

REQUEST FOR PROPOSAL

DESCRIPTION:

PROVISION OF EMPLOYEE HEALTH AND WELLNESS RELATED SERVICES

DATE ISSUED: 07 October 2016

CLOSING DATE: 07 November 2016 at 11H00

TENDER BOX:

GROUND FLOOR, LINTON HOUSE
BROOKLYN BRIDGE
570 FEHRSEN STREET
BROOKLYN, PRETORIA

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1. INTRODUCTION

The South African Revenue Service (SARS) is uniquely placed to contribute to government's plan of action to address socio-economic growth and development, poverty alleviation and job creation. Through the vital role of providing the revenue to fund the full spectrum of initiatives, plans, programmes and strategies of national and provincial government departments, SARS plays a crucial enabling role for government delivery.

2. OVERVIEW OF SARS

Our Mandate

In terms of the South African Revenue Service Act, 1997 (Act No. 34 of 1997), SARS is mandated to:

- Collect all revenues due;
- Ensure maximum compliance with tax and customs legislation; and
- Provide a customs service that will maximise revenue collection, protect our borders and facilitate trade.

Our Vision

SARS is an innovative revenue and customs agency that enhances economic growth and social development, and that supports the country's integration into the global economy in a way that benefits all South Africans.

Our Mission

To optimise revenue yield, to facilitate trade and to enlist new tax contributors by promoting awareness of the obligation to comply with tax and customs laws, and to provide a quality, responsive service to the public.

Our Values

- Integrity;
- Fairness;
- Respect;



- Trust;
- Honesty;
- Accountability; and
- Transparency.

Our Core Outcomes

Increased Customs Compliance;

Increased Tax Compliance;

Increased ease and fairness of doing business with SARS; and

Increased cost effectiveness, internal efficiency and institutional respectability.

3. PURPOSE OF THIS REQUEST FOR PROPOSAL (RFP)

The purpose of this Request for Proposal (RFP) is to solicit proposals from potential bidder(s) for the provision of Employee Health and Wellness related services. For the purpose of this RFP, the health and wellness services constitute the following categories:

Category A – Employee Assistance Programme

Category B – Executive Wellness Programme

This RFP document details and incorporates, as far as possible, the tasks and responsibilities of the potential successful bidder required by SARS.

This RFP does not constitute an offer to do business with SARS, but merely serves as an invitation to potential bidder(s) to facilitate a requirements-based decision process.

4. LEGISLATIVE METHODOLOGY OF THE BID

4.1 TAX LEGISLATION

Bidder(s) must be compliant when submitting a bid to SARS and remain compliant for the entire contract term with all applicable tax legislation, including but not limited to the Tax Administration Act, 2011 (Act No. 28 of 2011), Income Tax Act, 1962 (Act No. 58 of 1962) and Value-Added Tax Act, 1991 (Act No. 89 of 1991).

4.2 PROCUREMENT LEGISLATION

SARS has a detailed evaluation methodology premised on Treasury Regulation 16A3 promulgated under Section 76 of the Public Finance Management Act, 1999 (Act No. 1 of 1999), the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000) and the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003).

4.3 TECHNICAL LEGISLATIONS AND/OR STANDARDS

The bidder(s) should be cognisant of the relevant legislation and/or standards applicable for the provision of health and wellness services.

4.4 OTHER APPLICABLE LEGISLATION

4.4.1 Bidder(s) must be compliant when submitting a bid to SARS and remain compliant for the entire contract term with all applicable labour legislation, including but not limited to the Basic Conditions of Employment Act, 1997 (Act No. 75 of 1997), the Labour Relations Act, 1995 (Act No. 66 of 1995) and any Collective Bargaining Agreements.

4.4.2 Bidder(s) must note the provisions contained in the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000), as well as the Promotion of Administrative Justice Act, 2000 (Act No. 3 of 2000) are applicable to this tender.

5. BRIEFING SESSION

A non-compulsory briefing session will be held at Linton House, Brooklyn Bridge, 570 Fehrsen Street, Brooklyn, Pretoria, on **17 October 2016 at 14H00**, to clarify to potential bidder(s) the scope and extent of work to be executed.

6. DURATION OF CONTRACT

The successful bidder will be appointed for a period of 48 months.

7. TIMELINE OF THE BID PROCESS

The **validity period** of the tender and the withdrawal of offers, after the closing date and time, is 180 days.

The project timeframes of this Bid are set out below:

Activity	Date Due
Advertisement of Bid in the Government Tender Bulletin	07 October 2016
Advertisement of Bid on National Treasury eTender portal	07 October 2016
Distribution of Bid documents on SARS website	10 October 2016
<i>Non-Compulsory</i> Briefing Session	17 October 2016 at 14H00
Questions relating to the Bid from potential Bidder(s)	10 – 31 October 2016
Bid Closing Date	07 November 2016 at 11H00
Notice to Bidder(s)*	February 2017

*Date subject to change.

All times and dates in this Bid are South African Standard Time.

Any time or date in this bid is subject to change at SARS's sole discretion. The establishment of a time or date in this bid does not create an obligation on the part of SARS to take any action, or create any right in any way for any bidder to demand that any action be taken on the date established. The bidder(s) accepts that, if SARS extends the deadline (the closing date) for bid submissions for any reason, the requirements of this bid otherwise apply equally to the extended deadline.

8. CONTACT

A nominated official of the potential bidder(s) can make enquiries in writing, to the specified person, Mr. Aser Makgate (Procurement Tender Office) via email at tenderoffice@sars.gov.za and cc ft-professionalservices@sars.gov.za. Potential bidder(s) must reduce all telephonic enquiries to writing and send them to the above email addresses.

