

CENTRAL BANK OF ESWATINI REQUEST FOR PROPOSAL (RFP)



CBE_WELLNESS_HR_RFP_05-2022_L

Updated on : MAY, 2022

Version : 1.0

CONFIDENTIAL
CENTRAL BANK OF ESWATINI

REQUEST FOR PROPOSAL (RFP)

RFP No: CBE_WELLNESS_HR_RFP_05-2022_L

RFP Name: CBE WELLNESS MANAGEMENT

Tender Closing Date: 17th JUNE 2022, (2 pm GMT+2)

CONFIDENTIALITY

No part of this document may be disclosed verbally or in writing, including by reproduction, to any third party without the prior written consent of the CBE. This document, its associated appendices and any attachments remain the property of the CBE and shall be returned upon request.

IMPORTANT: FILL IN PAGE 3 AND EMAIL OR FAX IMMEDIATELY

Schedule Index

CENTRAL BANK OF ESWATINI REQUEST FOR PROPOSAL (RFP)



CBE_WELLNESS_HR_RFP_05-2022_L

Updated on : MAY, 2022

Version : 1.0

Schedule A - Tenderers Acknowledgement/Preliminary Non-Disclosure Agreement

Schedule B - Scope of Work

Schedule C - Evaluation Criteria

Schedule D - Instructions to Tenderers

Schedule E - Price Schedule

CENTRAL BANK OF ESWATINI REQUEST FOR PROPOSAL (RFP)



CBE_WELLNESS_HR_RFP_05-2022_L

Updated on : MAY, 2022

Version : 1.0

SECHULE "A" - Respondents' Acknowledgement / Preliminary Non-Disclosure Agreement

To:	The Central Bank of Eswatini
Attention :	The Secretary, Tender Committee
E-Mail	supplychain@centralbank.org.sz
Tel:	+268 2408 2000
Fax:	+268 2404 8636

From Company:	
Date:	
Fax:	
Tel:	
Mobile:	
E-mail:	

INVITATION TO TENDER NUMBER: CBE_WELLNESS_HR_RFP_05-2022_L
INVITATION TO TENDER NAME: CBE WELLNESS MANAGEMENT

RESPONDENT'S ACKNOWLEDGEMENT: *Please mark as appropriate:*

We acknowledge receipt and acceptance of the RFP and intend to submit a response As required:

☐

We acknowledge receipt of the RFP but decline to respond for the following reasons:

☐

We undertake to return to Central Bank of Eswatini within three (3) working days from receipt of the complete RFP package with all attachments, information, documents, drawings, samples, material, etc. related thereto as provided by Central Bank of Eswatini and any copies made thereof.

PRELIMINARY NON-DISCLOSURE AGREEMENT

1. We agree that all information, documents, drawings, samples, material, etc. contained in or related to this RFP as provided by Central Bank of Eswatini is proprietary information and shall be treated as confidential.
2. We undertake that all such information, documents, drawings, samples, material, as described above, shall not be divulged to any other party (such prohibition applies to any further release of information regarding this RFP by Central Bank of Eswatini without the prior written permission from Central Bank of Eswatini to do so.
3. We agree that this RFP and all information, documents, drawings, samples, material, etc. relating thereto and provided hereunder by Central Bank of Eswatini are not to be used for any purpose other than for preparation of our Tender submission. This undertaking will also apply to any subsequent contract resulting from this RFP.

CENTRAL BANK OF ESWATINI REQUEST FOR PROPOSAL (RFP)



CBE_WELLNESS_HR_RFP_05-2022_L

Updated on : MAY, 2022

Version : 1.0

Name:

Designation:

Signed:

CENTRAL BANK OF ESWATINI REQUEST FOR PROPOSAL (RFP)



CBE_WELLNESS_HR_RFP_05-2022_L

Updated on : MAY, 2022

Version : 1.0

SCHEDULE "B". SCOPE OF WORKS

BACKGROUND

The Central Bank of Eswatini (CBE) has a mission to foster price and financial stability conducive to the economic development of Eswatini. The vision of the Bank is to be a stable price and self-regulating financial system based on very strict Values.

