

REQUEST FOR WEBTENDER:

Quotation Number:	EW202010/005		
Description:	SURVEY TO ASSESS THE WORKING FROM HOME EXPERIENCE AND STRESSES		
CIDB Requirement	N/A	DTI provision (refer MBD 6.2 form)	N/A
Bid Closing Date:	2020/10/09		
Compulsory Briefing Session:	N/A		
Plant/Site Address:	ERWAT Head Office R25 Bapsfontein Road		
Contact Person	Nishendri Pillay		
Contact Number	011 929 7000	e-mail	webtenders@erwat.co.za
Bidders prices must be valid for a period of 30 days from closing	Only firm prices will be accepted		

1. SCOPE OF WORKS:

1.1 BACKGROUND

The pandemic that the country is facing has resulted in organisations having to take a different approach towards the concept of working from home. Working from home has therefore become an integral part of organisations, including ERWAT.

ERWAT has therefore decided to obtain the services of a wellness organisation to not only assess the employee's experience of ERWAT's work from home arrangement, but also the stresses experienced.

ERWAT is an essential services organisation and therefore not all employees can work from home. The assessments will thus only be focusing on the employees that are currently working from home.

1.2 PURPOSE OF THE BID

The purpose of this bid is to secure the services of an experienced wellness service provider to develop and use surveys in order to survey and analyse:

- Employees experience of ERWAT's work from home arrangement. The survey should not only measure employees experience of the work from home arrangement, but also the supporting factors that impact the working from home arrangement. This should be a customisable survey, in order to ensure areas identified by ERWAT are also measured.
- Employees experienced stresses that may impact overall wellness, as well as propose further interventions to possible improve employee wellness, taking into consideration the nature of the organisation. This should be a standardised assessment.
- The survey should give insight into ERWAT's work from home culture, readiness and the impact thereof on overall wellness. Possible interventions should also be recommended, where improvement areas are identified, as well as recommendation for the future way of work.

1.3 OUTCOMES/ DELIVERABLES/ OUTPUTS

- Drafting and distributing the surveys online.
- Drafting of communication, which includes a welcome email to the individuals that the survey will be sent to and also reminders to individuals, prompting completion of the survey.
- Individual feedback reports on sources of stresses that is send to all participants that completed the survey regarding their own responses. The report should highlight

employees areas of increased experienced stress, which will allow individuals to focus on and improve/address those areas.

- Feedback report to ERWAT that breakdowns sources of stress indicators per department and overall.
- Feedback report to ERWAT regarding employees experiences of ERWAT's work from home arrangement per department and overall.
- Recommendations should be made in the feedback reports where applicable, regarding areas of improvement with possible interventions taking the business environment into consideration, as well as recommendations for the future way of work.
- Drafting of presentation and presenting outcome to Management forums.

1.4 METHODOLOGY

A step by step methodology to be in line with the outcomes highlighted above. The methodology should highlight the project phases, time frame for each phase as well as clearly indicating what takes place within each phase.

1.5 EXPERTISE REQUIRED

The service provider must demonstrate the following:

- Knowledge and experience of wellness surveys and services.

Service providers must provide the following:

- A portfolio of services provided by the organisation.
- A portfolio of evidence of having conducted similar projects elsewhere.
- A report describing the approach and step by step methodology, clearly indicating project phases and number of consulting days expected for each phase.

2. DELIVERY POINT

Not applicable

3. AWARD OF BID:

ERWAT reserves the right to accept any bid or part thereof, to award the bid to more than one bidder and does not bind itself to accept the lowest or any bid and not to consider any bid not suitably endorsed or comprehensively completed.

The award will be done in line with the provisions of the MFMA SCM Regulations, the PPPFA and its regulations and any other applicable legislation to the qualifying highest scoring bidder.

4. EVALUATION CRITERIA:

4.1 MANDATORY REQUIREMENTS

4.1.1 The Practitioner, responsible to sign off/approve the report, including the interpretation of the results should be registered with the HPCSA as an Industrial/Clinical Psychologist.

Kindly note; concerning the payment terms; ERWAT reserves the right to request proof of the individual's professional registration again at the time of submitting invoices. This is to ensure that the same Practitioner evaluated during the tender process, is the same Practitioner that signed off/approved the report.