9. SCOPE OF WORK/ SPECIFICATION/ BUSINESS REQUIREMENTS

9.1 BACKGROUND

SARS aspires through its Health and Wellness programmes to create a safe and healthy working environment that promotes:

- Value driven employee performance; and
- Professional and personal growth of all employees at all organisational levels.

The SARS Workplace Wellness seeks to:

- Strategically invest and improve the quality of life of all employees by providing health and psychosocial support and recognition of employees as a totality;
- Alleviate the impact of everyday work, personal and family problems; and
- Ensure legal compliance with legislative and regulatory occupational frameworks requirements.

SARS requires the following services as part of its Health and Wellness Related Services:

Category A – Employee Assistance Programme

A comprehensive Employee Assistance Programme service is required for SARS employees and their immediate family members. For this purpose, immediate family member is defined as any person living under the same roof as the employee.

SARS believes that sustained peak performance requires a truly engaged and healthy employee. The SARS Employee Assistance Programme deals with a broad range of occupational health, physical, spiritual, psychological and socio-economic problems that affect the employee's well-being, behaviour and performance capability.

Category B – Executive Wellness Programme

A comprehensive Executive Wellness Programme is required to assist in addressing executive employee health and wellbeing related matters. The programme also intends to create and maintain healthy organisational leadership that contributes towards sustainable performance management by controlling identified health risks.

Bidders may submit proposals in respect of any one or both categories as outlined in paragraph 9.2 and/or 9.4.

9.2 SCOPE OF SERVICES CATEGORY A - EMPLOYEE ASSISTANCE PROGRAMME

9.2.1 Psychosocial support

The bidder must provide referral services for employees, their family members, household members. **Children seven (7) years and older should receive counselling.** A maximum of six (6) face-to-face counselling sessions must be provided per person, per incident, per year. 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 bidder must verbally and in writing, inform the employee accordingly.

The bidder must also provide:

9.2.1.1 Psychosocial services including but not limited to:

- a. Individual face-to-face counselling (health, psychosocial, relationship, marital and work-related);
- b. Family counselling;
- c. Individual and group bereavement counselling;
- d. Financial advice/counselling (including garnishee order/debt counselling/rehabilitation and investigations);
- e. Legal advice and support (excluding court representation);
- f. Retirement counselling; and
- g. Substance abuse management.

9.2.1.2 Unlimited telephonic counselling.

9.2.1.3 Trauma debriefing (Critical Incident Management) - Provide on-site assistance in the event of a traumatic incident.

9.2.1.4 Managerial services (including formal referrals by managers):

- a. Provide access for managers that refer cases, formal referral forms, feedback and assistance with telephonic/online managerial services; and
- b. Provide the requestor with a reference number relating to the service request.

9.2.1.5 Assisted referrals - Allow non-managerial individuals (e.g. Wellness

Consultants and Human Resource Business Partners) to formally refer in assisting managers.

- 9.2.1.6 Wellness website management - Provide comprehensive health, wellness and disease management content and interactive offerings (i.e. ask the professional), online to SARS personnel.
- 9.2.1.7 Absenteeism management - The bidder must assist SARS in the analysis and management of absenteeism.
- 9.2.1.8 Wellness champions training - The bidder should conduct training for wellness champions as determined and requested by SARS.
- 9.2.1.9 Train the trainer service - Provide training to SARS wellness consultants and Human Resource Business Partners upon request.

9.2.2 Conditions of Services

The bidder must ensure that:

- 9.2.1.1 Telephonic and face-to-face support is offered through a countrywide network of professional Employee Assistance Programme affiliates. All the affiliates must be registered with the relevant professional bodies.
- 9.2.1.2 The telephone service is staffed by registered professionals (psychologists, social workers and counsellors) and is personally answered 24 hours a day/7 days a week/365 days per year.
- 9.2.1.3 The toll free number provides employees with language options in all eleven (11) languages.

9.2.3 Access to Services

The bidder must ensure that the following mediums are used to allow access to services:

- 9.2.3.1 Telephone;
- 9.2.3.2 Online service / email;
- 9.2.3.3 A dedicated email address must be made available to SARS. The dedicated email address must have an automated response that indicates expected turn-around times;
- 9.2.3.4 "Please call me" service. A 10-digit cellular phone number must be made available to SARS employees;

9.2.3.5 Dedicated USSD Code; and

9.2.3.6 Retention of the current SARS toll free number.

9.2.4 Customer services

The following forms part of the customer service that must be provided to SARS:

9.2.4.1 Record keeping and document management

- a. Ensure the maintenance of confidentiality and security of employees' information;
- b. Have an efficient and effective administrative process / procedure for audit purposes and for managing all employees; and
- c. Ensure that document management processes and procedures (storage of files) are in place.

9.2.4.2 Reporting

Provide monthly, quarterly and annual reports per region, division and branch office. The confidentiality of employee information must be taken into consideration. Reports must reflect utilisation and identified trends.

9.2.4.3 Formal referral report

Formal referral reports to be made available to the referring manager upon conclusion of the intervention. The report should update the manager on progress made with all formal referrals.

9.2.4.4 Client Relationship Management

- a. SARS requires a dedicated Client Relationship Manager who will be responsible for the following:
 - i. Ensuring delivery of services in line with the agreed Services Agreement;
 - ii. Conducting relevant assessments for SARS to ensure that the project plan will address the identified risks and needs of SARS;
 - iii. Developing an integrated project plan which is aligned with SARS' strategic objectives;
 - iv. Coordination of training and any wellness projects implemented with SARS;
 - v. Meeting with SARS on a monthly basis to discuss and review projects planned or implemented;
 - vi. Building relationships with the SARS Employee Assistance Programme team within different regions and ensure high visibility

within those regions;

- vii. Providing a sample of the implementation plan as part of the bid submission;
- viii. Meeting on a monthly and/or quarterly basis to present the reports prepared; and
- ix. Review the SARS Employee Assistance Programme strategy on an annual basis.