The Central Bank of Eswatini (Bank) is looking for a suitable Wellness Service provider to deliver specialized wellness services for its employees in line with the Wellness Policy and Year Plan. This is in support of the Bank's quest to uphold the highest standard of its employees' wellbeing for quality of life and productivity.

PROGRAM OBJECTIVES

The objectives of the proposed program are to

- a. Meet wellness needs of the Bank's employees and their immediate families through preventative and curative measures.
- b. To promote the physical, social, emotional, spiritual, financial, occupational, environmental and intellectual wellness of employees and their immediate family.
- c. Create an organizational climate and culture that is conducive to wellness and comprehensive identification of psycho-social health risks.
- d. Promote work-life balance through programmes that assist employees in meaningful daily achievement and enjoyment in each of the four life quadrants; work, family, friends and self.

SCOPE OF WORK

The Service Provider shall provide resources and professional services in support of the Bank's Wellness Program. The service provider shall prepare a schedule of proposed deliverables, which the two parties (Bank and Service Provider) shall sit down to review and finalize. The appointed Service Provider shall be contracted for a period of 12 months. The service provider shall provide the following services:

- Wellness Orientation Presentations;
- Wellness Survey, report and Policy Developments;
- Health/Social Education aimed at social behaviour change;

CENTRAL BANK OF ESWATINI REQUEST FOR PROPOSAL (RFP)



CBE_WELLNESS_HR_RFP_05-2022_L

Updated on : MAY, 2022

Version : 1.0

- Stress Management Programmes;
- Disease Prevention Programmes;
- Financial Health Programmes;
- Counselling Services with follow-up referrals;
- Executive confidential counselling line;
- Continuous monitoring, monthly and annual wellness reports
- Other wellness services
- Test and assessment of wellness risks through an onsite sampling of employees for specified diseases and wellness components.

QUALIFICATION

The service provider has to be an entity with a proven record in the Wellness space with experience in the management of Wellness Programs.

Entities submitting proposal must ensure the following is explicitly described in the document:

- Lead specialists for each deliverable qualifies in the field and has a proven track record
- Companies proposed to subcontract in the tender must meet the specified requirements

TERM/SCHEDULE

The Service Provider shall perform work within the timelines outlined below:

FUNCTIONAL ROLE	EST. PERIOD OF PERFORMANCE
<i>Situation Analysis</i>	<i>2 Weeks</i>
<i>Wellness Programing</i>	<i>2 Weeks</i>
<i>Implementation of Wellness Plan</i>	<i>11 Months</i>

DELIVERABLES

The Service provider is expected to submit a comprehensive proposal on how the following deliverables will be implemented and their associated costs:

DELIVERABLES	DESCRIPTION
<i>Situation Analysis Report</i>	<i>Employee surveys and Consultations for baseline data and needs assessment.</i>
<i>Periodic Biometric screening/Wellness</i>	<i>Simple health indicator assessments for personal risk assessment purposes</i>

CENTRAL BANK OF ESWATINI REQUEST FOR PROPOSAL (RFP)



CBE_WELLNESS_HR_RFP_05-2022_L

Updated on : MAY, 2022

Version : 1.0

DELIVERABLES	DESCRIPTION
Clinics	<ul style="list-style-type: none"> Frequency - 6 months Reports to be submitted within 14 days after wellness clinic Follow-up of cases and monthly high level reports <p>Costing- Retainer plus follow-up costs per employee</p>
Cancer Screening	<p>On-site and off-site Screening for leading types of cancers; Breast Cancer, Prostate cancer</p> <ul style="list-style-type: none"> Awareness trainings Other cancers - referral system Feedback reports Case management <p>Costing- Retainer plus follow-up costs per employee</p>
Wellness Fairs	<p>Vibrant one day fair for promotion of health</p> <ul style="list-style-type: none"> Once in two years when Bank has its Family Day Identify special wellness service
Wellness Promotional events	<p>A proposal of simple yet effective challenges to promote wellness at individual and family level</p>
Psychosocial Support Program	<p>Description of interventions for mental health and stress management:</p> <ul style="list-style-type: none"> Assessment and diagnosis of cases Feedback to employer Referral to Specialists Final report and closure Toll free number to dial and Whatsapp number Referral System for abuse cases Child Welfare and Maintenance Program - a system for assisting staff members that are struggling partners failing to maintain children Loss and Grieving Mental Health Program - bipolar, schizophrenia, depression, stress, etc. Substance Abuse Management Program - smokers, alcoholics, drug abuser rehabilitation <p>Costing: Retainer and Individual case management.</p>
HIV Management	<p>Comprehensive plan of action including prevention and mitigation of impact</p> <ul style="list-style-type: none"> Prevention, treatment, care and support ART Program - Counselling or Referral to counselling, enrolment for ART with relevant medical practitioners, default tracing, case follow-up; Reporting - monthly, quarterly and yearly

CENTRAL BANK OF ESWATINI REQUEST FOR PROPOSAL (RFP)



CBE_WELLNESS_HR_RFP_05-2022_L

Updated on : MAY, 2022

Version : 1.0

DELIVERABLES	DESCRIPTION
Personal Finance Management Program	<p><i>Interventions for promotion of sound personal finances management principles and behavioural change towards best practices</i></p> <ul style="list-style-type: none"> • Awareness and Sensitization • Debt Counselling • Debt Management • Personal Finance Management Program • Preparation for Retirement Program • Entrepreneur Program
Nutrition Plan	<p><i>Nutrition Education and Canteen Menu upgrade as needed</i></p> <ul style="list-style-type: none"> • Dietician Services - group and individual consultations • Food handling and preparation education • Revamp of Canteen Menu as needed
Ergonomics & Fitness Management Plan	<p><i>Proposal on how staff can be assisted to maintain best ergonomics in the office or when working from home. Clear plan for group and personalized fitness training shall be conducted with cognizance of COVID 19.</i></p>

ASSUMPTIONS

The Bank's primary contact(s) will work with the Service Provider, where needed, only to clarify company specific attributes. Otherwise the service provider is assumed to be the subject specialist with relevant experience.

The Service Provider is further believed to have basic understanding of the Central Bank and its core business, thus programs shall be crafted with sensitivity to the business environment.

Pricing

The rate submitted shall be all inclusive i.e. it will cover cost of training, skills transfer, VAT, taxes and any other costs.

Delivery

State the delivery period and project closure timelines, including methodologies to be employed.

Conclusion

Summarize the reasons The CBE should select your company. In particular, include detailed references of at least three relevant institutions you have conducted a similar project with.

CENTRAL BANK OF ESWATINI REQUEST FOR PROPOSAL (RFP)



CBE_WELLNESS_HR_RFP_05-2022_L

Updated on : MAY, 2022

Version : 1.0

SCHEDULE "C" EVALUATION CRITERIA

Evaluation Criteria

The following table highlight the deal breakers and therefore if one document/action listed below is missing, the bid will be disqualified from further evaluation

DEAL BREAKERS	YES	NO
Attendance of mandatory pre-briefing meeting		✓
Company Profile	✓	
Form J & Form C/Equivalent documents in SA or other countries	✓	
List of key staff and qualifications	✓	
Organogram of the team to be deployed	✓	
Current Trading License	✓	
VAT Registration Certificate	✓	
SNPF Compliance Certificate - Swazi Registered companies	✓	
Certified Copy of a workmen's compensation certificate	✓	
Certified copy of Certificate of Incorporation	✓	
Current Tax Clearance Certificate	✓	
Latest Audited or independently reviewed financial statements	✓	

The CBE is seeking reliable, financially stable suppliers who can meet its stringent cost, quality and service requirements.

