

P.O. Box 3209,  
Houghton, 2041  
Block A,  
Riviera Office Park,  
6-10 Riviera Road,  
Riviera



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**REQUEST FOR PROPOSALS**

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**HDA EMPLOYEE WELLNESS PROGRAMME:  
SCOPE OF WORK FOR HDA EMPLOYEE WELLNESS SUPPORT**

**RFP/JHB/048**

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**PROPOSALS TO BE SUBMITTED BY:  
16 JULY 2012, 12H00**

## 1. INTRODUCTION

The Housing Development Agency (HDA) is a national public development agency established by an Act of Parliament (Act 23 of 2008). The HDA promotes sustainable communities by making well-located land and buildings available for the development of housing and human settlements. As an organ of state, the HDA is accountable through its board to the Minister of Human Settlements. Visit [www.thehda.co.za](http://www.thehda.co.za) for more information.

## 2. BACKGROUND

The contract of the current service provider has expired and is currently being utilized on a month to month basis.

## 3. OBJECTIVE

This TOR has been compiled for the purpose of procuring an Employee Wellness Support Service for the HDA.

## 4. SCOPE OF WORK

The scope of this tender is to procure an Employee Wellness Support from an external service provider which has the ability and experience to help the employees deal with their personal issues that may affect their work performance by providing confidential and professional counselling and guidance. The wellness solutions must encompass all areas of health – mental, physical and emotional. Submissions must include a detailed operating model that includes Wellness Assessments, Coaching, Consulting, Wellness Programme, Interventions and Solutions, Seminars, Workshops and Training as well as Corporate Wellness Tours. A comprehensive needs analysis must be included which will provide valuable insight into the nature of the problems within the company before recommending a solution.

The HDA currently has offices in Johannesburg, Port Elizabeth, Cape Town, Bloemfontein , Polokwane and might expand to the North West, Mpumalanga and Northern Cape. The current staff compliment is 100 inclusive of all regions.

1. **Professional Support Line Service** – A 24-hour, 7 days a week with a dedicated toll-free number telephonic psychological counselling service available for all of the HDA staff members and immediate family members
2. **A dedicated SMS help-line** for “Please call me messages” for off-site employees that do not have access to a land-line

3. **Personal Counselling (Face to Face)** – A minimum of six (6) face to face counselling sessions per employee or family member, per condition, per year. Counselling to be provided by a fully qualified and registered clinician.
4. **Critical Incident Service** – Prompt and professional trauma debriefing and counselling services to employees exposed to incidents of trauma.
5. **Legal Support** – Legal assessments, counselling, information, assistance and advice on a broad range of legal matters. The service to be provided by qualified legal professionals experienced in handling a range of issues.
6. **Financial Support** – To assist employees who have queries relating to finance and debt. This service to be provided by duly qualified financial wellbeing assessors with experience in financial wellbeing and debt relief solutions.
7. **HIV/AIDS education, counselling and support** – Telephonic counselling, on-line programmes and face to face counselling to assist those infected with or affected by the condition. VCT Counselling and Testing
8. **Online Wellness Programme** – A 24 hour access to comprehensive web-based programme that includes and is not limited to personalized emails based on individual profiles. The online programme must deliver to the end user experience that incorporates individual wellbeing assessments, comprehensive website portals and a wealth of print resources, as well as professional advisory services covering a holistic wellness spectrum.
9. **Management Training and Support** - Professional managerial coaches and counselors who are able to assist with queries regarding people management issues. Managers are also able to refer employees to the EWP service either formally or informally.
10. **Referral Services to appropriate resources outside the Employee Wellness Programme.** The service provider must have access to an extensive database of approved private and public resources with which employees will be referred if the nature of their requirements fall outside the scope of the EWP. These must be facilitated by a team of suitable qualified professionals including social workers, psychologists, medical, financial and legal practitioners.
11. **Account Management and Service promotions**
  - An account manager in consultation with the HR department to develop and implement a plan detailing the effective roll out of the EWP programme.
  - Consultancy to design appropriate promotional material such as brochures and wallet cards. One (1) brochure and One (1) wallet card per employee. The HDA will be liable for payment for additional materials
  - Briefing sessions and presentations for employees - one group wellness session per regional office per quarter
  - A monthly information corporate wellness newsletter
12. **Reporting and analysis**
  - Monthly, Quarterly and Annual statistical confidential EWP usage report.
  - Quarter meetings with relevant advisors, HR department to discuss engagement rate.

- Presentation of an integrated Annual Report that provides statistical information regarding the number of employees using the EWP as well as highlights critical areas of concern within the organisation.

## 5. OUTPUTS OF THE ASSIGNMENT

DELIVERABLE	KEY PERFORMANCE MEASURE
<ul style="list-style-type: none"> <li>Professional Support Line Services/Life Management Services/Face to Face/HIV and AIDS Counselling, Education and Support Services</li> </ul>	<ul style="list-style-type: none"> <li>Provide direct, confidential and unlimited access to 24hour personal support</li> <li>Assess and provide telephone counselling</li> <li>Direct the call to the relevant service unit</li> <li>Minimum six (6) personal counselling sessions per condition per year, per employee and immediate family member.</li> <li>Professionally qualified and registered clinicians</li> </ul>
<ul style="list-style-type: none"> <li>Critical Incident</li> </ul>	<ul style="list-style-type: none"> <li>Trauma defusing to occur within 24hours</li> <li>Trauma debriefing to occur within 48 – 72 hours</li> </ul>
<ul style="list-style-type: none"> <li>Online Wellness Programme</li> </ul>	<ul style="list-style-type: none"> <li>Activate the service within 10 working days of being in receipt of the new employee's information.</li> <li>Electronic communication to staff</li> </ul>
<ul style="list-style-type: none"> <li>Reporting and Analysis</li> </ul>	<ul style="list-style-type: none"> <li>Monthly statistical report</li> <li>A quarterly statistical and data analysis report</li> <li>Presentation of an integrated Annual Report</li> </ul>
<ul style="list-style-type: none"> <li>Implementation and Support</li> </ul>	<ul style="list-style-type: none"> <li>Conduct Implementation sessions</li> <li>Pro-active alerting of observed risks/threats to the client</li> <li>On-going feedback of themes and</li> </ul>

	trends • Complaint handling
• Central role of communication	• Communicate all developments, issues, concerns, compliments, and other information from the service provider to customer

