



Independent Communications Authority of South Africa

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ANNEXURE A

A BID TO APPOINT A SUITABLE SERVICE PROVIDER TO PROVIDE EMPLOYEE ASSISTANCE PROGRAMME (EAP) SERVICES FOR A PERIOD OF THREE (3) YEARS

The Independent Communications Authority of South Africa (ICASA) invites qualified service providers to submit proposals to provide Employee Assistance Programme (EAP) services to 400 employees nationwide for a period of three (3) years. The EAP will enhance employee wellbeing, productivity, and organisational resilience.

1. Terms of Reference

The requirements of ICASA are set out below.

The Independent Communications Authority of South Africa (ICASA) intends to appoint an EAP Service Provider who will provide EAP services to ICASA employees nationally. ICASA has approximately 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).

2. Scope of Work

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

All services listed below form part of the EAP service requirement. The successful bidder must be able to provide the services 24/7/365 throughout the contract period and across all nine (9) provinces of South Africa.

Service Area	Description	Measurable Deliverables	Time-Bound Delivery	Availability
Clinical and Counselling Services	Confidential telephonic and on-site counselling; 24/7/365 in all 11 SA languages and Sign Language	Number of sessions delivered; utilisation rates	Monthly reports	24/7/365
Critical Incident and Trauma Support	Respond to incidents within 24 hours; CISD & trauma debriefings	Incident response logs; participant feedback	Within 24 hours per incident	24/7/365
Advisory Services	Telephonic advice on legal and financial matters	Number of consultations provided	Monthly reporting	24/7/365
Wellbeing Programmes	Wellness sessions, educational content, digital tools, Quarterly for the duration of the contract (12 wellbeing events for a period of 3 Years)	Attendance, engagement metrics	Quarterly /Annual reports	12 wellbeing events for a period of three (3) Years. Programmes scheduled as agreed
Reporting	Monthly, quarterly, annual reports with recommendations	Submission of reports with	Monthly, quarterly, annual	As specified in reporting requirements

REQUEST TO TENDER FOR A SUITABLE SERVICE PROVIDER TO PROVIDE EMPLOYEE ASSISTANCE PROGRAMME (EAP) FOR A PERIOD OF THREE (3) YEAR

Service Area	Description	Measurable Deliverables	Time-Bound Delivery	Availability
		actionable insights		

DELIVERABLES

1. Induction and training for all ICASA personnel on EAP matters;
2. 24/7/365 Telephonic Counselling and e-care counselling;
3. Psycho-social Counselling (face-to-face sessions);
4. Lifestyle, medical and preventative health counselling;
5. Conduct financial well-being consultations;
6. Legal well-being consultations;
7. Management consultations and reporting;
8. Access to 24-hour Service Centre and integrated Website;
9. Provide management assistance in dealing with troubled employees;
10. Trauma Counselling;
11. Critical incident Stress Management;
12. Arrange EAP/Wellness events in consultation with ICASA's Employee Wellness team;
13. Value-add services (mobile apps, printed collateral) must be costed and aligned to ICASA priorities.
14. The requirement for 24/7/365 availability applies to all services included in the EAP scope:
 - The service provider must maintain an operational mechanism that enables employees to access the required EAP services at any time, including weekends and public holidays.
 - The service provider must provide an appropriate escalation mechanism for urgent and critical incidents.
 - The service provider must state in its methodology how 24/7/365 service availability will be maintained, monitored and reported.
 - The service provider must specify proposed response times for routine consultations, urgent matters and critical incidents in its methodology, subject to the final service levels agreed with ICASA.
15. Language and Accessibility: The service provider must be able to provide EAP services in all eleven (11) official South African languages and provide access to South African Sign Language (SASL), where required by an employee or eligible family member.
16. National Service Delivery: The successful service provider must be able to deliver all services listed in this TOR across all nine (9) provinces of South Africa. The bidder must submit an operational plan demonstrating how services will be delivered to all ICASA locations, including

the availability of practitioners, telephonic/remote services, onsite services where required, critical incident response and escalation arrangements. The operational plan must demonstrate that the bidder has sufficient capacity to service ICASA employees nationally for the full contract period.

