Evaluation Category	Weighting (%)	Evidence / Supporting Documents	Allocation of Scores
1. Established Call Centre Infrastructure with Multiple Access Modalities (WhatsApp, Mobile App, 24/7/365 Telephonic, Virtual Counselling, USSD "Please Call Me", Face-to-Face)	**10%**	Call centre SOPs, screenshots, system specifications, SLA, demonstration, brochures	6 modalities = 10% 5 modalities = 8% 4 modalities = 6% 2–3 modalities = 4% 1 modality = 2% 0 modalities = 0%
2. Multilingual Service Delivery	**10%**	Language capability matrix, staffing plan, interpreter agreements	12 official languages + South African Sign Language = 10% 8–11 languages = 8% 5–7 languages = 6% 3–4 languages = 4% 1–2 languages = 2% No evidence = 0%
3. National On-site Counselling Coverage for all 9 provinces including remote sites.	**10%**	National coverage plan, affiliate network.	All Eskom sites and all 9 provinces including remote areas = 10% 8 provinces = 8% 6–7 provinces = 6% 4–5 provinces = 4% 1–3 provinces = 2% No national coverage = 0%
4. Proof of Registered HPCSA & SACSSP Affiliates	**10%**	Valid 90 HPCSA and 90 SACSSP certificates, affiliate register with current proof of registration (Proof of payment is not acceptable evidence, only valid practice licence) Service providers need to indicate 9 per province for Clinical Psychologists and 9 per province for Social Workers.	120 in total of affiliates registered = 10% 50 = 8% 40 = 6% 30 = 4% 20 = 2% 10 = 1% No proof= 0

Evaluation Category	Weighting (%)	Evidence / Supporting Documents	Allocation of Scores
5. Experience in Providing EAP Services for 10 years	**10%**	Company profile, contracts, reference letters	10 years or more = 10% 8–9 years = 8% 6–7 years = 6% 3–5 years = 4% 1–2 years = 2% Less than 1 year = 0%
6. Experience with SOEs / Parastatals (15,000–20,000 Employees)	**5%**	Five reference letters indicating workforce served	5 reference letters (15,000–20,000 employees) = 5% 4 reference letters (10,000–15,000) = 4% 3 reference letters (5,000–10,000) = 3% 2 reference letters (2,500–5,000) = 2% 1 reference letter (up to 2,500) = 1% No reference letters = 0%
7. Contracted Affiliate Network	**5%**	Signed affiliate agreements and database	76-100 affiliates = 5% 50-75 affiliates = 7.5% 50 affiliates = 5.0 % 1-25 affiliates =2.5 % None = 0%
8. 24-Hour Trauma & Critical Incident Defusing Response	**5%**	SOPs, escalation process, response time commitments, staffing plan	National 24/7 response within 2 hours = 5% Response within 4 hours = 4% Response within 6 hours = 3% Response within 12 hours = 2% Next business day = 1% No service = 0%
9. Preventative Programme & Training Catalogue	**5%**	Training catalogue, facilitator CVs, sample material	120 topics or more = 5% 100–119 topics = 4% 80–99 topics = 3% 60–79 topics = 2%

Evaluation Category	Weighting (%)	Evidence / Supporting Documents	Allocation of Scores
			40–59 topics = 1% Below 40 topics = 0%
10. Training & Debriefing sessions for Health & Wellness Practitioners These must be CPD accredited.	**5%**	Annual training plan, facilitator CVs. Proof of CPD accreditation for training plan.	10 training sessions/year + 8 debriefing sessions/year = 5% 8 training + 6 debriefing = 4% 6 training + 4 debriefing = 3% 4 training + 2 debriefing = 2% Less than minimum = 1% No programme = 0%
11. Conflict Mediation Services	**5%**	SOPs, mediator qualifications, coverage plan	Available in all 9 provinces = 5% 8 provinces = 4% 6–7 provinces = 3% 4–5 provinces = 2% 1–3 provinces = 1% No service = 0%
12. Advisory Services (Legal, Financial, Family, Childcare, Lifestyle)	**5%**	Service catalogue, specialist CVs	All services available nationally = 5% Four services = 4% Three services = 3% Two services = 2% One service = 1% None = 0%
13. Managerial & Supervisory Support Services	**5%**	Training material, referral protocols, SOPs	Comprehensive programme including all listed services = 5% Four services = 4% Three services = 3% Two services = 2% One service = 1% No programme = 0%