## 6. SUBMISSION OF REPORTS AND PRESENTATION OF FINDINGS

The service provider is expected to submit and present the report/findings per the above outputs at times to be agreed at inception meetings.

### 6.1 Presentation of Deliverables

All deliverables will be presented to the relevant HDA team prior to finalization. The service provider will be expected to make all relevant amendments prior to the project being finalized.

## 7. TIME SCHEDULE

The project will commence on the **01 August 2012** and end on the **31<sup>st</sup> July 2014**.

The service provider is expected to complete the work as per expected outputs highlighted above.

The service provider is expected to provide the HDA with proposed timelines for each activity.

## 8. TEAM COMPOSITION

The service provider is expected to assemble a team with the following expertise

- Professionally qualified and registered clinicians.
- Legally qualified professionals
- Financially qualified professionals and/or assessors
- Access to an extensive database of approved private and public resources
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The above professional staff composition is the client's suggestion as a minimum requirement. The consultants are advised to propose their own team composition based on the scope of work as defined above.

## 9. EVALUATION PROCESS

9.1 In order to facilitate a transparent selection process that allows equal opportunity to all services providers, the HDA will adhere to its policy on the appointment of services providers.

9.2 Proposals will be evaluated on the basis of the following criteria:

9.2.1 Functionality

CRITERIA	SUB-CRITERIA	WEIGHTING/ POINTS
<b>Experience of the Service Provider in Employee Wellness Support</b>	<ul style="list-style-type: none"> <li>0 to 2 years = 5</li> <li>3 to 4 years = 10</li> <li>5 years and above = 15</li> </ul>	<b>30</b>
<b>No of references where similar projects have been undertaken</b>	<ul style="list-style-type: none"> <li>Less than one year = 5</li> <li>2 to 3 years = 10</li> <li>4 to 5 years = 15</li> <li>6 years and above = 20</li> </ul>	<b>20</b>
<b>Company profile and individual team members CVs and registration with the relevant statutory bodies</b>	Provide company profile, registrations and CVs of the team that will support the HDA.	<b>20</b>
<b>Methodology</b>	<ul style="list-style-type: none"> <li>Meets and exceeds the requirements = 30</li> <li>Meets requirements = 20</li> <li>Partially meets the requirement = 15</li> <li>Does not meet the requirements = 0</li> </ul>	<b>30</b>
<b>TOTAL</b>		<b>100</b>

NB-all bids which do not meet **70 points** will be set aside and will not go to the second level of evaluation.

The following criteria will be used for points allocation for price and BEE compliance on a 80/20 point system:-

9.2.2. Table 2 – Price and BBBEE

CRITERIA	SUB-CRITERIA	WEIGHTING/ POINTS
Price	Detailed budget breakdown	80
BBBEE Status Level Verification Certificate from accredited verification agencies	BBBEE Level Contributor	20
<b>TOTAL</b>		<b>100</b>

**10. REQUIREMENTS**

10.1 Below are compulsory requirements for this service

10.2 It is important to note that the successful person will work under the supervision of a HDA representative, abide by HDA's Code of Conduct, and other organizational guidelines.

10.3 Kindly submit the following documents:

- Valid original tax clearance certificate.
- SBD Forms (SBD4, SBD6.1, SBD8 and SBD9, HDA Supplier Database) obtainable from HDA Website: [www.thehda.co.za/procurement](http://www.thehda.co.za/procurement). Under compliance checklist.
- Price proposals on all work to be done.
- **Valid and Original or Certified B-BBEE Status Level Verification Certificates issued by the following agencies SANAS, IRBA or CCA.**

10.3 Further information regarding technical matters can be sent an email to:

[sibu.ndlovu@thehda.co.za](mailto:sibu.ndlovu@thehda.co.za) or tel: 011 544 100

10.4 further information regarding supply chain matter and queries can be send via email to:

[jabulile.mndebele@thehda.co.za](mailto:jabulile.mndebele@thehda.co.za) or tel: 011 5441000

## 11. SUBMISSION OF QUOTATIONS

Quotations should be submitted on or before the **16 July 2012** by no later than 12h00 to the following address:

**The Procurement Officer  
The Housing Development Agency,  
Block A, 6-10 Riviera Road, Killarney, 2193,  
Tel: 011 544 1000**

**11.1** The selection of the qualifying proposal will be at the HDA's sole discretion. The HDA does not bind itself to accept any particular bid/proposal, and the HDA reserves the right not to appoint the service provider.

## 12. GENERAL

- 1) The selection of the qualifying proposal will be at the HDA's sole discretion.
- 2) The HDA does not bind itself to accept any particular bid/proposal, and the HDA reserves the right not to appoint the service provider.
- 3) The HDA expresses that in an event of any service provider being appointed on this job, there is no expectation that any follow up work on this project will be granted to the same service provider.