four (4)** hard copies of their entire proposal. All submitted proposals will become the property of the OPSC, and will not be returned. **No late submissions will be considered under any circumstances.**

The OPSC shall not disclose any details pertaining to the responses received, to any other participant, as this is regarded as confidential information.

Envelopes must not contain documents relating to any Request for Proposal (RFP) other than the one referred to in this RFP.

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The responses to the RFP will be opened as soon as is practical after the expiry of the time advertised for receiving them.

After the evaluation process is completed, the SBC may, prior to making a final selection, draw up a shortlist of participants and require them to make a detailed presentation to the SBC. A minimum of 2 days' notice will be given to relevant participants in advance of the presentation date.

A bidder who scores less than the threshold of 60% in terms of functionality will not be evaluated further.

PRICING MODELS

Refer to the pricing schedule (SBD 3.3)