3. Period of Assignment

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

4. Evaluation

The bid will be evaluated in four (4) phases as outlined below:

Phase 1: Administrative Compliance

Phase 2: Mandatory requirements

Phase 3: Functional evaluation (Only service providers who meet the cut-off score of 70 points out of 100 points will be considered further for Price and Specific Goals Evaluation).

Phase 4: Price and Specific Goals Evaluation

PHASE 1: ADMINISTRATIVE COMPLIANCE

Bidders must ensure that they complete and sign documents as indicated below, and the documents must be submitted as part of the bid document.

- SBD 1 – Invitation to Bid
- SBD 2 - Tax Clearance Certificate Requirements
- SBD 3.1 - Pricing schedule
- SBD 4 - Declaration of Interest
- SBD 5- The National Industrial Participation Programme
- SDB 6.1 - Preference Points claim form
- SBD 7.1 – Contract form (rendering of services)
- Declaration in terms of Fronting

PHASE 2: MANDATORY REQUIREMENTS

The following are the mandatory requirements for this bid. Failure to comply with any of the requirement will result in disqualification.

Special Condition	Comply	Not Complied
The bidder must submit valid proof of accreditation with the relevant statutory or professional body, namely the Employee Assistance Professionals Association of South Africa (EAPASA). A valid certificate or confirmation letter must be submitted.		
The bidder must demonstrate the capability to provide Employee Assistance Programme (EAP) services across all nine (9) provinces of South Africa. Documentary proof of the national footprint (for example network of practitioners, service delivery model, office locations) must be submitted.		
The bidder must submit a signed declaration confirming compliance with the Protection of Personal Information Act, 2013 (Act No. 4 of 2013) (POPIA) and demonstrate that appropriate information security measures are in place to protect confidential employee information in the form of consensual agreements.		
The bidder must provide evidence that their key personnel, allocated team resources and professionals are qualified. Key personnel allocated team resources, and qualified professionals should have a minimum of 5 years of experience each in their respective professional fields. Complete the below table A (Curriculum Vitae (CVs), certified qualifications and proof of professional registration (where applicable) must be submitted		

TABLE A: PROPOSED KEY PERSONNEL

Description	Team Members name	Team members Qualification	Professional Body Registration and Number	Proof attached CV and qualifications (Yes/No)
Social Workers with a Degree or above in Social Work and registered with South African Council of Social Service Professions (SACSSP).				
Psychologists with a Master's Degree or above in the field of Psychology and registered with Health Professions Council of South Africa (HPCSA).				
Lawyers with an Law Degree or above and registered with Legal Practice Council(LPC) and with experience in providing Legal advice.				
Financial Advisors with a National Diploma or above in Accounting/Financial Management/ Cost Management				

Description	Team Members name	Team members Qualification	Professional Body Registration and Number	Proof attached CV and qualifications (Yes/No)
Accounting and registered with relevant professional body and with experience as a Financial Advisor.				

PHASE 3: FUNCTIONAL EVALUATION

Functional evaluation of the bid will be done in terms of the criteria as stated in the table below. Bidders should take note of the Criterion, Weighting & Scoring when responding to this bid.

Evaluation Criterion	Weight	Scoring Criteria	Score
1. Reference Letters The service provider attached contactable reference letter(s) from the previous clients where employee assistance programme rendered within the last five (5) years on a letterhead that describe the following: - Client Name - Contactable details - Successful Completion Date - Detailed Description of Services Delivered (Note references to be verified by ICASA)	10	- Attached One (1) reference letter or no reference letters attached to fulfil all the requirements as stipulated = 1 - Attached two (2) reference letters that fulfil all the requirements as stipulated = 2 - Attached three (3) reference letters that fulfil all the requirements as stipulated = 3 - Attached four (4) reference letters that fulfil all the requirements as stipulated = 4 - Attached five (5) or more reference letters that fulfil all the requirements as stipulated = 5	

