

TERMS OF REFERENCE: ANNEXURE A

SCM /Tender Ref #:	DPME 17/2022- 2023
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Request for proposals for:	Employee Health & Wellness Services for the Department of Planning Monitoring and Evaluation for the period of 3 years (36 months)
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1. BACKGROUND / CONTEXT

The Department has adopted a dual /combined EAP model as part of its Employee Health and Wellness Programme (EHWP). The EHWP forms an integral part of the department’s overall Human Resource Plan. The primary goal of the EHWP is to empower employees to take ownership of their overall wellbeing and provide them with the necessary support as well as appropriate interventions towards their optimal functioning and productivity in both their work and personal lives.

2. PROBLEM STATEMENT / PURPOSE

2.1 To appoint a suitable service provider that will ensure that the Department provides an effective employee health & wellness to all employees (±500) within DPME and their immediate family members for a period of three years, which includes but not limited to face to face counselling inclusive of Psychologists and social workers.

3. OBJECTIVES AND SCOPE OF PROJECT.

- 3.1. To acquire the services of an external service provider to render EHW service that are professional comprehensive, flexible, accessible and responsive to all DPME employees and their families for a period of 3 years.
- 3.2. A detailed project plan, including professional and technical knowledge, experience, capacity and methodology on how the Employee Wellness and e-Care services will be rendered and how all the deliverables will be achieved.
- 3.3. Profile of the company including a description of similar work/projects undertaken for a period of 3 years. They must attach three (3) contactable reference/s letters from current or previous clients.
- 3.4 DPME will provide venues / private rooms for counselling conducted on sites.

4. DELIVERABLES AND TIME FRAMES

Description	Expected date	% of project (Payment)
<p>Implementation of an Employee Wellness Program (EWP) that focuses on the following:</p> <p>4.1. Telephonic counselling which will be unlimited to employees and their dependents. Successful bidder shall have a Toll Free Call Centre facility operating 24/7 and the service shall be rendered in 11 official languages. (the department reserve the right to test this requirement).</p> <p>4.2. Face to face counselling. Six (6) sessions per employee per case in a period of twelve months and Six (6) sessions per family per case in a period of twelve months. (available nationally).</p> <p>4.3. Above telephone or face to face counselling to be provided in the following areas:</p> <p>4.3.1. Stress and health issues</p> <p>4.3.2. Relationship and marital problems</p> <p>4.3.3. Substance abuse</p>	<p>1. Counselling Services – 24/7 (and 365 days in a year)</p> <p>2. Legal and financial management advice – as per telephone or face to face counselling upon referral or self-referral by employees. (4.1)</p> <p>3. Interactive website on all EHW issues Provide monthly desk drops / articles on financial management, legal services and health and wellness.</p> <p>4. Health promotion – Implement the wellness awareness campaigns in line with the National Health and DPME wellness Calendar. (Calendar will be provided and service provide to plan events along National Health calendar in agreement with DPME Sub-directorate: LR, EHW & SS).</p>	<p>On requirement</p>

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<p>4.3.4. HIV & AIDS. TB and STI counselling and support. HIV & TB management (Provide unlimited free counselling sessions for employees infected/affected by HIV/AIDS).</p> <p>4.3.5. Trauma and critical incident debriefing.</p> <p>4.3.6. Referral to appropriate social welfare and health services institutions. All referrals to a secondary services provider will be for the employee's account.</p> <p>4.3.7. Health and wellness events on site (on DPME premises No. 330 Grosvenor Street, Hatfield and 535 Johannes Ramokhoase Street, Arcadia). The Department will move to another premises within Pretoria and the physical address will be communicated to the successful bidder.</p> <p>Cape Town Offices – Only when there's an Urgent Need.</p> <p>4.3.8. Absenteeism and incapacity consultancy both employees and managers – as when as needed in consultation with the Sub-directorate: LR, EHW & SS.</p> <p>4.3.9. Critical incident service (trauma and onsite counselling) – as and when needed.</p> <p>4.3.10. Monitoring and evaluation by providing monthly and quarterly reports on client usage and organisational health trends with recommendations in interventions to improve the health and wellbeing of DPME employees.</p> <p>4.3.11. Health promotions programmes (Implement the wellness campaigns in line with the National Health and DPME wellness calendar.</p> <p>4.3.12. Interactive website to provide monthly desk drops on financial management, legal services as well as in line with the National Health and Wellness. Continuous marketing initiatives of the program to employees (Desk Drops).</p> <p>4.3.13. Psychological support services in relation to employee's mental, social, physical and spiritual wellbeing, including the provision of counselling services for the employee and their next of kin.</p> <p>4.3.14. Personal support for traumatized employees as and when required in cases of personal incidents and</p>	<p>5. Conduct four (4) Financial Wellness per annum.</p> <p>6. Four (4) Workshops per Financial year awareness programmes on variety of topics targeting special groups (all employees, females, males, managers, youth, parents, etc.).</p> <p>7. Advice about life challenges (parenting skills, educational matters, stress management, depression and anxiety) – 4 sessions per annum on Site. (DPME offices)</p> <p>8. Reports:(monthly before the 10th of following month. Quarterly – before the 10th of following month).</p> <p>9. Appointment of key account manager/liaison for DPME service.</p> <p>10. Four health screening services per financial year.</p>	

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accidents related to self or their next of kin. 4.3.15. Transformation related workshops and campaigns 4.3.16. Health Screening Services		
4.4. Development and Implementation of a Health and Productivity Management Program 4.4.1. Life threatening disease awareness and management including but not limited to HIV/AIDS, Diabetes, TB, Hypertension, Cancer mental health and other related chronic diseases.	On a quarterly basis different aspect shall be attended to.	On requirement

5. PROJECT MANAGEMENT / REPORTING ARRANGEMENTS

The proposal must contain how monthly reports will be provided to the Department.

Monitoring and evaluation by providing monthly, quarterly and annual reports on client usage and organizational health trends with recommendations on interventions to improve the health and wellbeing of DPME employees.

The service provider must submit the following before the 10th of each month:

- 5.1 Monthly and quarterly reports on client usage and organizational health trends including recommendations on interventions to improve the health and wellbeing of DPME employees on all programmes to be provided in an excel and pdf format.
- 5.2 Detailed invoices containing cost breakdown, all invoices must include VAT.
- 5.3 All Monthly and quarterly reports to be submitted to the department before the 10th of each month.
- 5.4. Both quarterly and annual reports must include trends and risks analysis to be cascaded down to branch level.
- 5.5. The Department reserve the right, through the internal EHW practitioner, to require reports pertaining to a self-referral cases upon the consent of the employee. Such reports must indicate specific recommendations of the attending EHW practitioner.

6. RESOURCES FROM DPME AVAILABLE TO POTENTIAL SERVICE PROVIDER

- 6.1 Venues will be made available to conduct onsite wellness events.
- 6.2 Meetings/consulting rooms for onsite counselling sessions.