

# **RFQ: SOUTH AFRICAN QUALIFICATIONS AUTHORITY TERMS OF REFERENCE EMPLOYEE WELLNESS PROGRAMME**

**Closing date: 31 JANUARY 2017, 16:00**

South African qualifications authority (SAQA) requires the rendering of a full employee wellness programme (EWP) to all employees and their immediate family members for a period of 36 months.

## **1. SCOPE OF WORK**

In terms of the Public Service Regulations 2001 departments are required to offer support programmes that promote the health and wellness of their employees. In complying with the Public Service Regulations, South African Qualifications Authority (SAQA) has a responsibility to ensure that employees are offered a holistic wellness and support programme.

The Employee Wellness Programme (EWP) will be a full service for employees and their household. For this purpose household means spouse, children and anyone who is dependent financially and otherwise on the employee.

The fully managed Employee Wellness Programme (EWP) must offer:

- Direct services
- Implementation of sessions and introduction of the services to the employees of SAQA
- Management and administration of EWP services to the employees of SAQA
- Accredited training
- Regular review procedures

## **2. GENERAL REQUIREMENTS**

The Employee Wellness Service provider must be a member of the Employee Assistance Professionals Association of South Africa (EAPA SA) – advantage.

Up to eight (8) personal counselling sessions per person per year (per condition) close to his or her residence or place of work for each person is entitled to use the scheme , and to those for whom short-term psychological counselling is appropriate. Each session will last approximately one hour. All counselling must be provided by qualified and registered clinicians. All those requiring face-to-face counselling will be contacted by the clinician within 24 hours of referral and the first consultation will take place within one week of referral.

The service must consist of direct, multilingual and confidential Life Management services and be accessible for 24 hours a day 7 days a week with all calls attended to by Life Management specialists. The Life Management Service comprises of Legal, Financial and Family Care services. The Legal service includes telephonic legal advice, the provision of precedents and

pro formas as well as referrals to appropriate legal services and bodies; the financial service must assist those employees who require assistance with the management of debt and financial concerns; and the Family Care service must support employees to cope with the pressures of caring for their family members (including children with special educational needs and older or disabled relatives) by providing information and guidance on a wide range of childcare, eldercare and disability issues.

A Critical Incident service offering prompt and professional individual and group trauma debriefing and counselling services to employees exposed to incidents of trauma. Critical Incident services must be provided within 12 to 48 hours of the traumatic incident.

Monthly Health Risk Assessment that includes: Body Mass Index, Cholesterol, Glucose, and Blood pressure screening.

Advocacy and educational sessions as per National Health calendar and other issues that becomes topical.

### 3. IMPLEMENTATION AND PROMOTION OF EWP

<b>SAQA Company Profile</b>	
Employees and contract workers on site approximately 200. We have professional and knowledge workers. Location: SAQA House 1067 Arcadia Street, Hatfield, Pretoria	
<b>The provision of professional support and guidance on a wide range of services including the following services to employees and family</b>	Counseling service to staff and family members
	Family challenges
	Work related challenges
	Relationships
	Financial Advice
	Personal budgeting
	Stress Management
	Substance abuse
	HIV and AIDS
	Legal Advice
	Health and Wellness
	Work/life support
	Trauma
	Provide monthly “nurse on site” to conduct routine checks on. One nurse for 3-4 hours.
	<input type="checkbox"/> Glucose <input type="checkbox"/> Cholesterol <input type="checkbox"/> Body Mass Index <input type="checkbox"/> Blood pressure
	24/7 Confidential Helpline and crisis call services
Wellness Education Initiatives, discussions, workshops, talks	

The cost payable per employee per month to the service provider for employee wellness services shall be a flat cost which correlates with the total number of employees at the point when the contract is signed.

<b>Note this contract period is from</b>	2017- 2020		
<b>EWP cost per employee per month</b>	<b>Year</b>	<b>Pricing</b>	<b>Actual/Estimate Cost</b>
	2017 -2018	Indicate actual cost	
	2018 -2019	Indicate escalated cost	
	2019 - 2020	Indicate escalated cost	
<b>Total EWP contract value based on 200 employees</b>	1 April 2017 to 31 March 2020		

#### 4. MANAGEMENT AND ADMINISTRATION

A dedicated EWP account manager and Clinical Case Management team will manage the EWP. Any calls directed to the EWP service provider team or consultant should be attended to within 12 hours.

On-going liaison with SAQA's coordinator(s) for the EWP with regard to the performance of the EWP service provider in respect of its obligations under the agreement; this includes developing objectives for the EWP together with measurements for efficiency, quality and cost effectiveness.

Full management of the EWP by the appointed service provider on behalf of SAQA.

Comprehensive case management of all counselled employees by a dedicated internal Case Manager under the supervision of the Clinical Service Director. This is an important part of the EWP service provider quality control procedures.

#### 5. REGULAR REVIEW PROCEDURES

The EWP service provider must have data systems that will provide detailed information about every call received by the National Call Centre. This is used to, effectively and efficiently; provide detailed non-confidential information which will be of significant benefit to the EWP service provider in analysing the effective implementation of the programme.