9.2.4.5 Account Management

- a. The bidder is responsible for the management of all aspects of the SARS account as per all the requirements listed in 9.2 Scope of Services.

9.2.5 Marketing and Awareness

The bidder must provide the following services related to marketing and awareness:

9.2.5.1 Marketing and awareness campaigns

- a. The bidder must provide SARS with feedback from users of the Employee Assistance Programme through conducting client satisfaction surveys, telephone surveys or web based surveys after the delivery of services;
- b. The bidder must provide SARS with relevant printed wellness information material (posters, wallet cards, brochures, articles, banners, etc.) to promote wellness within SARS;
- c. The bidder must assist in creating awareness through education, information sessions and a preventative programme. The bidder must drive, coordinate and implement Health Calendar Days Campaigns in line with the National Health Calendar as informed by SARS risks. A minimum of six awareness campaigns must be held per month at different sites, as per the health risk profile of the organisation; and
- d. The bidder must drive Electronic Awareness, and provide Desk Drops, Teasers, etc.

9.2.5.2 Wellness Interventions

- a. The bidder must provide sessions and drive awareness on lifestyle and health risks identified by the organisation; and
- b. The bidder must roll out health education and awareness sessions.

9.3 SARS REQUIREMENTS FROM BIDDERS FOR CATEGORY A

Bidders are required to submit their response to all the information in this section:

9.3.1 Company Profile, Infrastructure and Resources

Bidders must provide:

- 9.3.1.1 A company profile, organisational structure and detailed infrastructure to render the services as outlined in 9.2;
- 9.3.1.2 Proof of bidder's membership to any relevant professional association, e.g. EAPA-SA;
- 9.3.1.3 Indicate a range of in-house services provided specific to employee health and wellness services;
- 9.3.1.4 Staff complement;
- 9.3.1.5 Level of expertise of bidder's key personnel, their accessibility, qualifications, and competencies relevant to the scope of services;
- 9.3.1.6 Proof of bidder's key personnel registration with the relevant professional and regulatory bodies; and
- 9.3.1.7 Full contact details of the Client Relationship Manager.

9.3.2 Capability

- 9.3.2.1 Bidder(s) must demonstrate their capability to deliver the Services nationwide. The information required includes but is not limited to physical addresses, network of affiliates, and number of resources in each province.
- 9.3.2.2 Demonstrate the bidder's experience in managing all aspects of health and wellness marketing/awareness campaign from start to end. The campaign plan must include a project plan encompassing the planning phase as well as execution and roll-out of the service.

9.3.3 Record keeping and document management

Describe your record keeping and document management system.

9.3.4 Testimonials

Provide reference letters from at least three (3) contactable clients, to whom similar

services have been provided to in the past five (5) years. **The reference letters must include:** company name, contact person, phone number, email address, duration of contract, a brief description of the services rendered, the company headcount of the client as well as the level of satisfaction with the service rendered.

9.4 SCOPE OF SERVICES CATEGORY B – EXECUTIVE WELLNESS PROGRAMME

9.4.1 Comprehensive offsite health assessment

The bidder must provide a full day comprehensive offsite health assessment which entails the following:

9.4.1.1 Full Medical Review

- a. Extensive personal medical history review;
- b. Review of special investigations: pathology and radiology; and
- c. Comprehensive medical examination: focus on medical risk and chronic illness potential.

9.4.1.2 Nutritional Assessment

- a. Dietary evaluation and anthropometry review;
- b. Special focus on dietary allergies, intolerances and preferences; and
- c. Nutrition intervention design.

9.4.1.3 Pathology Screen

- a. Blood tests relevant to age, gender and family history.

9.4.1.4 Biokinetic Assessment

- a. Personal musculoskeletal and activity review;
- b. Cardio-respiratory testing;
- c. Fitness assessment;
- d. Posture and ergonomics assessment; and
- e. Body composition and anthropometry.

9.4.1.5 Detailed Personal Report

- a. Identify and categorise appropriate clinical findings; and
- b. Provide understandable guidelines for change/intervention recommendations; and
- c. Referral to medical, behavioural and allied specialists where required.

9.4.2 Medical Record Keeping and Document Management

The bidder must:

- 9.4.2.1 Ensure that the confidentiality and security of employees' information is maintained; and
- 9.4.2.2 Have an efficient and effective administrative process/procedure for audit purposes and for managing all medical files, results, enquiries and claims.

9.4.3 Reporting

- 9.4.3.1 The bidder must provide the following types of reports:
 - a. Monthly dashboard, quarterly and annual reports;
 - b. Ad-hoc reports; and
 - c. Trends analysis reports.
- 9.4.3.2 Reports should meet the following requirements:
 - a. Identify common trends and offer relevant recommendations to address the issues identified in the reports.
 - b. Reflect Return on Investment of the Health and Wellness Programme for SARS.

9.4.4 Management of the service

- 9.4.4.1 A Client Relationship Manager must be assigned to SARS to be responsible for the following:
 - a. Ensure delivery of services in line with the Services Agreement;
 - b. Conduct proper needs assessment to ensure that the project plan will address the relevant needs of SARS;
 - c. Develop an integrated project plan which is aligned to SARS's strategic objectives;
 - d. Ensure the seamless national implementation and coordination of the Executive Wellness Programme; and
 - e. Meet with SARS on a quarterly basis to discuss and review projects planned or implemented.

