

## **ANNEXURE A**

### **A BID TO APPOINT A SUITABLE SERVICE PROVIDER TO PROVIDE EMPLOYEE ASSISTANCE PROGRAMME COVID-19 RISK TOOL SOLUTION FOR ICASA FOR A PERIOD OF THREE (3) YEARS.**

The Independent Communications Authority of South Africa (ICASA) invites suitable service providers to submit proposals based on the technical requirements specified within the terms of reference of this bid, for a period of three (3) years.

#### **1. Terms of Reference**

Below is the scope of work for the successful service provider:

The Independent Communications Authority of South Africa ("ICASA" or "the Authority") intends to appoint an EAP Service Provider who will provide EAP services to ICASA employees nationally. ICASA has a staff complement of 400 employees.

ICASA Offices:

- Head Office in Gauteng (Centurion);
- Free State (Bloemfontein);
- Western Cape (Cape Town);
- Eastern Cape (Gqeberha);
- Kwazulu Natal (Durban);
- Mpumalanga (Nelspruit);
- North West (Mahikeng);
- Limpopo (Polokwane); and
- Northern Cape (Kimberly).

1.1. Induction and training for all ICASA personnel on EAP matters;

1.2. 24/7/365 Telephonic Counselling and e-care counselling;

1.3. Psycho-social Counselling (face-to-face sessions);

1.4. Lifestyle, medical and preventative health counselling;

1.5. Conduct financial well-being consultations;

- 1.6. Legal well-being consultations;
- 1.7. Management consultations and reporting;
- 1.8. Management supervisory training and orientation;
- 1.9. Employee orientation on the EAP;
- 1.10. Access to 24-hour Service Centre and integrated Website;
- 1.11. Provide management assistance in dealing with troubled employees;
- 1.12. Trauma Counselling;
- 1.13. Critical incident Stress Management;
- 1.14. Arrange EAP/Wellness events in consultation with ICASA's Employee Wellness team; and
- 1.15. Covid-19 Life Risk Solution in the form of a Software to support the tracking, location, data management & reporting of exposed and COVID-19 positive employees. Such would help in managing risks associated with the Covid-19 crises and beyond.

## **2. Period of Assignment**

The service provider will be appointed for a period of three (3) years.

## **3. Functionality Evaluation**

Bidders will be evaluated for the submission of the required documents, functionality and on price/BBBEE Evaluation of the required expertise. Only service providers who meet the cut-off score of **70** points out of 100 points will be considered further for price evaluation. All bid proposals submitted will be evaluated in accordance with the 80/20 procurement principle.

No	Functionality Evaluation	Weight						
1.	<p><b><u>Detailed Company Profile</u></b></p> <p>Prospective Bidders should clearly indicate whether a bid participant have the internal capacity to meet the requirements of the TOR. This will include but not limited to:</p> <ul style="list-style-type: none"> <li>• An accredited company with at least three years of experience providing employee assistance programme;</li> <li>• EAP competent resources with a multi-disciplinary and dedicated team of skilled professionals in the fields of Human Resource, Health, Psychology, Social work, Industrial Psychology, Sociology and Anthropology;</li> <li>• Provide proof of registration with the relevant professional body in applicable professions; and</li> <li>• Attach a company profile with clear organizational structure and curriculum vitae of the team leaders with relevant qualifications.</li> </ul>	60						
	<table> <tr> <th>No</th><th>Functionality</th><th>Score</th></tr> <tr> <td>1</td><td>•A company profile including all of the above requirements.</td><td>5</td></tr> </table>	No	Functionality	Score	1	•A company profile including all of the above requirements.	5	
No	Functionality	Score						
1	•A company profile including all of the above requirements.	5						

**REQUEST FROM THE BID SPECIFICATION COMMITTEE TO THE BID ADJUDICATION COMMITTEE TO ISSUE AN OPEN BID TO APPOINTAN EMPLOYEE ASSISTANCE PROGRAMME (EAP) SERVICE PROVIDER TO RENDER EAP SERVICES FOR ICASA FOR A PERIOD OF THREE (3) YEARS**

	2.	A company profile including the following: <ul style="list-style-type: none"><li>• An accredited company with at least three years of experience providing employee assistance programme; and</li><li>• EAP competent resources with a multi-disciplinary and dedicated team of skilled professionals in the fields of Human Resource, Health, Psychology, Social work, Industrial Psychology, Sociology and Anthropology.</li></ul>	3	
	3.	A company profile provided without any of the above requirements	1	
2.	<b><u>Contactable references:</u></b>  Provision of five (5) or more contactable references not older than 4 years on clients letter heads where EAP have been conducted, as well as profiles of Key Accounts Managers.			20
	No	Functionality		
	1	List of 5 references or more with evidence where similar work was done	5	
	2	List of 4 references with evidence where similar work was done	4	
	3	List of 3 references with evidence where similar work was done	3	
	4	List of 2 references with evidence where similar work was done	2	
	5	Only 1 reference with evidence where similar work was done	1	

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### **3. Covid -19 management**

**20**

The COVID-19 life risk solution Demonstrate competency, experience, insight and achievement by submitting Covid-19 Life Risk Solution.

<b>No</b>	<b>Functionality</b>	<b>Score</b>
1	<ul style="list-style-type: none"> <li>• Having Life Risk Tool and demonstration of successful implementation and capable of producing reports</li> <li>• Solution can be accessed as an app via IOS &amp; Android</li> </ul>	5
2	<ul style="list-style-type: none"> <li>• Having Life Risk Tool and demonstration of successful implementation and capable of producing reports</li> <li>• Solution can be accessed as an app via IOS</li> </ul>	4
3	<ul style="list-style-type: none"> <li>• Having Life Risk Tool and demonstration of successful implementation and capable of producing reports</li> <li>• Solution can be accessed as an app via IOS</li> </ul>	3
4	<ul style="list-style-type: none"> <li>• Having Life Risk Tool and demonstration of successful implementation and capable of</li> </ul>	2
5	<ul style="list-style-type: none"> <li>• No life Risk online solution</li> </ul>	1

**TOTAL FOR FUNCTIONAL PRE-QUALIFICATION CRITERIA.**

**100**