The evaluation of Tenderers will be based on, but not limited to, the following criteria:

Criterial Elements	Points
1. Document Compliance Extent to which tender documents comply with CBE terms and conditions as set out in the RFP Legal capacity of Tenderer i.e. certificate of incorporation, current trading license, current tax clearance certificate, form C, Form J, including validity of partnerships and joint ventures, where applicable. Brief company profile and financial statements (to assist in the evaluation of the bidder's capacity to perform the contract work)	5
2. Resources Resource allocation and organisation and how this fits into the overall project structure;	10

CENTRAL BANK OF ESWATINI REQUEST FOR PROPOSAL (RFP)



CBE_WELLNESS_HR_RFP_05-2022_L

Updated on : MAY, 2022

Version : 1.0

Financial capacity to undertake the project, based on financial statements - liquidity ratio, current ratio and asset base in order to assess ability of the tenderer to source and service additional funding;

Availability of funding for the project if applicable - confirmed by a financial institution;

Reputation/brand/size of Tenderer

Key personnel and their experience

Key personnel commitment to this project as a percentage of their total time;

Trade references. A list of relevant/similar projects completed within the last 3 years, complete with dates, descriptions, project cost;

3. Technical

Quality of product or service, i.e. extent to which it meets tender specifications;

Total cost of ownership. The total operational costs over the full lifecycle of the equipment, excluding the purchase price.

Quality of service/product; standard of performance based on previous work and experiences in other similar organisations; compatibility with products within CBE;

Post service support or after sales service; training and related issues; availability of spares; warranties.

20

4. Risk Assessment

All factors which may be prejudicial to CBE and performance of the contract, including but not limited to availability of resources (human, financial, logistics or suitable equipment for the tender) or extent of the tenderer's commitment in other projects;

Size of tender in relation to the size and turnover of the company in order to determine the ability to complete the tendered works;

Level of exposure by CBE to on sole supplier or sole proprietor;

Terms for goods; preference should always be given to tenderers who will deliver goods at CBE in order to minimise the risk of delivery.

Ascertain the integrity and general conduct in business dealings, professional conduct of the tenderer's directors and senior management;

Compliance with all applicable laws and regulations;

Circumstances which may expose CBE and hinder due performance under the contract, e.g. criminal records in connection with corruption, fraud, theft or forgery by the tenderer's directors and management, etc.

10

CENTRAL BANK OF ESWATINI REQUEST FOR PROPOSAL (RFP)



CBE_WELLNESS_HR_RFP_05-2022_L

Updated on : MAY, 2022

Version : 1.0

<p>5. Eswatini Business Promotion</p> <p>Degree to which ownership of business vests with Emaswati citizen</p> <p>Whether the business is incorporated and operates in Eswatini;</p> <p>Degree to which business is managed by Emaswati citizen.</p> <p>Extent to which Tenderer will;</p> <ul style="list-style-type: none"> ➤ encourage more Emaswati citizens to be involved in business; ➤ encourage the impartation of technical and business skills to Emaswati citizens; ➤ improve levels of Emaswati citizens participation in CBE business; ➤ promote opportunities for employment of Emaswati citizens; ➤ increase the numbers and types of Emaswati business activities in the area; <p>NB:</p> <p>Points will be allocated to ownership of the business by Emaswati citizens. Consideration has to be given for companies who are registered and operate in Eswatini.</p> <p>Points will be allocated to management of the business by Emaswati citizen; and</p> <p>Points will be allocated to the degree to which the Tenderer partners with or subcontracts to Eswatini entrepreneurs.</p>	<p>5</p>
---	----------

It is the intention of CBE to award contract(s) based on information contained in this RFP and any subsequent presentations and negotiations.

CENTRAL BANK OF ESWATINI REQUEST FOR PROPOSAL (RFP)



CBE_WELLNESS_HR_RFP_05-2022_L

Updated on : MAY, 2022

Version : 1.0

SCHEDULE "D" INSTRUCTION TO TENDERERS

Instructions to Tenderers

Please read the following instructions carefully. Failure to comply with the requirements of these Instructions to Tenderers may cause the return or rejection of your Tender.

1.0 THE PURCHASER

- 1.1 This Invitation to Tender ("RFP") is issued by The Central Bank of Eswatini.

