



Western Cape
Government
FOR YOU

Department of the Premier

NON-COMPULSORY INFORMATION SESSION

FMA 0017-2023/24

PROVISION OF AN EMPLOYEE HEALTH AND WELLNESS SERVICE TO THE WESTERN CAPE GOVERNMENT FOR A
PERIOD OF 36 MONTHS (ANTICIPATED PERIOD: 1 APRIL 2024 – 31 MARCH 2027)

**12 February 2024 at
10H30 via MS Teams**

Session will start at **10H35**

BRIEFING PROCEEDINGS

- Bidder's present need to state their name, company they representing and an e-mail address in the **chat box feature** (liaison person).
- Meeting will be mechanically recorded and transcribed via MS Teams.
- Questions, answers and the presentation will be e-mailed to all present.
- Questions must be asked at the end of the presentation and bidders to state their name and company represented.

AGENDA

1. Background
2. Organisational Context
3. Terms of Reference: Scope of Work
4. Scope and Range of Services
5. Important Information
6. Pricing and Estimate Volumes
7. SCM process outlined
8. Bid Document
9. Contact Details and Closing date & time
10. Questions and answers

Background

WCG Wellness Philosophy

*Service excellence
with people will be
impacted by the
wellbeing and
productivity of our
people....*

*EHW supports the
WCG value of Care
& Responsiveness*

**Holistic
Approach to
EHW**

**Develop a
culture of
wellness**

**Focus on
Organisational
Health**

**Increasing
Employee
Engagement
through
EHW**



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WCG's 4 EHW Pillars (Foci)



Employee Health and Wellness Programme

- Comprehensive
- Responsive
- Relevant
- Progressive
- Trusted (Confidentiality)



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Organisational Context

12 Provincial Departments (Excl WCGHW)

TOR, 2.2

Department of Education

Department of Agriculture

Department of Police Oversight and Community Safety

Department of Cultural Affairs and Sport

**Department of Economic Development
and Tourism**

**Department of Environmental Affairs and
Development Planning**

Department of Local Government

Department of Infrastructure

Department of the Premier

Department of Provincial Treasury

Department of Social Development

Department of Mobility

**11 CSC
Departments**

Provincial Departments have employees situated in Cape Town and across 6 regions & district offices as follows:

1	Metropole (divided in 4 substructures)
2	West Coast
3	Central Karoo
4	Eden/Garden Route
5	Cape Winelands
6	Overberg

Provincial EHW Role-Players & Partners

1

Corporate Services Centre (CSC): Department of the Premier

Directorate: Transformation People Capacity Enablement

Required: Dedicated Account Management Team led by X2 Account Managers (Par.4.2.3)

2

Department of Education (WCED)

Directorate: Strategic People Management

Required: Dedicated Account Manager (Par. 4.2.3)

Scope and Range of Services

- Need for a service provider to render an Employee Health and Wellness service to its employees (CSC and WCED) (4.1.1)
- Period of the EHW contract is **36 months** (Estimated 1 April 2024 – 31 March 2027) (6.1.2.)
- WCED employees (48 500) and CSC Departments (11 050) within the 12 Provincial Departments and their **immediate family members* (3.1.5; 4.1.1). For the WCED, only telephonic counselling must be provided to 400 SGB staff per year.
- WCG employees referred to those employed to perform the work of their respective Provincial Departments, carrying out or performing work on behalf of their Department (excludes independent contractors and other government entities (4.1.2).

Scope (Cont.)

(4.1.4) The appointed service provider will sign one contract with the Department of the Premier and enter into 2 separate **service level agreements** with:

1. Dept. of the Premier (CSC)

2. WCED

The successful bidder can only **outsource the Primary Services to the extent as specified in the terms and conditions as set out in paragraph 6.1.21** (Conditions of Contract)

- The range of services, as referred to below, will be split between the core services (i.e., **Primary Services (A&B)**), which are standardised across both entities (WCED and CSC), and other related services (i.e., **Secondary Services (A&B)**) that will be utilised on an “as and when required” basis.
- Bidders must respond to the full range of services as set out in Table 1 i.e., respond to both Primary Services (A&B) as well as Secondary services

Range of services – Primary Services Per Annum Overview

TOR, Table 1

PA1	24/7/365 Telephone Counselling	Individual Calls	Fixed rate per month (A)
PA2	Communication Information and Advocacy Services	Per Month	
PA3	Account Management	Per Month	
PA4	Reporting	Monthly, quarterly, annual	
PB1	Face to face counselling (6 session model)	Per Session	Charged as utilised on fixed all-inclusive rate per case/per session (B)
B2	Trauma and Critical Incident Counselling	Per Case	
B3	Psycho-social Support Development Interventions (Standard and customized)	Per Session	

Range of services – Primary Service and Secondary Services Per Annum Overview

PB4	Group Therapy for Specific Occupations	Per Session	Charged as utilised on fixed all-inclusive rate per case/per session (B)
PB5	Team Services and Interventions	Per Case	
SA1	Occupational Therapeutic Services	Per Case	
SB1	Integrated Health Risk Assessments	Per Assessment	On quotation basis

Pricing and Estimate Volumes

- Each bid must contain a quote for the required services Primary Services (A&B), and Secondary Services (A), and as set out in the **WCBD 3.3 form (Pricing Schedule)**.
- All rates must be **all-inclusive fixed rates** payable in respect of each item specified under each category of service.
- It is to be noted that the WCGs financial year runs from **01 April – 31 March**.
- All amounts quoted must **include VAT**.
- Each bidder must provide a total all-inclusive, fixed indicative cost per category of services for Year 1 by adding all maximum, all-inclusive fixed service fees provided per item under the relevant category of service for Year 1. The **total** all-inclusive, fixed indicative cost for Year 1 will only be used for the purposes of evaluating and adjudicating bids and does not reflect the total contract value for Year 1.
- The service rates applicable to Years 2 and 3 may be increased annually on the anniversary of the contract, subject to the official CPI rate and subject to the prior written approval of the WCG.