- Biannual sets of uptake and utilisation data;
- Regular reviews with SAQA to discuss organisational trends;
- Quarterly or Ad hoc meetings with the Employee Assistance Advisory Committee or designated officials to discuss the uptake of statistics;
- An annual management report;
- An annual review to provide an overall review of the service and to discuss organisational trends; and
- An annual report back presentation to SAQA Management.

## 6. TECHNICAL SPECIFICATIONS

- **Implementation-** Sessions will be implemented at SAQA offices to introduce the services to the employees of SAQA. The implementation sessions will fulfil a marketing role, by creating awareness and education about the service. The respective responsibilities will also apply to any re-implementation or post-launch marketing initiatives.
- **Planning** - Coordinate the project plan in consultation with SAQA.
- **Contractual Obligations** - Completion of implementation documents.
- **Information** - Timeous request for relevant information, including a number of sites, company logo, choice of design, contact details, eligible employees, etc.
- **Co-ordination** - Setting up the implementation session in consultation with SAQA.
- **Conduct Implementation** - Either coordinate a designated trainer or conduct the induction sessions.
- **Content of Implementation Sessions** - The designated trainer will inform employees of: appointed EWP Service Provider, Services, Accessibility, Eligibility, Confidentiality, Toll Free Number, Contact person and Complaints and Procedures.
- **Feedback** - Inform SAQA of any concerns or issues raised during the implementation process.
- **Marketing** - Quotation must be supplied for additional marketing material. SAQA must approve all material.

## 7. MANAGEMENT AND ADMINISTRATION

### **Account Management**

A dedicated EWP Account Manager must be allocated to SAQA

The core functions will include:

- Partnering with SAQA
- Implementation
- Contract Negotiation
- Liaison between EWP service provider and SAQA
- Continuous assessment and analysis of statistical data
- Pro-active alerting of observed risks/threats to SAQA
- Ongoing feedback of themes and trends
- Complaints handling mechanism

## 8. MEDIATING BETWEEN EWP SERVICE PROVIDER AND SAQA

Communicate all developments, issues, concerns, compliments and other information from EWP service provider to SAQA and vice versa.

## 9. REVIEW, EVALUATION AND CHANGE CONTROL PROCEDURES

Data will be collated with:

- Quarterly sets of uptakes and utilisation
- Trends and themes
- Quarterly and ad hoc meeting the OPSC's designated official(s)
- Quarterly Reporting
- Annual Reporting
- Annual Review

Reviews will be done with reports and will include any themes and trends observed by the EWP service provider.

Reporting will include:

- Statistics and calculations
- Data analysis
- Uptake and utilization
- Themes and trends
- Benchmarking
- Training
- Conclusions and recommendations

**Change Control** - Should the EWP service provider decides to change the Account Manager, the following shall occur:

- Notify change within reasonable time; and
- A formal and proper handover will take place.

## 10. DIRECT SERVICES, ROLES AND RESPONSIBILITIES

Clinical and Life Management Services shall:

- Provide a direct, multilingual, confidential, unlimited access and 24 hour, 7 days a week service;
- Eight (8) personal counselling sessions per person per condition per year, per family member;
- Four group Trauma onsite counselling sessions;
- Only professional, qualified, registered clinicians and specialists will render services; and
- Twelve Nurse on-site for Health and Risk assessments.

## 11. CRITICAL INCIDENT

- To respond within 12 to 24 hours; and
- To offer individual and group trauma debriefing.

## 12. MONITORING AND EVALUATION

- **Evaluate the impact of the EWP**

The EWP Account Manager will determine the evaluation criteria, purpose and implementation in consultation with SAQA. An agreed criterion will determine the level and technique of evaluating the impact of the service.

- **Benchmarking**

EWP service provider must use local and international benchmarking techniques as part of the evaluation of the programme.

- **Cost Benefit Analysis**

Calculating how much SAQA has saved for every investment in the user of the service.

## 13. COMPLAINTS HANDLING MECHANISM

SAQA will monitor complaints and the EWP Account Manager will be responsible for the following:

- Completion of complaint form
- Acknowledgement of receipt of complaint(s)
- Investigation of complaint(s)
- Communication of findings to SAQA
- Handling of complaint(s) within set standard

## 14. INTERNAL PROCEDURE BY EWP SERVICE PROVIDER

The provider must implement and exercise the necessary measure to address complaint procedures.

**Action** - In accordance with the complaints procedure the EWP service provider must have corrective measures that will apply internally.

**Time Frames** - Findings and complaints to be handed to SAQA within five (5) working days.

**HIV & AIDS Services** - Training to all staff, including management, Annual VCT Campaign and Testing (SAQA Offices), Counselling, Support, Referral, Peer Educator support/training and Promotion & marketing.