9.5 SARS REQUIREMENTS FROM BIDDERS FOR CATEGORY B

Bidders are required to submit their response to all the information in this section:

9.5.1 Company Profile, Infrastructure and Resources

Bidders must provide:

- 9.5.1.1 A company profile, organisational structure and detailed infrastructure to render the services as outlined in 9.4;
- 9.5.1.2 Proof of membership to any relevant professional association.
- 9.5.1.3 Indicate a range of in-house services provided specific to Executive Wellness;
- 9.5.1.4 Staff complement;
- 9.5.1.5 Level of expertise of key personnel, their accessibility, qualifications and competencies relevant to the scope of services;
- 9.5.1.6 Proof of bidder's key personnel registration with the relevant professional and regulatory bodies; and
- 9.5.1.7 Full contact details of the Client Relationship Manager.

9.5.2 Capability

- 9.5.2.1 Bidder(s) must demonstrate their capability to deliver the services. The information required includes but is not limited to the physical addresses, network of affiliates, and number of health professionals in each province.
- 9.5.2.2 Demonstrate the bidder's experience in managing all aspects of an Executive Wellness service. The information provided must include a project plan encompassing the planning phase as well as execution and roll-out of the service.

9.5.3 Record keeping and document management

Describe your record keeping and document management system.

9.5.4 Testimonials

Provide reference letters from at least three (3) contactable clients, to whom similar services have been provided to in the past five (5) years. **The reference letters must**

include: company name, contact person, phone number, email address, duration of contract, a brief description of the services rendered and the company headcount of the client as well as the level of satisfaction with the service rendered.

9.6 DOCUMENTATION REQUIRED

Bidders are required to submit all the required information for each category they are tendering for as outlined in paragraphs 9.3 and 9.5. Each category will be evaluated independent of each other and it is therefore important that bidders submit all the required information separately should they be submitting proposals for one (1) or both categories.

Bidders must refer to the following Annexures in their response to the documentation required for each category:

- Annexure A1: Technical Evaluation Scorecard for Category A – Employee Assistance Programme.
- Annexure A2: Technical Evaluation Scorecard for Category B – Executive Wellness Programme.

9.7 PRICING METHODOLOGY FOR CATEGORY A

Bidders are required to carefully read the notes below prior to completing Annexure B1 – Pricing template for Category A:

- 9.7.1 The bidder's pricing model must be based on a flat monthly management fee which is all cost inclusive.
- 9.7.2 Paragraph 9.2.1.1 should not be included as part of the flat monthly management fee. The services will be rendered and billed on an as and when required basis.
- 9.7.3 Paragraphs 9.2.1.8 and 9.2.1.9 should not be included as part of the flat monthly management fee. The services will be rendered and billed on an as and when required basis.
- 9.7.4 SARS has approximately 14000 employees.
- 9.7.5 The utilisation of the Employee Assistance Programme services over the past three (3) years has been between fifteen (15) and twenty-five (25) percent of the total SARS population.

9.8 PRICING METHODOLOGY FOR CATEGORY B

Bidders are required to carefully read the notes below prior to completing Annexure B2 – Pricing template for Category B:

9.8.1 The services for Executive Wellness Programme will be on an as and when required basis.

9.8.2 SARS currently has one hundred and seventeen (117) employees who are classified as beneficiaries of the Executive Wellness Programme; however this figure is subject to change.

9.9 EXPECTED COMMENCEMENT DATE

The expected commencement of the services required for Category A and Category B respectively will be 01 March 2017.

10. INSTRUCTIONS TO BIDDER(S)

10.1 Bids must be properly packaged and deposited in the below mentioned tender box on or before the closing date and time at the SARS Tender Office situated at:

**SARS Procurement Centre
Linton House – Ground floor
Brooklyn Bridge
570 Fehrsen Street
Brooklyn
Pretoria**

10.2 Bid documents may also be posted to the Tender Office - SARS Procurement Department, Linton House, Brooklyn Bridge, 570 Fehrsen Street, Brooklyn, Pretoria, 0181.

10.3 Bid documents will only be considered if received by SARS before the closing date and time, regardless of the method used to send or deliver such documents to SARS.

10.4 Late bids will not be accepted and shall be returned to bidder(s).

10.5 The bidder(s) are required to submit two (2) copies of each file (original and duplicate) and

one (1) CD-ROM/USB with the contents of each file *for each category they are tendering for* by **07 November 2016 at 11H00**.

10.6 Each file and CD-ROM/ USB must be marked correctly and sealed separately for ease of reference during the evaluation process. Pricing information should not be included in the Technical file. Furthermore, the file and information in the CD-ROM/USB must be labelled and submitted in the following format:

10.6.1 Arch-lever File 1A – Documentation required for Category A – Employee Assistance Programme

Exhibit 1

- Pre-qualification documents (SBD Documents)

Exhibit 2

- Bidder Compliance Checklist for Technical Evaluation
- Technical responses
- Supporting documents for technical responses
- References

Exhibit 3

- Company profile
- Supplementary information

Exhibit 4

- General Conditions of Contract (GCC)
- Draft Services Agreement

File 2A

Exhibit 5

- B-BBEE Certificate (copy of the most recent and valid)

Exhibit 6

- Pricing Schedule (Annexure B1)

10.6.2 **Arch-lever File 1B – Documentation required for Category B – Executive Wellness Programme**

Exhibit 1

- Pre-qualification documents (SBD Documents)

Exhibit 2

- Bidder Compliance Checklist for Technical Evaluation
- Technical responses
- Supporting documents for technical responses
- References

Exhibit 3

- Company profile
- Supplementary information

Exhibit 4

- General Conditions of Contract (GCC)
- Draft Services Agreement

File 2B

Exhibit 5

- B-BBEE Certificate (copy of the most recent and valid)

Exhibit 6

- Pricing Schedule (Annexure B2)

Each file and CD-ROM must be marked correctly and sealed separately for easy reference during the evaluation process.

10.7 SARS REQUIRES SERVICE PROVIDER(S) TO DECLARE

In the bidder(s) Technical Response, bidder(s) are required to declare the following:

- a. List the names of key individuals i.e. representative of the bidder(s) that will act on behalf of the bidder(s) if successful in this Bid.

