

**MINUTES FOR THE NON-COMPULSORY INFORMATION SESSION
FOR**

DFFE-T032 (24/25): THE APPOINTMENT OF A SUITABLE SERVICE PROVIDER/S TO RENDER EMPLOYEE HEALTH AND WELLNESS (EH&W) SERVICES TO THE DEPARTMENT OF FORESTRY, FISHERIES AND THE ENVIRONMENT (DFFE) FOR A PERIOD OF THIRTY-SIX (36) MONTHS ON “AN AS AND WHEN” REQUIRED BASIS.

DATE: 23 January 2025

VENUE: Microsoft Teams

TIME: 10:00 – 11:00

CHAIRPERSON: Mr. Sandy Nyathi

NO	ITEM	DISCUSSIONS	DECISION	COMMENTS
1.	OPENING AND WELCOME	<p>The chairperson, Mr. Sandy Nyathi, officially opened the meeting and welcomed all those in attendance.</p> <p>He then handed over to officials from the Department of Forestry, Fisheries and the Environment to introduce themselves as well.</p>	Noted	None
2.	ATTENDANCE	<p>The following DFFE officials were in attendance:</p> <ul style="list-style-type: none"> ▪ Mr. Sandy Nyathi – Chairperson ▪ Ms. Lebogang Sebake – DFFE official ▪ Mr. Xhanti Mdledle _ SCM <p>All prospective bidders who were in attendance were requested to provide their information in the Microsoft Teams chat panel as a form of registration.</p> <p>No apologies tendered.</p>	Noted	None

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3.	PURPOSE OF THE MEETING	<p>The purpose of the meeting was to provide prospective bidders with an opportunity to better understand the Terms of Reference the appointment of a suitable service provider/s to render employee Health and Wellness (EH&W) services to the Department of Forestry, Fisheries and the Environment (DFFE) for a period of thirty-six (36) months on “AN AS AND WHEN” REQUIRED BASIS.</p> <p>He further confirmed that this was a non-compulsory briefing session therefore, prospective bidders are to note as indicated on the bid document that this is a non-compulsory briefing session. This meant that bidders who failed to attend this briefing session would not be disqualified, and their proposals will be considered.</p>	Noted	None



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4.	TECHNICAL PRESENTATION OF THE PROJECT	<p>Mr. Sandy Nyathi gave a brief background and an overview of the project with emphasis made on the following:</p> <ul style="list-style-type: none">▪ The appointment of the service provider to render Employee Health and Wellness (EH&W) services to the Department of Forestry, Fisheries, and the Environment (DFFE) for a period of thirty-six (36) months on “an as and when” required basis. <p>INTRODUCTION AND BACKGROUND</p> <ul style="list-style-type: none">▪ The Department of Forestry, Fisheries, and the Environment is a People-Centric Organization, and this is one of its values that stands out amongst others. As part of fulfilling its overall aim of providing a better life for all and in line with its values, the Department acknowledges that employees are its most important asset and, therefore, investing in its employees' Health and Wellness is of paramount importance. DFFE has therefore put in place an Employee Health and Wellness Programme to:▪ Develop healthy and productive employees by creating a positive and safe working environment that will enable employees to reach their optimal performance.▪ Offer care and assistance to DFFE employees in dealing with challenges that they face both in their private and work life.▪ Encourage DFFE employees to take responsibility for	Noted	None

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		<p>their own Health and Wellness.</p> <ul style="list-style-type: none">▪ The Department has a staff complement of approximately 4000 employees with offices in Pretoria and Cape Town; it also has regional offices in all nine (9) Provinces of South Africa; Harbours and Plantations as well as expedition teams in Antarctica, Gough, and Marion Islands.▪ Outsourcing these services will assist in extending wellness services through the availability and footprint of Professional Affiliates in various fields, such as Psychologists, Psychiatrists, and Occupational Therapists who are in their database. Assistance will be available for employees who are in various remote areas and do not have Wellness Practitioners immediately available to provide the necessary wellness support.▪ The Department's EH&W programme is coordinated within the Directorate: Transformation, Employee Health and Wellness, and it has limited wellness practitioners to render services to DFFE offices. This has led the Department to adopt a combination model that uses in-house and external services for the effective implementation of comprehensive Health and Wellness services. The Model is highly recommended by the Department of Public Service and Administration (DPSA), which prescribes and monitors the EH&W services for Public Service.		

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		<p>OBJECTIVES</p> <ul style="list-style-type: none">▪ The objectives of the outsourced EH&W programme are to:▪ Assist employees in seeking professional help to deal with the challenges that impact their personal and interpersonal work relationships and/ or work-related problems.▪ Provide life skills, awareness, and education programmes to promote healthy lifestyle choices and coping skills.▪ Integrate the various services into the existing EH&W policies of the Department in a manner that complements the various support services.▪ Build capacity for managers to use the service as well as to identify distressed employees and refer them to appropriate resources.▪ Address organisational risk factors that impact employee wellness. <p>SCOPE AND EXTENT OF WORK</p> <ul style="list-style-type: none">▪ The role of the Service Provider is to assist the Department of Forestry, Fisheries, and the Environment with Employee Health and Wellness Services as per the expected deliverable/ outcome.▪ The service is required for the period of thirty-six (36) months to be provided to all offices of the Department		

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		<p>of Forestry, Fisheries, and the Environment (within all South African nine provinces).</p> <ul style="list-style-type: none"> ▪ The following are the critical performance areas related to service: ▪ Implementation of EH&W services to all employees of the Department. ▪ Minimum performance requirements during the rendering of such services: ▪ The service provider should have specialists rendering a professional service. ▪ The service provider must render professional services to DFFE employees. The service provider shall provide progress reports for individual or group counselling in case of managerial and trauma debriefing referrals. ▪ The counselling services must be available in the employees' language of choice and must be accommodative of people with disabilities. ▪ Critical incident stress/ trauma debriefing must be provided to affected employees between 24 (twenty-four) hours and 72 (seventy-two) hours from the time of request. ▪ The service provider must be able to render emergency/ crisis counselling interventions within a space-time of (24) twenty-four hours upon request. ▪ The service provider must assign a Dedicated Client Relations Manager to the Department. <p>EXPECTED DELIVERABLES / OUTCOMES</p>		

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		<ul style="list-style-type: none"> ▪ Telephone counselling. ▪ Crisis Telephone Counselling ▪ Professional face-to-face counselling services. ▪ Trauma counselling and/or critical incidence stress debriefing sessions (group and family). ▪ Managerial consultancy. ▪ Training on various health and wellness issues. ▪ Financial/ debt counselling services. ▪ Psychometric evaluations for Technical Personnel. ▪ Progress Report for Individual Counselling ▪ Dedicated Client Relations Manager. ▪ Supervisory / Managerial Training. ▪ Annual Utilisation Report <p>PERIOD / DURATION OF PROJECT / ASSIGNMENT</p> <ul style="list-style-type: none"> ▪ The service provider will be appointed for a period of thirty-six (36) months after the signing of the contract (Service Level Agreement) / MoA (Memorandum of Agreement) by both parties and an official purchase order issued to the service provider. ▪ He outlined the four (04) evaluation phases that will be followed for this tender: <ul style="list-style-type: none"> • ▪ Phase 1: Pre-compliance • ▪ Phase 2: Mandatory requirements • ▪ Phase 3: Functionality Criteria 		

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		<ul style="list-style-type: none">▪ Phase 4: Price and Specific Goals		

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5.	PRESENTATION OF THE BID EVALUATION PROCESS	<p>The Supply Chain Management official, Mr. Xhanti Mdledle, gave a brief overview of the process as follows:</p> <ul style="list-style-type: none"> - Emphasis was made on the closing date and time, the delivery address, and that bidders are to ensure that the bid submission register is signed when submitting their proposals into the tender box. - Only physical bid proposals will be accepted (no emailed or faxed proposals). - Late bids will not be accepted; as such, bid proposals must be in the bid box at 11h00. - All queries of the tender document post the briefing session should still be sent to Tenders@dfpe.gov.za at least seven (07) calendar days before the stipulated closing date. - Outlined the four (04) evaluation phases that will be followed for this tender - Phase 1: Pre-compliance <ul style="list-style-type: none"> - All SCM Administrative documents are to be duly completed and signed. - The information and amounts on SBD 3.3 and Annexure A – Pricing Schedule should correlate. - In a case of Consortia/ Joint Venture, bidders must submit an agreement that is signed by all parties involved. - Phase 2 Mandatory Requirements <ul style="list-style-type: none"> - Mandatory requirements will apply, and tenderers must submit all requirements indicated hereunder 	Noted	None
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DFPE-T033 (24/25): THE APPOINTMENT OF A SUITABLE SERVICE PROVIDER/S TO RENDER EMPLOYEE HEALTH AND WELLNESS (EH&W) SERVICES TO THE DEPARTMENT OF FORESTRY, FISHERIES AND THE ENVIRONMENT (DFPE) FOR A PERIOD OF THIRTY-SIX (36) MONTHS ON “AN AS AND WHEN” REQUIRED BASIS.



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		<p>with the bid documents at the closing date and time of the bid. During this evaluation phase, the bidder's responses will be evaluated based on the documents submitted under mandatory requirements.</p> <ul style="list-style-type: none"> - Tenderers who fail to comply with the mandatory requirements will be disqualified and will not be evaluated further on functionality criterion. <p>- Phase 3: Functionality Criteria</p> <ul style="list-style-type: none"> - Bidders will be evaluated according to the criteria stipulated in the Terms of Reference and must score a minimum of 75 out of 100 in order to be evaluated further. <p>- Phase 4: Price and Specific Goals</p> <ul style="list-style-type: none"> - The Preference Point System applicable for this bid is 80/20 - where 80 is the maximum points allocated to the lowest acceptable tender for price, and 20 is the maximum points for the specific goals as per the table below. - Bidders must meet any of the three (03) specific goals, provide proof of such and duly complete SBD 6.1 to claim in order to be allocated the preference points. <p>Upon conclusion of the technical and evaluation process of the project, prospective bidders were given an opportunity to ask questions and clarification was provided. (See Q & A below)</p>		
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6.	QUESTIONS & ANSWERS (Q & A)	<p>Q- Will the psychometric tests be only to evaluate personnel in Marion Islands, Gough and Antarctica?</p> <p>A- Yes. Psychometric test will be for the personnel in Marion Islands, Gough and Antarctica.</p> <p>Q- The personnel who are on these islands the departments personnel? It is not a requirement for service providers to supply doctors and healthcare workers?</p> <p>A- Department does the recruitment, the department has projects or research programs with various universities Therefore the recruitment process, it is the responsibility with the various universities that are running the programs in the islands, but the service provider will provide Health and Wellness support.</p> <p>Q- On the financial debt counselling services, is it a telephonic service or is it face to face service that the department is looking for?</p> <p>A- It could be telephonic but it will depend on severity of the case.</p> <p>Q- Personnel in Marion and Gough Islands, will they only be receiving telephonic services given their location, there won't be a need for face to face interventions for them?</p> <p>A- The department will use all available avenues technology such as WhatsApp calls video calls to be able to interact with the team.</p> <p>Q- Does the department identify the needs for Wellness? Is</p>	None	None
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		<p>it the department that identifies the needs for Wellness and then activate the service provider to assist?</p> <p>A – The identification of Wellness programs, be it training or awareness session. Is done by department and communicated to the service provider.</p> <p>Q – Is the reporting tool handed over by the department or does a service provider use their reporting sysytem.</p> <p>A – The reporting tool will be developed by the service provider.</p> <p>Q- At our company we use reference forms to get feedback from clients, as we do not want to inconvenience them with having to create a whole letter on our behalf, and taking time out of their day. I would like to know, if our reference forms will be considered as a valid reference, seeing how it is officalised by the clients themselves.</p> <p>A- As per the TOR, it clearly states that “Bidder (s) must submit full details of reliable contactable dully signed positive references letters on client letter head where they successfully render services in Employee Health and Wellness”. For evaluation purposes, there are certain elements/items we look for on the positive reference letters. Kindly request the from the client (s) where you have rendered such services</p>		
7.	CLOSURE	The chairperson thanked all attendees for their time and attendance.	Meeting was adjourned	None



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		The meeting was adjourned at 11H20.		
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