



ipid

Department:
Independent Police Investigative Directorate
REPUBLIC OF SOUTH AFRICA

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THE INDEPENDENT POLICE INVESTIGATIONS DIRECTORATE (IPID) REQUIRES THE RENDERING OF A FULL EMPLOYEE WELLNESS PROGRAMME (EWP) TO ALL ELIGIBLE EMPLOYEES (IPID EMPLOYEES) AND THEIR IMMEDIATE FAMILY MEMBERS FOR A PERIOD OF 36 MONTHS.

1. ABOUT INDEPENDENT POLICE INVESTIGATIVE DIRECTORATE

The Independent Police Investigative Directorate is a Public Service Department established in terms of Act No. 1 of 2011. Its mandate is to investigate complaints of brutality, criminality and misconduct against members of the South African Police Service (SAPS) and Municipal Police Service (MPS).

2. BACKGROUND NECCESITATING TO THE BID

The Department of Public Service and Administration introduced an Employee Health and Wellness Strategic Framework for the Public Service in November 2008. The purpose of the framework is to provide guidelines on the principles and practices for the Health and Wellness of public servants, their families and citizens.

Part six of the Public Service Regulations of 2001 affirms the principle of improving the working environment of employees to ensure efficient service delivery which includes among others employees' health, disability, HIV & AIDS and other health conditions for the benefit of employees and their families.

3. SCOPE OF THE PROJECT

In terms of the Public Service Regulations of 2001 Departments are required to offer support programmes that promote the health and wellness of their employees. In complying with the Regulations, the Independent Police Investigative Directorate has a responsibility to ensure that employees are offered a holistic wellness and support programme.

The programme will be a full service for employees and their direct family. For this purpose family means spouse, children and anyone who is dependent financially and who resides under the same roof with the employee. The approved establishment of the Department comprises of an estimated 532 posts.

The fully managed Employee Wellness Programme must offer:

- Direct Services;
- Implementation of interventions identified from quarterly reports;

- Marketing and promotion of employee wellness services;
- Absenteeism;
- Services aligned to National Health Calendar;
- Training of peer education in promoting wellness;
- E-Care Services- online support services through a wellness intranet or internet;
- Resilience programme for Investigators;
- Crisis and Trauma Management;
- Change Management;
- Health and life management services;
- Face to face counselling;
- Psychological and Psychosocial services;
- Fitness and nutrition management;
- Management of HIV & AIDS and other chronic illness;
- Chronic illness, occupational injuries and diseases, mental diseases and disability to reduce employees total health- related costs;
- Occupational health of employees;
- Organisational climate and culture that is conducive to wellness and comprehensive identification of psycho- social health risk.

The proposal must be aligned to the Employee Health and Wellness Strategic Framework for the Public Service in four key areas such as HIV & AIDS and TB Management, Health and Productivity Management, SHERQ Management (Safety, Health, Environment, Risk, Quality) and Wellness Management. In terms of absenteeism, the service provider to align their consultancy processes to the provisions of PILIR.

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

- A. General
- B. Evaluation Team
- C. Confidentiality
- D. Payments
- E. Non-compliance with delivery terms
- F. Retention
- G. General Requirements
- H. Technical Specifications
- I. General Conditions of Contract (GCC)

A. GENERAL

1. Bidders must indicate compliance or non-compliance on a paragraph-by-paragraph basis, to all specifications, contractual conditions, schedules and appendixes included in this bid. Indicate compliance with the relevant quotation requirements by marking the YES box and non-compliance by marking the NO box. If an explanatory note is provided, the paragraph reference must be attached as an appendix to the quotation submission. Bids not completed in this manner may be considered incomplete and rejected. Answering questions or supplying detail by referring to other sections will under no circumstances be accepted. Should bidders fail to indicate agreement/compliance or otherwise, the Department will assume that the bidder is not in compliance or agreement with the statement(s) or specification(s) as specified.
2. The bidder must therefore either conform to the minimum requirements as set out in this document, or it must be stated clearly how it deviates from these requirements and why. Bidders who strictly adhere to the specifications are preferred.
3. The following information must be completed and submitted together with the company's response to this document. Failure to submit complete documents the bid will be disqualified.

