



**REQUEST FOR PROPOSALS: APPOINTMENT OF A SUITABLE SERVICE PROVIDER TO PROVIDE EMPLOYEE WELLNESS PROGRAM (EWP) TO THE NHBR FOR A PERIOD OF FIVE (05) YEARS.**

**RFP NO.:** NHBR 12/2024

**CLOSING DATE:** 27 MARCH 2025

**VENUE:** NHBR HEAD OFFICE  
27 LEEUWKOP ROAD  
SUNNINGHILL  
JOHANNESBURG

**TIME:** 11:00AM

**NON-COMPULSORY BRIEFING SESSION**

**DATE:** 12 MARCH 2025

**VENUE:** NHBR HEAD OFFICE  
27 LEEUWKOP ROAD  
SUNNINGHILL  
JOHANNESBURG

**TIME** 11:00AM

## 1. TERMS AND CONDITIONS

**This Request for Proposal (RFP) has been compiled by the NHBRC and it is made available to the Bidders on the following basis.**

**Bidders submitting a Bid in response to this RFP are deemed to do so, on the basis that they acknowledge and accept the terms and conditions set out below:**

- 1.1 The Bidder must be registered on the National Treasury's Central Supplier Database ("the CSD") and ensure that, if it is successful, it remains so registered and further ensure that the information on the CSD is up-to-date for the duration of the contract.
- 1.2 The Bidder must ensure that it is Tax Compliant at the time of submitting its bid in response to this RFP, and if it is successful, it remains Tax Compliant for the duration of the contract. In this regard, the Bidder undertakes to provide the NHBRC with a Tax Clearance Certificate issued by the South African Revenue Services ("SARS") on an annual basis, confirming that it is tax compliant. If the bidder's tax is non-compliant, the bidder will be given 7 days to respond to their tax status. Failure to submit within seven (7) days will result in the bidder's disqualification.
- 1.3 The NHBRC reserves the right to amend, modify or withdraw this RFP or amend, modify or terminate any of the procedures or requirements set out herein at any time (and from time to time), without prior notice and without liability to compensate or reimburse any person.
- 1.4 If the NHBRC amends this RFP, the amendment will be sent to each Bidder in writing or publicized as the case maybe. No oral amendments by any person will be considered or acknowledged.
- 1.5 The NHBRC reserves the right to carry out site inspections or call for supporting documentation in order to confirm any information provided by a Bidder in its RFP Bid.
- 1.6 This RFP is not intended to form the basis of a decision to enter into any transaction involving the NHBRC, and does not constitute an offer or recommendation to enter into such transaction, or an intention to enter into any legal relationship with any person.
- 1.7 A Bid submitted in response to this RFP will constitute a binding offer, which will remain binding and irrevocable for a period of 90 Days from the date of submission to the NHBRC. The offer constituted by the Bid will be deemed not to have been accepted and no agreement will be deemed to be reached with any Bidder, unless and until a binding Agreement and other related transactions/documents are concluded between the NHBRC and the Preferred Bidder.
- 1.8 The distribution of this RFP outside the Republic of South Africa may be restricted or prohibited by the laws of other countries. Recipients of this RFP are advised to familiarize themselves with and comply with all such restrictions or prohibitions applicable in those jurisdictions, and neither the NHBRC, nor any of their respective directors, officers, employees, agents, representatives or advisors, accepts liability to any person for any damages arising out of or in connection with the breach of any restriction or provision outside the Republic of South Africa. Persons contemplating submitting a Bid are advised to obtain legal advice as to the possible consequences thereof in terms of the law of the jurisdictions in which they are located.
- 1.9 Recipients of this RFP document may only distribute it to other parties whom they wish to involve as part of their Bidder consortium in submitting a Bid.