Evaluation Category	Weighting (%)	Evidence / Supporting Documents	Allocation of Scores
14. Key Account Management Structure	**5%**	Organogram, CVs and appointment letters	National Manager + 10 Provincial Managers = 5% National + 8–9 Provincial Managers = 4% National + 5–7 Provincial Managers = 3% National + 2–4 Provincial Managers = 2% National only = 1% No dedicated managers = 0%
15. Reporting & Analytics Capability	**5%**	Sample reports, dashboards, presentations	Comprehensive quarterly, annual and ad hoc reports with statistics, trends, risks, recommendations, dashboards and presentations = 5% Reports with trends, risks and recommendations = 4% Reports with trends and risks = 3% Statistical reports only = 2% Basic reports = 1% No reporting capability = 0%

Threshold is 70%

STAGE 2: PRACTICAL / SITE EVALUATION

Evaluation Area	Weighting (%)	Evaluation Criteria	Evidence / Supporting Documents	Allocation of Scores
1. Call Centre Infrastructure	30%	Physical verification of a fully operational 24/7/365 Employee Assistance Programme (EAP) call centre, including telephony systems, WhatsApp, Mobile App, USSD, virtual counselling capability, call recording, backup power, disaster recovery and business continuity arrangements.	Dedicated 24/7 call centre WhatsApp platform Mobile App USSD / Please Call Me Virtual counselling platform Face-to-face booking capability Call recording system Automatic Call Distribution (ACD) Interactive Voice Response (IVR) Generator UPS Fibre redundancy Disaster recovery site Live reporting dashboard Quality monitoring	13-15 = 30% 10-12= 24% 7-9= 18% 4-6= 12% 1-3= 6% None= 0%
2. Service Delivery Capability & Clinical Governance	25%	Verification of clinical governance framework, staff competence, supervision structures, crisis management processes, trauma response capability, escalation procedures, quality assurance, clinical audits, and multidisciplinary professional support.	Registered psychologists 90 Registered social workers 90 Registered counsellors Clinical supervisor Clinical governance policy Quality assurance programme Clinical audit process	13-15 = 25% 10-12= 20% 7-9= 15% 4-6= 10% 1-3= 5% None= 0%

Evaluation Area	Weighting (%)	Evaluation Criteria	Evidence / Supporting Documents	Allocation of Scores
			Escalation process Suicide intervention protocol Trauma response protocol Child protection process Domestic violence process Substance abuse pathway Case review meetings Continuing Professional Development (CPD)	
3. Live Reporting & Case Management System	20%	Demonstration of a live electronic case management system capable of recording, managing and reporting EAP services. Demonstrate Eskom-specific dashboards, trend analysis, utilisation reports, organisational reporting, ad hoc reporting and presentation capability.	Live system (not PowerPoint) Real-time dashboard Case management Escalation tracking Utilisation reporting Province reporting BU reporting Anonymous reporting Trend analysis Excel export PowerPoint export Quarterly reporting Annual reporting Ad hoc reporting Recommendation generation	Fully compliant = 20% 13-15 = 20% 10-12= 16% 7-9= 12% 4-6= 8% 1-3= 4% None= 0%
4. Disaster Recovery & Business Continuity	10%	Verification of disaster recovery plans, business continuity arrangements, data backups, redundancy, alternative operating sites, communication continuity, and recovery testing.	Disaster Recovery Plan Business Continuity Plan Secondary call centre Cloud backup Daily backups Backup testing Generator UPS	9-10= 10% 7-8= 8% 5-6= 6% 3-4= 4% 1-2= 2% None =0%

Evaluation Area	Weighting (%)	Evaluation Criteria	Evidence / Supporting Documents	Allocation of Scores
			Internet redundancy Annual DR testing	
5. Information Security & POPIA Compliance	15%	Verification of POPIA compliance, information security management, access controls, cybersecurity, confidentiality measures, document retention, audit trails and secure handling of confidential employee information.	POPIA Policy Information Security Policy Role-based access Multi-factor authentication Encrypted database Audit logs Confidentiality agreements Penetration testing Cybersecurity training Incident response procedure	9-10= 15% 7-8= 12% 5-6= 9% 3-4= 6% 1-2= 3% None =0%

Threshold is 70%

2. Scope of work

Comprehensive Employee Assistance Programme (EAP) Services

The Service Provider shall deliver a comprehensive, confidential, integrated, and evidence-based Employee Assistance Programme (EAP) to support Eskom employees, their immediate family members, learners, apprentices, and graduates-in-training. EAP services available to contractors are limited to immediate Psychological First Aid (PFA), Critical Incident Stress Management (CISM), and referral to appropriate external mental health or support services where additional care is required.
Services shall be accessible nationally, including urban, rural, and remote locations, and shall be delivered in accordance with professional, ethical, and legislative requirements.

6.1 Service Delivery Channels

The Service Provider shall ensure employees have access to EAP services through multiple communication channels, available 24 hours a day, seven days a week, 365 days per year.
Access channels shall include:

- Toll-free telephonic counselling.
- WhatsApp support.
- Secure mobile application.
- Virtual counselling (video platforms).
- USSD/"Please Call Me" functionality with guaranteed call-back.
- Face-to-face counselling.
- Email and web-based support where applicable.

Face-to-face counselling shall:

- Be available in all nine provinces, including rural and remote areas.
- Be located a maximum of 50km from the employee's residence or workplace.
- Commence within 24 hours of the initial request.
- Provide up to eight (8) counselling sessions per presenting issue, with additional sessions subject to clinical recommendation and Employer approval.

Services shall be available in all eleven (12) official South African languages and South African Sign Language, either directly or through accredited affiliates.

6.2 Clinical Counselling and Psychosocial Support

The Service Provider shall provide comprehensive clinical counselling and psychosocial support services covering the full spectrum of emotional, psychological, behavioural, workplace, family, and lifestyle challenges. Services shall include, but not be limited to:

- Mental health conditions.

- Stress management and workplace adjustment.
- Bereavement and grief counselling.
- Trauma counselling.
- Addictive behaviours and substance abuse.
- Gender-based violence (GBV).
- Domestic violence.
- Workplace related issues such harassment and bullying.
- Gender identity and diversity-related challenges.
- Emotional resilience and coping strategies.

Financial Wellbeing services

- Budgeting and financial planning.
- Debt management.
- Savings and investment guidance.
- Retirement planning.
- Wills and estate planning.
- Financial coaching and general financial wellbeing.

Legal Advisory Services

- General legal guidance relating to personal, family, and employment-related matters.
- Consumer rights.

- Family law guidance.
- Estate-related legal advice.
- Referral to specialist legal practitioners where appropriate.

Career and Life Transition Support

- Career counselling.
- Vocational guidance.
- Pre-retirement planning.
- Life transition support.
- Work-life integration.

Child, Family and Caregiver Support

- Parenting guidance.
- Relationship and marital counselling.
- Family relationship counselling.
- Disability support and caregiver guidance.
- Special needs placement support.
- Educational and community resource referrals.
- Preschool and residential facility guidance.
- Support for families affected by addiction.

6.3 Trauma, Crisis Intervention and Critical Incident Management

The Service Provider shall provide a comprehensive trauma response service to minimise the psychological impact of workplace incidents and other traumatic events.

The services shall include:

- Critical incident response.
- Trauma defusing.
- Psychological debriefing.
- Individual and group trauma debriefing and counselling.
- Crisis management.
- Family support following traumatic incidents.
- Follow-up counselling and referral.

The Service Provider shall provide 24 to 48-hour on-site response capability nationally following notification of a critical incident, including support for employees, learners, apprentices, graduates-in-training, and contractors affected by fatalities, serious injuries, disasters, or other traumatic workplace events.

6.4 Managerial and Supervisory Support

The Service Provider should provide managerial consultancy services to assist supervisors and managers in effectively supporting employees experiencing psychosocial, behavioural, or performance-related challenges.

Services shall include:

- Formal assisted referral processes.
- Management consultation.
- Case conferencing where appropriate.
- Advice on managing psychosocial risks.
- Workplace communication and interpersonal skills guidance.

- Performance-related psychosocial interventions.
- Individual and group management support.

The Service Provider shall facilitate unlimited **manager training sessions annually**, focusing on:

- Early identification of psychosocial risks.
- Marketing of service offerings
- Mental health awareness.
- Employee support strategies.
- Managing difficult conversations.
- Referral pathways.
- Psychological safety in the workplace.

6.5 Conflict Resolution and Mediation

The Service Provider shall provide unlimited confidential workplace conflict resolution and mediation services facilitated by appropriately qualified EAP practitioners.

Services shall include:

- Individual mediation.
- Joint mediation.
- Team interventions.
- Workplace relationship restoration.
- Communication facilitation.
- Follow-up support.

Outcomes shall only be documented with the informed consent of the parties involved.

