

Postal Address
P.O. Box 1329, Rivonia
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SERVICES REQUISITION FORM

**YOU ARE HEREBY INVITED TO SUBMIT A QUOTATION FOR THE CULTURE ARTS,
TOURISM, HOSPITALITY AND SPORTS SECTOR EDUCATION AND TRAINING
AUTHORITY (CATHSSETA)**

Date issued:	31 January 2024	RFQ number:	RFQ/COS/072/2024
Closing Date:	9 February 2024	Closing Time:	11h00am
DESCRIPTION OF SERVICES	Employee Wellness Services for CATHSSETA for a period of 36 months.		

1. PURPOSE

The purpose of this request is to invite a suitable service provider to provide the following services as per scope of work:

2. SCOPE OF WORK

CATHSSETA seeks a service provider to provide employee wellness services at its National Office in the Gauteng Region and two (2) Regional Offices based in Durban and Western Cape regions for a period of three (3) years.

2.1. Objectives of Service Delivery for Employee Wellness

2.1.1. The psychological, emotional, social, and physical wellness of employees in CATHSSETA is critical for improving team effectiveness and organisational performance.

2.1.2. As part of the employee value proposition and to create a high-performance organisation, CATHSSETA will endeavour to partner with a reputable service provider that offers a holistic employee assistance and

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Board members: Ms Edith Margareth Tukakgomo • Mr Moses Motha • Mr Itumeleng Kennilworth Dichabe • Mr Nkanyezi Joseph Ntuli
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OHS programme that will meet the wellness needs of all Cathsseta employees.

3. SERVICE PROVIDER MANDATORY REQUIREMENTS

3.1. The service provider should demonstrate the following competencies:

- 3.1.1. Have established networks/infrastructure and track record in managing employee wellness.
- 3.1.2. Have the infrastructure (technology) and capacity.
- 3.1.3. Employee Assistance Programme (EAP), a 24-hour care centre, 7 days a week, with access to psychosocial counselling and financial, legal, and health and wellbeing advice to Cathsseta staff, immediate family and employee referrals.
- 3.1.4. Organisational Wellbeing Services – on-site lifestyle events, health risk screenings, wellness fairs, wellness education and specialised training, and chronic disease management programmes.
- 3.1.5. Wellness Education – To equip employees with the skills they need to effect meaningful change in their lives.
- 3.1.6. Wellness events
- 3.1.7. Network of professionals
- 3.1.8. Health awareness campaign
- 3.1.9. Generate monthly reports – reporting on the number of calls received and the nature of incidents reported. Must be able to provide four quarterly reports and a yearly report, providing monthly detailed breakdown, and also indicating observed trends.
- 3.1.10. Employee wellness management;
 - 3.1.10.1. must have been in operation as a wellness provider for a minimum of ten (10) years.

3.1.10.2. Provide the CATHSSETA with at least three (3) written references in this regard.

3.2. SPECIFIC DELIVERABLES AND MILESTONES

The service provider should offer the following services:

- a) Multiple reporting channels – phone, email, and online
- b) Multi-lingual call centre
- c) Staff guaranteed anonymity
- d) Staff receive professional advice on the best corrective action to take
- e) Signage and stickers to publicise the programme monthly and during months or days of chronic illnesses awareness i.e. breast cancer day etc.
- f) Monthly and Quarterly reports
- g) Has an experienced and qualified management team with at least five (5) to ten (10) years of experience. (qualifications to be attached)
- h) Offers direct access to and frequent contact by top-management.
- i) The service operates 24 hours a day, seven days a week.
- j) The service is operated in 11 South African languages.
- k) Has effective technology
- l) Has an extensive menu of awareness material to assist in promoting the service.

4. EVALUATION CRITERIA

4.1. The quote will be evaluated in accordance with the 80/20 preference point system contemplated in the Preferential Procurement Policy Framework Act (Act 5 of 2000) and Preferential Procurement Regulations of 2022, Price, and Specific Goals Evaluation.

4.2. The contract will be awarded to the bidder that scores the highest total number of points.

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5. ADMINISTRATIVE REQUIREMENTS

- Quote/Pricing with a clear breakdown of scope with total inclusive of VAT
- Completed and signed SBD4, SBD 6.1
- Valid Tax Compliance Pin issued by SARS.
- Valid B-BBEE Certificate or Sworn Affidavit
- Central Supplier Database (CSD) Supplier Report.
- All RFQ related responses must include the RFQ number as the subject.
- Prospective service providers must ensure compliance with their tax obligations.

E-mail responses to supplychain@cathsseta.org.za on or before the closing date and time as stated above.

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