- 1.10 Neither the NHBRC nor any of their respective directors, officers, employees, agents, representatives or advisors will assume any obligation for any costs or expenses incurred by any party in or associated with preparing or submitting a Bid in response to the RFP.
- 1.11 No entity may be involved, whether directly or indirectly, in more than one Bid in response to this RFP. Failure to comply with this requirement may, within the sole discretion of the NHBRC, result in disqualification of the relevant entity.
- 1.12 Any material change in the control and/or composition of any Bidder or any core member of a Bidder after submission of a Bid, shall require the prior written approval of the NHBRC, and any failure to seek such approval from the NHBRC shall result in the NHBRC being entitled, in its sole discretion, to disqualify the relevant Bidder from any further participation in the bid process. The NHBRC shall be the sole arbiter as to what constitutes a “material change in the control and/or composition of any Bidder”, and as to what constitutes a “core member of a Bidder” for purposes of such approval. Any request for such approval shall be made to the NHBRC’s Supply Chain Management (“SCM”) in writing and shall provide sufficient reasons and information to allow the NHBRC to make a decision. The NHBRC reserves the right to accept or reject any such request for approval at its sole discretion.
- 1.13 **Briefing Session: There will be a non-compulsory briefing session.** The sharing of information and clarifications of issues related to this Bid, as given by the NHBRC will form part of this Bid and responses.
- 1.14 Any requirement set out in the RFP that stipulates the form and/or content of any aspect of a Bid, is stipulated for the sole benefit of the NHBRC, and save as expressly stated to the contrary, may be waived by the NHBRC in its sole discretion at any stage in the RFP process.
- 1.15 The NHBRC and its advisors shall rely on a Bid as being accurate and complete in relation to the information and proposals provided therein by the Bidders.
- 1.16 All Bids submitted to NHBRC will become the property of the NHBRC and will as such not be returned to the Bidder. The NHBRC will make all reasonable efforts to maintain proposals in confidence. Proprietary information should be identified as such in each proposal. The Bid submitted by the bidder shall be considered irregular if they show any omissions, alteration of form, additions, or conditions not called for, or irregularities of any kind.
- 1.17 ***The NHBRC reserves the right to accept or reject in part or completely any bid submitted, and to waive any technicalities for the best interest of the company. The NHBRC reserves the right to verify the validity of the document submitted as part of due diligence prior to the appointment***
- 1.18 RFP’s shall be rejected, among other reasons, where bids are received after the closing date and time as specified in the RFP.
- 1.19 Potential service provider(s) shall be disqualified and their bids not considered among other reasons, for any of the following specific reasons:
  - 1.19.1 If the SCM Mandatory Documents are not submitted and completed as per this RFP; and/or
  - 1.19.2 The Bid contains irregularities.
- 1.20 The NHBRC reserves the right to require that any bidder provide a formal presentation of its RFP at a date and time to be determined by the NHBRC. The NHBRC shall provide all instructions and clarification regarding the purpose and scope of the presentation. All expenses must be borne by the bidder.
- 1.21 All costs associated with the preparation and submission of the Bid is the responsibility of the Bidder. The costs shall not be chargeable to the NHBRC by successful or unsuccessful Bidder.

- 1.22 This document is released for the sole purpose of responding to this RFP and must be considered confidential. In addition, the use, reproduction or disclosure of the requirements, specifications or other material in this RFP is strictly prohibited.
- 1.23 In this RFP, the words “service provider”, “bidders” will be used interchangeably to refer to the bidder.
- 1.24 All Bids must be formulated and submitted in accordance with the requirements of this RFP. confidential. In addition, the use, reproduction or disclosure of the requirements, specifications or other material in this RFP is strictly prohibited.

## 2. BACKGROUND

### 2.1 ABOUT THE NHBRC

2.1.1 The National Home Builders Registration Council (NHBRC) is a regulator established in terms of section 2 of the Housing Consumers Protection Measures Act 95 of 1998 (“the Act”). Section 3 of the Act provides that the objects of the NHBRC are to:

- (a) represent the interests of housing consumers by providing warranty protection against defects in new homes;
- (b) regulate the home building industry;
- (c) provide protection to housing consumers in respect of the failure of home builders to comply with their obligations in terms of this Act;
- (d) establish and to promote ethical and technical standards in the home building industry;
- (e) improve structural quality in the interests of housing consumers and the home building industry;
- (f) promote housing consumer rights and to provide housing consumer information;
- (g) communicate with and to assist home builders to register in terms of this Act;
- (h) assist home builders, through training and inspection, to achieve and to maintain satisfactory technical standards of home building;
- (i) regulate insurers contemplated in section 23 (9) (a); and
- (j) in particular, achieve the stated objects of this section in the subsidy housing sector.

### 2.2 NHBRC OFFICES

2.2.1 The NHBRC is an organisation with a staff compliment of approximately 620 employees. The NHBRC’s Head Office is located in Sunninghill, Gauteng, with nine (09) Provincial Offices of varying size and 12 Satellite Offices which are located in the following areas:

	<b>NHBRC OFFICE LOCATIONS</b>	<b>#</b>	<b>NHBRC OFFICE LOCATIONS</b>
1	Head Office, (Sunninghill)	13	Eastern Cape (East London) - Satellite
2	Gauteng (Sunninghill) – Provincial	14	Western Cape (George) - Satellite
3	Kwa-Zulu Natal(Durban) – Provincial	15	North West (Klerksdorp) - Satellite
4	Western Cape (Cape Town) – Provincial	16	Limpopo (Tzaneen) - Satellite
5	Eastern Cape (Port Elizabeth) – Provincial	17	Limpopo (Modimolle) - Satellite
6	North West (Rustenburg) – Provincial	18	Mpumalanga (Witbank) - Satellite
7	Limpopo (Polokwane) – Provincial	19	Free State (Bethlehem) – Satellite
8	Mpumalanga (Nelspruit) – Provincial	20	North West (Mahikeng) – Satellite

9	Free State (Bloemfontein) – Provincial	21	Limpopo (Thulamela) – Satellite
10	Northern Cape (Kimberley) - Provincial	22	Gauteng (Tshwane) – Satellite
11	Kwa-Zulu Natal (Newcastle) - Satellite	23	Eric Molobi Innovation Hub (Soshanguve)
12	Kwa-Zulu Natal (Richards Bay) - Satellite	24	

### 3. INTRODUCTION

The National Home Builders Registration Council is mandated by the Housing Consumers Protection Measures Act, 1998 (Act No. 95 of 1998) to regulate the homebuilding industry and protect housing consumers. The NHBRC ensures that it delivers on its mandate by delivering on its products and services, and the key performance indicators that are contained in the organisational scorecard.