4.2 FUNCTIONALITY

CRITERION	CRITERION DETAILS	POINTS	SCORE
References: Certified copies of signed reference letters and or completion certificates will be accepted. No invoices, purchase orders or award letters will be accepted.	<p>Contactable reference letters on client's letter head provided:</p> <ul style="list-style-type: none"> • No references supplied, uncontactable or denied references = 0 • 1-3 references = 15 • 4-5 references = 20 • More than 5 = 25 	25	
Portfolio of Services Provided	<p>A company portfolio indicating the services provided by the organisation.</p> <p>Wellness services are provided by the organisation and is clearly categorised as wellness services by the organisation on the portfolio = 15</p> <p>No portfolio is provided/no wellness services are provided by the organisation = 0</p>	15	
Samples Report	<p>Sample report provided for:</p> <p>1. Report to the organisation regarding the stresses and experience of the work from home arrangement, must include as minimum the following:</p> <p>1.1. Background that clearly indicates the total number of surveys distributed and total surveys completed by employees = 3</p> <p>1.2. Demographic analysis = 2</p> <p>1.3. High level result of overall stresses experienced by the employees = 5</p> <p>1.4. Outcomes per theme areas where applicable = 5</p> <p>1.5. Survey highlights = 5</p> <p>1.6. Key insights = 5</p> <p>1.7. Recommendations = 5</p>	30	
Methodology and timelines for delivering expected outcomes of services required	<p>The methodology to initiate, undertake and finalise the required service from date of appointment until final sign off of service includes the following:</p> <p>1. Project phases that clearly indicates what each phase entails:</p> <p>1.1. Each phase has a short description/bullet points outlining what takes place in each phase = 10</p> <p>1.2. Some or no description/bullet points are given at phases = 0</p> <p>2. The time frame in working days for each phase:</p> <p>2.1. Each phase clearly indicates time frame = 5</p> <p>2.2. Some or no phases indicate time frame = 0</p> <p>3. Resource allocated to each phase:</p> <p>3.1. Each phase clearly indicates the resources allocated = 5</p> <p>3.2. Some or no phases indicate the resources allocated = 0</p> <p>4. Total duration of project:</p> <p>4.1. 20 working days or less = 10</p> <p>4.2. 21 – 30 working days = 5</p> <p>4.3. 31 or more working says = 0</p>	30	
TOTAL	<p>A minimum score of 75 points must be achieved for functionality in order to be considered for the award of this web tender. Bidders who achieve 75 or more points will be subjected to price point scoring as defined in the PPPFA.</p>	100	

ONLY BIDDERS WHO PASSED THE MANDATORY AND FUNCTIONALITY (IF APPLICABLE) WILL BE PROCESSED FOR FURTHER EVALUATION.

5. PRICING SCHEDULE

Item	Description	Unit of Measure	Total number of Hours	Quantity	Amount
1	Preparation of questionnaires	Sum		N/A	R
2	Drafting questionnaire online and distributing	Sum		N/A	R
3	Communication to be drafted and send out	Sum		N/A	R
4	Interpreting of results	Sum		N/A	R
5	Individual feedback reports on sources of stresses	Per person	N/A	220	R
6	Feedback reports on the outcome of the questionnaires as well as recommendations	Sum		N/A	R
7	Presentation and presenting of findings (the presentation might have to be presented three times at three separate forums) *Presentation may be online or onsite	Sum		N/A	R
9	Travel to ERWAT Head Office (two trips to ERWAT may be required) Please indicate total number of km to be travelled	Per km	N/A	_____ km	R
Sub-Total					R
15% VAT					R
TOTAL					R

Please note prices must clearly reflect all cost associated with the request scope of works. The pricing schedule must be completed and accompanied by a quotation.

6. Preference points system (PPS) as included in the Preferential Procurement Policy Framework Act, Regulations of 2017:

PPS	Contract value	Formula	Additional Considerations
80/20	Equal to or above R 30 000.00 and up to R 200 000	$Ps = 80(1 - (Pt - P \text{ min})/P)$ Where Ps = Points scored for price of bid under consideration. Pt = Rand value of bid under consideration. P min = Rand value of lowest acceptable bid.	<ul style="list-style-type: none"> Bidders may be subjected to a pre-compliance stage and functionality scoring and only bidders who score the stipulate minimum points will be illegible to proceed to PPPFA evaluation. Maximum of 20 points may be awarded for BEE level. Bidders are required to tick the relevant box in the table below to claim their points according to their BEE level. Above points must be added to points scored for price. Only bidder scoring the highest points will be selected for award.

B-BBEE Status Level of Contributor	Number of points (80/20 system)	Kindly tick the applicable level and points
1	20	
2	18	
3	14	
4	12	
5	8	
6	6	
7	4	
8	2	
Non-compliant contributor	0	

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.

