



NATIONAL LIBRARY OF SOUTH AFRICA

228 Johannes Ramakhoase Street
Private Bag X397
Pretoria
0001

5 Queen Victoria Street
Cape Town
8001

TERMS OF REFERENCE FOR THE PROCUREMENT OF SERVICE PROVIDER TO PROVIDE WELLNESS MANAGEMENT PROGRAMME FOR THE NATIONAL LIBRARY OF SOUTH AFRICA.

Closing date: 14 March 2025

TIME:11H00

NB. All proposal/quotation must be submitted to Quotations@nlsa.ac.za, kindly note that failure to submit via this email address will result in your proposal /quotation being rejected and disqualified.

1. BACKGROUND

1.1 The National Library of South Africa, hereafter referred to as NLSA, is a world class African National Library and Information Hub. The NLSA is responsible for collecting, recording, preserving, and making available the national documentary heritage of South Africa. The NLSA promotes awareness, appreciation and access to published documents, nationally and internationally and in doing so contributes to the development and prosperity of South Africa. The NLSA has Campuses in Pretoria and Cape Town.

1.2 The National Library of South Africa seeks to appoint a service provider to offer wellness management programme to staff.

2. SCOPE OF WORK

2.1 The purpose of the NLSA Employee Wellness Programme is to provide core employee wellness management services to 160 NLSA employees and their immediate family members in line with the following Employee Health and Wellness (EH & W) pillars:

- Professional line support services through a toll-free line which is available 24/7/365 days
- On-line Support Services (E-care) through a wellness intranet linked to the entity's intranet.
- Psychological and psychosocial services
- Face-to-face counseling services up to 6 sessions per employee and immediate family member per case
- Health and Life Management services
- HIV and AIDS counselling and support
- Financial and legal services
- Exercise and nutrition management
- Weight management
- Critical incident trauma debriefing or trauma response services
- Managerial consultancy or managerial coaching, support, referral, and training/educational services
- Verification of sick notes
- Team enrichment sessions, i.e., group coaching covering but not limited to diversity, team dynamics, team building
- Provide preventative services in the form of stress management, alcohol and substance abuse, marriage/relationship enrichment, legal advice, personal financial management and preparation for retirement sessions
- Quarterly and annual reporting
- Quarterly wellness initiatives
- Annual Wellness Day on Pretoria and Cape Town Campuses
- Conduct Annual Integrated Health Risk Assessment and provide Occupational Health and Hygiene Report
- Communication, marketing consultancy and wellness promotion services aligned to the National Health Calendar
- Dedicated Client Relationship Manager

3. NLSA'S RIGHTS

3.1. The NLSA is entitled to amend any RFQ conditions, RFQ validity period, RFQ terms of reference, or extend the RFQ's closing date, all before the RFQ closing date. All Bidders, to whom the quotation documents have been issued and where the NLSA have record of such Bidders, may be advised in writing of such amendments in good time and any such changes will also be posted on the NLSA's website under the relevant Bid information. All prospective Bidders must, therefore, ensure that they visit the website regularly and before they submit their quotations response to ensure that they are kept updated on any amendments in this regard.

4. DURATION OF THE PROJECT

4.1 The appointed service provider shall make an undertaking to offer wellness management programme for the period of two (2) years.

5. CONDITIONS OF BID

- 5.1. The NLSA reserves the right not to accept the lowest proposal.
- 5.2. The NLSA reserves the right to appoint one or more Bidder.
- 5.3. The NLSA reserves the right not to award the contract.
- 5.4. The NLSA reserves the right to have any documentation, submitted by the successful Bidder checked or inspected by any other person or organisation.
- 5.5. The NLSA will not be held responsible for any costs incurred by the Bidder in the preparation and submission of the RFQ.
- 5.6. No upfront Payment will be done by NLSA.
- 5.7. The NLSA reserves the right to purchase and request delivery of the equipment in phases.
- 5.8. The quotations shall remain valid for a period of 30 days and may be extended at the discretion of the NLSA.
- 5.9. All information shall be treated as confidential in terms of the provisions of POPI Act.

6. EVALUATION CRITERIA

6.1. Stage 1: Pre-evaluation (standard bid documents)

- 6.1.1. Fully completed SBD 4, and SBD 6.1 forms.
- 6.1.2. All bidders must be registered on the National Treasury Central Supplier Database

6.2. Stage 2: Technical Evaluation

Bidders are expected to obtain a minimum of seventy (60) points out of one hundred (100) points available to proceed to the next evaluation stage. Failure to obtain the prescribed points will automatically disqualify the bidder from proceeding to the next evaluation stage

Requirement	Technical Specification	Score
Methodology	The bidder must provide a proposal indicating the services to be rendered in line with the 4 EH & W pillars as outlined in the scope of work. The methodology to include: - basket of services which the bidder can offer the NLSA - how the services would be rendered - capacity to deliver services in both Pretoria and Cape Town - communication and marketing plan to promote the utilisation of the services over a period of three years in line with the National Health Calendar 50 Points = proposal includes all required information 0 Points = proposal does not include all required information	50
Experience	Bidders must demonstrate experience in offering employee wellness services in the public sector. Bidder to provide reference letters where such services were successfully rendered.	50

	Reference letters must meet the following criteria: - Be on official letterhead - Include referee's name and signature - Include scope of work - Include date when services were rendered 50 Points = 5 reference letters with all requirements met 40 Points = 4 reference letters with all requirements met 30 Points = 3 reference letters with all requirements met 20 Points = 2 reference letters with all requirements met 10 Points = 1 reference letters with all requirements met 0 Points = No reference letters or reference letters do not meet all of the requirements.	
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Bidders must score 60 points in the technical evaluation to proceed to the next stage.

Only those service providers / contractors who respond exactly as per the scope of work and to the satisfaction of the NLSA shall be considered.

7. PRICING

Provide a detailed quotation covering the services to be provided as per the scope of work.

7.1 Preference Point System

In terms of Regulation 5 of the Preferential Procurement Regulations of 2022/23, Gazette Number 47452 dated 4 November 2022 pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000) responsive bids will be adjudicated by the State on the 80/20-preference point in terms of which points are awarded to bidders based on :

- The bid price (maximum 80 points)
- Specific Goals (maximum of 20 points):

Bid price

The following formula will be used to calculate the points out of 80 for price in respect of an invitation for a tender, inclusive of all applicable taxes.

$$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

P_s = Points scored for price of tender under consideration;

P_t = Price of tender under consideration; and

$P_{\min}$ = Price of lowest acceptable tender.

Specific Goals (maximum of 20 points):-

Ownership

100% Black owned= 20 points.

Less than 100% black owned=10 points.

NB. Central Supplier Database Report will be used to verify the above.

8. ENQUIRIES

All enquiries regarding this RFQ must be directed to the SCM Office:

For any Bid related enquiries please sent to the following email address quoting the Bid Description as a Reference; Quotations@nlsa.ac.za OR (012) 401 9700/81