

**ZA DOMAIN NAME AUTHORITY
REQUEST FOR QUOTATION (RFQ) PROVISION OF STAFF
WELLNESS SERVICES**

Date of issue: Friday, 12 August 2022

Submission deadline: Friday, 02 September 2022

Ref no: RFQZA2022/06

SECTION A – TECHNICAL INFORMATION

1 BACKGROUND

The ZA Domain Name Authority (ZADNA) is committed to placing its employees first. The organisation would like to continuously provide platforms for employees to receive support and be productive in their personal and professional lives. Unsatisfactory job performance, absenteeism, grievances, poor mental health, lateness, and accidents, among others, are often early warning signs of deeper personal, professional and environmental problems. ZADNA recognizes that prevention is better than cure, therefore the Company wants to address personal, professional and environmental stressors that can prevent or alleviate the abovementioned warning signs. To this end, the organisation would like to implement implemented an Employee Wellness Programme (EWP), which seeks to empower employees with skills and connect them with professional services which will assist them to overcome challenges in their personal- and work- life so that neither is affected.

2 PURPOSE

ZADNA seeks to appoint a qualified and experienced service provider to offer Staff Wellness Services to enhance staff engagement and drive organizational effectiveness for 20-30 staff members to be provided at ZADNA offices at 44 Grand Central, Diagonal Street, Midrand.

The Employee Wellness Programme supports the Operations Office initiatives and improves the performance of ZADNA by assisting its employees to achieve work-life integration by implementing techniques/solutions that will assist employees to be proactive, identify challenges and overcome challenges in their personal- and work life more effectively. It also provides consultancy support and guidance for managers and supervisors to help them monitor their employees' job performance, intervene early, and, where necessary, take appropriate action to correct the situation.

ZADNA appreciates the role family members play in employees' lives; therefore, it extends the

service to immediate family members. The programme provides extra support for employees in managing the circumstances of domestic life before these begin to impact their work or even progress to mental illnesses.

3 INVITATION FOR PROPOSAL

Proposals are hereby invited for the Provision of Employee Wellness Programme to the ZADNA for a period of three (3) years.

4 PROPOSAL SPECIFICATION

All proposals are to be submitted as specified in this document.

4.1 TECHNICAL PROPOSAL

The following must be submitted as part of the **technical** proposal:

- Covering letter;
- Company profile stipulating the number of years rendering similar services;
- Provide a minimum of three (3) contactable references from previous clients for similar work done;
- Provide a sample report of incidence report and usage of the service
- Provide a project methodology that covers the following aspects outlined in the service scope.
- Subscription payment model.
- The service will be for between 20-30 staff members.

4.2 SCOPE OF SERVICE – RETAINER OFFERING

REFERENCE OF SERVICE COMPONENTS	SERVICE DESCRIPTION
SERVICES 1: COUNSELLING SERVICE	

<p>• Toll free telephonic supportive counselling</p> <p>(24/7/365) for employees and families. The Service shall be available in 11 official languages.</p>	<p>• Professional Support Line Service</p> <p>Through a 24/7/365 Call Centre. A 24-hour multilingual psychological counselling service to be available to all eligible employees and immediate family members.</p>
<p>• Personal Face-to-Face Counselling</p> <p>Model of 6-8 counselling sessions per employee per incident per year with additional two sessions at the discretion of the service provider. Face-to-face counselling for employees and family members</p>	<p>• 6 (six) Personal Counselling (face to face) -sessions per person per year (per condition/incident) close to employee/family member's residence or place of work.</p> <ul style="list-style-type: none"> • Support and counselling relating to sexual harassment incidents • Rehabilitation and counselling relating to sexual harassment • Support and counselling relating to unfair discrimination e.g. disabilities, homophobic, xenophobia e.t.c
<p>• Critical Incidence Services (Trauma debriefing)</p>	<p>• A Critical Incident service - offering prompt and professional trauma debriefing and counselling services to employees and family members exposed to trauma incidents.</p>
<p>• Electronic advisory services</p>	<p>• Access to a comprehensive Electronic Wellness Programme. The programme includes an integrated suite of email and web-based health management applications, including interactive disease management tools; a selection of health and wellness information; a medical encyclopedia; quizzes, and calculators; as well as personalized information on a range of employee wellbeing-related topics such as stress management, substance abuse, and</p>

	trauma management. Printable resources.
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SERVICE 2: LIFE MANAGEMENT SERVICES