**Health Risk Assessment** - Provide monthly Clinic (Health and Risk Screening).

### **Policy Development**

To assist in the development or reviewing of policies related to wellness: Employee Wellness Policy, Disability Policy, HIV&AIDS Policy, Occupational Health & Safety Policy, Smoking Policy and Substance Abuse Policy.

## 15. ADDITIONAL INFORMATION REQUIRED

The EWP service provider should:

- Submit detailed proposals with timeframes on how they intend to deliver on the above;
- Provide contactable references as an indication of similar functions as well as proof of registration with the relevant professional bodies (advantage);
- Submit a detailed breakdown of the budget per cost item; and
- Provide evidence confirming that they have knowledge and clear understanding of cultural, racial, social, religious and economic diversity in South Africa.

## 16. DOCUMENTATION TO BE SUBMITTED

**Please Note:** All of the documentation described below must be submitted, with no omissions whatsoever. Where a particular form or format of documentation is stipulated, this is the **only** form or format in which these documents must be submitted. Failure to adhere to these requirements may result in the disqualification of the entire proposal.

<b>Bid requirements</b>	<p><b>Phase 1: Threshold of 80% is applicable (Bidders scoring a minimum of 80 or more points on functionality points will qualify to be evaluated further using price and BBEE status points)</b></p> <p><b>Phase 2:</b> Evaluation criteria 80 points for price and 20 points for equity.</p> <p>The following documents must be submitted along with the quote:</p> <ul style="list-style-type: none"> <li>- SBD Form 1.1, 2, 3.3, 4, 6.1, 8 and 9</li> <li>- B-BBEE certificate.</li> <li>- Proof of registration from Treasury's Central Supplier Database (CSD), taking into consideration that tax must be in order.</li> <li>- The SAQA website provides information on how to register.</li> </ul>
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## 17. Proposal drafted in response to Terms of Reference

Bidders are required to draft a proposal that will clearly indicate to the how they will fulfil the requirements as set out in the TOR.

Bidders should include the following information when drafting their proposals:

- Proposals should make clear the relevant **skills, experience** in respect of these particular TOR. This is an important evaluation criterion. Bid participants should ensure that their proposals focus on how they will address the requirements of these TOR, rather than on achievements.
- Expertise in the field of EWP.
- Ability to service SAQA.
- Proposals must contain the details of the proposed approach/methodology to be adopted in order to deliver the service in accordance with the TOR.

## 18. VALIDITY OF PROPOSALS

The proposals must include a statement as to the period for which the proposal remains valid. The proposal must be valid for at least ninety (90) days from the due date for the submission of all bids.

### **Deadline for Submission of proposal/bids: 31 January 2017**

Submission of bids must be directed for the attention of: Lucia Pedinyane - Human Resources  
Email address: [LPedinyane@saga.co.za](mailto:LPedinyane@saga.co.za) - 012 431 5012

## 19. PRICING MODELS

Refer to the pricing schedule (SBD 3.3).

## 20. EVALUATION CRITERIA

### 20.1. PHASE 1

#### Technical/Functionality Evaluation Criteria

Service providers must score 80% or higher to qualify to be evaluated for phase 2.

Criteria	Weighting
1. Capacity of service provider	25
2. Experience of service provider	30
3. Understanding of project, methodology	25
4. Value added service	20
TOTAL SCORE FOR FUNCTIONALITY	100

### 20.2. PHASE 2

Preference points for this quotation shall be awarded for:

- (a) Price; and
- (b) B-BBEE Status Level of Contribution.

The maximum points for this quotation are allocated as follows:

	POINTS
<b>PRICE</b>	80
<b>B-BBEE STATUS LEVEL OF CONTRIBUTION</b>	20



**Total points for Price and B-BBEE**

**100**

**THE 80/20 PREFERENCE POINT SYSTEMS**

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

**80/20**

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

Where

$P_s$  = Points scored for comparative price of bid under consideration

$P_t$  = Comparative price of bid under consideration

$P_{\min}$  = Comparative price of lowest acceptable bid

**Points awarded for B-BBEE Status Level of Contribution**

In terms of Regulation 5 (2) and 6 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

<b>B-BBEE Status Level of Contributor</b>	<b>Number of points (80/20 system)</b>
1	20
2	18
3	16
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

Bidders who qualify as EMEs in terms of the B-BBEE Act must submit a certificate issued by an Accounting Officer as contemplated in the CCA or a Verification Agency accredited by SANAS

or a Registered Auditor. Registered auditors do not need to meet the prerequisite for IRBA's approval for the purpose of conducting verification and issuing EMEs with B-BBEE Status Level Certificates.

Bidders other than EMEs must submit their original and valid B-BBEE status level verification certificate or a certified copy thereof, substantiating their B-BBEE rating issued by a Registered Auditor approved by IRBA or a Verification Agency accredited by SANAS.

A trust, consortium or joint venture, will qualify for points for their B-BBEE status level as a legal entity, provided that the entity submits their B-BBEE status level certificate.

A trust, consortium or joint venture will qualify for points for their B-BBEE status level as an unincorporated entity, provided that the entity submits their consolidated B-BBEE scorecard as if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate bid.