- b. Confirm that the bidder(s) is to:
- i. Act honestly, fairly and with due skill, care and diligence, in the interests of SARS;
 - ii. Have and employ effectively the resources, procedures and appropriate technological systems for the proper performance of the services;
 - iii. Act with circumspection and treat SARS fairly in a situation of conflicting interests;
 - iv. Comply with all applicable statutory or common law requirements applicable to the conduct of business;
 - v. Make adequate disclosures of relevant material information, including disclosures of actual or potential own interests, in relation to dealings with SARS;
 - vi. Avoid fraudulent and misleading advertising, canvassing and marketing;
 - vii. Conduct their business activities with transparency and consistently uphold the interests and needs of SARS as a client before any other consideration; and
 - viii. Ensure that any information acquired by the bidder(s) from SARS will not be used or disclosed unless the written consent of SARS has been obtained to do so.

11. EVALUATION AND SELECTION CRITERIA

11.1 SARS has set minimum standards (Gates) that bidder(s) must meet in order to be evaluated and selected as a successful bidder. The minimum standards consist of the following:

- 11.1.1 **Pre-Qualification Criteria (Gate 0)** – Bidder(s) must submit all documents, as outlined in section 11.2 below.
- 11.1.2 **Technical Evaluation Criteria (Gate 1)** – Bidder(s) will be evaluated out of 100 points for each category they are tendering for (Category A and/or Category B) and must achieve an overall minimum threshold of 70 points in each category.
- 11.1.3 **Price and B-BBEE Evaluation (Gate 2)** – This will be evaluated out of 100 points for Category A and/or Category B. Price will be evaluated out of 90 and B-BBEE 10 points. Price should be inclusive of all direct and indirect costs.

11.2 PRE-QUALIFICATION CRITERIA – GATE 0

Without limiting the generality of SARS's other critical requirements for this bid, bidder(s) must submit the documents listed in **Table 11A** below. All documents must be completed

and signed by the duly authorised representative of the prospective bidder(s). A bidder(s) proposal may be disqualified for non-submission of any of the documents.

Table 11A: Documents that must be submitted for Pre-qualification

Name of the document that must be submitted	Non-submission may result in disqualification
Invitation to Bid – SBD 1	YES – Please complete and sign the supplied pro forma document.
Tax Clearance Certificate – SBD 2	YES – Please submit a valid and original copy of the certificate.
Declaration of Interest – SBD 4	YES – Please complete and sign the supplied pro forma document.
Preference Point Claim Form - SBD 6.1	NO – Non-submission will lead to a zero score on B-BBEE.
Declaration of Service Provider's Past Supply Chain Management Practices – SBD 8	YES – Please complete and sign the supplied pro forma document.
Certificate of Independent Bid Determination – SBD 9	YES – Please complete and sign the supplied pro forma document.
SARS' s Oath of Secrecy	YES – Please complete and sign the supplied pro forma document in the presence of a Commissioner of Oaths and initial every page.
Pricing Schedule	YES – Please submit full details of the pricing proposal to SARS in Annexure B1 and/or Annexure B2.
General Conditions of Contract (GCC)	YES – Please sign the supplied GCC form.
Central Registration Report (Central Database System) from National Treasury	YES – Bidders must register on Central Database System and submit the Report as confirmation of registration.

11.3 TECHNICAL EVALUATION (GATE 1) = 100 POINTS

Only bidder(s) that have met the Pre-Qualification Criteria in Gate 0 will be evaluated in Gate 1 for functionality. Functionality for each category will be evaluated as follows:

- 11.3.1 Desktop Technical Evaluation – Bidder(s) will be evaluated out of 70 points and must achieve a minimum threshold of 49 of 70 points for the desktop technical evaluation. Bidder(s) who have met the minimum threshold of 49 points for desktop technical evaluation will proceed to the site visit and presentation phase.
- 11.3.2 Site visit and/or presentation – Bidder(s) will be evaluated out of 30 points.
- 11.3.3 The overall combined score must be equal or above 70 points in order to proceed to Gate 2 for Price and BEE evaluations.

The bidder(s)' information will be scored according to the following points system for Category A and B respectively:

Table 11B: Technical Evaluation by Category

Category	Functionality	Maximum points achievable	Minimum Threshold
Category A	Desktop Technical Evaluation Details found in Annexure A1 – Category A Technical Scorecard	70	49
	Site visit and/or presentation	30	n/a
	OVERALL COMBINED POINTS	100	70
Category B	Desktop Technical Evaluation Details found in Annexure A2 – Category B Technical Scorecard	70	49
	Site visit and/or presentation	30	n/a
	OVERALL COMBINED POINTS	100	70

11.4 PRICE AND B-BBEE EVALUATION (GATE 2) (90 + 10) = 100 POINTS

11.4.1 Stage 1 – Price Evaluation (90 points)

Adjudication Criteria	Points
Price Evaluation $P_s = 90 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$	90

Where

P_s = Points scored for price of bid under consideration
 P_t = Rand value of bid under consideration
 P_{min} = Rand value of lowest acceptable bid

11.4.2 Stage 2 – B-BBEE Evaluation (10 points)

a. B-BBEE Requirements

In line with the requirements of the Preferential Procurement Regulations, 2011 (*Government Gazette* No. 34350) to the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000) [the “PPPFA”] tenders that have achieved the minimum qualifying score for functionality will be evaluated further in terms of the prescribed preference point systems:

- (i) Regulation 5 - 80/20: A maximum of 20 points may be allocated to a Service Provider; or
- (ii) Regulation 6 - 90/10: A maximum of 10 points may be allocated to a Service Provider.

b. Bid Evaluation Process Gate 2: B-BBEE EVALUATION

B-BBEE points may be allocated to bidder(s) on submission of the following documentation or evidence:

Adjudication Criteria	Points
A duly completed Preference Point Claim Form: Standard Bidding Document (SBD 6.1) including paragraph 8 thereof relating to the sub-contracting of the services, and a B-BBEE Certificate.	10

The checklist below indicates the B-BBEE documents that must be submitted for this tender. Failure to submit the required documents will result in Bidder(s) scoring zero for B-BBEE.

#	Classification	Turnover	Submission Requirement
1.	Exempted Micro Enterprise (EME)	Below R10 million p.a.	Certified copy of B-BBEE Rating Certificate from a SANAS Accredited rating agency or a Registered Auditor approved by the Independent Regulatory Board for Auditors ("IRBA") or a letter from an Accounting Officer as contemplated in the CCA.
2.	Qualifying Small Enterprise (QSE)	Between R10 million and R50 million p.a.	Certified copy of B-BBEE Rating Certificate from a SANAS Accredited rating agency or a Registered Auditor approved by IRBA.
3.	Large Enterprise (LE)	Above R50 million p.a.	Certified copy of B-BBEE Rating Certificate from a SANAS Accredited rating agency or a Registered Auditor approved by IRBA.

Bidder(s) who do not claim Preference Points will be scored zero for B-BBEE, but will not be excluded from the tender process. Bidders who do not fill SBD 6.1 in its entirety will not be awarded points for B-BBEE.

SARS will accept a B-BBEE certificate issued on the revised B-BBEE Codes.

c. Use and acceptance of Affidavits

All companies will need to request the information which proves Black Ownership and turnover in addition to the Affidavit, or request that their EME/QSE suppliers be verified and have this confirmed on the Affidavit.

SARS reserves the right to request that bidders submit their Black Ownership and turnover information in support of their Affidavits.

d. Joint Ventures and Consortiums

Incorporated JVs must submit the B-BBEE status of the entity. Unincorporated JVs must submit a consolidated B-BBEE scorecard as if they were a group structure for

every separate tender.

e. Sub-contracting

Bidders who want to claim preference points will have to comply fully with regulations 11(8) and 11(9) of the PPPFA with regard to sub-contracting:

Regulation 11(8)

A person must not be awarded points for B-BBEE status level if it is indicated in the tender documents that such a tenderer intends sub-contracting more than 25% of the value of the contract to any other enterprise that does not qualify for at least the points that such a tenderer qualifies for, unless the intended sub-contractor is an Exempted Micro Enterprise that has the capability and ability to execute the sub-contract.

Regulation 11(9)

A person awarded a contract may not sub-contract more than 25% of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level than the person concerned, unless the contract is sub-contracted to an Exempted Micro Enterprise that has the capability and ability to execute the sub-contract.

f. Proof of Existence: Joint Ventures and/or Sub-Contracting

Bidders must submit concrete proof of the existence of joint ventures and/or sub-contracting arrangements. SARS will accept signed agreements as acceptable proof of the existence of a joint venture and/or sub-contracting arrangement.

The joint venture and/or sub-contracting agreements must clearly set out the roles and responsibilities of the Lead Partner and the joint venture and/or sub-contracting party. The agreement must also clearly identify the Lead Partner, who shall be given the power of attorney to bind the other party/parties in respect of matters pertaining to the joint venture and/or sub-contracting arrangement.

11.4.3 Stage 3 (90 + 10 = 100 points)

The Price and B-BBEE points will be consolidated to determine the successful Service Provider.

12. AGREEMENTS

12.1 GENERAL CONDITIONS OF CONTRACT

Any award made to a Service Provider under this bid is conditional, amongst others, upon –

- a. The Service Provider accepting the terms and conditions contained in the General Conditions of Contract as the minimum terms and conditions upon which SARS is prepared to enter into a contract with the successful Service Provider.
- b. The Service Provider submitting the General Conditions of Contract to SARS together with its Bid, duly signed by an authorised representative of the Service Provider.

12.2 SERVICES AGREEMENT

- a. Upon award, SARS and the successful Service Provider will conclude a supplementary agreement regulating the specific terms and conditions applicable to the services being procured by SARS, more or less in the format of the draft Services Agreement included in this tender pack.
- b. SARS reserves the right to vary the proposed terms and conditions of the draft Services Agreement during the course of negotiations with a Service Provider by amending or adding thereto (including for purposes of better giving effect to the objectives in paragraph 2 above).
- c. Service Providers are requested to:
 - Comment on the terms and conditions set out in the draft Services Agreement and where necessary, make proposals to the terms and conditions;
 - Each comment and/or amendment must be explained; and
 - All changes and/or amendments to the draft Services Agreement must be in an easily identifiable colour font and tracked for ease of reference.
- d. SARS reserves the right to accept or reject any or all amendments or additions proposed by a Service Provider if such amendments or additions are unacceptable to SARS or pose a risk to the organisation.

12.3 SPECIAL CONDITIONS OF THIS BID

SARS reserves the right:

- a. Not to award or cancel this bid at any time and shall not be bound to accept the lowest

- or any bid;
- b. To negotiate with one or more preferred Service Provider(s) identified in the evaluation process, regarding any terms and conditions, including price without offering the same opportunity to any other Service Provider(s) who has not been awarded the status of the Preferred Service Provider(s);
 - c. To accept part of a Bid rather than the whole bid;
 - d. To cancel and/or terminate the bid process at any stage, including after the Closing Date and/or after presentations have been made, and/or after bids have been evaluated and/or after the preferred Service Provider(s) have been notified of their status as such;
 - e. To carry out site inspections, product evaluations or explanatory meetings in order to verify the nature and quality of the services offered by the Service Provider(s), whether before or after adjudication of the bid; and
 - f. To correct any mistakes at any stage of the bid that may have been in the bid documents or occurred at any stage of the bid process.