Estimate volumes per service – Primary Services

TOR, par. 7.10

PRIMARY SERVICE (A&B)	ESTIMATED VOLUME PER SERVICE WCED (PER ANNUM)	ESTIMATED VOLUME PER SERVICE CSC PER ANNUM)
Telephone counselling (individual calls)	3 730	1 000
Communication, Information and Awareness	25	20
Face to Face Counselling (based on 6 session model -per session)	800	700
Trauma and Critical Incidents Counselling (per case)	100	150
Psycho-social Development Interventions		
Thirty (30) Minute interventions	30	20
One (1) hour interventions	40	110
Two (2) hour interventions	30	270
Three (3) hour interventions	20	130

Estimate volumes per service – Primary Services

TOR, par.7.10

PRIMARY SERVICE (A&B)	ESTIMATED VOLUME PER SERVICE WCED (PER ANNUM)	ESTIMATED VOLUME PER SERVICE CSC PER ANNUM)
Four (4) hour interventions	20	80
Five (5) hour interventions	15	25
Six (6) hour interventions	10	20
Group Therapy for Specific Occupational Categories (per case)	5	10
Team Services Interventions		
Team Wellness Assessments	10	40
Conflict Mediation	5	20

Estimate volumes per service – Secondary Services

TOR, par. 7.11

SECONDARY SERVICE (A&B)	ESTIMATED VOLUME PER SERVICE WCED (PER ANNUM)	ESTIMATED VOLUME PER SERVICE CSC PER ANNUM)
Occupational Therapeutic Service		
Assessment for Assistive Devices	10	10
Functional Assessments	20	10
Integrated Health Risk Assessments	Quotation will be Requested as Required	

Information: Annexures A-G

- Annexure A: Service Standards and Penalty Schedules
- Annexure B: List of Professionals – Call centre
- Annexure C: Dashboard Template
- Annexure D: List of Affiliates Template
- Annexure E: References (Contactable)
- Annexure F: Affidavit Template
- Annexure G: Site Visit Checklist
- Annexure: WCBD 3.3 – Pricing Schedule

Supply Chain Management Process Outlined

BID DOCUMENT



**Western Cape
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Department of the Premier

EVALUATION: PHASE 1

Phase 1(a): Compulsory Conditions of Bid

Only bid offers that comply with all compulsory requirements of the bid will be eligible for migration to Phase 1 (b) of the evaluation process.

Bid **FMA 0017-2023/24** refer to stamped pages **000056 to 000065**.

Bid documentation must be supported with evidence for all the requirements indicated in compulsory requirements.

EVALUATION: PHASE 1

Phase 1(b): Special Conditions of Contract

Only bid offers that agree to all conditions of contract will be eligible for migration to Phase 2 of the evaluation process.

Bid **FMA 0017-2023/24** refer to stamped pages **000065** to **000072**. **These pages must also be signed by the bidder.**

Bid documentation must be supported with evidence for all the requirements indicated in compulsory requirements.

EVALUATION: PHASE 2

Phase 2: Pricing and BBBEE

Bid **FMA 0017-2023/24** refer to stamped page **00076**.

Note:

The price evaluation will be done on the total all-inclusive fixed indicative cost per category of service for year 1 of the contract by adding all maximum, all-inclusive and fixed service fees provided per item under the relevant category of service for Year 1.

The WCG is allowed to negotiate rates prior to the award of the bid.

The bid will be evaluated on the 80/20 principle as follows:

- PPPFA/BBBEE scoring - 20
- Price scoring - 80

CLOSING DATE AND TIME DETAILS

CLOSING DATE: **28 February 2024**

TIME: **11H00**

DEPOSITED IN THE DEPARTMENT OF THE PREMIER TENDER BOX SITUATED ON THE GROUND FLOOR (ENTRANCE) OF NO. 4 DORP STREET, CAPE TOWN (CNR KEEROM AND DORP STREET) before the closing time of the bid.

Bid/s will be regarded as late if received after the closing time of the bid.

CONTACTABLE INFORMATION

All requests for clarification and/or any queries in relation to the Technical requirements and Supply Chain Management must be submitted to:

Mr. Ashwin Nayar - Ashwin.Nayar@westerncape.gov.za

Ms. Kim-Leigh February - Kim-Leigh.February@westerncape.gov.za and

Ms. Fatima Gallie - Fatima.Gallie@westerncape.gov.za

Any further questions w.r.t Supply Chain Management or assistance to bid portfolio should be communicated via e-mail before close of business on **Wednesday, 14 February 2024**.

The Presentation and Minutes will be communicated via e-mail to all Bidders present before end of business **Friday, 16 February 2024**.

Employee Health and Wellness Services

Q & A

Please raise your hand , once acknowledged,
state your name and Bidding company
in representation

Thank you