Evaluation Criterion	Weight	Scoring Criteria	Score
2. Bidder's experience Bidder's experience in developing and implementing employee assistance programme (The bidder must provide company profile)	10	- Less than 3 years of experience = 1 - Between three (3) to Five (5) years of experience = 2 - Between Six (6) to Seven (7) years of experience = 3 - Between Eight (8) to Ten (10) years of experience = 4 - More than 10 years of experience = 5	
3. Methodology and Implementation Approach The roll out plan and methodology should outline following: 1. Project initiation: Initial meeting with the project manager and key stakeholders to discuss their needs and expectations (understanding of terms of reference), and establish baselines for project scope, budget, and timeline. 2. Project planning: How the needs, will be prioritized, setting out the roadmaps, acceptance plan and how project goals will be accomplished. 3. Project implementation: How milestones for essential deadlines and deliverables will be set and this must also outline how the progress will be tracked / monitored once work begins to ensure you complete key tasks on time.	35	- Methodology covers less than 6 requirements or no Methodology provided= 1 - Methodology covers all 6 requirements= 5	

Evaluation Criterion	Weight	Scoring Criteria	Score
4. Project scheduling: Which must outline each deliverable and define the series of tasks that need to be completed in order to accomplish each one including timelines and dependencies. 5. Risk Management: Outline how issues and risk will be identified upfront that will affect the project. 6. Communication: Clear communication process and the project close up process.			
4. Reporting, Monitoring & Evaluation One sample report/template demonstrating measurable KPIs, insights, and actionable recommendations	5	- No report provided or sample report/template does not demonstrate measurable KPIs, insights, and actionable recommendations = 1 - One sample report/template provided demonstrating measurable KPIs, insights, and actionable recommendations = 5	
5. Innovation & Value-Add One document highlighting optional services, digital tools and additional initiatives enhancing employee wellbeing	15	- No document submitted or Document submitted with no initiative = 1 - One document provided highlighting optional services, digital tools and additional initiatives enhancing employee wellbeing= 5	
6. Engagement & Change Management Submit a Change Management and Stakeholder Engagement Plan that covers the following: 1. Communication strategy 2. Awareness campaigns	10	- Change Management and Stakeholder Engagement Plan addresses one (1) area or No Change Management and Stakeholder Engagement Plan= 1 - Change Management and Stakeholder Engagement Plan addresses two (2) areas= 2	

REQUEST FROM THE BID SPECIFICATION COMMITTEE TO THE BID ADJUDICATION COMMITTEE TO ISSUE AN OPEN BID TO APPOINT A SUITABLE SERVICE PROVIDER TO ADMINISTER A 360 DEGREE ONLINE ASSESSMENT ANNUALLY FOR ICASA FOR A PERIOD OF THREE (3) YEARS

Evaluation Criterion	Weight	Scoring Criteria	Score
3. Employee participation 4. Management engagement 5. Implementation support		- Change Management and Stakeholder Engagement Plan addresses three (3) areas= 3 - Change Management and Stakeholder Engagement Plan addresses four (4) areas= 4 - Detailed Change Management and Stakeholder Engagement Plan covering all five (5) key areas= 5	
7. National Coverage & Accessibility One operational plan demonstrating capacity to service all ICASA locations and respond to incidents	15	- No operational plan to service ICASA in all locations = 1 - Operational plan provided with no capacity to service all ICASA locations = 3 - Operational plan provided demonstrating capacity to service all ICASA locations (9 Provinces) and respond to incidents = 5	
Total	100		

(Only service providers who meet the cut-off score **of 70 points out of 100 points** will be considered further for Price and Specific Goals Evaluation evaluation)

PHASE 4: PRICE AND SPECIFIC GOALS EVALUATION

Bidders who comply with the requirements of this bid will be evaluated according to the preference point scoring system as determined in the Preferential Procurement Regulations, 2022 pertaining to the Preferential Procurement Policy Framework Act, Act No 5 of 2000.

The maximum points for this bid are allocated as follows:

No	Category	Weight
A.	Price	80
B.	Specific goals	20
	TOTAL	100