#### VISION

To be the Champion of the Housing Consumers.

#### MISSION

To Protect the Housing Consumers and to Regulate the Homebuilding Environment.

#### MOTTO

Assuring Quality Homes.

#### STRATEGY OF NHBRC

The strategy of the NHBRC is based on the following pillars:

- To ensure that housing consumers and home builders are educated on their rights and obligations.
- To entrench a culture of compliance through fair and efficient enforcement mechanisms
- To research and introduce innovative products, methods and technologies within the homebuilding industry.
- To maintain a sustainable warranty fund.

### 4. OBJECTIVES

- 4.1 The NHBRC seeks to procure a service provider to provide an Employee Wellness Program (EWP). The services are required in pursuit of a balanced and healthy lifestyle for all employees through core EWP services.
- 4.2 The primary goal of the EWP is to encourage and skill employees to take ownership of their well-being and to provide them with the necessary support and interventions to make informed decisions regarding their work and personal lives.
- 4.3 The NHBRC appreciates the role and support family members play in the respective employee's well-being and, therefore extends the services to immediate family members. The programme provides extra support for employees in managing work-life balance.

## 5. SCOPE OF WORK

Reference of Service Components	Service Description
<b>Services 1: Counselling Service</b>	
<p>Toll-free telephone supportive counselling: National network matching NHBRC geographic footprint</p>	<ul style="list-style-type: none"> <li>Professional Support Line Service will be available (24/7/365) for employees and families. The service shall be available in 11 official languages, with the national network matching NHBRC's geographic footprint</li> </ul>
<p>Personal Face-to-Face Counselling and 3 hours dedicated to onsite Counselling on a monthly basis</p> <p>Model of 6-8 counselling sessions per employee per issue annually with additional two sessions at the discretion of the service provider.</p> <p>Face-to-Face Counselling for employees and family members</p>	<ul style="list-style-type: none"> <li>6-8 Personal Counselling (Face-to-Face) - sessions per person per year (per condition/incident) close to employee/family member residence or place of work.</li> <li>Support and counselling/rehabilitation for victims and perpetrators.</li> <li>Support and counselling for victims of unfair discrimination, disabilities, homophobic, xenophobic and tribalism etc.</li> <li>Bereavement Counselling</li> </ul>
<p>Critical Incidence Services (Trauma debriefing)</p>	<p>A <b>critical incident service</b>: offering prompt and professional trauma debriefing and counselling services to employees exposed to incidents of trauma.</p>
<p>Electronic on-line advisory services</p>	<p>Access to comprehensive online 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 encyclopaedia; quizzes and calculators; as well as personalised information on a range of employee well-being related topics such as stress management, substantiate abuse and trauma management.</p> <p>Printable resources to be made available.</p>

<b>Service 2: Life Management Services</b>	
<p>Life Management Services:</p> <ul style="list-style-type: none"> <li>• Financial and Debt management and advocacy</li> <li>• Money management (Budgeting)</li> <li>• Legal Advice and Guidance</li> <li>• Family Care</li> <li>• Alcohol, Drugs and Gambling Management</li> </ul>	<p><b>Life Management Services</b></p> <ul style="list-style-type: none"> <li>• A <b>legal well-being</b> service provider will provide NHBRC employees with detailed practical information, education, counselling, resources and referrals on a broad range of legal matters, consumer affairs and social benefits. Assistance on labour law matters is excluded from the service.</li> <li>• <b>Financial wellbeing:</b> This component of the service will assist employees who have queries relating to finances and debt management</li> <li>• <b>Family Care Support:</b> It will focus on the provision of information and guidance on a broad range immediate 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, pre-school programmes and care-giving guidance, information and advice on alcohol management.</li> </ul>
	<p>Information and advice on alcohol, drugs and gambling management.</p> <ul style="list-style-type: none"> <li>• <b>Draft Wills and Estate Planning:</b> Draft and advice.</li> <li>• Basic contract drafting and providing advice.</li> </ul>
<b>Service 3: Incapacity Solutions</b>	
Incapacity of ill health	<ul style="list-style-type: none"> <li>• Counselling, advice and support.</li> </ul>
<b>Service 4: Unfair Discrimination and Sexual Harassment Support Programme</b>	
Sexual Harassment Unfair Discrimination (Gender, Race, Disability etc.)	<ul style="list-style-type: none"> <li>• Provide trauma Counselling and victim empowerment.</li> <li>• Mandatory Counselling for perpetrators.</li> </ul>
<b>Service 5: Annual employee health screening and medical assessment</b>	
Wellness Screening  Medical Risk Appraisal	<p>The services to be rendered will include but not limited to the following:</p> <ul style="list-style-type: none"> <li>• Weight</li> <li>• Height</li> <li>• Body Mass Index</li> <li>• Blood Pressure &amp; pulse readings</li> <li>• Full lipid screening</li> <li>• Glucose levels</li> <li>• Provide appropriate health action recommendation based upon the results of each employee's screening results</li> <li>• Personal and family medical history</li> <li>• Exercise and nutrition management</li> <li>• Health habits</li> </ul>





Other Test	<ul style="list-style-type: none"> <li>• Cervical Cancer</li> <li>• Testicular Cancer</li> <li>• Hearing tests</li> </ul>
Radiological Investigations	<ul style="list-style-type: none"> <li>• Oral Health</li> <li>• VCT –HIV</li> <li>• Chest x-ray for &gt; 40 on first visit/every 5 years/ by referral</li> <li>• mammogram and bone density female &gt; 40 years old</li> </ul>

<b>Service 6: Awareness Education &amp; Training (12 sessions per annum split per region)</b>	
<p>Awareness sessions entail the following:</p> <ul style="list-style-type: none"> <li>• Employee Awareness Sessions.</li> <li>• Managerial Awareness Sessions</li> <li>• Wellness Interventions with a specific focus on: <ul style="list-style-type: none"> <li>➢ Social-psycho specialists (As and when required even on a group level)</li> <li>➢ 5 Onsite Training (monthly per site)</li> </ul> </li> </ul>	<p><b>The services to be rendered will include but not limited to the following:</b></p> <ul style="list-style-type: none"> <li>• Awareness presentations for managers, supervisors and employees and others who may need to be involved such as Human Capital, SHE personnel as follows: <ul style="list-style-type: none"> <li>➢ Dieticians per annum</li> <li>➢ 1 Gynaecologist per annum</li> <li>➢ 2 Biokineticist o</li> <li>➢ 4 Socio Psychologists</li> <li>➢ Incapacity Training</li> <li>➢ Diversity Training</li> </ul> </li> </ul>
<b>Service 7: Restructuring, Retrenchment and Support Services per intervention of 4 or more people</b>	
Restructuring, retrenchment and support services	<ul style="list-style-type: none"> <li>• Effective and efficient programme to assist in the management of people, organizational change to provide support, change surveys, training, group dynamics, and group and leadership coaching</li> </ul>
<b>Service 8: Conflict Management Intervention of 4 or more people</b>	
Conflict Management: To be done by Industrial Psychologists	<ul style="list-style-type: none"> <li>• Respond to the adverse conflict risks within the organization prior to them impacting negatively on productivity and service excellence.</li> <li>• Build capacity for managers to use the service and to identify distressed employees and refer them to appropriate resources.</li> <li>• One-on-one and group support interventions</li> <li>• Referral (Employee-to-employee and Employer-to-Manager)</li> </ul>

<b>Service 9: Ill Health and Disability Management Consultation Services (Advisory)</b>	
<p>Ill-health management</p> <p>Reasonable accommodation disability management assistive</p> <p>Advice on special working standards, emergency and Support and Recovery Back to</p>	<p>Illhealth management in general.</p> <p>Advice on accessibility standards, duty to accommodate and on technologies.</p> <p>arrangements, occupational health and safety legislation and continuity plans.</p> <p>work adjustment and rehabilitation.</p>
<b>Service 10: Marketing and Communication</b>	
Marketing and Communication	<ul style="list-style-type: none"> <li>• The service provider must adopt NHBRC Employee Wellness Programme branding and design.</li> <li>• Custom-designed and continued communication programmes that are aligned to the EWP, ensure understanding and encourage all employees to use the service.</li> <li>• Utilisation of NHBRC communication channels and updates.</li> </ul>
<b>Service 11: Programme Management</b>	
Programme Management: Client Services	<ul style="list-style-type: none"> <li>• A dedicated Client Relationship Manager will manage the EWP.</li> <li>• Client Relationship Manager must be available as and when required to the NHBRC head office</li> <li>• The NHBRC's EWP is inclusive of service promotion and marketing.</li> <li>• A dedicated Client Relationship Manager must liaise with NHBRC's EWP custodians for related training, reporting, organizational consultancy and complaints resolutions.</li> </ul>
Policy Development	<ul style="list-style-type: none"> <li>• Development of a health and wellness strategy plan and implementation plan in close collaboration with Programme Leadership through a consultative process.</li> <li>• Output will be a detailed strategy document outlining the strategic positioning of the programme.</li> </ul>
<p>Reporting Services:</p> <ul style="list-style-type: none"> <li>• Monthly and Quarterly Reporting</li> </ul>	<p><b>Reporting will consist of:</b></p> <ul style="list-style-type: none"> <li>• Statistics and calculations</li> <li>• Data analysis</li> <li>• Engagement rate</li> <li>• Themes and trends</li> <li>• Value</li> <li>• Benchmarking</li> <li>• Conclusions and recommendations</li> </ul>
EWP Strategy Alignment	<p><b>Customisation and alignment to the NHBRC Strategy to consist of:</b></p> <ul style="list-style-type: none"> <li>• EWP Strategy alignment</li> <li>• Project Plan</li> <li>• Events Calendar</li> </ul>