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.

QUOTATION REQUIREMENTS:

Work offered that **DO NOT** comply with the specifications will not be evaluated. Any works completed shall carry a minimum of 6 months guarantee for refurbishment or replacement of parts and a minimum of 12 months for news works, goods or services.

Bidders are required to stipulate the delivery period for the works, goods and or services and will be held to account for such. Failure to deliver the requested goods, works or services as per the official Purchase Order or Appointment Letter, within the bidders stipulated timeframe, will result in the PO being cancelled and the bidder will have not claim thereto. ERWAT thus reserves the right to source these works, goods or services from other accredited qualifying bidders.

PLEASE NOTE THAT FAILURE TO MEET ANY OR ALL OF THESE REQUIREMENTS WILL LEAD TO DISQUALIFICATION

- Valid Certified copy or original BBEE Compliance Certificate to verify the above claimed points;
- Valid Tax Clearance Pin issued by SARS on e-filing Bidders are required to submit their SARS pin and certificate as prescribed by SARS effective from 01 April 2016. Please visit www.sars.gov.za or ERWAT Website: www.erwat.co.za/procurement for more information;
- Copy of Latest Municipal Account (not older than three months from date of closing);
- Declaration of Interest – MBD 4.2 (Download form ERWAT website/Procurement/Service Provider Registration).
- Bidders must be registered with National Treasury's Centralised Supplier Database (CSD) and can visit www.csd.org.za for more information and registration procedures.
- **CSD Registration Number: MAAA** _____
- Valid Construction Industry Development Board Registration (CIDB): **Valid CRS number:** _____

GENERAL NOTES

SUBMISSION OF BIDS:

WEB TENDER BOXES SUBMISSION SITUATED AT ERWAT HEAD OFFICE:

Completed tenders / quotations must be in a **sealed envelope** clearly marked with **bid number and description** may be hand delivered and deposited in the stipulated **TENDER BOX** (marked Monday, Tuesday, Wednesday, Thursday, Friday) at ERWAT Head Office, Hartebeestfontein Office Park, Bapsfontein Road, Kempton Park. No faxed bids/proposals shall be accepted. In the event of uncertainty, kindly visit the receptionist situated at the FOYER of the main building for clarity.

Please note that bids not received on the specific time and date will be marked as late bids/proposals and such bids/proposals will, in terms of the Supply Chain Management Policy of ERWAT, not be considered by ERWAT as valid bids/proposals.

Complete quotations with supporting documents must be sealed and externally endorsed with **BID NUMBER** and marked with the full **DESCRIPTION** and placed in the relevant Bid Box as stipulated in the advertisement and/or bidding document.

Bidders may attend the web-tender opening sessions in the event of submitting a tender in the web-tender boxes.

ELECTRONIC SUBMISSIONS:

- Bidders may submit their web-bids via e-mail: webtenders@erwat.co.za in a PDF format only.
- Bidders must complete the SUBJECT BOX with the relevant web-tender number and full description as advertised.
- Failure to include this may render your bid invalid.
- *Please note that bids submitted electronically must be in the above e-mail address on or before 12:00 of the stipulated closing date. No electronic submissions received after 12:00:00 will be considered for recording and or evaluation.*
- Bidders may submit documents and attachments up to 10MB.
- Bidders will be required to compress their file to a **compact PDF format**.
- In the event that larger files are sent to the e-mail address, it will be received in ERWAT's Mimecast site.
- Bidders must please note that the Mimecast does not accept zipped files, only PDF files.
- In the event that bidders are required to submit samples, it is advised that they submit electronically and submit in the tender boxes and attend the opening session.

PLEASE NOTE: *MIMECAST ONLY RETAINS THE MAILS RECEIVED WITH ATTACHMENTS LARGER THAN 10MB FOR 3 DAYS. PLEASE ENSURE THAT YOUR SUBMISSION FALLS WITHIN ACCESS TO SUCH WITHIN THIS TIMEFRAME.*

NB. In the event that an electronic version and a hard copy is delivered for a respective bid, the signed hard copy submitted in the tender box will prevail and the electronic copy will be disregarded.

Please note that the web-tender boxes will be opened first and recorded in the web-tender register on the date and time stipulated in the advertisement and or bid documents. The relevant buyer responsible for the placement of the ad on the web-tender folder will directly thereafter peruse the web-tender e-mail and download the relevant web-tender, print and record such in the same register.

ERWAT will access the e-mail thread from the individual e-mail responses received for audit trail that will be attached to the relevant bidder's response received.