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| <ul style="list-style-type: none">• Life management services:<ul style="list-style-type: none">• Debt management and advocacy• Money management (Budgeting)• Legal advice and guidance• Family Care | <ul style="list-style-type: none">• Life Management Services• A legal wellbeing service that provides ZADNA's employees with detailed practical information, education, counselling, resources and referrals on a broad range of legal matters, consumer affairs and social benefits. Assistance on labor law matters is excluded from the service.• Financial wellbeing: This service offering component will assist employees with queries relating to finances and debt.• A debt mediation process will be available to all employees with a negative cash flow situation in those geographies where such mediation is legislatively available.• Family care support: It will focus on the provision of information and guidance on a broad range of family-related issues such as parental guidance, disability benefits, educational and community resources, special needs placement, dependent care, child support, immigration, expatriate adjustment, alternative work arrangements, residential facilities, vocational guidance, community resources, preschool programmes and caregiving guidance.• Wills and Estate planning• Basic contract draft and advice |
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SERVICE 3: PROGRAMME MANAGEMENT	
<ul style="list-style-type: none"> • Programme Management: Client services 	<ul style="list-style-type: none"> • A dedicated Client Relationship Manager will manage the EWP. • The EWP to ZADNA includes service promotion and marketing, EWP-related training, liaison with ZADNA's EWP custodians, reporting, organizational consultancy and complaints resolution.
<ul style="list-style-type: none"> • Reporting Services – quarterly reporting 	<ul style="list-style-type: none"> • Reporting: <ul style="list-style-type: none"> • Statistics and calculations • Data Analysis • Engagement Rate • Themes and trends • Value • Benchmarking • Conclusions & recommendations.
SERVICE 4: UNFAIR DISCRIMINATION AND SEXUAL HARASSMENT SUPPORT PROGRAM	
Sexual harassment Unfair discrimination (Gender, Race, Disability etc.)	<ul style="list-style-type: none"> • Provide trauma counselling and victim empowerment • Mandatory counselling for perpetrators • Diversity training

4.3 SCOPE OF SERVICE – ANNUAL OFFERING

The wellness testing will be done on all employees (To be reviewed) that will be tested in 5 days, with all assessments completed within 30 days of programme commencement. The wellness days will be scheduled during the month of October. The venues and wellness screening will be at the ZADNA office.

REFERENCE OF SERVICE COMPONENTS	SERVICE DESCRIPTION
<p>• SERVICE 1: ANNUAL EMPLOYEE HEALTH SCREENING -</p>	
<p>Wellness Screening</p>	<p>The service offering will include determining the following:</p> <ul style="list-style-type: none"> • Weight • Height • Body Mass Index • Blood Pressure & Pulse readings • Full Lipid Screening • Glucose levels

	<ul style="list-style-type: none"> • Provide appropriate health action recommendations based on each employee's screening results. <p>The service provider will be responsible for fully managing the following;</p> <ul style="list-style-type: none"> • Employee registration; • Data capturing of each employee's results directly after their assessment; • Wellness assessment activities; • Stock control; • Staff provisioning and comfort breaks; • Storing and transporting of stock after issuing, • Management of any issues that may arise during the assessments and <p>A full report on the wellness results of employees must be provided to ZADNA's Management</p>
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4.4 SCOPE OF SERVICE – OTHER

8 Sessions per annum (10 employees per session)

REFERENCE OF SERVICE COMPONENTS	SERVICE DESCRIPTION
SERVICE 1 AWARENESS EDUCATION AND TRAINING	
<ul style="list-style-type: none"> • Awareness Sessions: • EWP employee awareness sessions. • EWP Managerial awareness sessions. • Wellness Interventions and training: Specialists, i.e. Dieticians, Biokineticists e.t.c 	<ul style="list-style-type: none"> • Awareness presentations for Eligible Employees, managers, supervisors and others who may need to be involved include HR and Occupation Health personnel and staff committees. 2 Dieticians Per annum(PA) 1 Gynecologist PA 2 Biokineticist PA 4 Medical Dr PA

4.5 SCOPE OF SERVICE – ADHOC

REFERENCE OF SERVICE COMPONENTS	SERVICE DESCRIPTION
SERVICE 1: CONFLICT MEDIATION – PER INTERVENTION OF 10 PEOPLE	
<p>Conflict management</p> <p>To be conducted by industrial psychologists</p>	<ul style="list-style-type: none"> • Identify and respond to the adverse conflict risks within the organization before such risks impact negatively on productivity and service excellence • Build capacity for managers to use the service and to identify distressed employees, and refer them to appropriate resources • One on One and group support interventions • Referral (Employee to Employee and Employer to Manger)
SERVICE 2: OTHER TESTS PER PERSON	
<p>Other Tests - Optional</p>	<ul style="list-style-type: none"> • Breast Cancer • Cervical cancer • Testicular cancer • Eye Tests • Hearing tests • Oral Health • VCT-HIV <p>(Price PP per test)</p>
SERVICE 3: DISABILITY MANAGEMENT – TRAINING (PER SESSION OF 10 PEOPLE)	
<p>Awareness and training</p>	<ul style="list-style-type: none"> • Breaking down various stereotypes • Diversity training

GENERAL PROVISIONS

Service providers will be expected to hand over any employee files and other relevant information requested by ZADNA as per the applicable Privacy laws.

5 FUNCTIONAL EVALUATION CRITERIA

5.1 The evaluation of the functional/technical detail of the proposal will be based on the following criteria:

Functional Factors	Criteria Description	Weighting (%)
Company Experience	<ul style="list-style-type: none">Number of years the tenderer has been rendering the services stipulated in paragraph 4 above	10
Client references	<ul style="list-style-type: none">The service provider must have dealt with State Owned EntitiesAt least three references (3) to be supplied Must have dealt with large organizations (Generic)	20
Sample Feedback Reporting	<ul style="list-style-type: none">Provide a sample report of incidence report and usage of the service.	30
Company expertise	<ul style="list-style-type: none">The service provider must demonstrate their understanding of the key requirements and expectations of ZADNA as outlined in this document, particularly in paragraph 4. A detailed approach, methodology and tools on how they will assist ZADNA in achieving theobjectives of this request must be provided.	40

6 ELIMINATION CRITERIA

Proposals will be eliminated under the following conditions:

- Submission after the closing date;
- Proposals not submitted in accordance with this document;
- Failure to submit proof of registration with the Employee Assistance

Professionals Association of SA (EAPA-SA). A valid membership certificate must be provided;

- Failure to submit proof of registration of key staff with the Health Professional

Council of SA (HPCSA). Valid certificates must be provided;

7 CONFIDENTIALITY

- 7.1.** The Bidder agrees to keep confidential all information that they receive, directly or indirectly, from the Authority or any other stakeholder, as well as all copies or analyses that they make or, have been made by third parties based on such information (collectively, the Material).
- 7.2.** The Bidder shall use the Material exclusively to prepare deliverables relevant to this assignment.
- 7.3.** The Bidder shall only permit access to the Material to persons within their organizations on a need-to-know basis.
- 7.4.** The Bidder shall explicitly inform such persons of the confidential nature of the Material and, before providing them with the Material, subject them to the confidentiality obligations contained in this Terms of Reference.
- 7.5.** The Bidder agrees that the Material will remain the property of ZADNA and cannot be used anywhere outside this assignment's scope.

8. INSTRUCTIONS FOR SUBMISSION OF THE RFP

- 8.1.** Bidders shall submit information responses in accordance with the prescribed manner of submissions as specified.
- 8.2.** The Bidders must respond to annexures in detail and provide a written proposal.
- 8.3.** All responses in this regard shall only be accepted if they have been sent to the provided email before or on the closing date and stipulated time.

- 8.4. No information shall be accepted by ZADNA if submitted in any manner other than as prescribed above.
- 8.5. ZADNA will disqualify any Bidder for purposes of this Request for Proposal if their response is submitted after the deadline.
- 8.6. All Bidders must submit their response no later than 12h00 (South African Standard Time) on Friday the 02 September 2022. They must be submitted to zadnafinance@zadna.org.za

9. EVALUATION CRITERIA

- 9.1. The RFP will be evaluated with the preference point 70/30 evaluation.

<ul style="list-style-type: none"> • Total Functionality awarded Points 70 	<ul style="list-style-type: none"> • Total Point for price Awarded 30
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9.2. Administrative Requirements

- a) It is required that each Bidder must submit a response documentation pack –that the submission has to be in portable document format (PDF);
- b) That is delivered at the correct email address within the stipulated date and time as specified; all supporting documents and fully and correctly filled forms must be submitted.

9.3. CIPC Registration Documents.

- a) Tax clearance Information/Certificate.
- b) B-EEE Certificate.
- c) Fully completed annexure forms are attached herein.

- d) Detailed Company profile.
- e) Professional body affiliation confirmation.
- f) Three contactable references in the same scope of work.
- g) Pricing Schedule
- h) Declaration of Interest for Key Management in the organisation.

9.4. Conflicts Of Interest

- a) The Bidder must comment on any potential conflicts of interest arising from other assignments or a conflicting involvement in other assignments that may impair their independence.