Complaints Management	<ul style="list-style-type: none"> <li>The service provider will address all EWP related as per SLA complaints received from the NHBRC.</li> </ul>

## 6. PURPOSE OF THE EMPLOYEE WELLNESS PROGRAM (EWP)

6.1 The EWP will form part of the NHBRC Human Capital Management Plan.

## 7. IMPLEMENTATION PLAN

7.1 The service provider will design a five (05) years implementation plan to be rolled out throughout the NHBRC.

7.2 The implementation plan is envisaged to take four weeks prior to the EWP launch.

7.3 The Monthly, quarterly, and annual reports will be provided to NHBRC.

## 8. KEY ROLE PLAYERS OF THE NHBRC

8.1 Human Capital Manager

8.2 Employee Wellness Coordinator

## 9. DURATION OF THE SERVICE LEVEL AGREEMENT (SLA)

9.1 The service provider and NHBRC will enter into a five (05) years SLA on an effective date to be determined by the parties.

## 10. SERVICE PROVIDER RESPONSIBILITIES

10.1 As part of the service expectation the following key elements will be required to be addressed:

- NHBRC working hours are from 8h30 to 16h30, the service provider will be required to work eight (8) hours a day.
- The Service provider must be available as and when required by the NHBRC.
- The Service provider will deploy a qualified team to the NHBRC for the duration of the implementation of the project.
- The Service provider will be expected to provide high-quality work.
- The Service Provider will be expected to conduct a yearly survey for the duration of the contract to manage the performance of the contract.
- The Service Provider will undertake to abide by the NHBRC policies and procedures, and Code of Conduct whilst conducting work on behalf of the NHBRC.
- Propose other cost-effective methods of delivering the project as per the NHBRC business requirements, including response to queries within a 24-hour turnaround time.

- The service provider will sign a Service Level Agreement (SLA) with the NHBRC and conduct the full scope of work for NHBRC prior to implementation of the EWP.

## 11. FUNCTIONAL EVALUATION CRITERIA

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

Functional Factors	Criteria Description
1. Bidders Experience	The bidder MUST have experience of services rendered and demonstrate the firm's capacity and ability to carry instructions. Please attach a company profile that includes a list of projects that demonstrate relevant experience in section 5
2. Client references	<p>The bidder must provide positive written contactable references indicating any work or project done or completed. Listed in Section 5</p> <p><u>The reference letters from the clients of a bidder MUST include:</u></p> <ol style="list-style-type: none"> <li>1. Company name</li> <li>2. Company letterhead</li> <li>3. Contact person and contact telephone numbers</li> <li>4. The letter must be signed by a duly authorized person</li> <li>5. Reference letters MUST indicate the period when the project was executed.</li> <li>6. Final Quality of work delivered</li> <li>7. The number of employees between 500 to 620</li> </ol> <p>NB: Bidders must take note that the NHBRC reference letter will not be considered.</p>
3. Experience of the Team Member (s)	Provide detailed CVs of team members. Proof of registration of team members with the Health Professional Council of South Africa (HPCSA). A valid certificate must be submitted.

## 12. PRICE MODEL

- 12.1 The fees for EWP will be based on the current staff complement of 620 employees for the period of five (05) years.
- 12.2 In addition, provision should be made in the contract for 576 hours of contact session such as (wellness days, women's month, men's month, cancer month) and other services which will be needed from time to time by the NHBRC.

### **13. ELIMINATION CRITERIA**

13.1 Proposals that do not meet the stipulated conditions of the NHBRC will be eliminated.

### **14.1 REPORTING**

14.1 The report format will be agreed upon between the service provider and NHBRC Human Capital Manager.

14.2 The service provider shall provide monthly, quarterly, and annual reports to management with Comprehensive. An accurate analysis, interpretations of trends, and problem profiles with possible interventions within five (05) working days from the end of the month, quarterly or yearly.

14.3 Reports must contain amongst other the following:

- Utilisation report including gender, business unit, and problem category progress report, for new and repeat participants,
- Any problems/behavioural risks/conditions identified during the quarter per business unit,
- Any aspects that need to be brought to the attention of the organisation,
- Absenteeism analysis outlining the divisions involved as well as absenteeism trends and
- Comparative statistics of the above-mentioned points.

### **15. TRACK RECORD**

15.1 A complete list of relevant projects that were successfully completed within the corporate wellness industry, and a positive contactable reference letter signed off by the accounting officer or his/her delegated is required.

### **16. TECHNICAL DATA TO BE SUBMITTED BY BIDDER**

16.1 General Information

16.1.1 The NHBRC requires the services of interested and competent organisations or companies that are experienced in corporate wellness and the service provider is expected to provide proof of expertise.

16.2 Requisites of the Service Provider:

16.2.1 A detailed proposal:

- Understanding of terms of reference.
- Team composition competencies (please attach CVs and indicate roles of individuals).
- Quality Assurance measures (process and control).
- Summary of projects executed and completed
- Detailed Pricing Schedule (Refer to Annexure A) for the pricing schedule as attached to this document
- Methodology/process to successfully deliver

16.3 Summary of projects executed and completed

16.3.1 The following is what is required to be submitted by the service provider.

16.3.2 Positive written contactable references for projects the service provider has completed with regard to the Employee Wellness Program. For each project, a letter of successful completion of the project must be provided by the client, on the client’s letterheads, and signed off by an authorised delegated employee of the client. The service provider must submit a summary of the projects in the format presented below:

Name of Project	Project Description	Project Period (Start date – End date)	Contract Value (incl. VAT)	Client Name	Client Contact Tel

Name of project:

Name of Client:

Client Contact Details

    Contact person:

    Role in Project:

    Contact Tel No:

    Contact Cell:

Project Start Date:

Project Completion Date:

Contract Amount (incl. VAT):

Summary of Project (maximum 200 words).

**Note: Please attach a reference letter from the client indicating the successful completion of the project as per the client’s brief. Excluding the NHBRC**

16.4 Expertise and experience of key personnel

16.4.1 The successful service provider will be required to provide the expertise, qualifications, and experienced team to successfully deliver the employee wellness program.

16.4.2 Suitably qualified and experienced technical personnel must be assigned to this project. The personnel must currently be registered as professionals with the Employee Assistance Professionals Association of South Africa (EAPA-SA) and the Health Professional Council of South Africa (HPCSA). A valid membership certificate for both professional registrations must be provided.

16.4.3 Please complete a summary detail of the main Project Team in the format shown below:

PROJECT TEAM					
No.	Full Name	Role in the Project	Current Academic Qualifications*	Key Area of Specialization	Years of Experience in the industry
1.					
2.					
3.					
4.					
5.					

*\*Please attach recently certified copies of academic qualifications not older than six months.*

**Note**, in addition, please provide the following:

- CV for each of the project team members highlighting specific and relevant qualifications and experience.
- The personnel with similar expertise may only replace key personnel over the life of the contract and written permission must be obtained from the NHBRC.

## 17. TECHNICAL AND PRICE EVALUATION CRITERIA

17.1 In accordance with the NHBRC Supply Chain Management Policy, the bid evaluation process shall be carried out in three (03) stages namely:

- 17.1.1 **Stage 1:** Compliance check of Bid Requirements;
- 17.1.2 **Stage 2:** Functional Evaluation Criteria
- 17.1.3 **Stage 3:** Price and Preference Points Evaluation

### 17.2 Stage 1: Compliance check of Bid Requirements

DOCUMENTS TO BE SUBMITTED		
No.	Bidders shall take note of the following bid requirements and documents to be submitted	Yes/No
1.	SBD 1 Invitation to bid which should be completed signed	
2.	SBD 3.1 - Pricing Schedule (including a detailed costing breakdown of all costs and escalations).	
3.	SBD 4 Declaration of interest should be completed and signed.	
4.	SBD 6.1 Preference claim form should be completed and signed, regardless if points are claimed or not.	
5.	SBD 7.2 Contract Form, Should be completed and signed	
6.	Annexure A: Proposed fee structure (including a detailed costing breakdown of all costs and escalations <b><i>The pricing schedule must be duly signed by the bidder/ and or a duly authorized individual by way of resolution which must be attached to the bid, if there is no signature on the pricing schedule the bidder will be disqualified (Mandatory)</i></b> )	
7.	Proof of registration with the Employee Assistance Professionals Association of South Africa (EAPA-SA). A valid membership certificate must be provided. <b>(Mandatory)</b>  <b>Verification will be conducted for membership validity.</b>	
8.	Bidder should submit CSD (Central Supplier Database) Report/ MAAA Number	
9.	General Conditions of the contract (GCC).	

**Note: NHBRC will be using General Conditions of Contract ( GCC) as issued by National Treasury and SLA for the management of the contract**

**Bidders that do not comply with all the mandatory requirements or do not submit the required documents will be disqualified.**



**17.3 Stage 2: Functional Evaluation Criteria**

Bids must fully comply with all the Mandatory Requirements for **Stage 1: Compliance check of Bid Requirements** in order to qualify for **Stage 2: Functional Evaluation** and those bids which failed to comply with all the requirements of Stage 1 will be invalidated or disqualified from the process.

The Bidders information will be scored according to the following points systems:

The following values and formulae will be applicable when evaluating the bid

**Member score for criteria**

\_\_\_\_\_ X Weight per criteria = Total Score per criteria

**Highest points for criteria**

**5=Excellent 4=Very good 3= Good 2= Average 1= Poor 0= Non-compliance**

Item No	Evaluation Criteria	Description	Weight (%)
1.	Bidders Experience	<p>The bidder <b>MUST</b> have experience of services rendered and demonstrate the firm's capacity and ability to carry instructions. Please attach a company profile that includes a list of projects that demonstrate relevant experience in section 5</p> <p><b><u>Bidders Experience Scoring</u></b></p> <ul style="list-style-type: none"> <li>• 0 – 1 year experience = 0 Points</li> <li>• 2 – 3 years' experience = 1 point</li> <li>• 4 – 5 years' experience = 2 Points</li> <li>• 6 – 7 years' experience = 3 Points</li> <li>• 8 – 9 years' experience = 4 Points</li> <li>• 10 years and more experience = 5 Points</li> </ul>	20
2.	Client References	<p>The bidder must provide positive written contactable references indicating any work or project done or completed. Listed in Section 5</p> <p><b><u>The reference letters from the clients of a bidder MUST include:</u></b></p> <ol style="list-style-type: none"> <li>1. Company name</li> <li>2. Company letterhead</li> <li>3. Contact person and contact telephone numbers</li> <li>4. The letter must be signed by a duly authorized person</li> <li>5. Reference letters MUST indicate the period when the project was executed.</li> <li>6. Final Quality of work delivered</li> <li>7. The number of employees between 500 to 620.</li> </ol>	30

		<p><b><u>Reference Letter Scoring</u></b></p> <p>i. 0 reference letter= 0 Points  ii. 1 positive reference letter = 1 Points  iii. 2 positive reference letters = 2 Points  iv. 3 positive reference letters = 3 Points  v. 4 positive reference letters = 4 Points  vi. 5 positive reference letters and more = 5 Points</p> <p><b>NB: Bidders must take note that the NHBRC reference letter will not be considered.</b></p>	
3.	Experience of the Team Member (s)	<p><b>Provide detailed CVs of team members. Proof of registration of team members with the Health Professional Council of South Africa (HPCSA). A valid certificate must be submitted.</b></p> <p><b><u>Team Members Scoring</u></b></p> <ul style="list-style-type: none"> <li>• No Experience and No Certificate = 0 points.</li> <li>• 1. year experience and Certificate = 1 Points</li> <li>• 2 years' experience and Certificate = 2 points</li> <li>• 3 years' experience and Certificate = 3 points</li> <li>• 4 year's experience and Certificate = 4 points</li> <li>• 5 years' experience above and Certificate = 5 points</li> </ul>	50
<b>TOTAL</b>			<b>100 Points</b>
<b>MINIMUM QUALIFYING REQUIREMENTS</b>			<b>80 Points</b>

**TOTAL SCORE = 100**

**The minimum threshold for functionality is 80 points or greater out of 100 points. Bidders who fail to meet the minimum threshold will be disqualified and will not be evaluated further for price and preference points.**

**Stage 3: Price and Preference Points Evaluation**

Only bids that achieve minimum qualifying score **80 points** or more for **Stage 2 (Functional Requirements)** will be evaluated further.

The contract will be awarded in terms of Regulations 4 of the Preferential Procurement Regulations pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000) and Preferential Procurement Regulations, 2022 and bids will be adjudicated in terms of a (80/20) preference point system in terms of which points are awarded to bidders on the basis of:

**80/20 Preference point system (for acquisition of services, works or goods with a Rand value more than R30 000.00) (all applicable taxes included)**

$$P_s = 80 \left( 1 - \frac{P_t - P_{min}}{P_{min}} \right)$$

Where;

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

$P_t$  = Comparative price of bid or offer under consideration

$P_{min}$  = Comparative price of lowest acceptable bid or offer.

The points scored will be rounded off to the nearest two decimal places.

The points will be awarded to a Bidder in accordance with the table below:

A maximum of 20 points may be awarded to a bidder for Preference Points specified in the tender.

Preference Points	Points Allocated
Women	12
Youth	5
Disabilities	1.5
Military Veterans	1.5
<b>TOTAL</b>	<b>20 Points</b>

The following formula must be applied to calculate the number of points for preference points

$$NEP = NOP \times \frac{EP}{100}$$

Where:

NEP = Points awarded for equity ownership Preference Points

NOP= The maximum number of points awarded for Preference Points

EP = The percentage of equity ownership

*The points scored for price will be added to the points scored for preference points to obtain the Bidders total points scored out of 100 points.*

## 18. RFP SUBMISSION INSTRUCTIONS

- 18.1 All RFP documents must be sealed in a clearly marked envelope and deposited into the tender box at the **NHBRC HEAD OFFICE: 27 LEEUWKOP ROAD, SUNNINGHILL, JOHANNESBURG.**

## 19. AVAILABILITY OF THE RFP DOCUMENT

- 19.1 Bid documents can be downloaded on the NHBRC Website ([www.nhbrc.org.za/current-tenders](http://www.nhbrc.org.za/current-tenders)) from the **05 March 2025**
- 19.2 There will be a non-compulsory briefing session that will be held on the **12 March 2025** at **11h00** at the **NHBRC HEAD OFFICE: 27 LEEUWKOP ROAD, SUNNINGHILL, JOHANNESBURG.**

## 20. RFP CLOSING DATE

- 20.1 Bid documents should be marked for Attention: Supply Chain Manager and deposited into the Bid boxes at the **NHBRC National Office, 27 Leeuwkop Road, Sunninghill on or before the 27 March 2025 at 11h00**. No emailed or faxed bids will be accepted. The bid document should be supplied in a sealed envelope and clearly marked (**Copy or Original**) with the bid number and the full name of the service provider(s).
- 20.2 No late submissions will be accepted.