Kind regards,  
Lucia Pedinyane  
012 431 5012

## PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2011

This preference form must form part of all bids invited. It contains general information and serves as a claim form for preference points for Broad-Based Black Economic Empowerment (B-BBEE) Status Level of Contribution

**NB: BEFORE COMPLETING THIS FORM, BIDDERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF B-BBEE, AS PRESCRIBED IN THE PREFERENTIAL PROCUREMENT REGULATIONS, 2011.**

### 1. GENERAL CONDITIONS

- 1.1 The following preference point systems are applicable to all bids:
- the 80/20 system for requirements with a Rand value of up to R1 000 000 (all applicable taxes included); and
  - the 90/10 system for requirements with a Rand value above R1 000 000 (all applicable taxes included).
- 1.2 The value of this bid is estimated to **exceed** R1 000 000 (all applicable taxes included) and therefore the 90/10 preference point system shall be applicable.
- 1.3 Preference points for this bid shall be awarded for:
- (a) Price; and
  - (b) B-BBEE Status Level of Contribution.
- 1.4 The maximum points for this bid are allocated as follows:

	POINTS
<b>PRICE</b>	90
<b>B-BBEE STATUS LEVEL OF CONTRIBUTION</b>	10
<b>Total points for Price and B-BBEE must not exceed</b>	<b>100</b>

- 1.5 Failure on the part of a bidder to submit a B-BBEE Verification Certificate from a Verification Agency accredited by the South African Accreditation System (SANAS), or a Registered Auditor approved by the Independent Regulatory Board of Auditors (IRBA) or a sworn affidavit confirming annual turnover and level of black ownership in case of an EME and QSE together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.
- 1.6 The purchaser reserves the right to require of a bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the purchaser.

### 2. DEFINITIONS

- (a) **“all applicable taxes”** includes value-added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies;
- (b) **“B-BBEE”** means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;
- (c) **“B-BBEE status level of contributor”** means the B-BBEE status received by a measured entity based on its overall performance using the relevant scorecard

- contained in the Codes of Good Practice on Black Economic Empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;
- (d) **“bid”** means a written offer in a prescribed or stipulated form in response to an invitation by an organ of state for the provision of services, works or goods, through price quotations, advertised competitive bidding processes or proposals;
  - (e) **“Broad-Based Black Economic Empowerment Act”** means the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);
  - (f) **“comparative price”** means the price after the factors of a non-firm price and all unconditional discounts that can be utilized have been taken into consideration;
  - (g) **“consortium or joint venture”** 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;
  - (h) **“contract”** means the agreement that results from the acceptance of a bid by an organ of state;
  - (i) **“EME”** means an Exempted Micro Enterprise as defined by Codes of Good Practice under section 9 (1) of the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);
  - (j) **“Firm price”** means the price that is only subject to adjustments in accordance with the actual increase or decrease resulting from the change, imposition, or abolition of customs or excise duty and any other duty, levy, or tax, which, in terms of the law or regulation, is binding on the contractor and demonstrably has an influence on the price of any supplies, or the rendering costs of any service, for the execution of the contract;
  - (k) **“functionality”** means the measurement according to predetermined norms, as set out in the bid documents, of a service or commodity that is designed to be practical and useful, working or operating, taking into account, among other factors, the quality, reliability, viability and durability of a service and the technical capacity and ability of a bidder;
  - (l) **“non-firm prices”** means all prices other than firm prices;
  - (m) **“person”** includes a juristic person;
  - (n) **“QSE”** means a Qualifying Small Enterprise as defined by Codes of Good Practice under section 9 (1) of the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);
  - (o) **“rand value”** means the total estimated value of a contract in South African currency, calculated at the time of bid invitations, and includes all applicable taxes and excise duties;
  - (p) **“sub-contract”** means the primary contractor’s assigning, leasing, making out work to, or employing, another person to support such primary contractor in the execution of part of a project in terms of the contract;
  - (q) **“total revenue”** bears the same meaning assigned to this expression in the Codes of Good Practice on Black Economic Empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act and promulgated in the *Government Gazette* on 9 February 2007;
  - (r) **“trust”** means the arrangement through which the property of one person is made over or bequeathed to a trustee to administer such property for the benefit of another person; and
  - (s) **“trustee”** means any person, including the founder of a trust, to whom property is bequeathed in order for such property to be administered for the benefit of another person.

### 3. ADJUDICATION USING A POINT SYSTEM

- 3.1 The bidder obtaining the highest number of total points will be awarded the contract.
- 3.2 Preference points shall be calculated after prices have been brought to a comparative basis taking into account all factors of non-firm prices and all unconditional discounts.
- 3.3 Points scored must be rounded off to the nearest 2 decimal places.
- 3.4 In the event that two or more bids have scored equal total points, the successful bid must be the one scoring the highest number of preference points for B-BBEE.
- 3.5 However, when functionality is part of the evaluation process and two or more bids have scored equal points including equal preference points for B-BBEE, the successful bid must be the one scoring the highest score for functionality.
- 3.6 Should two or more bids be equal in all respects, the award shall be decided by the drawing of lots.

### 4. POINTS AWARDED FOR PRICE

#### 4.1 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**

$$P_s = 80 \left( 1 - \frac{P_t - P_{\min}}{P_{\min}} \right) \quad \text{or} \quad P_s = 90 \left( 1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where

$P_s$  = Points scored for comparative price of bid under consideration

$P_t$  = Comparative price of bid under consideration

$P_{\min}$  = Comparative price of lowest acceptable bid

### 5. POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTION

- 5.1 In terms of Regulation 5 (2) and 6 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (90/10 system)	Number of points (80/20 system)
1	10	20
2	9	18
3	8	16
4	5	12
5	4	8
6	3	6
7	2	4
8	1	2
Non-compliant contributor	0	0

- 5.2 A bidder who qualifies as a EME in terms of the B-BBEE Act must submit a sworn affidavit confirming Annual Total Revenue and Level of Black Ownership.
- 5.3 A Bidder other than EME or QSE must submit their original and valid B-BBEE status level verification certificate or a certified copy thereof, substantiating their B-BBEE rating issued by a Registered Auditor approved by IRBA or a Verification Agency accredited by SANAS.

- 5.4 A trust, consortium or joint venture, will qualify for points for their B-BBEE status level as a legal entity, provided that the entity submits their B-BBEE status level certificate.
- 5.5 A trust, consortium or joint venture will qualify for points for their B-BBEE status level as an unincorporated entity, provided that the entity submits their consolidated B-BBEE scorecard as if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate bid.
- 5.6 Tertiary Institutions and Public Entities will be required to submit their B-BBEE status level certificates in terms of the specialized scorecard contained in the B-BBEE Codes of Good Practice.
- 5.7 A person will not be awarded points for B-BBEE status level if it is indicated in the bid documents that such a bidder intends sub-contracting more than 25% of the value of the contract to any other enterprise that does not qualify for at least the points that such a bidder qualifies for, unless the intended sub-contractor is an EME that has the capability and ability to execute the sub-contract.
- 5.8 A person awarded a contract may not sub-contract more than 25% of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level than the person concerned, unless the contract is sub-contracted to an EME that has the capability and ability to execute the sub-contract.

**6. BID DECLARATION**

- 6.1 Bidders who claim points in respect of B-BBEE Status Level of Contribution must complete the following:

**7. B-BBEE STATUS LEVEL OF CONTRIBUTION CLAIMED IN TERMS OF PARAGRAPHS 1.4 AND 5.1**

- 7.1 B-BBEE Status Level of Contribution: . = ò ò ò (maximum of 10 or 20 points)  
 (Points claimed in respect of paragraph 7.1 must be in accordance with the table reflected in paragraph 5.1 and must be substantiated by means of a B-BBEE certificate issued by a Verification Agency accredited by SANAS or a Registered Auditor approved by IRBA or a sworn affidavit.

**8. SUB-CONTRACTING**

- 8.1 Will any portion of the contract be sub-contracted?

*(Tick applicable box)*

YES	NO
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- 8.1.1 If yes, indicate:

- i) What percentage of the contract will be subcontracted.....ò ò ò ò ò .ò ò ò ò %
- ii) The name of the sub-contractorò ..
- iii) The B-BBEE status level of the sub-contractor.....ò ò ò ò ò ..
- iv) Whether the sub-contractor is an EME.

*(Tick applicable box)*

YES	NO
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**9. DECLARATION WITH REGARD TO COMPANY/FIRM**

- 9.1 Name of company/firm:ò .
- 9.2 VAT registration number:ò ò
- 9.3 Company registration number:ò .
- 9.4 TYPE OF COMPANY/ FIRM

- Partnership/Joint Venture / Consortium

- One person business/sole propriety
  - Close corporation
  - Company
  - (Pty) Limited
- [TICK APPLICABLE BOX]

9.5 DESCRIBE PRINCIPAL BUSINESS ACTIVITIES

õ  
õ  
õ  
õ ..

9.6 COMPANY CLASSIFICATION

- Manufacturer
  - Supplier
  - Professional service provider
  - Other service providers, e.g. transporter, etc.
- [TICK APPLICABLE BOX]

9.7 Total number of years the company/firm has been in business:õ õ õ õ õ õ õ õ õ õ

9.8 I/we, the undersigned, who is / are duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the B-BBE status level of contribution indicated in paragraph 7 of the foregoing certificate, qualifies the company/ firm for the preference(s) shown and I / we 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 paragraph 7, the contractor may be required to furnish documentary proof to the satisfaction of the purchaser that the claims are correct;
- iv) If the B-BBEE status level of contribution has been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the purchaser may, in addition to any other remedy it may have .
  - (a) disqualify the person from the bidding 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) restrict the bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, 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.

WITNESSES	
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2. õ õ õ õ õ õ õ õ õ õ õ õ õ õ ..	

õ õ õ õ õ õ õ õ õ õ õ õ õ õ õ . SIGNATURE(S) OF BIDDERS(S)
DATE: õ õ õ õ õ õ õ õ õ õ õ õ õ ..

**VENDOR REGISTRATION/MAINTENANCE  
FORM**



**DIRECTORATE: FINANCE AND ADMINISTRATION**

I hereby request that the following vendor be added to our ACCPAC vendor list

<b>Requested by:</b>	<b>Approved by Director:</b>
<b>Date:</b>	<b>Date:</b>

<b>Vendor registered on Accpac already?</b>	<b>Yes/No</b>
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<b>Tax Clearance Certificate Attached?</b>	<b>Yes/No</b>
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**Company Name/Claimant:**

**VAT No./ID No.**

**Physical Address:**

**Area Code:**

**Postal Address:**

**Postal Code:**

**Contact Person:**

**Tel No.:**

**Fax No.:**

**Core Business of Vendor**

**E-Mail: (for remittance advices)**

**BANKING DETAILS**

Banking details to be submitted on a letterhead or a Canceled Cheque as confirmation thereof

<b>Account No.:</b>	<b>Bank:</b>
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**Branch Code:**

*For use by SAQA: Directorate Finance and Administration*

**Vendor/Claimant No.:**

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## Charter of Ethics and Values

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# CHARTER OF ETHICS AND VALUES

## INTRODUCTION

The proper operation of democratic government requires that decision-makers be independent, impartial, and accountable to the people they serve. Because we seek public confidence in SAQA's services and public trust of its decision-makers, our decisions and our work must meet the most demanding ethical standards and demonstrate the highest levels of achievements in following this charter.

## PURPOSE

SAQA has adopted this Charter of Ethics and Values to promote and maintain the highest standards of personal and professional conduct in SAQA's business and operations in line with good corporate governance as espoused in King III.

The charter is intended to:

- Raise ethical awareness
- Act as a guide to members of the Board, Board Committees, and staff.
- Assist in assuring stakeholders of the integrity of SAQA.

As a practical matter, a written charter cannot ensure ethical conduct. Reference to the Charter should therefore not replace ethical values that form part of the human character – “do to others as you would have them do to you”. Rather than seek to act solely according to the letter of the Charter, individuals should also be guided by their consciences as to what is right or wrong.

## SCOPE

The Charter applies to:

- Members of the Board and Co-opted members to Board Committees
- Members of the permanent staff
- Temporary staff, volunteers and consultants engaged by SAQA to the extent that their activities come within its scope.

All Board and co-opted Committee members, employees, volunteers, and others who participate in SAQA's business and operations are required to subscribe to this Charter, understand how it applies to their specific responsibilities, and practice its eight core values in their work (See Appendix A).

## **RESPONSIBILITIES**

### *Responsibilities of members of the Board and Board Committees*

Members of the Board and Board Committees are required, by reason of their being in control of the affairs of SAQA, to:

- Be responsible for communicating the Charter to, and ensuring its understanding by, the members of the staff.
- Be responsible for observance of the ethical obligations by SAQA.
- Take the necessary steps to ensure compliance within SAQA with the provisions of the Charter.
- Set an example to the members of staff and stakeholders, in all matters pertaining to the Charter.
- Deal courteously with members of the staff, having regard to cultural diversity and individual dignity
- Never require a member of the staff to act in an immoral, unethical or unlawful way
- Ensure compliance with the statutory requirements and codes applicable to SAQA.

Members of the Board and Board Committees should ensure that policies and procedures are in place to ensure that:

- Due attention is given to the training and development of all members of the staff.
- Safe working conditions are provided, including appropriate equipment to perform the job, and competent supervision.
- In the appointment, treatment and promotion of members of the staff there is no discrimination on any ground, which is unlawful and affects the carrying out of the duties of the staff member.
- Opportunities are provided for individuals whose potential has been restricted by historical injustices, in terms of applicable legislation.
- Members of the staff's efforts are acknowledged by fair and adequate remuneration and other means.
- Members of the staff are protected against sexual, physical or emotional harassment from whatever source.
- There is compliance with laws governing labour relations and conditions of employment.
- There is effective communication with members of the staff, and that they are kept informed as appropriate to their jobs.
- There is commitment to honouring the agreed terms and conditions of employment.

Members of the Board and Board Committees are required to manage the affairs of SAQA with a view to achieving optimal savings and other benefits, and in particular should:

- Strive to minimize inefficiencies in SAQA, and establish standards of efficiency in consultation with members of the staff.
- Introduce and maintain in SAQA an awareness that the resources of SAQA, including time resources, are in limited supply.
- Keep the net costs at the lowest reasonable level.