2.0 RIGHTS OF THE CENTRAL BANK OF ESWATINI

The Central Bank of Eswatini, in its sole discretion reserves the right to:

- 2.1 Accept or decline any proposal issued by a prospective Tenderer;
- 2.2 Award the contract for the **Name of Tender** based solely on a proposal received without entering into any further discussion;
- 2.3 Shortlist prospective/ successful Tenderers;
- 2.4 Refrain from issuing any contract
- 2.5 Award the tender in its entirety or in part
- 2.6 Extend without notice, the evaluation period

3.0 TENDER PREPARATION

- 3.1 The submission of the RFP must be strictly in accordance with these instructions, including the information described in "SCHEDULE B" "Scope of Work"
- 3.2 Tenders must be prepared and submitted in strict accordance with the RFP documentation. In the event of the tender being awarded, the successful Tenderer(s) will be required to enter into a formal Contract. No valid contract shall exist between the parties unless the parties have entered into a valid written contract.
- 3.3 Preparation of the Tenders, including but not limited to attendance at any pre-tender meetings, site visits and tender clarification meetings or presentations, shall be at the sole expense of the Tenderer.

4.0 TENDER SUBMISSION

- 4.1 Submitted Tenders must be complete in all respects and received on or before the tender closing date and time specified in the RFP invitation letter
- 4.2 Electronic copies should be sent to this email address: supplychain@centralbank.org.sz
- 4.3 The Tenders shall be submitted without review by, or the comparison of figures of, any other person or company submitting a tender for the same work and shall in all respects be without collusion with other Tenderers. Where collusion is discovered by the CBE all affected Tenderers shall be disqualified.

CENTRAL BANK OF ESWATINI REQUEST FOR PROPOSAL (RFP)



CBE_WELLNESS_HR_RFP_05-2022_L

Updated on : MAY, 2022

Version : 1.0

- 4.4 All Companies forming a joint venture (whether one or both companies has bought a Tender) in order to submit a single consolidated tender shall advise The CBE in writing prior to the submission of the tender and include in their tender full details of the joint venture including a copy of the signed joint venture agreement. It is left to the discretion of the CBE to accept such joint venture. Where The CBE has not been informed of such joint venture The CBE may at its sole discretion disqualify such submission.

5.0 LATE RECEIPT OF TENDERS

- 5.1 Tenders received after the Tender closing date and time will be disqualified by The CBE, with or without notice to the Tenderer.

6.0 EXAMINATION OF RFP AND ACKNOWLEDGEMENT

- 6.1 In the event that a Tenderer that is invited to tender does not intend to do so, the complete RFP including but not limited to all attachments, information, documents and material related thereto and any copies made thereof shall be returned to The CBE within three (3) days of receipt of the Tender documentation.
- 6.2 The Central Bank of Eswatini may modify any part of the RFP at any time prior to the closing date of the tender. Modifications to the RFP will be made in the form of addenda to the RFP and will be transmitted simultaneously to all Tenderers.
- 6.3 The Tenderer is responsible for the examination of the RFP and any addenda thereto including any special conditions or provisions which may affect the performance of the services to be rendered in terms of the tender. Should the Tenderer find discrepancies or omissions in the RFP the Tenderer shall notify The CBE in writing immediately on discovery of any discrepancy or omission.

7.0 SITE INSPECTION AND CONDITIONS

- 7.1 The Tenderer is responsible for making arrangements it considers necessary to become fully informed regarding all conditions that might in any way affect the performance of the services rendered in terms of the tender.
- 7.2 Failure by the Tenderer to satisfactorily investigate the conditions as aforementioned shall not relieve the Tenderer from the responsibility for properly estimating the difficulty or the cost of fulfilling its Tender.

8.0 TENDER VALIDITY, MODIFICATION AND WITHDRAWAL OF TENDERS

- 8.1 The Tenderer may modify or withdraw its tender provided that notification of such withdrawal or modification is received by the CBE in writing prior to the closing date. Withdrawal or modifications will be acknowledged by the CBE by means of facsimile, e-mail or hand delivered letter to the respective Tenderer.

CENTRAL BANK OF ESWATINI REQUEST FOR PROPOSAL (RFP)



CBE_WELLNESS_HR_RFP_05-2022_L

Updated on : MAY, 2022

Version : 1.0

- 8.2 Once submitted, the tender shall be fully binding upon the Tenderer and must be valid for a period of 3 months from the date of submission of the tender.

9.0 CRITERIA TO BE USED IN EVALUATION OF PROPOSALS

- 9.1 The CBE will evaluate all proposals submitted in accordance with the criteria indicated in "SCHEDULE C" of this RFP.
- 9.2 The CBE in its sole discretion reserves its right to apply weightings to the criteria listed in "SCHEDULE C".
- 9.3 The CBE will not divulge its final selection criteria to any prospective Tenderers nor will it be obliged to furnish any reasons for its selection(s).

10.0 AWARD OF CONTRACT

- 10.1 The CBE reserves the right to accept or reject any or all tenders, to waive any provision or deviate from the RFP process or any formality with regard to tenders received and to accept or reject one or more of the items in the tender if such items, at The CBE's sole discretion, is in the best interest of CBE.
- 10.2 The CBE shall not be bound by the lowest price contained in any tender, and it may accept all or any part of a tender. It shall not be liable for any costs or expenses or damages whether direct or indirect, incurred by any Tenderer who submits a tender, irrespective of the outcome of such tender. If, however, any such tender leads to the conclusion of a contract, then the rights and obligations of The CBE and the Tenderer shall be governed solely by the provisions of the mutually agreed and signed written agreement between the parties.
- 10.3 The CBE reserves the right to invite the Tenderers, prior to the date of award and/or allocation of its tenders, to discuss any matter relating to the tender and/or to issue supplements or addenda to the tender.

11.0 QUESTIONS AND EXPLANATIONS

- 11.1 All queries and communication in relation to this RFP shall be directed in writing to the Secretary to the Tender Committee at supplychain@centralbank.org.sz prior to the tender closing date, all questions and clarifications arising from this RFP and CBE's responses thereto will be transmitted or distributed to all Tenderers.

Any Tenderer desiring any explanation or interpretation of this RFP must request it in writing from:

The Secretary of the Tender Committee

The Central Bank of Eswatini

supplychain@centralbank.org.sz

All Correspondence shall bear the reference:

CENTRAL BANK OF ESWATINI REQUEST FOR PROPOSAL (RFP)



CBE_WELLNESS_HR_RFP_05-2022_L

Updated on : MAY, 2022

Version : 1.0

“Name of Tender - Tender number.”

12.0 AMENDMENTS AND CLARIFICATIONS

- 12.1 The CBE reserves the right, after receipt of the tender submissions, to invite the Tenderers(s) for clarification, presentation or negotiation of its tender. Any such clarifications, presentations or supplements shall be considered to form part of the tender submission. Any such discussion, issue of supplements or addenda or invitation to clarify or negotiate, should not be construed as an acceptance, award or allocation of the tender to that particular Tenderer.
- 12.2 No amendments to the provisions contained in this RFP will be binding on the CBE. Written addenda will however be issued by CBE when amendments and/or clarifications to the RFP are deemed necessary. The CBE reserves the right to make whatever amendments or clarifications that in its view are reasonably necessary at any time.
- 12.3 The CBE shall provide a written notice of any addenda issued to all known recipients of the RFP. CBE shall however, not be responsible for any prospective Tenderers failure to receive any addenda. The prospective Tenderer shall be solely responsible for ascertaining, prior to submission of its proposal, that any addenda issued have been received.

CENTRAL BANK OF ESWATINI REQUEST FOR PROPOSAL (RFP)



CBE_WELLNESS_HR_RFP_05-2022_L

Updated on : MAY, 2022

Version : 1.0

SCHEDULE "E" PRICING SCHEDULE

PRICING SCHEDULE TO BE COMPLETED BY TENDERERS

RFP Name: CBE WELLNESS MANAGEMENT

RFP Number: CBE_WELLNESS_HR_RFP_05-2022_L

Please document any additional costing of financial data on a separate sheet and clearly identify the Tender Name and Number.

-----END-----