



South African Reserve Bank

Procurement Section
370 Helen Joseph Street (formerly Church Street)
Pretoria

Tender No.ND/03-2013

**Project Name: Provision of Employee Assistance Program (EAP) for the
South African Reserve Bank**

Closing date: Friday, 8 March 2013 at 10h00



South African Reserve Bank

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Invitation to Tenderers



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Invitation

The South African Reserve Bank wishes to contract a service provider for a period of three (3) years to deliver the service of overseeing and managing the implementation of the Employee Assistance Programme (EAP) at its Head Offices and branches countrywide.

Potential service providers are therefore hereby invited to tender by furnishing the following:

- Company profile containing, *inter alia*, equity owners of the company, company experience as a service provider for same services, demonstrable capacity to do the work;
- A valid BBBEE certificate;
- A valid Tax Clearance Certificate; and
- Contactable references where projects of a similar nature have been done.
- Pricing.

Your tender must be an original document clearly marked “**original**”, accompanied by **four (4)** copies thereof, clearly marked “**copy**” (five documents in total). The documents must be enclosed in a sealed envelope bearing the applicable tender headings and tender numbers, as well as the due date and closing time.

Tenders should be deposited in the **tender box** at the Bank’s Head Office, at **370 Helen Joseph Street (formerly Church Street), Pretoria**, for attention **Ms Noluthando Deyi**.

Service providers are to note that it remains their responsibility to ensure the timeous delivery of these documents. If courier services companies are used for delivery of the documents, please give specific instructions for the documents to be deposited in the tender box and **not through the Bank internal mailing system**. **Tenders not deposited in the tender box will not be accepted.**

Tenders shall remain valid for a period of one hundred and twenty (120) days from the closing date for the submission of tenders, during which period it may not be

amended or withdrawn. However, the Bank reserves the right to amend or withdraw the tender at any time during the tender process, and tenderers would, however, be advised accordingly in writing.

Kindly note that short-listed service providers will be subjected to a security vetting process in accordance with the Security Vetting Policy of the Bank and/or enabling legislation.

Applications will be received until **10:00 on Friday, 8 March 2013**.

Your tenders should be deposited in the **tender box** at the South African Reserve Bank Head Office, **370 Church Street, Pretoria**.

Late submissions will not be considered.

Enquiries:

Ms Noluthando Deyi at e-mail: Noluthando.Deyi@resbank.co.za



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Section 1

Conditions of tender



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Conditions of tender

1.1 Introduction

- 1.1.1 The Bank will select a service provider among those which have responded based on set criteria as specified in this tender.
- 1.1.2 Please note that (i) the costs incurred or losses suffered by the tenderer in preparing and submitting the proposal, and of negotiating the contract, including a visit to the Bank, are not reimbursable as a direct cost of the assignment; and (ii) the Bank is not bound to accept any of the proposals submitted.
- 1.1.3 The Bank's policy requires that tenderers provide professional, objective, and impartial advice and at all times hold the Bank's interests paramount, without any consideration for future work.
- 1.1.4 It is the Bank's policy to require that tenderers observe the highest standard of ethics during the execution of such tender. The Bank will reject a tender for award if it determines that the service provider recommended for the award has engaged in corrupt or fraudulent activities in competing for the tender in question.

1.2 Clarification and amendment of the tender documents

- 1.2.1 Tenderers may request a clarification of any information in the tender before the submission date. Any request for clarification must be sent in writing (by e-mail) to the following person at least forty eight (48) hours before the closing date: Noluthando.Deyi@resbank.co.za .or fax number (012) 313-4046.
- 1.2.2 At any time before the submission of tender, the Bank may, for any reason, whether at its own initiative or in response to a clarification requested by an

invited firm, amend the tender. Any amendment shall be issued in writing through addenda.

- 1.2.3 Addenda shall be sent by e-mail to all invited tenderers and will be binding on them. The Bank may at its discretion extend the deadline for the submission of tenders.

1.3 **Preparation of tender**

- 1.3.1 Tenderers are requested to submit the tender written in English.
- 1.3.2 In preparing the tender, tenderers are expected to examine the documents constituting this tender in detail. Material deficiencies in providing the information requested may result in rejection of a tender.
- 1.3.3 While preparing the tender, tenderers must ensure that the majority of the key professional staff proposed are permanent employees of the service provider, or have an extended and stable working relationship with it.

1.4 **Submission of tender**

- 1.4.1 Tenderers are warned that if the conditions set out hereafter are not closely adhered to, it may result, at the sole discretion of the Bank, in the tender not being accepted for consideration.
- 1.4.2 The original tender shall contain no interlineations or overwriting, except as necessary to correct errors made by the service provider itself. Any such corrections must be initialled by the persons or person who sign(s) the proposals.
- 1.4.3 Each tenderer is required to respond to this tender document fully, with all the required information supplied and complete in all respects. **NB: where requested to provide specific information, please provide same and refrain from referring to some attachment or other pages unless you have been specifically requested to do so. Failure to adhere to this will negatively affect your scoring and could lead to disqualification.**
- 1.4.4 Tenderers are to note that it remains the responsibility of the tenderers to ensure the timeous delivery of the tender.

1.5 **Signing of tender**

1.5.1 The person duly authorised thereto shall sign the tender.

1.6 **Procurement process**

1.6.1 The Evaluation Committee of the Bank (the Evaluation Committee) evaluates the tender on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria. Each responsive proposal will be given a score.

1.6.2 A tender shall be rejected at this stage if it does not respond to important aspects of the Terms of Reference or if it fails to achieve the minimum score pre-determined by the Evaluation Committee.

1.7 **Tender evaluation criteria**

1.7.1.1 Tenders will be evaluated based on, *inter alia*, the following criteria:

1.7.1.2 Administrative Compliance;

1.7.1.3 Proven track record and/or experience;

1.7.1.4 Capacity to deliver and/or reputation as a service provider;

1.7.1.5 Compliance with the legislative requirements and accreditation with relevant industry professional bodies;

1.7.1.6 Tax compliance;

1.7.1.7 B-BBEE rating; and

1.7.1.8 Price.

1.8 Negotiations

1.8.1 The aim of negotiation is to reach agreement on all points. Negotiations will include a discussion of the tender. The Bank and the firm appointed will then work out final Terms of Reference indicating activities, staff, logistics, and reporting, etc. The agreed work plan and final Terms of Reference will then be incorporated in the "Description of Services". Special attention will be paid to getting the most the firm can provide within the available budget and to clearly defining the inputs required from the Bank to ensure satisfactory implementation of the service.

1.19 Awarding of contract

1.9.1 The contract will be awarded following negotiations. After negotiations are completed, the Bank will promptly notify other tenderers on the shortlist that they were unsuccessful.

1.10 Confidentiality

1.10.1 Information relating to the evaluation of tenders and recommendations concerning awards shall not be disclosed to the service providers who submitted the proposals or to other persons not officially concerned with the process, until the successful service providers have been notified.



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Section 2

Notes to tenderers



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Notes to Tenderers

2.1 Price to include

- 2.1.1 Where applicable, the total price shall be deemed to include any and all things and matters necessary for the complete and satisfactory execution and completion of the services to be provided whether or not specifically referred to in the document.
- 2.1.2 Apart from the Form of Tender (Appendix A), tenderers should provide a break down of costs.

2.2 Increase and decrease of costs

- 2.2.1 Where applicable, the quotation price shall be all inclusive on a fixed price basis and no alteration shall be made to the total price.

2.3 Quality assurance

- 2.3.1 The Bank's Project Manager will agree with the service provider on set standards of quality acceptance.

2.4 **Tender**

2.4.1 The tender is required to comprise the following:

2.4.1.1 Form of Tender (Appendix A);

2.4.1.2 Detailed cost breakdown;

2.4.1.3 Company profile;

2.4.1.4 Valid BBBEE certificate;

2.4.1.5 Valid Tax Clearance certificate;

2.4.1.6 Please attach your standard terms and conditions of contract, if any; and

2.4.1.7 CVs of personnel who will be involved in this project.



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Section 3

Scope of Work/Specification/ Terms of Reference

3.1 **Terms of reference/scope of work/specification**

The scope to be covered in the project is as follows:

3.1.1 Services to be delivered:

3.1.1.1 General counselling;

- HIV/AIDS counselling;
- Psycho-social counselling;
- Legal counselling;
- Financial/Debt counselling;
- Trauma debriefing and counselling;
- Telephone counselling; and
- Face-to-face counselling.

3.1.1.2 In exceptional/special cases site and off-site calls:

- Providing related Information;
- Psycho-social investigations; and
- Psycho-social assessments.

3.1.1.3 Individual reports;

3.1.1.4 Prepare and present management information reports;

3.1.1.5 Home and Hospital visits;

3.1.1.6 Proactive preventative programmes based on diagnostic categories;

3.1.1.7 Managerial Training and support;

3.1.1.8 Awareness programmes; and

3.1.1.9 24-Hour availability to assist in crises situation.

3.1.2 Categories to be covered:

3.1.2.1 Ill health investigations and reports;

3.1.2.2 Rehabilitation;

3.1.2.3 EAP investigations and reports;

3.1.2.4 Home visits;

3.1.2.5 Special requests; and

3.1.2.6 Counselling and consultation.

3.1.3 Sites to be covered and estimated man hours per month, including staff compliment:

➤ Head Office	: 184 hours
➤ Pretoria North Branch	: 32 hours
➤ Johannesburg Branch	: 56 hours
➤ Bloemfontein Branch	: 16 hours
➤ Durban Branch	: 20 hours
➤ Cape Town Branch	: 68 hours
➤ East London Branch	: 8 hours
➤ Port Elizabeth Branch	: 12 hours

3.1.3 Permanent Bank staff members per site, this excluding contractors:

➤ Head Office	: 1980
➤ Pretoria North Branch	: 129
➤ Johannesburg Branch	: 109
➤ Bloemfontein Branch	: 66
➤ Durban Branch	: 107
➤ Cape Town Branch	: 102
➤ East London Branch	: 68
➤ Port Elizabeth Branch	: 71

Your pricing structure should indicate an hourly rate per site and per type of service to be rendered. The proposal must clearly outline how this project will be carried out to ensure the servicing of all the sites mentioned above. Furthermore, detailed CVs of personnel to be involved in this project must be attached on your proposal.



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Section 4 Breakdown of costs



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Breakdown of costs

Detailed cost breakdown must be provided and attached herewith and signed by the service provider.

A company letterhead and VAT registration must be provided at the top of each page of the breakdown list of costs and the pages must be initialled. Please insert this page at the end of the cost breakdown and sign it.

Signed: _____
(for and on behalf of the tenderer who by signature hereof warrants authorisation hereto)

Date: _____



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Appendix A

Form of Tender



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Appendix A

Employer: The South African Reserve Bank
 Street address: 370 Helen Joseph Street (formerly Church Street),
 Pretoria
 Telephone number: 012-313 4665
 Supplier: _____
 Contact person: _____
 Postal address: _____
 Telephone: _____ Fax: _____

	<i>EAP services for the South African Reserve Bank</i>
The tender sum	
14% VAT	
TOTAL:	

Amounts in words

.....
.....

Signed: _____

(For and on behalf of the tenderer who by signature hereof warrants authorisation hereto)

Date: _____

VAT Number: _____

Tax Number: _____