3.1 MANDATORY REQUIREMENTS

- (a) Company Profile;
- (b) Names / addresses / contact details and copies of Identity Document of all company Directors for vetting purposes by State Security Agency (SSA);
- (c) Valid Original Tax Clearance Certificate with good standing;
- (d) Application to be registered on the IPID Database; if not already registered;
- (e) SBD 6.1 - Preference point claim form fully completed and signed;
- (f) SBD 4 Declaration Of Interest;
- (g) SBD 9 Certificate Of Independent Bid Determination;
- (h) SBD 1 Invitation to the Bid;
- (i) SBD 2 Tax Clearance Certificate;
- (j) SBD 3 Pricing Schedule;
- (k) SBD 8 (SCM to provide full name as discussed during the meeting with the Committee members)
- (l) CK and BEE Certificates.
- (m) Proof of registration with EAPA SA (Employee Assistance Professionals Association of South Africa)

If the supporting documents are incomplete the bidder will not be evaluated further.

4. During evaluation of the bidder, additional information may be requested in writing. Replies to such requests must be submitted in writing within seven working days upon receipt or else bidders may be disregarded.
5. Proper quotations including VAT for the goods and services specified must be submitted.
6. The Department will not be held liable for any expenses incurred by companies in preparing and submitting quotations. See paragraph 3.1 of the General Conditions of Contract.
7. Applying companies are at liberty to discuss any aspects of this bid with the Department. Direct all enquiries for information on procedures to Ms M Sebei @ 012 399 0099.

B. EVALUATION PROCESS

The Department will appoint an evaluation team to evaluate all bidders. The team will make recommendations to the Bid Adjudication Committee.

C. CONFIDENTIALITY

1. All information in connection therewith shall be held in strict confidence by applying companies and usage of such information shall be limited to the preparation of the bid. Applying companies shall undertake to limit the number of copies of this document.

2. All bidders are bound by a confidentiality agreement preventing the unauthorised disclosure of any information regarding the Department or of its activities to any other organisation or individual. The applying company may not disclose any information, documentation or products to other clients without written approval of the Head of Department or his/her delegated officer.

D. PAYMENTS

Payment shall be made into the bidder's bank account normally within 30 days after receipt of an acceptable invoice. (Banking details **MUST** be submitted as soon as this bid is awarded.)

E. NON-COMPLIANCE WITH DELIVERY TERMS

As soon as it becomes known to the contractor that he will not be able to deliver the services within the delivery period and/or against the quoted price and/or as specified, the IPID must be given immediate written notice to this effect. The State reserves the right to implement remedies as provided for in paragraph 2 of the General Conditions of Contract.

F. GENERAL REQUIREMENTS

The Employee Wellness service provider must ensure compliance with the provisions contained in the Public Service Regulations, 2001, Chapter 1, Part VI, E.5 Health Promotion Programme. **The Employee Wellness service provider must be a member of the Employee Assistance Professionals Association of South Africa (EAPA SA).**

1. The service must consist of a direct, multi-lingual, confidential and unlimited access to a 24 hour 7 days a week personal support service with all calls answered by fully qualified counsellors.
2. Up to eight (8) personal counselling session per person per year (per condition) close to his or 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 a maximum of one hour. All counselling must be provided by a fully qualified and registered clinicians within 24 hours of referral and the first consultation will take place within one week of referral.
3. 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.
4. There must be a direct, confidential and unlimited access to a 24 hour 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; (this will exclude any legal representation or any other dispute). 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 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.
5. Monthly Debriefing and Skills Development Sessions to Investigators at all IPID offices. The 1-hour sessions must focus on debriefing aspects including, emotional containment, support and exploration of coping strategies. The skills development must be based on psycho-education (burnout, compassion fatigue, stress and depression), strategies for resilience building, exploring avenues to facilitate work life balance, effective relationship management (personal and professional), exploring and creating meaning from the work, and case study and supervision.
6. Briefing and training to managers and supervisors/team leaders:

7. Comprehensive initial briefing and training for managers and HR specialists should be covered by the service
8. 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 service

4. PROMOTION OF EMPLOYEE WELLNESS PROGRAMME

The service provider's must have programmes which will ensure that all employees have an understanding and courage to use the EWP services

- 4.1 IPID consultation to ensure the effective implementation of EWP.
- 4.2 Promotion of the EWP at National Office and provinces with leaflets and other communication to encourage use of the services.
- 4.3 Consultation with IPID to design appropriate communication materials (i.e. a brochures, posters, booklets and wallet cards).
- 4.4 Online confidential e-care service to cater for individual needs.
- 4.5 Weekly e-mail that covers various topics on health, wellness, personal, work and other related issues.

5. REGULAR REVIEW PROCEDURES

- 5.1 The EWP service provider must be able to provide a comprehensive and analytical report in respect of the general health of our employees as informed by the health screening reports done by GEMS. Must be able to analyse the key health trend report from both the Health Risk Service Manager and GEMS in a workshop arranged by the Department.
- 5.2 The Service provider must be able to analyse reports from the Health risk Management Company and GEMS and provide an advisory report as to how to minimise any challenges raised in those report.
- 5.3 The Employee Wellness service provider must have data systems that will provide detailed information about every call received to analyse the effective implementation of the programme. Data provided includes:
 - 5.3.1 Regular reviews with IPID to discuss organisational trends;
 - 5.3.2 Quarterly or Ad hoc meetings with the Employee Wellness Unit to discuss the uptake of statistics;
 - 5.3.3 Annual Management Report;
 - 5.3.4 Annual review to provide an overall review of the service and to discuss organisational trends;
 - 5.3.5 Impact of the EWP services with IPID.
 - 5.3.6 Occupational Hygiene which involves the recognition, evaluation, and control of physical, psychological, and biological factors in the workplace which may affect the wellness of employees.
- 5.4 To come up with a comprehensive, multi-disciplinary approach to managing diseases effectively, and includes health risk profiling, disease prevention and management protocols and rehabilitation activities.
- 5.5 Must be able to conduct research and give recommendations in respect of the possibility of creating child care facilities. Facilities for physical wellness e.g. canteen

6. Management and Administration

- 6.1 Develop integrated Employee Health & Wellness information management system;

- 6.2 Develop and implement management standards for EH&W (ISO standards);
- 6.3 Assist with the introduction of disease management programmes for the management of all non-communicable and communicable diseases;
- 6.4 Study and analyse the Annual Performance Review Reports in respect of matters relating to IPID and advise accordingly;
- 6.5 Assist in the development of the Operational Plans and produce quarterly reviews;
- 6.6 On-going liaison with the IPID's co-ordinator(s). This includes developing objectives for the EWP together with measurements for efficiency, quality and cost effectiveness

7. Account Management

A dedicated EW Account Manager must be allocated to the IPID.

The core functions will include:

- 7.1 Implementation of the Employee Wellness Programme;
- 7.2 Liaising between EW service provider and the IPID;
- 7.3 Continuous assessment and analysis of statistical data;
- 7.4 Pro-active alerting of observed risks/threats to the IPID;
- 7.5 On-going feedback of themes and trends;
- 7.6 Complaints handling mechanism;
- 7.7 Training material;
- 7.8 Review sessions on the impact of the services to employees.

H. TECHNICAL SPECIFICATIONS

1. Implementation

Sessions will be implemented at all IPID offices to introduce the services to the employees of the IPID. The implementation sessions will fulfil a marketing role, by creating awareness about the process. The respective responsibilities will also apply to any re-implementation or post-launch marketing initiatives.

Annual introduction of the EWP services must be ensured and incorporated with the IPID's annual induction process. Staff must be provided with information materials.

2. Planning

Co-ordinate the project plan in consultation with IPID.

3. Contractual Obligations

Completion of implementation documents.

