**ANNEXURE A**

**SCOPE OF SERVICES and PERFORMANCE STANDARDS**

**EMPLOYEE ASSISTANCE PROGRAMME**

**PART A –**  **GENERAL PROVISIONS**

1. **Implementation**

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| **Process** | **The Service Provider’s Responsibilities** | **SARS’s Responsibilities** |
| 1. Planning. | * Plan, draft and produce the Implementation Plan in consultation with SARS; * Present the Implementation Plan to SARS for sign-off; and * Sign-off by Client Relationship Manager after acceptance by SARS. | * Supply relevant and accurate information for the development of an Implementation Plan based on the business needs as per the RFP; * Evaluate and consider adoption of the Implementation Plan presented by the Service Provider; and * Ensure sign-off by SARS’s Senior Manager: Safety, Health and Wellness once satisfied with the Implementation Plan. |
| 1. Information. | * Timeous request of relevant information such as number of SARS sites, the SARS logo, contact details of eligible employees or any other relevant information / documentation which will enable the Service Provider to fully execute its mandate in terms of the Agreement. | * Supply all information / documentation to enable the Service Provider to comply fully with a service request in terms of the Agreement. |
| 1. IT. | * Establishing a platform for online services such as a wellness management website with a dedicated email address and which platform is compliant with the SARS security, network and email policies. | * Supply the required information and secure co-operation from the relevant IT personnel to enable the Service Provider to provide the online services. |
| 1. Coordination. | * Setting up implementation sessions in consultation with SARS. | * Provide accurate information, respond within a reasonable time period and make available all necessary contact details of SARS’s Workplace Wellness team. |
| 1. Training sessions and/or customized workshops. | * Facilitate training sessions and/or customized workshops for SARS employees, as and when required. * Employees must be informed by the Service Provider of – * its partners; * services offered; * accessibility of services; * eligibility for services; * confidentiality obligations; * the tollfree number; and * contact persons. | * Ensure that the required facilities and training equipment are available to enable the Service Provider to facilitate the training sessions. |
| 1. Marketing. | * The Service Provider must submit all promotional materials to SARS’s Workplace Wellness department for written approval at least 10 (ten) days prior to the date on which the materials will be utilized by the Service Provider. | * Verify and provide written approval of marketing material by virtue of sign-off from the SARS Senior Manager: Safety, Health and Wellness or any other SARS employee authorized to do so within 3 (three) days. |

1. **Account Management and Administration**

| **Process** | **The Service Provider’s Responsibilities** | **SARS’s Responsibilities** |
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| 1. Account Management. | * The Service Provider must provide a dedicated national Client Relationship Manager who will attend to all day to day operational matters relating to the rendering of the Services; * The Service Provider shall not change a Client Relationship Manager or other key account personnel without giving reasonable prior written notice to SARS; * The Service Provider must do a complete handover to any new Client Relationship Manager to allow for a seamless transition of responsibilities; * The Client Relationship Manager shall be responsible for day to day management of the delivery of the Services and the co-ordination of all interventions (training and wellness projects) rendered in terms of this Agreement, including being physically present during an intervention or sending a representative to a SARS site; and * The Service Provider shall give SARS prior notice of the person who will be present at an intervention. | * Support the Client Relationship Manager with relevant information about SARS’s needs; * Pro-actively alert the Service Provider of any themes, trends, risks, concerns and uncertainties; and * Maintain continuous communication. |
| 1. On-going account and services Programme Management. | * **The core functions of the Client Relationship Manager will include -** * Partnering with SARS; * Seamless implementation of the Services; * Liaising between the Service Provider and SARS; * Continuous assessment and analysis of statistical data; * Pro-active alerting of observed risks / threats to SARS; * Ongoing feedback on themes and trends; * Complaints handling; * Quality assurance relating to the delivery of the Services; * Investigation of Service Level Failures; * Providing of all required reports timeously; * Review the SARS Employee Assistance Programme strategy on an annual basis; and * Physical presence of Client Relationship Manager / representative during all scheduled interventions. | * Log complaints in line with the Service Provider’s escalation levels, which is to be provided to SARS. |
| 1. Meetings. | * The Service Provider shall attend monthly meetings, annual service relationship review meetings and *ad hoc* meetings; * The Service Provider shall, in addition, present reports that have been prepared at the monthly meetings, at the required intervals (i.e. monthly, quarterly and annually); and * The Service Provider shall carry all secretarial responsibilities relating to any meetings held with SARS. | * Provide the Service Provider with the necessary facilities to hold the meetings, which meetings will take place at SARS’s Head Office or any other venue agreed upon by the Parties; * Provide the Service Provider with 48 (forty eight) hours’ notice for cancellation of a scheduled meeting; and * Where a scheduled meeting is cancelled less than 48 hours prior to the scheduled time, the cancelled meeting’s agenda items and matters for discussion will be tabled at the next scheduled meeting, as per schedule. |
| 1. Administration. | * The Service Provider shall attach a schedule to its monthly invoice of all Services rendered to SARS during the relevant month. | * Review the schedule, sign-off same and pay the Service Provider’s invoices within 30 (thirty) days. |
| 1. Complaints Procedures. | * The Service Provider must ensure that complaints relating to Service Level Failures are well documented in writing; * The Service Provider must ensure that information pertaining to Service Level Failures are consolidated by the Service Provider in its Monthly Performance Report to SARS; * The Service Provider must advise of risk mitigation measures that will be implemented to avoid the re-occurrence of the complaint / Service Level Failure; * Receipt of complaints must be acknowledged within 1 (one) working day of receipt; and * The complaint remains active until closed by the Client Relationship Manager. * **Response times:** * immediate autoreply if complaint sent electronically; * initial feedback within 24 hours; and * resolution of complaints within 72 hours of receipt thereof. | * Handle the complaints / Service Level Failures in compliance with the agreed complaints’ procedure. |

1. **Review, Evaluation and Change Control Procedures**

| **Process** | **The Service Provider’s Responsibilities** | **SARS’s Responsibilities** |
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| 1. Reviews and Reports. | * Data will be collected in the form of - * Monthly dashboard reports; * Monthly reports on cases taken over from outgoing service provider; * Detailed quarterly reports; * Detailed annual reports; * Annual service relationship review (i.e. SARS to meet and discuss overall performance surveys of employee satisfaction with the Service Provider services); * *Ad hoc* reports; and * Presentation of reports. | * Provide employee database;      * Evaluate data; * Respond to the Service Provider regarding any issues related to the data; * Cross reference data with other aspects of SARS’s Human Capital and Development division and SARS, and provide feedback to the Service Provider. |
| 1. Format of Reports. | * The Service Provider must provide reports to SARS, as and when required in the form of – * Uptake and utilization; * Themes and trends; * Value-added; * Benchmarking; and * Conclusions and recommendations. | * Evaluate reports and give feedback to the Client Relationship Manager. |
| 1. Substitution of Staff. | * In the event that the Client Relationship Manager is not available, the Service Provider shall - * Provide SARS with the name of the person who will be standing in for the Client Relationship Manager, as soon as possible; * Ensure that the person standing in for the Client Relationship Manager is familiar with the SARS account; and * Ensure that the person standing in for the Client Relationship Manager reports fully on all information received and incidents / problems reported by SARS during the Client Relationship Manager’s absence; * In the event that the Client Relationship Manager resigns or is replaced, the Service Provider shall – * Notify SARS of the change within 7 (seven) days of the new appointment; * Ensure continuity of the Services to SARS; and * Conduct a formal and proper handover of the account to the incoming Client Relationship Manager. * In the event that any employee of the Service Provider (dedicated to the Services) resigns, the Service Provider shall – * ensure a one (1) week handover period to a suitably qualified and equally experienced replacement. | * Acknowledge substitution notifications; and * Confirm its satisfaction with the handover process. |

**PART B: SERVICES**

* + - 1. **Employee Assistance Programme (EAP)**

| **Process** | **The Service Provider’s**  **Responsibilities** | **Accountable Person** | **SARS’s**  **Responsibilities** | **Accountable Person** | **Performance Standards** |
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| 1. Psycho-social face to face counselling. | * Diagnostic, evaluation and referral services for employees, their family members, and household members; * A maximum of six (6) face-to-face counselling sessions per person, per incident, per year; and * If a referral is done to an institution outside the scope of services whereby an employee will incur costs (e.g. psychiatric institutions and rehabilitation institutions etc.) the Service Provider shall verbally and, in writing inform the employee accordingly. | Client Relationship Manager. | * Assistance with marketing and promotion of the Services; and * In addition, if necessary, avail the employee time off from work for any face to face consultation sessions. | Manager: Health and Wellness. | * The Services must be accessible through a tollfree number 24 hours a day / 7 days a week / 365 days per year; and * Ensure that the Service Provider’s third party service providers adhere to the agreed consultation appointment/s. * **Response time:** * Requests for counselling must be allocated to a case manager immediately; * Cases must be referred to an affiliated professional within 24 (twenty four) hours of the initial call; * Affiliate must arrange an appointment within 24 hours; and * The appointment must take place within 1 – 7 days of the referral, subject to the employee’s availability. |
| 1. Unlimited telephonic counselling. | * Provide telephonic access to a countrywide network of professional EAP affiliates; * The telephones should be staffed by registered professionals (registered with relevant professional bodies) and personally answered 24 hours a day / 7 days a week / 365 days per year; and * The Service Provider shall ensure that the tollfree number provides employees with language options in all 11 (eleven) official languages immediately after the welcome prompt and before the caller is requested to exercise any service selection. | Client Relationship Manager. | * Assistance with marketing and promotion of the Services. | Manager: Health and Wellness. | * The Services must be accessible through a tollfree number 24 hours a day / 7 days a week / 365 days per year. * **Response time**: * Immediate. |
| 1. Trauma Debriefing. | * Provide on-site assistance in the event of a traumatic incident. | Client Relationship Manager. | * Assistance with marketing and promotion of the Services; * Referral of trauma incidents to the Service Provider; and * A SARS team member of the Workplace Wellness department and the relevant SARS Line Manager must agree on the response timeframe required. | Manager: Health and Wellness. | * The Services must be accessible through a tollfree number 24 hours a day / 7 days a week / 365 days a year; and * The Service Provider must dispatch a counsellor to the designated SARS site within a timeframe agreed to with the relevant SARS Line Manager. |
| 1. Online service / email. | * A dedicated email address must be made available to SARS; and * The dedicated email address must have an automated response that indicates expected turn-around times. | Client Relationship Manager. | * Assistance with marketing and promotion of the Services. | Manager: Health and Wellness. | * **Response time:** * automated response within 30 (thirty) minutes; and * actual response within 4 (four) hours from receipt of email. |
| 1. “Please call me” service and dedicated USSD Code. | * New 10-digit number must be made available to SARS employees; and * Make USSD code available to SARS employees. | Client Relationship Manager. | * Assistance with marketing and promotion of the Services. | Manager: Health and Wellness. | * **Response time:** * actual response within 4 (four) hours of receipt of the SMS. |
| 1. Formal Referrals by managers and Assisted Referrals. | * Provide access for managers (and non-managerial individuals assisting managers) that refer cases, formal referral forms, feedback and assistance with telephonic / online managerial services; and * Provide the requestor with a reference number relating to the service request. | Client Relationship Manager. | * Assistance with marketing and promotion of the Services; * Formal referral of cases; and * SARS must ensure that the formal referral document is completed and signed by both the manager and employee in order for the required intervention to proceed. The document should reflect the SARS employee’s consent. | Manager: Health and Wellness. | * The Services must be accessible through a tollfree number 24 hours a day / 7 days a week / 365 days a year. * **Response time:** * The Service Provider must furnish the requestor with initial feedback (receipt of request and confirmation of appointment) within 48 (forty eight) hours of receiving the completed referral documentation; and * The Service Provider must furnish the requestor with a close-out report within 5 (five) Business Days after the completion of the counselling intervention/s has taken place. |
| 1. Wellness Website Management. | * Provide comprehensive health, wellness and disease management content and interactive offerings online to SARS personnel; and * Ensure content is updated. | Client Relationship Manager. | * Assistance with marketing and promotion of the Services; and * Commitment from IT personnel to assist with providing intranet access to the content. | Manager: Health and Wellness. | * The Services must be accessible through a web-link on the SARS’s intranet 24 hours a day / 7 days a week / 365 days a year. |
| 1. Absenteeism management | * Assist SARS in the analysis and management of absenteeism. | Client Relationship Manager. | * Provide SARS’s absenteeism statistics to the Service Provider. | Manager: Health and Wellness. | * The Service Provider must furnish SARS with an analysis of absenteeism and recommendations to mitigate risk in its quarterly and annual reports. |
| 1. Wellness champions training | * Conduct training for wellness champions, as determined and requested by SARS. | Client Relationship Manager. | * Provide the Service Provider with the necessary facilities to hold the training sessions, which sessions will take place at SARS sites or any other venue agreed upon by the Parties; and * Provide the Service Provider with 7 (seven) Business Days’ notice for cancellation of a training session. | Manager: Health and Wellness. | * The Service Provider must provide a training session to SARS wellness champions within 14 (fourteen) days of being requested to do so by SARS. |
| 1. Train the trainer service | * Provide training to SARS wellness consultants and Human Resource Business Partners (HRBPs) upon request. | Client Relationship Manager. | * Provide the Service Provider with the necessary facilities to hold the training sessions, which sessions will take place at SARS sites or any other venue agreed upon by the Parties; and * Provide the Service Provider with 7 (seven) Business Days’ notice for cancellation of a training session. | Manager: Health and Wellness. | * The Service Provider must provide a training session to SARS wellness consultants and HRBPs within 14 (fourteen) days of being requested to do so by SARS. |

1. **Marketing wellness interventions and creating awareness through campaigns**

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| **Process** | **The Service Provider’s**  **Responsibilities** | **Accountable**  **Person** | **SARS’s**  **Responsibilities** | **Accountable**  **Person** | | **Performance Standards** |
| 1. Wellness days. | * The Service Provider must ensure that a representative will be present at all SARS wellness interventions; * The presence of the Service Provider and the Service Provider’s association with SARS must be clearly visible to employees during the wellness interventions; and * The Service Provider’s representative must be well-informed and market the Service Provider’s Services. | Client Relationship Manager. | * Provide the roll-out plan for the wellness interventions; and * Provide guidance on the requirements for promotional items and SARS’s expectations to the Service Provider. | Manager: Health and Wellness. | * Presence of the Service Provider or representative at all SARS sites, as per the roll out plan; and * Provide appropriate health and wellness related promotional items: e.g. posters, wallet cards, brochures, articles, banners, etc. where indicated. | |
| 1. Health Calendar Days. | * Assist SARS in creating awareness around the Health Calendar Days through campaigns based on the health risk profile of SARS; * The Service Provider must organize and provide resources for 6 (six) interventions per month based on SARS’s Health Calendar Plan, which activities may include education and information sessions etc.; * The Service Provider must provide all promotional materials for the Health Calendar Days; and      * The Service Provider must submit its proposal to SARS in respect of each intervention within 10 (ten) days after receiving SARS’s required activities list for the specific Health Calendar Day. | Client Relationship Manager. | * Provide the roll-out Health Calendar plan for the upcoming year in advance; * SARS must organize internal logistical activities; * Indicate the specific Health Calendar activities 45 (forty five) days before the start of every quarter. The annual SARS Health Calendar plan will be provided to the Service Provider; * Confirm acceptance of the Service Provider’s proposal within 7 (seven) days of receipt of such proposal; * Provide contact details for the responsible person on a SARS site at least 7 (seven) days prior to a Health Calendar Day event; * Notify the Service Provider of any cancellation of an event at least 10 (ten) Business Days prior to the Health Calendar Day event; and * Where a Health Calendar Day event is postponed, the postponement date shall at least be 10 (ten) days from any subsequent Health Calendar Day event date. | Manager: Health and Wellness. | * Presence of the Service Provider or representative at all SARS sites as per the Health Calendar Days plan; * Provide suitably qualified resources or presenters; and * Provide appropriate health and wellness related promotional items: e.g. posters, wallet cards, brochures, articles, banners. | |

**EXECUTIVE WELLNESS PROGRAMME (EWP)**

**PART A –**  **GENERAL PROVISIONS**

* + - 1. **Implementation**

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| **Process** | **The Service Provider’s Responsibilities** | **SARS’s Responsibilities** |
| 1. Planning. | * Plan, draft and produce the Project Plan in consultation with SARS; * Present the Project Plan to SARS for sign-off; and * Sign-off by Client Relationship Manager after acceptance by SARS. | * Supply relevant and accurate information for the development of an Project Plan based on the business needs as per the RFP; * Evaluate and consider adoption of the Project Plan presented by the Service Provider; and * Ensure sign-off by SARS’s Senior Manager: Safety, Health and Wellness once satisfied with the Project Plan. |
| 1. Information. | * Timeous request of relevant information / documentation which will enable the Service Provider to fully execute its mandate in terms of the Agreement. | * Supply all information / documentation to enable the Service Provider to comply fully with a service request in terms of the Agreement. |
| 1. Coordination. | * Communicate offsite health assessment appointments to SARS Workplace Wellness team 48 (forty eight) hours in advance. | * Provide accurate information, respond within a reasonable time period in respect of confirming the availability of a SARS executive for the comprehensive offsite health assessment and make available all necessary contact details of SARS’s executives. |

1. **Account Management and Administration**

| **Process** | **The Service Provider’s Responsibilities** | **SARS’s Responsibilities** |
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|  |  |  |
| 1. Account Management. | * The Service Provider must provide a dedicated national Client Relationship Manager who will attend to all day to day management and operational matters relating to the rendering of the Services; * The Client Relationship Manager will: * ensure delivery of services in line with the Services Agreement; * conduct a proper needs assessment to ensure that the project plan will address the relevant needs of SARS; * develop an integrated project plan which is aligned to SARS’s strategic objectives; * resolution of any complaints, problems and/or disputes; and * ensure the seamless national implementation and coordination of the Executive Wellness Programme; * The Service Provider shall submit a list of the SARS executives, who have attended offsite health assessments, together with the monthly invoice to SARS during the months that such have taken place; and * The Client Relationship Manager shall be responsible for co-ordination of all appointments related to the Executive Wellness Programme rendered in terms of this Agreement. | * Support the Client Relationship Manager with relevant information about SARS’s needs; * Maintain continuous communication; and * Review the invoice and attachment containing the list of executives, who have attended comprehensive offsite health assessments during the previous month, sign-off same and pay the Service Provider’s invoices within 30 (thirty) days. |
| 1. Meetings. | * The Service Provider shall meet with SARS on a quarterly basis to discuss and review projects planned or implemented. * The Service Provider shall attend an annual service relationship review. * The Service Provider shall carry all secretarial responsibilities relating to any meetings held with SARS. | * Provide the Service Provider with the necessary facilities to hold the meetings, which meetings will take place at SARS’s Head Office or any other venue agreed upon by the Parties; * Provide the Service Provider with 48 (forty eight) hours’ notice for cancellation of a scheduled meeting; and * Where a scheduled meeting is cancelled less than 48 (forty eight) hours prior to the scheduled time, the cancelled meeting’s agenda items and matters for discussion will be tabled at the next scheduled meeting, as per schedule. |
| 1. Complaints Procedures. | * The Service Provider must ensure that complaints relating to Service Level Failures are well documented in writing; * Service Provider must ensure that information pertaining to Service Level Failures are consolidated by the Service Provider in its Monthly Performance Report to SARS; * The Service Provider must advise of risk mitigation measures that will be implemented to avoid the re-occurrence of the complaint / Service Level Failure; * Receipt of complaints must be acknowledged within 1 (one) working day of receipt; * The complaint remains active until closed by the Client Relationship Manager. * **Response times:** * immediate autoreply if complaint sent electronically; * initial feedback within 24 hours; and * resolution of complaints within 72 hours of receipt thereof. | * Handle the complaints / Service Level Failures in compliance with the agreed complaints’ procedure. |

**3. Review, Evaluation and Change Control Procedures**

| **Process** | **The Service Provider’s Responsibilities** | **SARS’s Responsibilities** |
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| 1. Medical Record Keeping and Document Management. | * Ensure that the confidentiality and security of employees’ information is maintained; and * Have an efficient and effective administrative process / procedure for audit purposes and for managing all medical files, results, enquiries and claims. | * SARS to ensure that the Service Provider has proper electronic and manual record keeping system. * SARS to ensure that the Service Provider has a proper document security system to ensure confidentiality. |
| 1. Reporting. | * Data will be collected in the form of- * Monthly dashboard reports; * Detailed quarterly reports; * Detailed annual reports; * *Ad hoc* reports; and * Trends analysis reports. * Reports should meet the following requirements: * Identify common trends and offer relevant recommendations to address the issues identified in the reports; and * Reflect Return on Investment of the Health and Wellness Programme for SARS. | * Provide employee database;      * Evaluate data; * Respond to the Service Provider regarding any issues related to the data; and * Cross reference data with other aspects of SARS’s Human Capital and Development division and SARS, and provide feedback to the Service Provider. |
| 1. Substitution of Staff. | * In the event that the Client Relationship Manager is not available, the Service Provider shall - * Provide SARS with the name of the person who will be standing in for the Client Relationship Manager, as soon as possible; * Ensure that the person standing in for the Client Relationship Manager is familiar with the SARS account; and * Ensure that the person standing in for the Client Relationship Manager reports fully on all information received and incidents / problems reported by SARS during the Client Relationship Manager’s absence. * In the event that the Client Relationship Manager resigns or is replaced, the Service Provider shall – * Notify SARS of the change within 7 (seven) days of the new appointment; * Ensure continuity of the Services to SARS; and * Conduct a formal and proper handover of the account to the incoming Client Relationship Manager. * In the event that any employee of the Service Provider (dedicated to the Services) resigns, the Service Provider shall – * ensure a one (1) week handover period to a suitably qualified and equally experienced replacement. | * Acknowledge substitution notifications; and * Confirm its satisfaction with the handover process. |

**PART B: SERVICES**

* + - 1. **Executive Wellness Programme (EAP)**

| **Process** | **The Service Provider’s**  **Responsibilities** | **Accountable Person** | **SARS’s**  **Responsibilities** | **Accountable Person** | **Performance Standards** |
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| * + - 1. Comprehensive offsite health assessment, as and when required. | * To ensure that during consultation the following assessments are conducted / provided: * Full Medical Review; * Nutritional Assessment; * Pathology Screen (where necessary and to be negotiated between Service Provider and executive, as executive’s medical aid will pay); and * Biokinetic Assessment.      * To ensure that a detailed personal report is provided, after the assessments have taken place. | Client Relationship Manager. | * Provide the SARS executive employee database; and * Provide the employee time off from work for any appointment related to the Executive Wellness Programme and any appointment related to further referrals. | Senior Manager: Health and Wellness. | * Set-up a full day comprehensive offsite health assessment within 5 (five) Business days of receiving SARS’s request; * Ensure that the Service Provider’s third party service providers adhere to the agreed assessment appointment; * Comprehensive offsite health assessments should be completed in 1 (one) full day; and * Provide a detailed personal report to the employee within 14 (fourteen) days of completion of the assessments. |