

## ***Terms of Reference***

# ***Appointment of a service provider to provide an Employee Wellness Programme (EWP) for Agrément South Africa (ASA)***

### **1. Introduction**

Agrément South Africa extends a call for the submission of proposals from suitably qualified service providers to provide Employee Wellness Services in the form of a detailed Employee Wellness Programme for Agrément South Africa.

### **2. Background**

Agrément South Africa was established in 1969 and has been operating within the CSIR under the auspices of its Built Environment Unit. In December 2015, Agrément South Africa was recognised as an independent agency that could provide an impartial judgement in the evaluation of innovative construction products and systems in the interests of the consumer and the construction industry at large.

*The Agrément South Africa Act* was accented to by the Honourable President of the Republic of South Africa as *Act No 11 of 2015* from 1 April 2017. Agrément South Africa was thereby established as a Schedule 3A entity from 1 April 2017, where previously it had been transferred to the CSIR being a Schedule 3B entity with a staff compliment of 22 employees. The entity operates under a delegation of authority from the Minister of Public Works.

**The main objectives are:**

- To provide assurance of fitness-for-purpose of non-standard construction-related products and systems to those who specify requirements and to users;
- To support and promote the process of integrated socio-economic development in the Republic as it relates to the construction industry;
- To support and promote the introduction and use of certified non-standardised construction related products or systems in the local or international market;
- To support policy makers in minimizing the risk associated with the use of non-standard construction -related products or systems; and
- To be an impartial and internationally acknowledged South African centre for assessment and confirmation of fitness-for-purpose of non-standard construction related products or systems

**3. Purpose**

To offer support programmes that enable employees to lead healthy lifestyles and to enjoy wellness within the workplace. The programme will provide a holistic wellness service to Agrément South Africa employees and their immediate families. For this purpose family means spouse, children and anyone who is financially dependent and resides within the same household with the employee.

To implement and coordinate an Employee Wellness Programme for a 3-year period for Agrément South Africa.

**4. Objectives**

- 4.1 Review the current employee wellness framework and identify improvement or enhancement areas.

- 4.2 Develop an integrated plan for the organization including the implementation of EWP support and counselling services, wellness awareness programme and other relevant interventions and initiatives.
- 4.3 Develop a comprehensive work-related HIV/AIDS programme.
- 4.4 Provide input and guidance to the Health and Safety Committee with regard to office environmental health and wellness issues. This should be inclusive of occupational screenings in terms of environmental wellness e.g. light quality, air quality, ventilation, water quality, components that might have health triggers and could result in a 'sick building syndrome'.
- 4.5 The plan should also include wellness-related life skills training programme for staff and support programmes for management.
- 4.6 In conjunction with HR unit, coordinate, monitor and support the organizational employee wellness programme over three year contract duration.
- 4.7 All Staff should be registered with the relevant authorities as per legislator compliance relevant to the stipulated function.

## **5. Scope of services**

The fully managed Employee Wellness Programme must offer:

- 5.1 Services aligned with the National Health Calendar
- 5.2 Crisis and Trauma Management
- 5.3 Face-to-face Counselling
- 5.4 Psychological and Psychosocial Services
- 5.5 Management of HIV & AIDS and other chronic illnesses
- 5.6 Occupational Health of employees
- 5.7 Health and life management Services
- 5.8 Implementation of interventions to address trends identified in quarterly reports
- 5.9 E-Care services including online support services through intranet or internet.
- 5.10 Training of peer educators in promoting holistic wellness
- 5.11 Marketing and promotion of employee wellness services

- 5.12 Support and advice for employees with chronic illnesses, occupational injuries and diseases, mental illness and disability and to ensure that the working environment is conducive and accommodating for them.

## **6. General Requirements:**

- 6.1 The service provider must be a member of the Employer Assistance Professionals Association of SA (EAP-SA).
- 6.2 The service must consist of multilingual, confidential and unlimited access to a 24 hour, 7 day a week call centre support services.
- 6.3 A maximum of 8 personal counselling sessions per person per condition per year, per family member residing with the employee, close to his or her residence or place of work.
- 6.4 A critical incident management service that offers prompt and professional individual and group trauma debriefing and counselling services to employees exposed to incidents of trauma. Critical incident management services must be provided within 12 to 48 hours of the incident.
- 6.5 Briefing and training of managers on wellness-related issues.
- 6.6 Implementation and promotion of the Employee Wellness Customer-designed programme to ensure all employees know what services they will receive from the wellness provider. This will include:
- 6.6.1 Consultancy to provide proper communication materials (brochures, booklets and wallet cards); and
- 6.6.2 Organizational consultancy to ensure the effective implementation of the EWP.

## **7. Technical Specifications**

### **7.1 Implementation**

Sessions will be implemented at Agrément South Africa Offices to introduce the services to the employees of Agrément South Africa. The implementation session will be a complete marketing initiative to create awareness of the process.

### **7.2 Information**

Timeous request to be made for relevant information, including contact details, employee details and their immediate dependants.

### 7.3 Co-ordination

Annual set up for information sessions in consultation with Agrément South Africa Corporate Services.

### 7.4 Content of implementation sessions

The designated trainer will inform employees of:

- 7.4.1 The appointed EW service provider
- 7.4.2 Services
- 7.4.3 Procedures
- 7.4.4 Confidentiality
- 7.4.5 Toll Free Number
- 7.4.6 Eligibility
- 7.4.7 Confidentiality
- 7.4.8 Contact person
- 7.4.9 Accessibility

### 7.5 Direct services roles and responsibilities

Only professional, qualified, registered clinicians and specialists will render services.

Direct, confidential and unlimited access to a 24 hour Life Management Service, comprised of Legal, Financial and Family Care Services.

### 7.6 Feedback

Submit a report to Agrément South Africa of any concerns or issues raised during the implementation process.

### 7.7 HIV and Aids Services

- 7.7.1 Annual VCT campaign
- 7.7.2 Pre and Post counselling
- 7.7.3 Support and referral
- 7.7.4 Training for all staff levels in the organization

## **8. Monitoring and Evaluation**

### 8.1 Evaluate the impact of the service

Agrément South Africa Corporate Services will determine the evaluation criteria, and the agreed upon criteria will determine the level and technique of measuring the impact of the service.

### 8.2 Complaints-handling mechanism

The appointed EW provider must implement and exercise the necessary measures to address complaints with corrective measures and must provide a record of such measures to ASA.

### 8.3 Time frames

Set up agreed turnaround times for findings and complaints

## **9. Review procedures**

The service provider must be able to:

- 9.1 Provide a comprehensive report in respect of the general health and wellness of ASA employees;
- 9.2 Compile a comprehensive multi-disciplinary approach to managing diseases effectively which should include health risk profiling, disease prevention and rehabilitation activities; and
- 9.3 Presentation of an Annual review to provide an overall review of the service and a discussion of organizational trends.

## **10. Duration of the services**

The appointed service provider will be required to implement and coordinate an EWP (Employee Wellness Programme) for a period of 36 calendar months.

## **11. Confidentiality**

All information collected shall be treated with the highest level of confidentiality. This applies to the information acquired before, during and after completion of the contracted period, in compliance with *Act No. 4 of 2013, Protection of Personal Information Act*.

## **12. Required documentation for submission**

- 12.1 Membership of the Employee Assistance Professionals Association of South Africa.
- 12.2 Proof of registration and registration status with the relevant professional body
- 12.3 Company profile
- 12.4 List and supporting documents of all company directors
- 12.5 Valid original tax clearance certificate with a certificate of good standing
- 12.6 CVs of the technical team member/s
- 12.7 Pricing Schedule
- 12.8 A valid B-BBEE Certificate

## **13. Financial and compliance (minimum):**

- 13.1 Registration with the National Treasury Central Supplier Data Base for Government is a prerequisite. A valid registration number is required for all services;
- 13.2 All suppliers/contractors used are not on the Restricted Suppliers list;
- 13.3 The procurement of goods/ works/ services was not deliberately split into parts or items of lesser value merely to avoid complying with the requirements of the SCM policy/ SCM regulations;
- 13.4 The goods/ services were procured through transversal contracts (facilitated by the treasuries) as far as possible;
- 13.5 Quotes will be evaluated in accordance with the preference point system as prescribed by the PPPF Act for awards above the value of R10 000.00 (VAT included).
- 13.6 A valid B-BBEE Certificate is required for allocation of points for B-BBEE. In its absence (as prescribed in the B-BBEE Act), proof of annual turnover from the company's accountant or auditors will suffice.

#### 14. Deadline

Proposals, which should include Company Profiles, must be submitted to Portia Molatlhegi at 1 Meiring Naude Road, CSIR, Building 2A, by 16:30 on 19 January 2018.