7. National On-Site Counselling Service Requirements

The Service Provider must have the capacity to provide on-site counselling services at up to thirty sites nationally, based on the Employer's operational requirements. The specific sites may change from time to time according to demand. Counselling services will be provided by a qualified on-site counsellor once or twice per week for four hours per visit, as requested by the Employer.

8. Preventative Wellness Programmes and Awareness

The Service Provider shall design, implement, and continuously promote preventative wellness programmes aimed at improving employee wellbeing and reducing psychosocial risk. The majority of wellness programmes and awareness sessions will be customised to address Eskom's specific organisational needs, priorities, and emerging psychosocial risks. The service provider shall provide a minimum of 120 evidence -based preventative sessions to Eskom yearly for the 5-year period.

Programmes shall include, but not be limited to:

- Mental health promotion.
- Psychological resilience.
- Stress management.
- Work-life integration.
- Neurodiversity awareness.
- Substance abuse prevention.
- Financial wellbeing.
- Gender-based violence awareness.
- Healthy lifestyle promotion.
- Organisational wellbeing.

- Psychosocial risk awareness.
- Emerging workplace wellbeing issues.
- Change management.
- Musculoskeletal conditions

The Service Provider shall actively participate in organisational wellness campaigns and awareness events and provide ongoing marketing and communication materials to promote EAP services across the organisation.

9. Training and Professional Capacity Building

The Service Provider shall deliver structured training programmes to strengthen organisational capability in employee well-being.

This shall include:

- A minimum of ten (10) accredited CPD training sessions annually for Eskom Health and Wellness professionals.
- Quarterly debriefing sessions (four per annum) for Health and Wellness practitioners to strengthen resilience and reduce secondary trauma.

Training shall be delivered onsite, virtually or through a hybrid approach, depending on operational requirements.

10. Marketing and Communication Services

The Service Provider shall develop and implement a comprehensive marketing and communication strategy to promote the Employee Assistance Programme (EAP) and ensure high visibility, awareness, and utilisation of services. The marketing and communication requirements shall include, but are not limited to, the following:

- Onsite Marketing Quarterly onsite marketing engagements at each cluster and power station to raise awareness of EAP services.
- Engagements shall include interactive sessions, presentations, and distribution of promotional material to employees.
- Annually, the Service Provider shall provide marketing materials including posters, brochures, infographics suitable for display across sites and internal communication channels.

The Service Provider shall provide promotional items to support EAP awareness campaigns. Development and distribution of monthly online desk communications, newsletters, infographics, and webinars, aligned with the annual health calendar or on an ad hoc basis as requested by the Employer. All marketing materials shall be professionally designed, accurate, and aligned with the Employer's branding guidelines. Materials shall be accessible in formats that support diverse employee needs, including multiple languages where appropriate Key Account Management.

11. Strategic Advisory and Account Management Services

The Service Provider shall provide strategic advisory services to Eskom Executive Management, Human Capital, and Health & Wellness leadership through proactive analysis of organisational psychosocial risks and workforce wellbeing trends.

Services shall include:

- Executive advisory reports.
- Psychosocial trend analysis.
- Organisational health risk identification.
- Preventative intervention recommendations.
- Policy support.
-
- Workforce wellbeing planning.
- Strategic risk mitigation advice.

The Service Provider shall appoint a dedicated National Key Account Manager supported by Regional/Provincial Account Managers responsible for service delivery oversight, escalation management, quality assurance and stakeholder engagement.

12. Reporting, Analytics and Continuous Improvement

The Service Provider shall provide comprehensive reporting and analytics that support operational management and strategic decision-making. Reporting shall include:

- Monthly, quarterly, and annual reports.
- Ad hoc reports upon request.

- Service utilisation statistics.
- Presenting issues and outcomes.
- Key Performance Indicators (KPIs).
- Psychosocial trends.
- Emerging organisational risks.
- Recommendations for preventative interventions.
- Regional, divisional, business unit and site-level analysis, where applicable.
- Reports in Microsoft Excel and presentation (PowerPoint) format and a dashboard.

All reports shall maintain strict confidentiality, comply with POPIA and applicable legislation, and present anonymised, aggregated data to protect employee privacy.

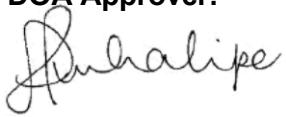
Signed by:

Contract Manager



Zanele Sibeko
Chief Wellness Advisor
6 August 2026

DOA Approver:



Dr Penny Mkalipe
Senior Manager Health & Wellness
07/08/2026