4. Information

Timeous request for relevant information, including number of sites, company logo, choice of design, contact details, eligible employees and their immediate dependents

5. Co-ordination

Setting up the implementation sessions in consultation with the IPID.

6. Content of Implementation Sessions

The designated trainer will inform employees of:

- 6.1 Appointed EW Service Provider
- 6.2 Services
- 6.3 Accessibility
- 6.4 Eligibility
- 6.5 Confidentiality
- 6.6 Toll Free Number
- 6.7 Contact person
- 6.8 Complaints
- 6.9 Procedures

7. Feedback

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

8. Review, Evaluation and Change Control Procedures

8.1 Data will be collated with:

- 8.1.1 Quarterly sets of uptakes and utilisation
- 8.1.2 Trends and themes
- 8.1.3 Quarterly and ad hoc meetings with the IPID's
- 8.1.4 Quarterly Reporting
- 8.1.5 Annual Reporting
- 8.1.6 Annual Review

8.2 Reviews will be done with reports and without, and will include any themes and trends observed by the EW service provider.

8.2.1 Reporting will include:

- 8.2.1.1 Statistics and calculations
- 8.2.1.2 Data Analysis
- 8.2.1.3 Uptake & utilisation
- 8.2.1.4 Themes and trends
- 8.2.1.5 Value
- 8.2.1.6 Benchmarking
- 8.2.1.7 Training
- 8.2.1.8 Recommendations

8.3 Change Control – If the EW service provider decided to change the Account Manager, the following shall occur:

- 8.3.1 Consultation with the intention to change the Account Manager
- 8.3.2 Notify change within reasonable time
- 8.3.3 A formal and proper handover will take place

9. Direct Services, Roles and Responsibilities

9.1 Clinical and Life Management Services shall:

- 9.1.1 Provide a direct, multi-lingual, confidential, unlimited access and 24-hour 7 days a week personal support.
- 9.1.2 Eight (8) personal counselling sessions per person per condition per year, per family member residing with the employee.
- 9.1.3 Only professional, qualified, registered clinicians and specialists will render services.

9.2 Critical Incident

- 9.2.1 To respond within 12 to 24 hours;

- 9.2.2 To offer individual and group trauma debriefing;
- 9.2.3 Training on trauma and resilience.

9.3 Monthly Debriefing and Skills Development Sessions

- 9.3.1 1-hour monthly sessions to Investigators;
- 9.3.2 To offer debriefing session.

9.4 Briefing and Training to Managers and Supervisors / Team leaders

- 9.4.1 Comprehensive briefing and training for managers;
- 9.4.2 Individual Managerial Consultancy for managers.

10. Monitoring and Evaluation

10.1 Evaluate the impact of the service

The EW Account Manager (IPID) will determine the evaluation criteria. Agreed criteria will determine the level and technique of measuring the impact of the service.

10.2 Benchmarking

EWP service provider must use local and international benchmarking techniques as part of the evaluation of the programme.

10.3 Complaints Handling Mechanism

The provider must implement and exercise the necessary measures to address complaints with corrective measures.

10.4 Time Frames

- 10.4.1 Findings and complaint
- 10.4.2 Report to be handed to the IPID within five (5) working days after the request

11. HIV and AIDS Services

- 11.1 Training to all staff, including management;
- 11.2 Annual VCT Campaign;
- 11.3 Pre and Post Counselling;
- 11.4 Support;
- 11.5 Referral;
- 11.6 Peer Educator support / training;
- 11.7 Promotion and Marketing.

12. Training

- 12.1 To give or arrange cost effective and accredited training upon request from the IPID
- 12.2 To advise and recommend appropriate training or information sessions as per themes and trends

13. Additional information required

The EWP Service provider should:

- 13.1 Submit detailed proposals with the timeframes on how they intend to deliver on the above;
- 13.2 Submit information relating to the ownership and detailed CV's of all staff members that will be involved in the execution of the task;
- 13.3 Provide three contactable references with all their contact details against which the Department

- can verify the accuracy of information provided in the bid document as an indication as well as proof of registration with the relevant professional bodies;
- 13.4 Submit a detailed breakdown of the budget per cost item;
 - 13.5 Provide evidence confirming that they have knowledge and clear understanding of cultural, racial, social, religious and economic diversity in South Africa
 - 13.6 Provide evidence confirming that they have knowledge of labour legislation in South Africa.

14 EVALUATION OF TENDERS

14.1 EVALUATIONS OF BIDS BASED ON FUNCTIONALITY AS A CRITERION

Bids invited on the basis of functionality as a criterion must be evaluated in two stages – first functionality must be assessed and then in accordance with the 80/20 preference point systems prescribed in Preferential Procurement Regulations 5 and 6. The evaluation must be done as follows:

14.1 First stage – Evaluation of functionality;

- 14.1.1 Bids must be evaluated in terms of the evaluation criteria embodied in the bid documents. The amendment of evaluation criteria, weights, applicable values and/or the minimum qualifying score for functionality after the closure of bids is not allowed as this may jeopardise the fairness of the process;
- 14.1.2 A bid will be considered further if it achieves the prescribed minimum qualifying score for functionality;
- 14.1.3 Bids that fail to achieve the minimum qualifying score for functionality must be disqualified;
- 14.1.4 Score sheets should be prepared and provided to panel members to evaluate the bids;
- 14.1.5 The score sheet should contain all the criteria and the weight for each criterion as well as the values to be applied for evaluation as indicated in the bid documents;
- 14.1.6 Each panel member should after thorough evaluation independently award his / her own value to each individual criterion;
- 14.1.7 Score sheets should be signed by evaluation members and if necessary, written motivation may be requested from panel members where vast discrepancies in the values awarded for each criterion exist;
- 14.2 If the minimum qualifying score for functionality is indicated as a percentage in the bid documents, the percentage scored for functionality may be calculated as follows:
 - 14.2.1 The value awarded for each criterion should be multiplied by the weight for the relevant criterion to obtain the score for the various criteria;
 - 14.2.2 The scores for each criterion should be added to obtain the total score; and
 - 14.2.3 The following formula should be used to convert the total score to percentage for functionality:

100 X Ms So Ps where:

Ps = percentage scored for functionality by bid under consideration

So = total score of bid under consideration

Ms = maximum possible score

- 14.2.4 The percentage of each panel member should be added and divided by the number of panel members to establish the average percentage obtained by each bidder for functionality;
- 14.3 Second stage – Evaluation in terms of the 80/20

14.3 Second stage – Evaluation in terms of the 80/20

- 14.3.1 Only bids that achieve the minimum qualifying score of 70% will be evaluated further in accordance with the 80/20 preference point systems prescribed in Preferential Procurement Regulations 5 and 6.

15. THE PREFERENCE POINT SYSTEMS

15.1 Step 1: Calculation of points for price

- 15.1.1 The PPPFA prescribes that the lowest acceptable bid will score 80 or 90 points for price. Bidders that quoted higher prices will score lower points for price on a pro-rata basis.

- 15.1.2 The formulae to be utilised in calculating points scored for price are as follows:

80/20 Preference point system [(for acquisition of services, works or goods up to a Rand value of R1million) (all applicable taxes included)]

Where

Ps = Points scored for comparative price of bid or offer under consideration

Pt = Comparative price of bid or offer under consideration

Pmin = Comparative price of lowest acceptable bid or offer.

- 15.1.3 Points scored must be rounded off to the nearest 2 decimal places.

15.2 Step 2: Calculation of points for B-BBEE status level of contributor

- 15.2.1 Points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below: B-BBEE Status Level of Contributor Number of points

B-BBEE Status Level of Contributor	Number of points (90/10 system)	Number of points (80/20 system)
1	10	20
2	9	18
3	8	16
4	5	12
5	4	8
6	3	6
7	2	4
8	1	2
Non-compliant contributor	0	0

15.3 Calculation of total points scored for price and B-BBEE status level of contribution

- 15.3.1 The points scored for price must be added to the points scored for B-BBEE status level of contribution to obtain the bidder's total points scored out of 100. Bidders will be evaluated on functionality. Site inspection will be conducted on the top three bidders and they will be expected to come and do a presentation to the Bid Evaluation Committee.

The bidder who scores the highest points will be recommended for the bid

16. FUNCTIONALITY CRITERIA

ITEM	Criterion	Total Score	Score
Proposal outline	<p>A. Employee Wellness Proposal for 3 years</p> <p>B. The bidder must provide a proposal indicating the CORE Employee Wellness services aligned to the Employee Health and Wellness Strategic Framework for the Public Service to be rendered and the methodology of how the services will be rendered.</p> <p>C. Proposals should make clear the relevant skills, in respect of the terms of reference</p> <p>D. Ability to service IPID</p> <p>E. Provide the methodology to be followed for the training of managers</p> <p>F. Include in the proposal the definition of immediate family members who will be covered and have access to the service.</p>	35	<p>A: No. of YRS for Proposal: 1.3 years and above= 5 2.>3 years=5</p> <p>B: Full compliance with the: 1.Criterion=10 2. Partial Compliance=5</p> <p>C: Full compliance with the: 1.Criterion=5 2. Partial Compliance=2</p> <p>D: Full compliance with the: 1.Criterion=5 2. Partial Compliance=2</p> <p>E: Full compliance with the: 1.Criterion=5 2. Partial Compliance=2</p> <p>F: Full compliance with the: 1.Criterion=5 2. Partial Compliance=2</p>
Marketing and communication plan/strategy	<p>A. The bidder should include in their proposal a communication and marketing plan to promote the utilization of the services over a period of 3 years</p> <p>B. The marketing and communication strategy should include the promotion of events in line with the national health wellness calendar</p> <p>C. The bidder should also indicate the capacity to print brochures in different languages Indicate the capacity to deliver the EH & WP in all nine (9) provinces.</p> <p>D. Indicate different communication mediums which the services can be accessed.</p>	20	<p>A: Full compliance with the: 1.Criterion=5 2. Partial Compliance=2</p> <p>B: Full compliance with the: 1.Criterion=5 2. Partial Compliance=2</p> <p>C: Full compliance with the: 1.Criterion=5 2. Partial Compliance=2</p> <p>D: Full compliance with the: 1.Criterion=5 2. Partial Compliance=2</p>

<p>Experience in rendering Employee Wellness services both in the public and private sector</p>	<p>A. A minimum of 5 years' experience in the Employee Wellness environment</p> <p>B. Submission of 3 recent references of work done.</p> <p>C. Provide evidence that they dealt with the functional pillars of the EW&H aligned to Employee Health and Wellness Services for the Public Service</p> <p>D. Provide evidence confirming that they have knowledge and clear understanding of cultural, racial, social, religious and economic diversity in South Africa.</p>	<p>20</p>	<p>A: Years of Experience: 1. 5 years and above = 5 2. 4 years = 4 3. 3 years = 3 4. 2 years = 2 5. 1 year = 1</p> <p>B: Full compliance with the: 1. Criterion = 5 2. Partial Compliance = 2</p> <p>C: Full compliance with the: 1. Criterion = 5 2. Partial Compliance = 2</p> <p>D: Full compliance with the: 1. Criterion = 5 2. Partial Compliance = 2</p>
<p>Call Centre</p>	<p>A. Capacity to provide the service 24/7/365 days</p> <p>B. Ability to communicate in all 11 official languages to staff</p>	<p>10</p>	<p>A: Full compliance with the: 1. Criterion = 5 2. Partial Compliance = 2</p> <p>B: Full compliance with the: 1. Criterion = 5 2. Partial Compliance = 2</p>

Recommended/Not Recommended

As discussed and recommended by specification committee.

~~MR P SETSHEDI~~
CHAIRPERSON OF THE BID SPECIFICATION COMMITTEE
DATE: 12/08/2015

Approved/Not Approved

[Signature]
MR I KGAMANYANE
ACTING EXECUTIVE DIRECTOR
DATE: