



MICTSETA

Media, Information And
Communication Technologies
Sector Education And Training Authority

SHAPING SKILLS, PIONEERING INDUSTRIES, EMPOWERING FUTURES

**MICT SETA Head Office; Supply Chain Management 19 Richards Drive,
Gallagher Convention Centre, Gallagher House, Level 3 West Wing Tel
+27 11 207 2600; E-mail: bidqueries@mict.org.za**

**YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE MEDIA INFORMATION AND
COMMUNICATIONS TECHNOLOGIES SECTOR EDUCATION AND TRAINING AUTHORITY**

REQUEST FOR BID REF: MICT/SETA/WEL/16/2025

REQUIREMENT DESCRIPTION:

**APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF A COMPREHENSIVE
WELLNESS MANAGEMENT PROGRAMME TO THE MICT SETA FOR A PERIOD OF THIRTY-SIX
(36) MONTHS**

BID CLOSING DATE: 01 APRIL 2026 at 11:00 AM (SOUTH AFRICAN TIME)



BID REFERENCE NUMBER	MICT/SETA/WEL/16/2025
BID DESCRIPTION	APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF A COMPREHENSIVE WELLNESS MANAGEMENT PROGRAMME TO THE MICT SETA FOR A PERIOD OF THIRTY-SIX (36) MONTHS
SUPPLIER BRIEFING SESSION	<u>N/A</u>
BID CLOSING DATE & TIME	01 APRIL 2026 @ 11:00 am South African Time. *Note: A bid will not be considered if it arrives a second after 11:00 am or any time thereafter. Bidders are therefore strongly advised to ensure that bids are dispatched allowing enough time for any unforeseen events that may delay the delivery of the bid.
INSTRUCTION FOR SUBMISSION OF BID	<u>NB:</u> Bid must be received in a sealed envelope (1 hard copy and 1 USB) marked with this RFB reference number and deposited in a tender box at the location indicated hereunder.
LOCATION FOR BID SUBMISSIONS	MICT SETA Head Office: Reception 19 Richards Drive, Gallagher Convention Centre West Wing, level 3 Midrand
BID VALIDITY PERIOD	Bids received shall remain valid for acceptance for a period of 120 days counted from the closing date of the bid.

CLARIFICATION AND COMMUNICATION

- a. All enquiries relating to this bid must be addressed in writing to bidqueries@mict.org.za five (5) days **before the closing date and time**. Queries received after this period will not be entertained.
- b. The bid reference number must be mentioned in all correspondences.
- c. Bids sent to any other platform other than the one specified herein will not be considered for evaluation. It is the bidder’s responsibility to ensure that the bid is sent to the correct platform and that this is received by the MICT SETA before the closing date and time in MICT SETA’s dedicated platform
- d. All the documentation submitted in response to this RFP must be in English.

Note: Bidders are advised that a response will be disqualified should any attempt be made by a bidder either directly or indirectly to canvass any officer(s) or employees of **MICT- SETA** in respect of the RFB, between the closing and award date of the business.



TABLE OF CONTENTS

Description	Number of pages
CONTENTS	
Section 1: Checklist Information	1
Section 2: MICT SETA – bid conditions	1
Section 3: Form A: bidder's eligibility form	1
SBD 1: Part A: Invitation to bid	1
SBD 1: Part B: Terms and Conditions for bidding	1
Section 4: Bidding structure	1
SECTION 5: TERMS OF REFERENCE	1
Introduction	1
Scope of the Project/ Services	06
SECTION 7: EVALUATION CRITERIA	1
Functional Criteria	4
Pricing and Specific Goals	1
SBD 4: Declaration of interest	3
SBD 6.1: Preferential Procurement Claim Form	3



SECTION 1: CHECKLIST INFORMATION

RETURNABLE DOCUMENTS CHECKLIST

Request For Bid invitation document must be completed, signed and submitted as a whole by the authorised Company representative. All forms must be properly completed, list below serve as a checklist of your RFB submission.

(Tick in the relevant block below)

DESCRIPTION	YES	NO
CSD Central Supplier Database (CSD) Registration Report. SUPPLIER REGISTRATION ON CSD Prospective suppliers must register on the National Treasury Central Supplier database in terms of National Treasury circular no 4A of 2016/17. The bidder shall register prior submitting a proposal/bid.		
SBD 1 - Fully completed with required proof (Where applicable)		
CIPC registration documents		
Bidder's eligibility: Form A		
Valid Tax Clearance Certificate (S) and or proof of application endorsed by SARS / and or SARS issued verification pin		
SBD 4 - Declaration of interest		
SBD 6.1: Preferential Procurement Claim Form		
Copy of joint venture/ consortium or sub-contracting agreement duly signed by all parties. (Where applicable)		
Certified Copy of director(s) ID(s) not older than (six) 6 months		
Shareholding Certificate (Where applicable)		
Financial Statements for 2023/2024 FY of the bidder		

Note: This BID must be completed and signed by the authorised Company representative



SECTION 2: MICT SETA -BID CONDITIONS

1. BID CONDITIONS

- a. MICT SETA considers this bid and all related information, either written or verbal, which is provided to the respondent, to be proprietary to MICT SETA. The respondent shall not disclose, publish, or advertise this RFB or related information to any third party without the prior written consent of MICT SETA.
- b. Bids for the supply of goods or services described in this document are invited in accordance with the provision of Government Procurement: General Conditions of Contract available for download from <http://www.treasury.gov.za/divisions/ocpo/sc/GeneralConditions/>
- c. MICT SETA does not bind itself to accept the lowest or any RFB, nor shall it be responsible for or pay any expenses or losses which may be incurred by the bidder in the preparation and delivery of the RFB.
- d. No Bid shall be deemed to have been accepted unless and until a formal contract / letter of intent is prepared and executed.
- e. The technical proposal shall not include any price or financial information, technical proposal containing material financial information may be declared non-responsive.

1.1 MICT SETA reserves the right to:

- a. Not evaluate or award RFB that do not comply strictly with the requirements of this RFB.
- b. Make a selection solely on the information received in the RFBs and Enter into negotiations with any one or more of preferred bidder(s) based on the criteria specified in the evaluation of this RFB.
- c. Contact any bidder during the evaluation process, in order to clarify any information, without informing any other bidders and no change in the content of the RFB shall be sought, offered or permitted.
- d. Award a contract to one or more bidder(s).
- e. Withdraw or amend the RFB at any stage.
- f. Accept a separate RFB or any RFB in part or full at its own discretion.
- g. Cancel this RFB or any part thereof at any stage as prescribed in the PPPFA regulation.

2. COST OF BIDDING

The bidder shall bear all costs and expenses associated with preparation and submission of its RFB or RFB, and the MICT SETA shall under no circumstances be responsible or liable for any such costs, regardless of, without limitation, the conduct or outcome of the bidding, evaluation, and selection process.

3. EXTENSION OF PROPOSAL VALIDITY PERIOD

In exceptional circumstances, prior to the expiration of the proposal validity period, MICT SETA may request Bidders to extend the period of validity of their bid proposals in writing and shall be considered integral to the proposal.



SECTION 3: FORM A: BIDDER'S ELIGIBILITY FORM

Name of Bidder:

RFB Number:

We, the undersigned, offer to provide the required services in accordance with the above Request for quotation and hereby declare that our firm, persons, or its directors, including any JV/Consortium /Association members or subcontractors or suppliers for any part of the contract:

- a) is not under procurement prohibition by National Treasury, *from doing business with the public sector,"*
- b) have not declared bankruptcy, are not involved in bankruptcy or engaged in corrupt / fraudulent practices, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future;
- c) undertake not to engage in prescribed practices, including but not limited to corruption, fraud, coercion, collusion, obstruction, or any other unethical practice, with the MICT SETA or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the MICT SETA.
- d) *We declare that all the information and statements made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this RFQ submission may lead to elimination of our RFQ submission.*

Name: _____

Title: _____

Date: _____

Signature: _____



SBD 1: PART A: INVITATION TO BID

SUPPLIER INFORMATION			
NAME OF BIDDER			
POSTAL ADDRESS			
STREET ADDRESS			
TELEPHONE NUMBER	CODE		NUMBER
CELLPHONE NUMBER			
FACSIMILE NUMBER	CODE		NUMBER
E-MAIL ADDRESS			
COMPANY REGISTRATION NUMBER			
DATE OF REGISTRATION			
VAT REGISTRATION NUMBER			
	TCS PIN:		OR CSD No: <input type="text"/>
AN ACCOUNTING OFFICER AS CONTEMPLATED IN THE CLOSE CORPORATION ACT (CCA) AND NAME THE APPLICABLE IN THE TICK BOX	<input type="checkbox"/>	AN ACCOUNTING OFFICER AS CONTEMPLATED IN THE CLOSE CORPORATION ACT (CCA)	
	<input type="checkbox"/>	A VERIFICATION AGENCY ACCREDITED BY THE SOUTH AFRICAN ACCREDITATION SYSTEM (SANAS)	
	<input type="checkbox"/>	A REGISTERED AUDITOR NAME: <input type="text"/>	
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]	ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ANSWER PART B:3 BELOW]
SIGNATURE OF BIDDER	DATE	
CAPACITY UNDER WHICH THIS BID IS SIGNED (Attach proof of authority to sign this bid; e.g. resolution of directors, etc.			
TOTAL NUMBER OF ITEMS OFFERED	Refer to pricing schedule/costing	TOTAL BID PRICE (ALL INCLUSIVE)	Refer to pricing schedule/costing



PART B: TERMS AND CONDITIONS FOR BIDDING

BID SUBMISSION:

- 1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
- 1.2. **ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED– (NOT TO BE RE-TYPED) OR ONLINE.**
- 1.3. **BIDDERS MUST REGISTER ON THE CENTRAL SUPPLIER DATABASE (CSD) TO UPLOAD MANDATORY INFORMATION NAMELY: (BUSINESS REGISTRATION/ DIRECTORSHIP/ MEMBERSHIP/IDENTITY NUMBERS; TAX COMPLIANCE STATUS; AND BANKING INFORMATION FOR VERIFICATION PURPOSES).**
- 1.4. **WHERE A BIDDER IS NOT REGISTERED ON THE CSD, MANDATORY INFORMATION NAMELY: (BUSINESS REGISTRATION/ DIRECTORSHIP/ MEMBERSHIP/IDENTITY NUMBERS; TAX COMPLIANCE STATUS MAY NOT BE SUBMITTED WITH THE BID DOCUMENTATION.**
- 1.5. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2022, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER LEGISLATION OR SPECIAL CONDITIONS OF CONTRACT.

TAX COMPLIANCE REQUIREMENTS:

- 2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
- 2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VIEW THE TAXPAYER'S PROFILE AND TAX STATUS.
- 2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) OR PIN MAY ALSO BE MADE VIA E-FILING. IN ORDER TO USE THIS PROVISION, TAXPAYERS WILL NEED TO REGISTER WITH SARS AS E-FILERS THROUGH THE WEBSITE WWW.SARS.GOV.ZA.
- 2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS TOGETHER WITH THE BID.
- 2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE PROOF OF TCS / PIN / CSD NUMBER.
- 2.6 WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.

QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

- 3.1. IS THE BIDDER A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)? YES NO
- 3.2. DOES THE BIDDER HAVE A BRANCH IN THE RSA? YES NO
- 3.3. DOES THE BIDDER HAVE A PERMANENT ESTABLISHMENT IN THE RSA? YES NO
- 3.4. DOES THE BIDDER HAVE ANY SOURCE OF INCOME IN THE RSA? YES NO

IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN, IT IS NOT A REQUIREMENT TO OBTAIN A TAX COMPLIANCE STATUS / TAX COMPLIANCE SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 ABOVE.

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.



SECTION 4: BIDDING STRUCTURE

Bidding structure

Indicate the type of bidding structure by marking with an 'X':

Individual bidder	
Joint Venture	
Consortium	
Subcontractors	
Other	

If the bid is submitted as a Consortium or Joint Venture or Sub-Contracting Arrangement list the members of such Consortium or Joint Venture and Sub-Contractors below:

Bidder's Information (includes bids submitted Individual or as a Consortium or Joint Venture)

Supplier size type (Large or QSE or EME)	
First time business with MICT SETA (Yes/No)	
Number of existing running contracts and total value	
Total number of Employees	

Entity ownership

Ownership category	% of ownership
Black or historically disadvantage individual owned	
Black women owned	
Black youth owned	
People living with disability	
Military veteran	
Other ownership	
Total (100%)	



**SECTION 5:
ANNEXURE A: TERMS OF REFERENCE /SPECIFICATION**

APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF A COMPREHENSIVE WELLNESS MANAGEMENT PROGRAMME TO THE MICT SETA FOR A PERIOD OF THIRTY-SIX (36) MONTHS

1. INTRODUCTION

The Media, Information and Communication Technology Sector Education and Training Authority ("MICT SETA") is a statutory body established through the Skills Development Act, No. 97 of 1998 section 10 (1) (a). Adhering to the key principles of the Skills Development Act and the National Skills Development Plan (NSDP), the SETA seeks to facilitate alignment between skills supply and demand by enhancing the linkages between institutional and workplace learning. The MICT SETA plays a pivotal role in achieving South Africa's skills development and economic growth within the 5 distinct sub-sectors it operates in, i.e. Advertising, Film and Electronic Media, Electronics, Information Technology, and Telecommunications.

2. BACKGROUND

- 2.1. As part of its commitment to employee wellbeing, risk mitigation, and good governance, the Media, Information and Communication Technologies Sector Education and Training Authority (MICT SETA) seeks to implement a comprehensive Wellness Management Programme. This programme aims to support employees' physical, mental, and emotional health, contributing to a productive and healthy workforce.
- 2.2. MICT SETA is therefore seeking the services of a competent and experienced service provider to design, implement, and manage an employee assistance and wellness programme for a period of three (3) years, ensuring alignment with the organisation's strategic objectives and statutory obligations.

3. PURPOSE AND OBJECTIVES

- 3.1. The objective of this Request for Quotation (RFQ) is to appoint a competent and experienced Employee Assistance and Wellness Programme service provider to deliver comprehensive assistance, life management, and wellness services to MICT SETA personnel. This includes support for the current permanent, fixed term and internship/learnership employees, as per the approved organogram, and extend to their immediate family members.
- 3.2. The appointment will be governed by a Service Level Agreement (SLA) for a period of three (3) years, ensuring consistent, high-quality, and accessible wellness services aligned with the organisation's strategic objectives and employee wellbeing priorities.

4. SCOPE OF WORK AND REQUIREMENTS

The appointed service provider will conduct and provide the following services. The service should be available nationally.

Reference of Service Components	Service Description
Services 1: Counselling Service	
Toll-free telephone supportive counselling: National network matching MICT SETA geographic footprint	<ul style="list-style-type: none"> • Professional Support Line Service (24/7/365) for employees and families. The service shall be available in 11 official languages, with the national network matching MICT SETA's geographic footprint
Personal Face-to-Face Counselling for employees and family members	<ul style="list-style-type: none"> • 6-8 Personal Counselling (Face-to-Face) - sessions per person per year (per condition/incident) close to employee/family member residence or place of work.



	<ul style="list-style-type: none"> • Support and counselling for victims of unfair discrimination, disabilities, anger management, homophobic, xenophobic, Depression and Anxiety and tribalism etc. • Bereavement Counselling
Critical Incidence Services (Trauma debriefing)	Offering prompt and professional trauma debriefing and counselling services to employees exposed to incidents of trauma.
Electronic on-line advisory services	Access to comprehensive online wellness programme.
Service 2: Life Management Services	
Life Management Services:	<ul style="list-style-type: none"> • A legal well-being service provider will provide MICT SETA employees with detailed practical information, education, counselling, resources and referrals on a broad range of legal matters, consumer affairs and social benefits. Assistance on labour law matters is excluded from the service. • Financial wellbeing: This component of the service will assist employees who have queries relating to finances and debt management • Family Care Support: It will focus on the provision of information and guidance on a broad range immediate family related issues such as parental guidance, disability benefits, educational and community resources, special needs placement, dependent care, child support, immigration, expatriate adjustment, alternative work arrangements, residential facilities, vocational guidance, community resources, pre-school programmes and care-giving guidance, information and advice on alcohol management. • Information and advice on alcohol, drugs and gambling management. • Draft Wills and Estate Planning: Draft and advice. • Basic contract drafting and provide advice
Service 3: Unfair Discrimination and Sexual Harassment Support Programme	
Sexual Harassment Unfair Discrimination (Gender, Race, Disability etc.)	<ul style="list-style-type: none"> • Provide trauma Counselling and victim empowerment.
Service 4: Annual Employee Health Screening	
Health Screening	<p>The services to be rendered will include but are not limited to the following:</p> <ul style="list-style-type: none"> • Completion of Health, Lifestyle and stress questionnaire • Blood Pressure monitoring • Total Cholesterol screening (finger prick) • Glucose screening (finger prick) • BMI calculation (Height & Weight) • Education at and after the wellness • HIV Testing and Counselling • Feedback of results to individuals screened as well as group risk analysis • Provide own nurses <p>The service provider will be responsible for managing fully the following:</p> <ul style="list-style-type: none"> • Employee registration • Data capturing of each employee's results directly after



	<p>their assessment</p> <ul style="list-style-type: none"> • Wellness assessment activities • Wellness treatments such as Massage session once a year • Storing and transporting stock after issuing • Management of any issues that may arise during the assessments <p>A full report on the wellness results of employees must be provided to MICT SETA Management to include results per region, but not limited to the following:</p> <ul style="list-style-type: none"> • Demographics of the employees tested • Health overview of the employees tested • Breakdown of medical schemes employees belong to per region
Service 5: Medical Health Assessments	
Medical Risk Appraisal	<p>The appointed service provider will be required to conduct comprehensive medical risk appraisals as part of the Wellness Management Programme. The services to be rendered will include, but are not limited to, the following:</p> <ul style="list-style-type: none"> • Personal and family medical history • Exercise and nutrition management • Health habits • Biometric Screening and Health Risk Profilin • Health Education and Counselling
Physical Assessment	<p>Physical assessments may be conducted when deemed necessary for specific cases, based on individual risk factors or medical indications. Components may include:</p> <ul style="list-style-type: none"> • Cardiovascular • Neurological • Height, weight, Body Mass Index (BMI), waist and ratio • Resting and effort Electrocardiogram (ECG) • Lung function screening • Eye testing • Ear, nose and throat
Laboratory Investigations	<ul style="list-style-type: none"> • HIV Counselling and testing etc,
Service 6: Awareness Education & Training (4 sessions per annum split per region)	
Awareness sessions	<p>The service provider will conduct awareness sessions for employees, managers, supervisors, and other relevant stakeholders, including Human Capital, SHE personnel, and Wellness Committee members. The sessions will include, but are not limited to:</p> <ul style="list-style-type: none"> • Nutrition and healthy lifestyle (Dietician) • Cancer awareness and prevention • Women's health (Gynecologist) • Physical activity and mobility (Bio kineticist) • Mental health and stress management (Sociopsychologist) • Managing health-related incapacity • On-site counselling for personal and work-related wellness <p>Responsibilities of Service Provider:</p> <ul style="list-style-type: none"> • Schedule and deliver sessions • Prepare professional materials • Ensure participation and engagement • Provide feedback and recommendation



Service7: Wellness Initiatives – Events Planning and Coordination

Events Planning and Coordination

Plan and coordinate wellness events in line with the annual wellness calendar to promote employee health and awareness.

For example,

- Organize wellness races and physical activity events
- Conduct cancer awareness campaigns
- Observe World AIDS Day activities
- Facilitate mental health awareness initiatives
- Employee wellness general meeting

Responsibilities of Service Provider:

- Coordinate events as per the approved annual wellness calendar
- Ensure employee participation and engagement
- Provide post-event feedback and recommendations
- Plan, organise, and facilitate the annual EWP EGM for all employees

Service 8: Conflict Management Intervention

Conflict Management

Prevent and manage workplace conflicts to protect productivity and service excellence.

Key Services:

- Proactive conflict response
- Manager capacity building to identify and refer distressed employees
- One-on-one and group support interventions
- Employee-to-employee and employee-to-manager referrals

Responsibilities of Service Provider:

- Conduct interventions for groups of 4 or more
- Support managers with conflict resolution
- Monitor and follow up on outcomes

Service 09: Employee Care

Sympathy Flowers & Support Gifts

To provide compassionate support to employees during times of personal loss or hospitalisation, fostering a caring and supportive organizational culture.

Scope:

- Provide sympathy flowers or gifts when an employee is hospitalised.
- Provide sympathy flowers or gifts in the event of the death of:
 - The employee
 - Employee's parents or siblings (by blood)
 - Employee's dependants

Responsibilities of Service Provider:

- Coordinate the delivery of flowers or gifts promptly and respectfully
- Ensure accurate records of recipients and occasions
- Maintain confidentiality and sensitivity during the process

Service 10: Ill Health, Incapacity, and Disability Management Consultation Services- Charged at a rate per hour

Ill-health management

Scope:

- Manage general ill-health in the workplace



	<ul style="list-style-type: none"> • Advise on accessibility, accommodations, and assistive technologies • Guide special working arrangements, OHS compliance, and emergency plans • Support back-to-work adjustment and rehabilitation • Second opinion • Representation on incapacity panels for advice and support • Arrange Functional Capacity Evaluation <p>Responsibilities of Service Provider:</p> <ul style="list-style-type: none"> • Provide expert consultation on ill-health and disability management • Recommend workplace adjustments and assistive solutions • Ensure compliance with legislation and standards • Support employee reintegration and rehabilitation
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Service 11: Team building

Team Building	<p>Enhance teamwork, collaboration, and engagement within divisions or departments, and recognise excellent achievements.</p> <p>Scope:</p> <ul style="list-style-type: none"> • Department- or division-specific team building activities • Conducted as needed, e.g., after audit sessions, critical events, or as a token of appreciation for excellent performance • Focus on improving communication, trust, cooperation, and morale <p>Responsibilities of Service Provider:</p> <ul style="list-style-type: none"> • Plan and facilitate activities in coordination with department/division head • Provide feedback and recommendations to strengthen team dynamics • Ensure activities align with organizational wellness and recognition objectives
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Service 12: Marketing and Communication

Marketing and Communication	<p>Employee Wellness Programme (EWP) and its offering</p> <p>Develop and implement campaigns to raise awareness of the EWP and the services it offers.</p> <p>Scope:</p> <ul style="list-style-type: none"> • Promote awareness and participation in the Employee Wellness Programme (EWP). • Deliver consistent, branded wellness communication aligned with MICT SETA's EWP. • Use multiple channels, including work emails and SMS, to reach all employees. <p>Responsibilities of Service Provider:</p> <ul style="list-style-type: none"> • Adopt MICT SETA EWP branding and communication design standards. • Develop and implement weekly campaigns promoting wellness activities and services. • Prepare and distribute messages via email and SMS every Wednesday.
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	<ul style="list-style-type: none"> • Ensure all content aligns with MICT SETA's communication policies and EWP objectives. • E - care Service availability (Wellness App etc)
Service 13: Programme Management	
Reporting and Dedicated Manager	<p>Scope</p> <ul style="list-style-type: none"> • Provide regular reports on Employee Wellness Programme activities. • Reports aligned to MICT SETA business calendar and requirements. <p>Responsibilities of Service Provider:</p> <ul style="list-style-type: none"> • Assign a dedicated manager for coordination and reporting. • Submit and present reports as follows: <ul style="list-style-type: none"> • Monthly: Statistical analysis • Quarterly: Analysis and recommendations • Annual: Analysis, recommendations, and Plan of Action for the next year • Ad hoc: As requested, including meetings with HR manager once a quarter or as required

5. DURATION OF THE PROJECT

The successful bidder will be appointed to provide employee health and wellness services to the MICT SETA for a period of thirty-six (36) months.



6. PRICING SCHEDULE

Name of bidder _____

Bid number: _____

Closing date _____

RFQ shall remain valid for acceptance for a period of **90 days** counted from the closing date.

Bidders to provide further cost breakdown where necessary under each line item, and sub-total and the overall BID price (Total) should be included. The below table is for illustration only:

Item	Required Description: APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF A COMPREHENSIVE WELLNESS MANAGEMENT PROGRAMME TO THE MICT SETA FOR A PERIOD OF THIRTY-SIX (36) MONTHS	Quantity (per employee/ per event)	Year 1	Year 2	Year 3
1	Counselling Services	1	R	R	R
2	Life Management Services:	1	R	R	R
3	Unfair Discrimination and Sexual Harassment Support Programme	1	R	R	R
4	Annual Employee Health Screening	1	R	R	R
5	Medical Health Assessments	1	R	R	R
6	Awareness, Education and Training programmes (four (4) sessions per annum, distributed per region)	1	R	R	R
7	Wellness Initiatives – Events Planning and Coordination	1	R	R	R
8	Conflict Management Intervention	1	R	R	R
9	Employee Care	1	R	R	R
10	Ill Health and Disability Management Consultation Services (charged per hour)	1	R	R	R
11	Team-Building Interventions	1	R	R	R
12	Marketing and Communication	1	R	R	R
13	Programme Management	1	R	R	R
			Total (Incl. VAT) – Year 1	R	
			Total (Incl. VAT) – Year 2	R	
			Total (Incl. VAT) – Year 3	R	
			TOTAL COST FOR 3 YEARS	R	

Complete below:

1. Is the price(s) fixed? **Yes/No**
2. Is the quote strictly to specification? **Yes/No**

I/We, the undersigned, agree that this bidding price shall remain binding on me/us and open for acceptance for the period stipulated above.

Authorised Company Representative: _____

Capacity under which this quote is signed: _____

Signature: _____

Date: _____



SECTION 6: BID EVALUATION CRITERIA

MICT SETA complies with the provisions of the Public Finance Management Act, Act No. 1 of 1999 as amended; Treasury Regulations of 2005; the Preferential Procurement Policy Framework Act, Act No. 5 of 2000; Preferential Procurement Regulations of 2022; and the MICT SETA Supply Chain Management (SCM) Policy. Bids received will be evaluated on the following set criteria.

6.1: FUNCTIONAL EVALUATION CRITERIA

Bids submitted will be evaluated on technical functionality out of a maximum of **100 points**. A threshold of **70 points** out of the **100 points** has been set.

Only bidders that have met or exceeded the qualification threshold on technical functionality of **70 points** will be evaluated further on price and specific goals.

Note: All bidders achieving less than the set threshold of 70 points will be declared non-responsive.

Assessment of evaluation of the functional/ technical criteria will be based on the table below:

FUNCTIONAL CRITERIA			
NO	CATEGORY	FUNCTIONAL EVALUATION CRITERIA	MAX POINTS
1	BIDDER'S EXPERIENCE	<p>The bidder must have experience in providing comprehensive Wellness Management Programme. Bidders must submit a Track record list of Wellness Management projects indicating the client's name, project description, duration, scope of services completed in the past five (5) years.</p> <p>Points for submission of a list highlighting experience in providing comprehensive Wellness Management Programme will be allocated as follows:</p> <ul style="list-style-type: none"> • The bidder submitted a list highlighting five (05) previous Wellness Management programmes provided in the past 5 years = 20 Points • Submitted a list highlighting four (04) previous Wellness Management programmes provided in the past 5 years = 15 Points • The bidder submitted a list highlighting three (03) previous Wellness Management programmes provided in the past 5 years = 10 Points • The bidder submitted a list highlighting two (02) previous Wellness Management programmes provided in the past 5 years = 08 Points • The bidder submitted a list highlighting one (01) previous Wellness Management programme provided in the past 5 years = 05 Points • The bidder did not submit a list highlighting completed projects or projects not aligned to the requirements = 0 Points 	20
2	REFERENCE LETTERS	<p>The bidder must submit five (05) contactable reference letters from different clients, demonstrating competency in delivering Wellness Management Programmes in the past five (5) years. Reference letters must correspond to the track record list provided.</p> <p>NB: The reference letters must be on the client's letterhead, contactable, fully signed by an authorised official, dated, indicate project description, and the period when the work was done.</p> <p>Points for reference letters demonstrating competency in delivering Wellness Management Programmes will be allocated as follows:</p> <ul style="list-style-type: none"> • The bidder submitted five (05) reference letters in delivering Wellness Management Programmes in the past five (5) years = 20 Points • The bidder submitted four (04) reference letters in delivering Wellness Management Programmes in the past five (5) years = 15 Points • The bidder submitted three (03) reference letters in delivering Wellness Management Programmes in the past five (5) years = 10 Points • The bidder submitted two (02) reference letters in delivering Wellness Management Programmes in the past five (5) years = 08 Points 	20



		<ul style="list-style-type: none"> • The bidder submitted one (01) reference letter in delivering Wellness Management Programmes in the past five (5) years = 05 Points • The bidder did not submit reference letters aligned to the requirements = 0 Points <p>Important: Reference lists or award letters or purchase orders (POs) will not be considered for points allocation. In the event of sub-contracting, the bidder must furnish the above reference letters of the main bidder.</p> <p>MICT SETA reserves the right to contact references prior to award.</p>	
<p>3</p>	<p>PROJECT PLAN / PROPOSAL</p>	<p>The bidder must provide a comprehensive and clearly articulated description of the scope of work/project plan, demonstrating a full understanding of the services to be delivered. Where applicable, the bidder must submit copies of valid contracts or Memoranda of Understanding (MOUs) with third-party service providers for the following services:</p> <ol style="list-style-type: none"> 1.Counselling Services 2.Life Management Services: 3.Unfair Discrimination and Sexual Harassment Support Programme 4.Annual Employee Health Screening 5.Medical Health Assessments 6.Awareness, Education and Training programmes (four (4) sessions per annum, distributed per region) 7.Wellness Initiatives – Events Planning and Coordination 8.Conflict Management Intervention 9.Employee Care 10.Ill Health and Disability Management Consultation Services (charged per hour) 11.Team-Building Interventions 12.Marketing and Communication 13.Programme Management <p>Points for submission of a detailed proposal will be allocated as follows:</p> <ul style="list-style-type: none"> • The bidder submitted a detailed proposed project plan outlining all thirteen (13) elements = 40 points • Bidder submitted a project plan that does not outline all thirteen (13) elements or bidder did not submit a detailed proposed project plan = 0 points 	<p>40</p>
<p>4</p>	<p>QUALIFICATIONS AND EXPERIENCE OF THE PROJECT MANAGER</p>	<p>The bidder must provide CV and certified copy of the qualifications of the dedicated key personnel and Key Account / Project Manager responsible for overall coordination and delivery. The Key Account /project manager must have at least five (05) years' relevant experience in wellness management, employee assistance, counselling, or related programmes,</p> <p>Experience (05 Points)</p> <p>The bidder must submit CV of Key Accounts /Project Manager demonstrating at least five (05) years of experience in wellness management, employee assistance, counselling, or related programmes. The CV should clearly indicate the client or employer, duration (start to end date), responsibilities or duties.</p> <p>Points on submission of CV and qualification of the Key account/ Project Manager will be allocated as follows:</p> <ul style="list-style-type: none"> • The bidder submitted CV of Key Accounts /Project Manager highlighting five (05) years or more experience = 05 Points • The bidder submitted CV of Key Accounts/Project Manager highlighting four (04) years' experience = 04 Points • The bidder submitted CV of Key Accounts/Project Manager highlighting three (03) years experience = 03 Points • The bidder submitted CV of Key Accounts/Project Manager highlighting two (02) years experience = 02 Points 	<p>10</p>



		<ul style="list-style-type: none"> • The bidder submitted CV of Key Accounts/Project Manager highlighting one (01) year experience = 01 Point • The bidder did not submit CV or submitted CV with experience that does not meet the minimum requirements = 0 Points <p>Qualifications (05 Points)</p> <p>The project manager must be in possession of at least an NQF Level 8 qualification in Project Management, Sales, Business Management, Business Administration, healthcare/wellness sector or related field.</p> <p>Points on submission of Qualifications for the Key Accounts /Project Manager:</p> <ul style="list-style-type: none"> • The bidder submitted copy of an NQF level 8 or more qualification of the Key Accounts /Project Manager in the related field = 05 points • Bidder submitted NQF level 7 qualification of the Key personnel and Key Accounts /Project Manager in the related field = 04 points • Bidder submitted NQF level 6 qualification of the Key personnel and Key Accounts /Project Manager in the related field = 03 points • Bidder submitted NQF level 5 qualification of the Key personnel and Key Accounts /Project Manager in the related field = 02 points • The bidder did not submit copy of qualification or submitted copy of qualification in a field that is not related to the requirements = 0 Points 	
5	PROFESSIONAL REGISTRATION	<p>The bidder must demonstrate that the key personnel assigned to the project are appropriately registered to deliver the Wellness Management Programme by submitting a valid registration confirmation letter or certificate from the Health Care Professionals Council of South Africa (HPCSA) or the Employee Assistance Professionals Association of South Africa (EAPA-SA)</p> <p>Points for submission of a valid registration confirmation letter or certificate of Key Personnel registration:</p> <ul style="list-style-type: none"> • The bidder submitted proof of registration of Five (5) or more key personnel with HPCSA or EAPA-SA = 10 Points • The bidder submitted proof of registration of Four (4) key personnel with HPCSA or EAPA-SA = 08 Points • The bidder submitted proof of registration of Three (3) key personnel with HPCSA or EAPA-SA = 05 Points • The bidder submitted proof of registration of Less than three key personnel or did not submit proof of professional registration = 0 Points <p>NB: MICT SETA reserves the right to verify the registrations with the relevant body.</p>	10
TOTAL			100
MINIMUM THRESHOLD			70

Note: Only bidders who meet or exceed the qualification threshold on technical functionality of 70 points will be further evaluated on price and specific goals.



6.2. PRICE AND SPECIFIC GOALS

Only bidder/s or RFQ submissions that have met the requirements of evaluation criteria will qualify for further evaluation on Price and Specific Goals according to the 80/20 preference point system in terms of the Preferential Procurement Regulations 2022, where 80 points will be for Price and 20 points will be for Specific Goals. RFQ will be awarded to the bidder scoring the highest points.

Specific Goal to be evaluated out of **20 Points**:

Specific Goals Criteria	Points
Enterprises which are at least 51% owned by historically disadvantaged persons.	10
Enterprises which are at least 51% owned by historically disadvantaged women.	5
Enterprises which are at least 51% owned by historically disadvantaged youth.	5
Total	20

**** Enterprises that are not owned by historically disadvantaged persons will be allocated 0 points.**

Bidder must submit the following documents:

- Certified ID copies of the company's directors as per the CIPC documents. (Certified copies must not be older than six (06) months).
- CIPC Documents and/or share certificate (for companies with more than one (01) Director).

Failure on the part of a service provider to submit proof or documentation required in terms of this RFQ to claim points for specific goals, will be interpreted to mean that preference points for specific goals are not claimed



BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

2.2. Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:
.....
.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:
.....
.....

3 DECLARATION

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.



I, the undersigned, (name)..... in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature

.....
Date

.....
Position

.....
Name of bidder

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.



PREFERENCE PROCUREMENT CLAIM FORM

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1 GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 To be completed by the organ of state

- a) The applicable preference point system for this tender is the **80/20** preference point system.
- b) the **80/20 preference point system** will be applicable in this tender. The lowest/highest acceptable tender will be used to determine the accurate system once tenders are received.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.4 To be completed by the organ of state:

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.



2 DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3 FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20	or	90/10
$P_s = 80 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$	or	$P_s = 90 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$

Where:

- P_s = Points scored for price of tender under consideration
- P_t = Price of tender under consideration
- P_{min} = Price of lowest acceptable tender

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20	or	90/10
$P_s = 80 \left(1 + \frac{P_t - P_{max}}{P_{max}} \right)$	or	$P_s = 90 \left(1 + \frac{P_t - P_{max}}{P_{max}} \right)$

Where:

- P_s = Points scored for price of tender under consideration
- P_t = Price of tender under consideration
- P_{max} = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS



- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:
- 4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
 - (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
 - (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,
 then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below. Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Enterprises which are at least 51% owned by historically disadvantaged persons.	10	
Enterprises which are at least 51% owned by historically disadvantaged women.	05	
Enterprises which are at least 51% owned by historically disadvantaged youth.	05	

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm.....

4.4. Company registration number:

- 4.5. TYPE OF COMPANY/ FIRM
- Partnership/Joint Venture / Consortium
 - One-person business/sole propriety
 - Close corporation
 - Public Company
 - Personal Liability Company
 - (Pty) Limited
 - Non-Profit Company
 - State Owned Company

[TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:



- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution, if deemed necessary.

.....
SIGNATURE(S) OF TENDERER(S)

SURNAME AND NAME:

DATE:

ADDRESS: