

TERMS OF REFERENCE

CONSULTANCY SERVICES FOR DESIGN AND IMPLEMENTATION OF EMPLOYEE ASSISTANCE PROGRAMME FOR THE LESOTHO ELECTRICITY AND WATER AUTHORITY (LEWA)

1. Introduction

The Lesotho Electricity and Water Authority (LEWA) is a multi-sector regulator mandated to regulate the Electricity Supply Industry (ESI) and the Urban Water and Sewerage Services (UWSS) where these services are not supplied on a competitive basis. The Authority's major functions are issuing licences; setting tariffs and charges; setting and monitoring the implementation of Quality of Service and Supply Standards (QoSSS) by the regulated entities; resolving complaints and disputes related to the services.

2. Background, Objectives and Context

The LEWA Strategic Plan 2019/20 – 2024/25 which is driven, by amongst other things, the desire to build and operate a sustainable organisation, mandates the Authority to develop a set of frameworks that ensures employee's welfare in the workplace to achieve efficiency and high production. To this end, the Authority developed a Wellness Policy. The key objectives of the Policy are to reduce health-related problems in the workplace and retain valued employees, to provide care and support to the employees through health promotions and awareness at the workplace on diseases that are a threat to human life, and to develop a work environment where employees have accessibility to the services offered by the Employee Assistance Program (EAP). To achieve the latter, LEWA intends to develop and implement a comprehensive EAP.

The purpose of the EAP is to provide means for assisting employees whose personal problems may affect their job performance, As a result, the EAP shall assist employees with social and physical conditions, as well as an illness whose effects may harm the employee's performance. The EAP intends to make early identification and assessment of employee problems that may affect their job performance and further

provide a referral service for testing, diagnosis, treatment, assistance, monitoring and follow-up services. All the aspects of EAP interaction shall be handled confidentially and any information given by the employees to the service provider shall remain confidential.

In pursuit of the above, LEWA invites experienced and qualified consulting organisations or individuals, to submit technical and financial proposals to provide Employee Assistance Programme services to its employees.

3. Scope of Work

The main objective of the consultancy is to design and implement a comprehensive EAP for LEWA employees.

The appointed service provider will be expected to implement an Employee Assistance Program that focuses on the following:

a) Educational and awareness programs including but not limited to the following:

- (i) Financial Management;
- (ii) Retirement planning;
- (iii) Nutrition and weight management;
- (iv) Relationship management/communication skills;
- (v) Cancer health talks and screening;
- (vi) Workplace violence and trauma counselling;
- (vii) Dealing with HIV/AIDS and other life-threatening illnesses; and
- (viii) Work-life balance.

b) Health screening services including but not limited to the following:

- (i) HIV and AIDS Counselling and Testing;
- (ii) Hypertension;
- (iii) Blood sugar level testing; and
- (iv) Cancer screening

c) Counselling and referral services including but not limited to the following:

- (i) Bereavement and loss;
- (ii) Retirement readiness
- (iii) Family and relationship problems;
- (iv) Divorce;
- (v) Physical and emotional abuse;
- (vi) Work-related issues;
- (vii) Anxiety, stress, depression and suicidal tendencies;
- (viii) Interpersonal communication;
- (ix) Financial planning;

- (x) Alcohol, gambling and substance abuse;
- (xi) Trauma, HIV/AIDS and other chronic illnesses.
- d) Financial management services including but not limited to the following:**
 - (i) Financial planning;
 - (ii) Debt management; and
 - (iii) Retirement planning.
- e) Advice on legal matters including but not limited to the following:**
 - (i) Divorce;
 - (ii) Child support and maintenance; and
 - (iii) Drawing up of a Will.
- f) Planning and execution of staff wellness activities:**
 - (i) Provide an annual programme of planned wellness activities (themed quarterly/annually);
 - (ii) Organise staff wellness days; and
 - (iii) Encourage physical activities such as aerobics and fun walks.
- g) EAP Communication/awareness materials**
 - (i) Provide a variety of printed materials (e.g posters, brochures), online surveys, newsletters and meetings with employees to maximize awareness in the workplace and promote easy access to EAP services and support;
 - (ii) Provide on-site presentations and training;
 - (iii) Provide quarterly workshops based on identified topics;
 - (iv) Provide on and offsite assistance, as needed, with management referrals for employees involved in workplace conflicts and other identified needs of the workplace;
 - (v) Provide referrals to qualified professional resources for specialized counselling or rehabilitation needs including, but not limited to anger management, substance abuse, psychological issues, crises management, domestic violence, workplace violence, financial counselling or legal services; and
 - (vi) Provide online (internet, website, WhatsApp, etc.) inbound and outbound telephonic and face-to-face health and wellness information and counselling to employees.

4. Deliverables

The output expected from the consultancy will entail:-

a. Inception Report

The inception report shall describe how the Consultant proposes to achieve the project objectives. It shall include but not limited to:

- An overview of the project's key features;
- A description of the project's objectives; and
- Clarification on the scope of work.

b. Quarterly Utilisation Reports

The report shall include the following:

- An overview of components of EAP utilised during the quarter;
- Identify the health risk assessment of employees and provide mitigating strategies;
- Total number of employees who accessed the EAP; and
- Total use rate.

c. Quarterly Training Reports

- Training report on the educational and awareness activities undertaken in the quarter.

d. Final Report

The final report shall:

- Give the final results;
- Evaluate the effectiveness of EAP; and
- Make recommendations on each element of the assessment.

5. Remuneration

Payments to the consultant will be linked to the above-mentioned deliverables.

6. Time Frames

The term of the agreement to be entered into for the services is three (3) years from the date of contracting with the service provider.

7. Qualification and Experience

The consultant(s) or firm should provide Curriculum Vitae (CVs) of senior personnel, with at least a Bachelor's Degree in the following:

- Counselling
- Psychology
- Social Work
- Nutrition

The consultant (s) or firm should possess at least the following experience:

- Ability to handle/deliver the EAP in English and Sesotho
- At least three (3) years experience in designing and implementing EAP or wellness programmes.

8. Project Management

Management of this assignment will be under the oversight of the Manager-Human Resources, Finance and Administration of LEWA.

9. Confidentiality

The consultant will be required to enter into confidentiality and indemnity agreements with LEWA. Intellectual property and outcomes relating to this assignment will reside with LEWA.

The Service provider shall undertake all appropriate measures to ensure the confidentiality of all EAP records and shall not disclose such records without the employee's prior written consent.

10. Information required in the proposal

Bidders are requested to provide their proposals in two parts i.e. Technical and Financial proposals in separate sealed envelopes, placed in one main envelope clearly marked "**Tender for designing and implementing EAP**". LEWA reserves the right not to consider any proposal that does not include at least the following:

(a) Technical requirements

The technical proposal must contain the following information:

- i. Detailed methodology to address the terms of reference;
- ii. A detailed work plan with milestones and deliverables;
- iii. Proposed project team, project management and availability of project team members and their curriculum vitae.
- iv. Project list demonstrating the involvement of the proposed project team in a similar assignment;
- v. Company or consortium profile; and
- vi. Demonstration of a track record of projects undertaken in similar assignments.

(b) Financial requirements

The financial proposal must provide the cost for completing the project in Lesotho (Maloti) currency.

All envelopes must bear no names and addresses of the bidder.

11. Contract to be signed

A time-based contract will be signed for this assignment.

12. Appointment Rights

LEWA reserves the right to appoint or not to appoint a service provider if it is established that no bids meet the requirements.

13. Submission of Bids and Closing Date

The deadline for submission of Proposals is on or before 16:00hrs 13 August 2021.

TENDERS IN SEALED ENVELOPES CLEARLY MARKED “**TENDERS FOR DESIGNING AND IMPLEMENTING EAP**” must be deposited in the tender box placed at LEWA Offices 7th Floor Moposo House, bearing no marks to Tenderer’s identification.

The Proposals should be addressed to:

**The Procurement Committee
Lesotho Electricity and Water Authority
7th Floor, Moposo House
Maseru 100**

14. Conditions for Submission

- I.** It is mandatory for Tenders' to submit valid certified from source Tax Clearance Certificate and a Tenderer's Trading License with their technical bids;
- II.** Electronic bidding shall be permitted and the password for the bids (Technical and Financial) will only be provided when the bids are open;
- III.** Tenders submitted after closing date and time shall not be accepted;
- IV.** LEWA reserves the right not to accept any proposals;
- V.** LEWA shall not be liable for any costs incurred by any bidder in the process of responding to this bid, and
- VI.** LEWA reserves the right to call for more information