Members of the Board and Board Committees are expected to act honestly and in good faith, and in particular should:

- Act within their powers, and in the interests and for the benefit of SAQA.
- Carry out their duties with the skill and care to be expected from a person of their knowledge and experience, and exercise their own judgement.
- Not permit wastage of the assets and resources of SAQA.
- Report accurately to the stakeholders on the performance and prospects of SAQA, and justify the confidence placed in them.
- Furnish the external auditors with all information and explanations, which they require for the performance of their functions.
- Not carry out the affairs of SAQA negligently or recklessly.
- Not misuse their position within the SAQA structures to acquire for their own benefit, any economic opportunity. Not divulge confidential information of SAQA or otherwise make improper use of such information.
- Not accept bribes or any other corrupt or unconscionable benefits.
- Not accepts any gifts or favours, without prior permission of the Board.
- Report to the other members of the Board and Board Committees any approach made by an employee, which may compromise them in the execution of their duties.

#### *Responsibilities of the members of the staff*

All members of the staff are required to perform their duties diligently and efficiently, and in particular shall:

- Support and assist members of the Board and Board Committees to fulfil its commercial and ethical obligations as set out in the Charter
- Comply with all the laws, rules, codes and standards applicable to SAQA
- Take all reasonable steps to ensure that the information upon which their decisions or actions are based is factually correct and ensure that they have the delegation to make the decision.
- Avoid any waste, damage and private usage of SAQA's resources, including time.

- Not divulge any confidential information or otherwise make improper use of such information.
- Assist fellow employees in meeting their obligations
- Use their capabilities and develop their potential as much as possible, particularly in return for training received.
- Act honestly at all times and report any harmful activity they may observe or come across at the workplace.
- Honour their agreed terms and conditions of employment
- Refuse any bribe, and report attempted bribery to the Chief Executive Officer or the Chairperson of the Board
- Not accept any gifts or favours, which are not commensurate with the normal courtesies of social life, without prior permission of the Board or the Chief Executive Officer.
- Report to the members of the Board or the Chief Executive Officer any approach made by a stakeholder, which may compromise them in the execution of their duties.
- Not award any service contracts (as opposed to employment contracts) to an immediate relative (being defined as a blood relative or relative by means of marriage) without the permission of the Board or Chief Executive Officer.
- Disclose any current service contracts with immediate relatives to the Chief Executive Officer
- Be transparent in the giving and receiving of information in order that informed decisions can be made.
- Join management in a commitment to improve productivity.
- Not intimidate a fellow employee.
- Treat fellow staff members with dignity, respect and equality.
- Recognize fellow employee's rights to freedom of association.
- Abide by the laws of the country.
- Promote the services of SAQA accurately.
- Disclose all relevant information regarding the services, which stakeholders cannot reasonably learn for themselves.
- Remain proficient in carrying out their professional duties.
- Place the interest of stakeholders above their own in all business matters related to SAQA.
- Act professionally towards stakeholders.
- Respect the confidentiality of sensitive information.
- Refrain from expressing opinions or views, which may prejudice a stakeholder.
- Terminate dealings with any stakeholder who bribes or attempts to bribe members of the staff or the Board or Board Committees.
- Honour contracts entered into with other parties.

## *Responsibilities of members of the Board, Board Committees and staff to society at large*

The members of the Board, Board Committees, and the staff are required to:

- Pay due regard to environmental and public health considerations.
- Before retrenching any staff, consider the effect such retrenchments may have on society at large.
- Participate, within its means, in uplifting the community in which it operates.
- Respect the law.
- Respect the rights, dignity and diversity of other persons.

## **CORE VALUES**

- **As a Representative of SAQA, I will always be *ethical***

### **In practice, this means:**

- I am trustworthy, acting with the utmost integrity and moral courage.
- I am truthful, do what I say I will do, and am dependable.
- I make impartial decisions, free of bribes, unlawful gifts, narrow political interest, and financial and other personal interest that impair my independence of judgement or action.
- I am fair, distributing benefits and burdens according to consistent and equitable criteria.
- I extend equal opportunities and due process to all parties in matters under consideration. If I engage in unilateral meetings and discussions, I do so without making voting decisions.
- I show respect for persons, confidences, and information designated as “confidential.”
- I use my title(s) only when conducting official SAQA business, for information purposes, or as an indication of background and expertise, carefully considering whether I am exceeding or appearing to exceed my authority.

- **As a Representative of SAQA, I will always be *professional***

### **In practice, this means:**

- I apply my knowledge and expertise to my assigned activities and to the interpersonal relationships that are part of my job in a consistent, confident, competent, and productive manner.
- I approach my job and work-related relationship with a positive attitude.
- I keep my professional knowledge and skills current and growing.

- **As a Representative of SAQA, I will always be *service-oriented*.**

**In practice, this means:**

- I provide friendly, receptive, courteous service to everyone.
- I am attuned to, and care about, the needs and issues of stakeholders.
- In my interactions with constituents, I am interested, attentive, and responsive.

- **As a Representative of SAQA, I will always be *fiscally responsible***

**In practice, this means:**

- I make decisions after prudent consideration of their financial impact, taking into account the long-term financial needs of SAQA, especially its financial stability.
- I demonstrate concern for the proper use of SAQA assets (e.g. personnel, time, property, equipment, funds) and follow established procedures.
- I make good financial decisions that seek to preserve programmes and services for SAQA stakeholders.

