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| South African Airways |
| **RFQ GSM043/2022** |
| **Request for Quotation for: Employee Assistance Programme** |
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* 1. Written Quote Form

**RFQ NUMBER: GSM043/22**

**ISSUE DATE: 06/07/2022 at 9am**

**CLOSING DATE: 19/07/2022 at 15:00pm**

**VALIDITY OF RFQ: 90 days**

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| RFQ DOCUMENTS TO BE E-MAILED TO: | magdelineserekeg@flysaa.com |
| **Vendors should ensure that quotations are returned before the closing date and time.****If the quotation is late, it will not be accepted for consideration.** |

**SAA requests your quotation on the goods and/or services listed on the attached form.**

**Please furnish all information as requested and return your quote on/before the date stipulated.**

**Late and incomplete submissions may invalidate the quote submitted.**

NAME OF VENDOR:

POSTAL ADDRESS:

TELEPHONE NO.:

CELL NO:

E MAIL ADDRESS:

CONTACT PERSON:

**This RFQ will be evaluated on pricing, BEE and functionality.**

**Required Documentation to be attached;**

1. **SAA Vendor Document. Refer to Annexure 1**
2. **SBD 1 Document. Refer to Annexure 2**
3. **SBD2 Document. Refer to Annexure 3**
4. **General Conditions of Contract. Refer to Annexure 4**
5. **Pricing Schedule. Refer to Annexure 5**

**CONDITIONS**

* All goods or services purchased will be subject to SAA General Conditions of Contract. A copy of said conditions is available from the local Procurement office.
* It is the responsibility of the Vendor to ensure that SAA is in possession of a valid Original Tax Clearance Certificate. The onus therefore rests on the vendor to ensure SAA receives a valid Tax Clearance Certificate, as soon as the validity of the said certificate expires. Where SAA does not have a valid Tax Clearance Certificate, an Original Tax Clearance Certificate must be submitted with this RFQ. Failure to do so may invalidate the quote submitted in terms of the RFQ.
* All purchases will be made through an official purchase order. Therefore, no goods must be delivered or services rendered before an official order/contract has been received.
* I certify that the information supplied is correct and I have read and understand SAA General Conditions of Contract and accept SAA General Conditions of Contract.
* I further certify that all the required information has been furnished and the relevant forms completed and are herewith submitted as part of the bid.

SIGNATURE OF VENDOR: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

CAPACITY: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

RFQ Price Schedule

**RFQ NUMBER GSM043/2022**

**SAA Business Unit: Global Supply Management**

1. **Background**

1.1. Service Providers are requested to provide Prices with their quotation to SAA for all the services to be provided as per specification. Service providers are expected to submit a costing that is fair and reasonable.

1.2. SAA has the right to enter into negotiation with a prospective Service Provider regarding any terms and conditions, including price(s), of a proposed contract.

1. **Scope of work**

**General requirements**

The project is intended to do assist SAA with the management of Employee wellness in a proactive manner in order to assist employees with the health check of the organisation to identify the problematic areas that are hampering productivity.

 **The service provider should deliver the following**

* Implementing an effective and interpersonal work relations
* Improving employee morale in order to improve productivity and work efficiency.
* Providing life skills, awareness and education programmes to promote healthy lifestyle choices and coping skills.
* Improve the existing EWB services within SAA.
* Increase employees’ awareness of healthy lifestyle choices by providing emotional and psychological support.
* Assisting in the development of a supportive workplace culture
* Building capacity for managers to use the service as well as identifying distressed employees and refer to appropriate resources.
* Addressing organizational risk factors that impact on employee wellbeing.
* Providing support for any and all work and personal related trauma.
* Providing a tangible return on investment for SAA

 **Core services to be provided**

1. Professional support line services – 24hrs
2. Life management services
3. Face to face counselling services (e.g. Substance abuse, stress, relationship, sexual harassment and marital problems) – 10 sessions per person.
4. Critical incident stress debriefing or trauma response services – 24/7/365 days per year.
5. Managerial consultancy, referral and training services – Peer counsellors, wellbeing champions, and Executive Assistant/PA champions.
6. EWB policy development – review bi-annually.
7. Referral services to appropriate external resources – (Services extended to immediate family of employee).
8. Chronic illness counselling, education and support services. (Training of peer educators) (Services extended to immediate family of employee).
9. Dependent services. (Services extended to immediate family of employee) – 12 months
10. Management and employee orientation in services provided.
11. Debt Counselling
12. Communication, consultancy and health promotion services (VCT, health days)
13. Monitoring, Reporting, Consultation, and Evaluation services.
14. Online assistance service
15. On-site clinical counselling (a qualified clinical psychologist 5 times a week)
16. Call me back services
17. Basic Legal assistance
18. Marketing and communication of healthy living.
19. Bulk SMS’s
20. Financial counselling services including workshops, debt consolidation services.
21. WhatsApp for high risk cases
22. National & International foot print.
23. Home and Roadside Assistance
24. Teacher online
25. Allied Services Providers:
26. Biokineticist
27. Dietician
28. Occupational Therapist
29. Physiotherapist
30. Psychiatrist

The Task to be performed by the service provider are as follows:

|  |  |
| --- | --- |
| **Key Deliverable**  | **Duration**  |
| Present Project Plan | 2 Days |
| Approval of the project plan | 1 Day |
| Develop a communication plans for the project  | 5 Days |
| Distribute communications material  | Continuously  |
| Develop an EWB policy  | 20 Days |
| Implement the project plan  | 5 Years |
| Analyze the information and draft a report  | Quarterly |
| Quarterly report on the progress of implementation | Quarterly |

1. **EVALUATION PROCESS & CRITERIA**

Responses will be evaluated on the functional criteria, where after qualifying responses will be evaluated on the Price and Preference Points:

* 1. **EVALUATION PROCESS**

 **3.1.1. COMPLIANCE WITH MINIMUM REQUIREMENTS**

All quotations duly lodged will be examined to determine compliance with bidding requirements and conditions. Quotations with obvious deviations from the requirements/conditions will be eliminated from further adjudication.

 **3.1.2 EVALUATION OF QUOTATION**

The contract shall be awarded at the sole and absolute discretion of SAA. SAA hereby represents that it is not obliged to award this quotation to any bidder. SAA is entitled to **retract** this quotation at any time as from the date of issue.

SAA shall not be obliged to accept the lowest of any quotation, offer or proposal.

All quotation will be evaluated according to the criteria, weightings and threshold scores as Indicated in 3.2 below:

* 1. **EVALUATION CRITERIA**

The criteria and weights referred to in paragraph 3.1. above are as follows:

Phase 1 - Critical Evaluation Criteria

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| **CRITICAL CRITERIA:** Non-weighted, mandatory requirements to be met, for the bidder’s submission to qualify. Bidders, who do not meet all the below mentioned requirements will be disqualified: | Comply |
| Yes | No |
| 1. **Bidders Experience -** The bidder confirms that the bidder has the ability to provide similar services for an organization with a staff compliment of 1 000 to 1 500 employees.
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| 1. **Accreditation -** The bidder must be registered with;
2. the Health Profession Council of SA,
3. the Employee Assistance Professionals Association,
4. the Social Welfare Council Affiliation/Accreditation,
5. the South African Council for Social Service Professionals
6. Allied Healthcare Service Provider.

**The bidder must provide proof of the accreditation**. |  |  |
| 1. **National/International Footprint/Presence -** The bidder must have the ability to provide these services internationally, regionally, nationally and locally (All destinations SAA flies to and from)
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All tenders that do not comply with the Critical Requirement shall not be considered for further evaluation against Phase 2 – Functional Evaluation.

**Phase 2 – Functional Criteria – PSYCHOMETRIC/ COMPETENCY BASED ASSESSMENTS**

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| --- | --- |
| **FUNCTIONAL CRITERIA** | **100%** |
| * **Demonstrable Experience:** The bidder must have prior experience in executing similar scope of work for at least three (3) organizations of similar size to SAA. Details of three (3) projects the prospective service provider has successfully delivered in the last five (5) years must be supported by list of references or on the client’s letter head testifying satisfactory service delivery on the project cited.

**Note:** The following scoring matrix will be used to evaluate this criterion:* Three (3) or more projects that were executed in the last (5) five years (30) points
* Two (2) or more projects that were executed in the last (5) five years (20) points
* One (1) or more projects that were executed in the last (5) five years (10) points
 | **30%** |
| **Proposed Methodology**: The bidder must demonstrate thoroughunderstanding of the specialized areas, its tasks and deliverables and must provide a detailed proposal of the methodology and approach on dealing with the specialized areas of expertise.Note: The following three (3) point scale will be used to score the bidder’s proposed methodology, approach and envisaged deliverables: The Specialized areas at SAA are;1. Pilots
2. Crew Members

**CASE STUDIES**1. A pilot calls your 24 hour on call service reports that he recently found out that his wife has been having an affair for the past (4) four months with her work colleague. He reports that he is angry and devastated and is unable to concentrate. He is due to report for duty tomorrow morning as he has a flight to Germany, Frankfurt. Kindly outline how would you deal with this case?
2. A Cabin Crew Member calls your 24 hour on call service, she reports that she is having a serious problem with alcohol. She realizes that she is abusing it and it’s affecting her work, it's also causing marital strife in her life. As an EAP service provider how would you manage this case?
3. A Ramp Agent has been stressed for about two weeks due to financial problems. He calls your 24 hour on call service for much needed counselling. Whilst engaging with your service, he reports that the stress levels have caused his Blood pressure to be elevated and he is now also experiencing bouts of dizziness. He insists he is taking his BP medication, all he wants your service to assist him with is how he can consolidate his debt and reach financial freedom. How would you deal with this client?

**Note**: The following scoring matrix will be used to evaluate this criterion* + Do not meet expectations (0)
	+ Partially meet expectations (10)
	+ Meets expectations (20)
 | **20%** |
|  Service OfferingsThe bidder must prove capability of providing the following services.Note: The following score will be used to score the bidders proposals on this criteria:Professional Online Support Services* + 1. Professional support line services — 24 hours (2)
		2. Online assistance services (2)
		3. Teacher on-line (2)

Call me back services (2)Re Reintegration into the Workplace Program plan for SAA Submit two (2) case studies (12) 1. **Professional Counselling Services**
	* 1. Clinical Psychological counselling (2)
		2. Face to face Counselling -10 sessions per incident per person (e.g. Substance abuse, stress, relationship and marital problems) (2)
		3. Critical incident stress debriefing or trauma response services. (2)
		4. Chronic counselling education and support services (2)
		5. Financial counselling services including workshops, debt counselling, consolidation and consumer education (2)
2. **Legal Assistance**
	1. Life Management services (Providing information and assistance on legal problems, financial concerns and family matters. (2)
	2. Basic Legal Assistance (2)
3. **Managerial Training Services**
	1. Managerial consultancy referral and training services (2)

To include managerial training workshops for People skills conflict management, stress management skills, identifying and management of bulling in the workshop* 1. Referral services to appropriate external resources for Flight Crew and Technicians in compliance with CAA regulations. (2)
1. **Communication Methods**
	1. Communication, consultancy and health promotion services (VCT health days) (2)
	2. Call me back services (2)
	3. Marketing and communication of healthy living to include marketing of Wellness events according to SAA Group calendar. (2)
	4. Bulk Notification (SMS & Email) (2)
	5. WhatsApp Alert: SAA’s medical doctors for high risk areas (2)
2. **Reports and Recommendations**

Monitoring, Reporting (quarterly reports with discussions and recommendations for workplace interventions), Consultation (Initial assessment, Interim and Final Reports), and Customer Satisfaction Evaluation Services (2) | **50%** |
| TOTAL | **100%** |
| THRESHOLD ( Informed by potential Risk) established out of 100% assigned to functionality) | **80%** |

**Threshold: The minimum qualifying score for Functionality is 80%.  All tenders that do not comply with all the Mandatory Requirements for Functionality and that fail to achieve the minimum qualifying score of 80% on Functionality shall not be considered for further evaluation against Price and B-BBEE.**

 **3.3.3 PHASE 2 - Preference Point System**

All tenders that comply with the mandatory requirements for Functionality and that have achieved the minimum qualifying score of 80% (Acceptable tenders) will be evaluated further in terms of the applicable preference point system as follows:

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| **Criteria** | **Points** |
| Price | 80 |
| BBBEE | 20 |
| **Total** | **100 points** |

1. **STANDARD CONDITIONS FOR REQUEST FOR QUOTATION**

**Conditions:**

4.1 All prices quoted must be exclusive of Value Added Tax (VAT).

* 1. All goods/services purchased will be subject to SAA Conditions of Contract and Order, available when requested.
	2. All prices submitted must be firm. “Firm” prices are deemed to be fixed prices, which are only subject to the following statutory changes, namely VAT.
	3. Note: Although SAA would prefer to award this contract to one service provider, it remains at our discretion to award the functions of the manufacturing of this product to the company that will provide us with excellent & prompt service. SAA is thus not obligated to award this quote to any bidder. SAA is entitled to retract this quote at any time as from date of issue, without any refunds whatsoever. SAA is not obligated to award this quote to the bidder that quotes the lowest.
	4. Service, pricing and availability will be taken into consideration.
	5. Pricing should be given based an individual component that would make up the solution based on technical and functional requirements.

**THE FOLLOWING MUST ACCOMPANY YOUR QUOTE**

□ SAA Vendor application and supporting documents. Refer to Annexure 1

* SBD1 Document. Refer to Annexure 2
* SBD 2 Document. Refer to Annexure 3
* Pricing Schedule. Refer to Annexure 5.

**IF NOT QUOTING, INDICATE SO AND RETURN EMAIL TO THE RELEVANT PROCUREMENT OFFICIAL**