12.4 CONFLICT OF INTEREST, CORRUPTION AND FRAUD

SARS reserves its right to disqualify any Service Provider who either itself or any of whose members (save for such members who hold a minority interest in the Service Provider through shares listed on any recognised stock exchange), indirect members (being any person or entity who indirectly holds at least a fifteen percent (15%) interest in the Service Provider other than in the context of shares listed on a recognised stock exchange), directors or members of senior management, whether in respect of SARS or any other government organ or entity and whether from the Republic of South Africa or otherwise ("Government Entity"):

- a. Engages in any collusive tendering, anti-competitive conduct, or any other similar conduct, including but not limited to any collusion with any other Service Provider in respect of the subject matter of this bid;
- b. Seeks any assistance, other than assistance officially provided by a Government Entity, from any employee, advisor or other representative of a Government Entity in order to obtain any unlawful advantage in relation to procurement or services provided or to be provided to a Government Entity;
- c. Makes or offers any gift, gratuity, anything of value or other inducement, whether lawful or unlawful, to any of SARS's officers, directors, employees, advisors or other representatives;

- d. Makes or offers any gift, gratuity, anything of any value or other inducement, to any Government Entity's officers, directors, employees, advisors or other representatives in order to obtain any unlawful advantage in relation to procurement or services provided or to be provided to a Government Entity;
- e. Accepts anything of value or an inducement that would or may provide financial gain, advantage or benefit in relation to procurement or services provided or to be provided to a Government Entity;
- f. Pays or agrees to pay to any person any fee, commission, percentage, brokerage fee, gift or any other consideration, that is contingent upon or results from, the award of any tender, contract, right or entitlement which is in any way related to procurement or the rendering of any services to a Government Entity;
- g. Has in the past engaged in any matter referred to above; or
- h. Has been found guilty in a court of law on charges of fraud and/or forgery, regardless of whether or not a prison term was imposed and despite such Service Provider, member or director's name not specifically appearing on the List of Tender Defaulters kept at National Treasury.

12.5 MISREPRESENTATION DURING THE LIFECYCLE OF THE CONTRACT

The Service Provider should note that the terms of its bid will be incorporated in the proposed contract by reference and that SARS relies upon the Service Provider's bid as a material representation in making an award to a successful Service Provider and in concluding an agreement with the Service Provider.

It follows therefore that misrepresentations in a Bid may give rise to service termination and a claim by SARS against the Service Provider notwithstanding the conclusion of the Services Agreement between SARS and the Service Provider for the provision of the services in question. In the event of a conflict between the Service Provider's proposal and the Services Agreement concluded between the parties, the Services Agreement will prevail.

12.6 PREPARATION COSTS

The Service Provider will bear all its costs in preparing, submitting and presenting any response or tender to this bid and all other costs incurred by it throughout the bid process. Furthermore, no statement in this bid will be construed as placing SARS, its employees or agents under any obligation whatsoever, including in respect of costs, expenses or losses incurred by the Service Providers in the preparation of their response to this bid.

12.7 INDEMNITY

If a Service Provider breaches the conditions of this bid and, as a result of that breach, SARS incurs costs or damages (including, without limitation, the cost of any investigations, procedural impairment, repetition of all or part of the Bid process and/or enforcement of intellectual property rights or confidentiality obligations), then the Service Provider indemnifies and holds SARS harmless from any and all such costs which SARS may incur and for any damages or losses SARS may suffer.

12.8 PRECEDENCE

This document will prevail over any information provided during any briefing session whether oral or written, unless such written information provided, expressly amends this document by reference.

12.9 LIMITATION OF LIABILITY

A Service Provider participates in this Bid process entirely at its own risk and cost. SARS shall not be liable to compensate a Service Provider on any grounds whatsoever for any costs incurred or any damages suffered as a result of the Service Provider's participation in this Bid process.

12.10 TAX COMPLIANCE

No tender shall be awarded to a Service Provider who is not tax compliant. SARS reserves the right to withdraw an award made, or cancel a contract concluded with a successful Service Provider in the event that it is established that such Service Provider was in fact not tax compliant at the time of the award, or has submitted a fraudulent Tax Clearance Certificate (TCC) to SARS. SARS further reserves the right to cancel a contract with a successful Service Provider in the event that such Service Provider does not remain tax compliant for the full term of the contract. The Service Provider will be required to submit a new TCC upon expiry of the TCC submitted for the purposes of this bid.

12.11 NATIONAL TREASURY

No tender shall be awarded to a Service Provider whose name (or any of its members,

directors, partners or trustees) appears on the Register of Tender Defaulters kept by National Treasury, or who have been placed on National Treasury's List of Restricted Suppliers. SARS reserves the right to withdraw an award, or cancel a contract concluded with a Service Provider should it be established, at any time, that a Service Provider has been blacklisted with National Treasury by another government institution.

12.12 GOVERNING LAW

South African law governs this bid and the bid response process. The Service Provider agrees to submit to the exclusive jurisdiction of the South African courts in any dispute of any kind that may arise out of or in connection with the subject matter of this Bid, the Bid itself and all processes associated with the bid.

12.13 RESPONSIBILITY FOR SUB-CONTRACTORS AND SERVICE PROVIDER'S PERSONNEL

A Service Provider is responsible for ensuring that its personnel (including agents, officers, directors, employees, advisors and other representatives), its sub-contractors (if any) and personnel of its sub-contractors comply with all terms and conditions of this Bid and in particular the provisions of paragraph 11.4.2 above. In the event that SARS allows a Service Provider to make use of sub-contractors, such sub-contractors will at all times remain the responsibility of the Service Provider and SARS will not under any circumstances be liable for any losses or damages incurred by or caused by such sub-contractors.

12.14 CONFIDENTIALITY

Except as may be required by operation of law, by a court or by a regulatory authority having appropriate jurisdiction, no information contained in or relating to this bid or a Service Provider's bid proposal(s) will be disclosed by any Service Provider or other person not officially involved with SARS's examination and evaluation of a bid.

No part of the bid may be distributed, reproduced, stored or transmitted, in any form or by any means, electronic, photocopying, recording or otherwise, in whole or in part except for the purpose of preparing a bid. This bid and any other documents supplied by SARS remain proprietary to SARS and must be promptly returned to SARS upon request together with all copies, electronic versions, excerpts or summaries thereof or work derived there from.

Throughout this bid process and thereafter, Service Providers must secure SARS's written



approval prior to the release of any information that pertains to (i) the potential work or activities to which this Bid relates; or (ii) the process which follows this bid. Failure to adhere to this requirement may result in disqualification from the bid process and civil action.

No confidential information relating to the process of evaluating or adjudicating bids or appointing a Service Provider will be disclosed to a Service Provider or any other person not officially involved with such process.

12.15 SARS PROPRIETARY INFORMATION

Service Provider will on their bid covering letter make declaration that they did not have access to any SARS proprietary information or any other matter that may have unfairly placed that Service Provider in a preferential position in relation to any of the other Service Providers.

13. TECHNICAL EVALUATION CRITERIA

13.1 ANNEXURE A1: Category A Technical Evaluation Scorecard – 100 points

#	Technical Evaluation Criterion	Weight
13.1.1	Company Profile, Infrastructure and Resources	30 points
13.1.1.1	<p>Demonstrate experience in the provision of Employee Assistance Programmes by providing the following:</p> <ul style="list-style-type: none"> a. A Company profile, organisational structure and detailed infrastructure to render the services as outlined in 9.2; b. Proof of membership to any relevant professional association, e.g. EAPA-SA. c. Indicate a range of in-house services provided specific to employee health and wellness services; d. Staff complement; e. Level of expertise of bidder's key personnel, their accessibility, qualifications, and competencies relevant to the scope of services; f. Proof of bidder's key personnel registration with the relevant professional and regulatory bodies; and g. Full contact details of the key contact person / Client Relationship Manager. 	
13.1.2	Capability	25 points
13.1.2.1	Bidder(s) must demonstrate their capability to deliver the services nationwide. The information required include but not limited to physical addresses, network of affiliates, and number of resources in each province.	
13.1.2.2	Demonstrate the bidder's experience in managing all aspects of health and wellness marketing/awareness campaign from start to end. The campaign plan must include a project plan encompassing the planning phase as well as execution and roll-out of the service.	
13.1.3	Record keeping and document management	10 points
13.1.3.1	Describe your record keeping and document management system.	
13.1.4	Testimonials	5 points
13.1.4.1	<p>Provide reference letters from at least three (3) contactable clients, to whom similar services have been provided to in the past five (5) years.</p> <p>The reference letters must include: company name, contact person,</p>	

#	Technical Evaluation Criterion	Weight
	phone number, email address, duration of contract, a brief description of the services rendered, the company headcount of the client as well as the level of satisfaction with the service rendered.	
13.1.5	Site visits and/or presentations	30 points
13.1.5.1	Site visits and/or presentations will be conducted with bidders who have met the threshold of 49 out of 70 points for desktop technical evaluation. Details regarding this evaluation phase will only be shared with qualifying bidders once desktop evaluation has been completed.	

13.2 ANNEXURE A2: Category B Technical Evaluation Scorecard – 100 points

#	Technical Evaluation Criterion	Weight
13.2.1	Experience in rendering Executive Wellness services	30 points
13.2.1.1	<p>Demonstrate experience in the provision of Executive Wellness Services by providing the following:</p> <ul style="list-style-type: none"> a. A Company profile, organisational structure and detailed infrastructure to render the services as outlined in 9.4; b. Proof of membership to any relevant professional association. c. Indicate a range of in-house services provided specific to Executive Wellness; d. Staff complement; e. Level of expertise of key personnel, their accessibility, qualifications and competencies relevant to the scope of services; f. Proof of bidder's key personnel registration with the relevant professional and regulatory bodies; and g. Full contact details of the key contact person / Client Relationship Manager. 	
13.2.2	Capability	25 points
13.2.2.1	Bidder(s) must demonstrate their capability to deliver the services. The information required include but not limited to physical addresses, network of affiliates, and number of health professionals in each province.	
13.2.2.2	Demonstrate the bidder's experience in managing all aspects of an Executive Wellness service. The information provided must include a project plan encompassing the planning phase as well as execution and roll-out of the service.	
13.2.3	Record keeping and document management	10 points
13.2.3.1	Describe your record keeping and document management system.	
13.2.4	Testimonials	5 points
13.2.4.1	<p>Provide reference letters from at least three (3) contactable clients, to whom similar services have been provided to in the past five (5) years.</p> <p>The reference letters must include: company name, contact person, phone number, email address, duration of contract, a brief description of the services rendered, the company headcount of the client as well as the level of satisfaction with the service rendered.</p>	

#	Technical Evaluation Criterion	Weight
13.1.5	Site visits and/or presentations	30 points
13.1.5.1	Site visits and/or presentations will be conducted with bidders who have met the threshold of 49 out of 70 points for desktop technical evaluation. Details regarding this evaluation phase will only be shared with qualifying bidders once desktop evaluation has been completed.	

14. ANNEXURE B1 – PRICING SCHEDULE CATEGORY A

14.1 Refer to Annexure B1 for the pricing schedule for Category A – Employee Assistance Programme.

15. ANNEXURE B2 – PRICING SCHDEULE CATEGORY B

15.1 Refer to Annexure B2 for the pricing schedule for Category B – Executive Wellness Programme.