

Requisition Form for Acquisition of Goods and Services

To be completed electronically:

1. Unit requesting goods/services	Human Resources Department
2. Quantity (ties) required	One (1) service provider – Employee Wellness Services
3. Description of Services Summary	3.1 The Human Resources Department is requesting procurement of one (1) service provider who will provide employee wellness support services to State Diamond Trader employees for a period of three (3) years. The service provider shall provide the following employee wellness services:
4. Description of goods or services - Listed	4.1 Telephone Counselling 24-hour service 4.1.1 The service provider shall provide 24-hour telephone counselling service by registered professionals (Psychologists, Social Workers, or Counsellors) using a dedicated toll-free line. Counselling must be provided in the following: • Personal counselling - stress and anxiety, relationship issues and financial issues. • Occupational - organizational issues, absenteeism, and adjustment problems

	4.2 Online Application for Employee Wellness Services 4.2.1 The service provider must have an online application that can be downloaded by mobile phones for free that will allow employees to create their personal accounts/profiles to access wellness services online
	4.3 Life Management Services 4.3.1 The service provider must have a toll-free telephone service that offers life management support to employees and their immediate families. Life management support must be provided on the following: • Legal wellbeing, • Financial wellbeing, and • Family care support
	4.4 Face to Face Counselling 4.4.1 The service provider must provide individual face to face counselling to all employees and their immediate dependents based on the nature of the presenting issue and required treatment plan. Counselling shall be conducted by registered professional Therapists
	4.5 Group and Individual Trauma Management 4.5.1 The service provider must provide group and or individual trauma debriefing, counselling and management to employees and family members exposed to incidents of trauma
	4.6 Musculoskeletal Health Management 4.6.1 The service provider must provide telephone assessments, ongoing case management and virtual musculoskeletal topic talks on quarterly bases by wellbeing professionals
	4.7 Digital Marketing and Communication 4.7.1 The service provider must send and or communicate monthly brochures and monthly calendars of free virtual wellness webinars that cover employee wellness topics

5. Functionality Evaluation	5.1 Business Experience 5.1.1 The service provider must have ten (10) or more years' experience within the employee wellness services with a minimum one hundred (100) corporate and government entities clients. Points will be allocated as follows: • More than (10) years' experience with more than one hundred (100) clients = 50 points • 10 years' experience with one hundred (100) clients = 30 points • Below ten (10) years' experience and below one hundred (100) corporate clients = 0 5.1.2 Business profile documents and or webpage business profile showing the company history must be submitted as proof of experience. A list of clients document must also be submitted	50 Points
	5.2 Service Provider Application that is Compatible with all Mobile Phones 5.2.1 The service provider must have an application that compatible with all mobile phones and downloaded for free. • Free application for android and iOS mobile phones = 30 points • No application = 0 points 5.2.2 Proof of the android and iOS mobile phones application required	30 Points
	5.3 Employee Wellness Virtual Webinars/Digital Events 5.3.1 The service provider must have hosted more than twenty (20) wellness virtual webinars/digital events during the period of past twelve (12) months and points are allocated as follows:	20 Points

	• More than twenty (20) wellness webinars/digital events = 20 points • Twenty (20) wellness webinars/digital events = 10 points • Zero (0) wellness digital/virtual events were hosted – 0 points 5.3.2 Previous fiscal years digital calendars must be submitted as proof	
	Section 4 Points Scoring Threshold	70 Points
	Section 4 Points Scoring Total	100 Points
6. Contract	6.1 The contract of three (3) years shall be entered into by the State Diamond Trader and the service provider for the above listed services 6.2 Service providers are requested to make virtual presentations regarding this requisition before they submit their quotations Tax clearance certificate submission is mandatory	

To ensure a comprehensive evaluation of the proposals, Service Providers are required to submit the following information:

Price Schedule

Service Providers must submit a detailed price schedule, including the cost or hourly charge-out rate. The contract period is 36 months.

- (i) Cost must be VAT inclusive and quoted in South African Rand
- (ii) Quotations will be evaluated on price and specific goals on the SBD 6.1.

1. Closing date for submission of quotations are 03 August 2026: 16h00.

Ensure that you email your responses to quotation@statediamondtrader.gov.za

2. Enquiries Contacts only:

SCM enquiries

Tel:010-003-0310

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