## 21. VALIDITY PERIOD OF BIDS

- 21.1 All bids submitted by the bidders must be valid for a period of 90 days from the closing date specified above.

## 22. ADMINISTRATIVE ENQUIRIES

- 22.1 The administrative enquiries may be directed to:  
**Department:** Supply Chain Management  
**Contact Person:** Ms. Paballo Relela / Mr. Bernard Kekana  
**E-mail address:** [Tenders@nhbrc.org.za](mailto:Tenders@nhbrc.org.za)
- 22.2 Clarifications and enquiries by bidders should be sent to [tenders@nhbrc.org.za](mailto:tenders@nhbrc.org.za). Responses will be communicated during week days, between Monday to Friday from 8:30 am to 16:30 pm

## 23. SUBMISSIONS OF PROPOSALS

- 23.1 Submission of bid should include one (1) Original hard copy and one (1) memory stick / USB with scanned original documents of the proposal marked (**Original hard copy and memory stick / USB**) envelope and **deposited into the tender box**. NB: The Original hard copy submission on the envelope **MUST** be the same as the electronic copy.
- 23.2 All costs and expenses incurred by the Bidder relating to the participation in, and preparation of this proposal process shall be borne by the Bidder exclusively. All documentation and manuals submitted in respect of this RFP shall be retained by NHBRC, whether the proposal is accepted or not.

## 24. POPIA

- 24.1 The NHBRC is committed to adhere to the Protection of Personal Information Act 4 of 2013 and the Promotion of Access to Information Act 2 of 2000. To this end the NHBRC has published its Information Manual on its website, which regulates the manner in which NHBRC processes information.
- 24.2 The NHBRC requires the information requested in bids for the purpose set out in paragraph 2.5 of the Manual. Further the Manual confirms that NHBRC processes the information requested in bids from prospective service providers and third parties at paragraph 3.4.
- 24.3 Bidders should note that the NHBRC is committed to securing all the information submitted from bidders, in terms of paragraph 6 of the Manual. (included on the NHBRC website)
- 24.4 Bidders are in turn required to comply with the tender requirements and when the information of third parties are required by NHBRC, bidders are by law required to obtain the consent of such third parties for the sharing of such third parties' information with the NHBRC

SUBSCRIPTION WHICH INCLUDING THE BELOW SECTION:	PRICE MONTHLY	TOTAL YEAR 1	TOTAL YEAR 2 (Annual Escalation)	TOTAL YEAR 3 (Annual Escalation)	TOTAL YEAR 4 (Annual Escalation)	TOTAL YEAR 5	TOTAL
• Section 1	R	R	R	R	R	R	R
• Section 2	R	R	R	R	R	R	R
• Section 3	R	R	R	R	R	R	R
• Section 4	R	R	R	R	R	R	R
• Section 8	R	R	R	R	R	R	R
• Section 10	R	R	R	R	R	R	R
• Section 11	R	R	R	R	R	R	R
<b>TOTAL (Excl VAT)</b>							R
<b>GRAND TOTAL (Inc VAT)</b>							R
<b>BIDDER SIGNATURE</b>							

The table below **MUST** be established in line with the services as outlined in the section listed below

ADHOC - SERVICES	RATE PER EMPLOYEE FOR FIVE YEARS INCLUDING VAT
<ul style="list-style-type: none"> <li>Section 5</li> </ul>	R
<b>BIDDER SIGNATURE:</b>	

The table below **MUST** be established in line with the services as outlined in the section listed below

BI-ANNUALLY - SERVICES	RATE PER SERVICE FOR FIVE YEARS INCLUDING VAT
<ul style="list-style-type: none"> <li>Section 6</li> </ul>	
<b>BIDDER SIGNATURE:</b>	

The table below **MUST** be established in line with the services as outlined in the section listed below

AS AND WHEN REQUIRED SERVICES	RATE PER SERVICE FOR FIVE YEARS INCLUDING VAT
<ul style="list-style-type: none"> <li>Section 7</li> </ul>	R
<ul style="list-style-type: none"> <li>Section 9</li> </ul>	R
<b>BIDDER SIGNATURE:</b>	

**The bidder MUST take note of the following:**

- The pricing schedule must be duly signed by the bidder/ and or a duly authorized individual by way of resolution which must be attached to the bid, if there is no signature on the pricing schedule the bidder will be disqualified.
- An incomplete pricing schedule will result in the bidder being disqualified, no alterations can be made subsequent to submission of the bid.
- PRICE ADJUSTMENTS: Bidders must take note that firm prices will be accepted for the first twelve (12) months of the contract duration, thereafter a once – off price adjustment on the 13th month will be accepted based on the average CPI % as issued by STATS SA.  
All prices must be VAT Inclusive and must be quoted in South African Rand (ZAR).