- **As a Representative of SAQA, I will always be *organized***

**In practice, this means:**

- I act in an efficient manner, making decisions and recommendations based upon research and facts, taking into consideration short and long-term goals.
- I follow through in a responsible way, keeping others informed, and responding in a timely fashion.
- I am respectful of established SAQA policies, procedures, processes and guidelines.

- **As a Representative of SAQA, I will always be *communicative***

**In practice, this means:**

- I convey the SAQA's care for and commitment to its stakeholders.
- I communicate in various ways that I am approachable, open-minded and willing to participate in dialogue.
- I engage in effective two-way communication, by listening carefully, asking questions, and determining an appropriate response which adds value to conversations.



- **As a Representative of SAQA, I will always be *collaborative***

**In practice, this means:**

- I act in a cooperative manner with groups and other individuals, working together in a spirit of tolerance and understanding.
- I work towards consensus building and gain value from diverse opinions.
- I accomplish the goals and responsibilities of my individual positions, while respecting my role as a member of a team.
- I consider the regional, provincial and country-wide implications of SAQA's decisions and issues.

- **As a representative of SAQA, I will always be *progressive***

**In practice, this means:**

- I exhibit a proactive, innovative approach to setting goals and conducting the SAQA's business.
- I display a style that maintains consistent standards, but is also sensitive to the need for compromise, "thinking outside the box," and improving existing paradigms when necessary.
- I promote intelligent and thoughtful innovation in order to forward SAQA's policy agenda and services.

**UNDERTAKING WITH RESPECT TO  
THE SAQA CHARTER OF ETHICS AND VALUES**

I ..... hereby state that I have read and that I understand and subscribe to the SAQA Charter of Ethics and Values.

I hereby undertake to perform in line with the responsibilities expected of me in terms of the charter and I hereby bind myself to practice the eight core values adopted by SAQA.

Signed this ..... day of ..... 20.....

Signature: .....

**PRICING SCHEDULE**  
**(Professional Services)**

NAME OF BIDDER: .....	BID NO.: .....
CLOSING TIME 16:00	CLOSING DATE.....31/01/2017.....

OFFER TO BE VALID FOR ...90...DAYS FROM THE CLOSING DATE OF BID.

ITEM NO	DESCRIPTION	BID PRICE IN RSA CURRENCY **(ALL APPLICABLE TAXES INCLUDED)
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1. The accompanying information must be used for the formulation of proposals.
2. Bidders are required to indicate a ceiling price based on the total estimated time for completion of all phases and including all expenses inclusive of all applicable taxes for the project. R.....

3. PERSONS WHO WILL BE INVOLVED IN THE PROJECT AND RATES APPLICABLE (CERTIFIED INVOICES MUST BE RENDERED IN TERMS HEREOF)

4. PERSON AND POSITION	HOURLY RATE	DAILY RATE
.....	R.....	.....
.....	R.....	.....
.....	R.....	.....
.....	R.....	.....
.....	R.....	.....

5. PHASES ACCORDING TO WHICH THE PROJECT WILL BE COMPLETED, COST PER PHASE AND MAN-DAYS TO BE SPENT

.....	R.....	..... days
.....	R.....	..... days
.....	R.....	..... days
.....	R.....	..... days

5.1 Travel expenses (specify, for example rate/km and total km, class of airtravel, etc). Only actual costs are recoverable. Proof of the expenses incurred must accompany certified invoices.

DESCRIPTION OF EXPENSE TO BE INCURRED	RATE	QUANTITY	AMOUNT
.....	.....	.....	R.....
.....	.....	.....	R.....
.....	.....	.....	R.....
.....	.....	.....	R.....

TOTAL: R.....

\*\* "all applicable taxes" includes value-added tax, pay as you earn, income tax, unemployment insurance contributions and skills development levies.

Name of Bidder: .....

5.2 Other expenses, for example accommodation (specify, eg. Three star hotel, bed and breakfast, telephone cost, reproduction cost, etc.). On basis of these particulars, certified invoices will be checked for correctness. Proof of the expenses must accompany invoices.

DESCRIPTION OF EXPENSE TO BE INCURRED	RATE	QUANTITY	AMOUNT
.....	.....	.....	R.....
.....	.....	.....	R.....
.....	.....	.....	R.....
.....	.....	.....	R.....
TOTAL: R.....			

- 6. Period required for commencement with project after acceptance of bid .....  
.....
- 7. Estimated man-days for completion of project .....  
.....
- 8. Are the rates quoted firm for the full period of contract? ..... \*YES/NO
- 9. If not firm for the full period, provide details of the basis on which adjustments will be applied for, for example consumer price index. ....  
.....  
.....  
.....

**\*[DELETE IF NOT APPLICABLE]**

Any enquiries regarding bidding procedures may be directed to the –

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