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NATIONAL LOTTERIES COMMISSION
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NATIONAL LOTTERIES COMMISSION

ADVERTISEMENT

REQUEST FOR QUOTATION FOR THE APPOINTMENT OF A SUITABLE SERVICE PROVIDER TO OFFER COUNSELLING SERVICES FOR THE NATIONAL LOTTERIES COMMISSION FOR A PERIOD OF TWELVE (12) MONTHS AS AND WHEN REQUIRED

BID PROCESS	BID REQUIREMENTS
RFQ Number	RFQ/2026-011- 022
Bid Advertisement Date	11 November 2026
Closing date and time	20 November 2026 @11:00
Tender validity period	120 days *from the closing date*
RFQs must be submitted online	The bid document must be submitted via E-TENDER SUBMISSION - https://www.etenders.gov.za/ Enquiries ONLY can be emailed to: Maureen@nlcsa.org.za and quotation@nlcsa.org.za

SECTION 1: BACKGROUND, OVERVIEW AND RFP SCOPE OF REQUIREMENTS

1. INTRODUCTION

1.1. The National Lotteries Commission (NLC) is a public entity established by the Lotteries Act No. 57 of 1997 as amended, to regulate the National Lottery and other lotteries and to administer the National Lottery Distribution Trust Fund ("NLDTF"). In December 2014, the Lotteries Amendment Act 32 of 2013 was promulgated, and the Regulations thereof were published on 14 April 2015.

1.2. The National Lotteries Commission (NLC) seeks to appoint a qualified and competent service provider to provide Counselling services for NLC staff members and family members.

2. BACKGROUND

2.1. The National Lotteries Commission (NLC) recognises that employee well-being is an important component of organisational effectiveness, employee productivity and the creation of a healthy working environment. Employees may experience personal, social, emotional, psychological, legal, financial and health related challenges that may affect their overall wellbeing.

2.2. The NLC therefore seeks to appoint a suitably qualified and experienced service provider with the necessary professional expertise and national capacity to provide consistent, confidential and accessible Counselling services to NLC employees and their family members for a period of twelve (12) months as and when required.

2.3. The appointed service provider will be required to offer counselling through face-to-face consultations and secure online platforms.

2.4. In addition to counselling services, the appointed service provider will be required to plan and deliver two (2) employee education and awareness sessions per quarter to promote employee awareness, knowledge, and understanding of relevant well-being topics. These sessions may cover areas such as cancer awareness, mental health, disability awareness and inclusion, stress management, substance abuse, financial awareness, and other relevant topics identified by NLC.

3. OBJECTIVE

3.1. Service Provider to provide confidential and professional employee counselling services across all nine provinces of South Africa.

3.2. Service provider to ensure access to both face to face and online counselling services.

3.3. Provide Support to employees experiencing social, emotional, psychological, legal, financial, health related and work-related challenges.

3.4. Protect employee confidentiality and personal information in accordance with applicable legislation and professional ethical standards;

3.5. Promote employee awareness, understanding, and access to support services through structured education and awareness sessions on relevant health, mental health, disability, and other employee well-being topics.

4. MANDATE

4.1. The NLC seeks to appoint a suitably qualified and experienced service provider with the necessary professional expertise and national capacity to provide consistent, confidential and accessible counselling services to employees for the period of twelve (12) months as and when required.

5. SCOPE OF WORK

The appointed service provider will be responsible for providing the following services for the duration of twelve months:

5.1. Provide professional and confidential counselling services to NLC employees and their immediate family members experiencing personal, emotional, psychological, social or work-related challenges.

5.2. Conduct individual counselling sessions through face-to-face consultations and secure online platforms.

5.3. Ensure that counselling is provided by suitably qualified, certified and experienced employee wellness practitioners, Psychologists or Therapists as appropriate to the services offered.

5.4. Assist employees in managing personal difficulties, workplace stress, burnout, grief, bereavement, family challenges, relationship difficulties and interpersonal conflict.

5.5. Provide short-term counselling and support within the practitioner's professional scope of practice.

5.6. The appointed service provider must provide a maximum of five (5) counselling sessions per case for an employee and their immediate family member.

5.7. The appointed service provider must ensure that counselling services are accessible to NLC employees and family members on a 24-hour basis, seven (7) days a week, 365 days a year, including weekends and public holidays throughout the contract period.

5.8. The appointed service provider should be able to provide confidential counselling services covering, but not limited to, the following areas:

(a) Psychological and Emotional Counselling
(b) Social and Family Counselling
(c) Workplace related Counselling
(d) Financial Counselling
(e) Legal related Counselling
(f) Health and Medical elated Counselling
(g) Substance Use and Addiction Counselling
(h) Personal and Behavioural Counselling
(i) Trauma Debriefing and Critical Incident Support
(j) Other Counselling and Referral Services

5.9. The appointed service provider must demonstrate the capacity to provide counselling services across all nine (9) provinces of South Africa for the full duration of the contract. The provinces are:

a) Eastern Cape
b) Free State
c) Gauteng
d) KwaZulu-Natal
e) Limpopo
f) Mpumalanga
g) Northern Cape
h) Northwest
i) Western Cape

5.10. Confidentiality is a fundamental requirement of this appointment. All counselling services must be provided in a private, secure and professional manner.

5.11. Appointed service provider to plan and deliver two (2) employee education and awareness sessions per quarter, amounting to eight (8) sessions per year. Topics may

include cancer awareness, mental health, disability awareness and inclusion, stress management, substance abuse, financial awareness, and other relevant topics agreed upon with NLC.

6. DELIVERABLES AND REPORTING

The appointed service provider shall be required to submit the following deliverables:

6.1. **Implementation plan**

A plan setting out the service delivery model, national coverage, practitioner availability and appointment procedures.

6.2. **Counselling services**

Confidential face to face and online counselling throughout the nine (9) provinces, available in all twelve (12) South African languages.

6.3. **Monthly reports**

Anonymized statistics on counselling sessions, general categories of presenting concerns.

6.4. **Quarterly reports**

Service utilisation trends, service delivery challenges and recommendations.

6.5. **Final report**

A summary of services delivered overall utilisation, referral trends and recommendations at the end of the twelve (12) month contract.

7. DURATION OF THE ASSIGNMENT

The expected duration of the service shall be for a fixed period of twelve (12) months, which may be effective on the date of appointment and purchase order, the date of signing of a service level agreement (SLA) where applicable, or as directed and at the discretion of the NLC.

8. LOCATION OF NLC OFFICES

#	Provincial office	Location	Number of Staff members
1	Head Office and Gauteng office	Pretoria	220

2	Eastern Cape	East London	19
3	Free State	Welkom	12
4	KwaZulu - Natal	Durban	20
5	Mpumalanga	Nelspruit	18
6	Northern Cape	Kimberely	14
7	Western Cape	Cape Town	16
8	Limpopo	Polokwane	26
	Northwest	Mahikeng	18
	TOTAL		363

SECTION 2: NOTICE TO BIDDERS

9. Terms and Conditions of Request for Quotations (RFQ)

9.1. This document may contain confidential information that is the property of the NLC.

9.2. No part of the contents may be used, copied, disclosed, or conveyed in whole or in part to any party in any manner whatsoever other than for preparing a proposal in response to this RFP without prior written permission from the NLC.

9.3. All copyright and intellectual property herein vests with the NLC.

9.4. Late and incomplete submissions will not be accepted.

9.5. No services must be rendered or goods delivered before an official NLC Purchase Order form has been received.

9.6. Suppliers are required to register on the Central Supplier Database at www.csd.gov.za.

9.7. Suppliers must provide their CSD registration number (and attach a CSD Summary report) and ensure that their tax matters are compliant.

10. General rules and instructions

10.1 News and press releases

10.1.1 Bidders or their agents shall not make any news releases concerning this RFP or the awarding of the same or any resulting agreement without the consent of, and then only in coordination with, the NLC.

10.2 Precedence of documents

10.2.1 This RFP consists of a number of sections. Where there is a contradiction in terms between the clauses, phrases, words, stipulations or terms and herein referred to generally as stipulations in this RFP and the stipulations in any other document attached hereto, or the RFP submitted hereto, the relevant stipulations in this RFP shall take precedence.

10.2.2 Where this RFP is silent on any matter, the relevant stipulations addressing such matter, and which appearing the PPPFA, shall take precedence. Bidders shall refrain from incorporating any additional stipulations in their proposal submitted in terms hereof other than in the form of a marked recommendation that the NLC may, in its sole discretion, elect to

10.2.3 import or to ignore. Any such inclusion shall not be used for any purpose of interpretation unless it has been so imported or acknowledged by the NLC.

10.2.4 It is acknowledged that all stipulations in the PPPFA are equally applicable to all matters addressed in this RFP. It, however, remains the exclusive domain and election of the NLC as to which of these stipulations are applicable and to what extent. Bidders hereby acknowledging that the decision of the NLC in this regard is final and binding. The onus to enquire and obtain clarity in this regard rests with the Bidder(s). The Bidder(s) shall take care to restrict their enquiries in this regard to the most reasonable interpretations required to ensure the necessary consensus.

10.3 Preferential procurement reform

10.3.1 The NLC supports B-BBEE as an essential ingredient of its business. In accordance with government policy, the NLC insists that the private sector demonstrates its commitment and track record to B-BBEE in the areas of ownership (shareholding), skills transfer, employment equity and procurement practices (SMME Development), etc.

10.3.2 Bidders must be registered with the central supplier database (CSD) and submit a CSD report reflecting tax compliance.

10.4 The National Industrial Participation Programme

10.4.1 The Industrial Participation policy, which was endorsed by the Cabinet on 30 April 1997, is applicable to contracts that have imported content. The NIP is obligatory and therefore must be complied with. Bidders are required to sign and submit the Standard

Bidding Document (SBD).

10.5 Language

10.5.1 Bids shall be submitted in English.

10.6 Gender

10.6.1 Any word implying any gender shall be interpreted to imply all other genders.

10.7 Headings

10.7.1 Headings are incorporated into this RFP document and submitted in response thereto, for ease of reference only and shall not form part thereof for any purpose of interpretation or any other purpose.

10.8 Occupational Injuries and Diseases Act 13 of 1993

10.8.1 The Bidder warrants that all its employees (including the employees of any subcontractor that may be appointed) are covered in terms of the Compensation for Occupational Injuries and Diseases Act 13 of 1993 and that the cover shall remain in force for the duration of the adjudication of this RFP and/ or subsequent agreement. The NLC reserves the right to request the Bidder to submit documentary proof of the Bidder's registration and "good standing" with the Compensation Fund, or similar proof acceptable to the NLC.

10.9 Processing of the Bidder's Personal Information

10.9.1 All Personal Information of the Bidder, its employees, representatives, associates, and sub-contractors ("Bidder Personal Information") required under this RFP is collected and processed to assess the content of its tender proposal and award the bid. The assessment and award of the bid shall be conducted in accordance with applicable legislation, including the PPPFA read with the Preferential Procurement Regulations, 2023.

10.9.2 The Bidder is advised that Bidder Personal Information may be passed on to third parties to whom the NLC is compelled by law to provide such information. For example, where appropriate, the NLC is compelled to submit information to the National Treasury's Database of Restricted Suppliers.

10.9.3 All Personal Information collected will be processed in accordance with POPIA and with the NLC Data Privacy Policy.

10.9.4 The following persons will have access to the Personal Information collected:

10.9.4.1 The NLC personnel are participating in procurement/award procedures.

10.9.4.2 Members of the public: within seven working days from the time the bid is awarded, the following information will have to be made available on the National Treasury's e-Tender portal.

10.9.4.2.1 Contract description and bid number.

10.9.4.2.2 Names of the successful bidder(s) and preference points claimed.

10.9.4.2.3 the contract price(s) (if possible).

10.9.4.2.4 contract period.

10.9.4.2.5 Names of directors and

10.9.4.2.6 date of completion/award.

10.9.5 The NLC will ensure that the rights of the Bidder and of its employees and representatives (i.e. the right of access and the right to rectify) are effectively guaranteed in accordance with the procedures specified in the NLC PAIA manual.

10.9.6 In signing this document, the Bidder consents to the use of its Personal Information for the purposes as specified in section 2.9.1 above.

11. Formal Briefing Session

11.1. There will be no compulsory briefing session.

12. Validity Period

12.1. The NLC requires a validity period of 120 Days against this RFP. Bidders are to note that they may be requested to extend the validity period of their bids, on the same terms and conditions. A written letter will be sent to every bidder who responded to the bid. In terms of procedural fairness, the bidders will be given an opportunity to respond, in writing, to the terms and conditions of the bid and the bid price. Such acceptance of the terms and conditions of the bid and bid price becomes legally binding in the procurement process. Any bidder that did not respond to the extension of the bid validity period, in writing, **WILL NOT** be considered further for the bid upon expiry of the initial validity period.

12.2. Bidders are to note that they may be requested to extend the validity period of their bids, on the same terms and conditions, if the internal evaluation process is not finalised within the validity period.

13. National Treasury's Central Supplier Database

13.1. Bidders are required to self-register on National Treasury's Central Supplier Database (CSD) which has been established to centrally administer supplier information for all organs of state and facilitate the verification of certain key supplier information.

13.2. The NLC may not award business to a bidder who has failed to register on the CSD.

13.3. Only foreign suppliers with no local registered entity need not register on the CSD.

13.4. The CSD can be accessed at https://secure.csd.gov.za/

14. Confidentiality

14.1. Bids submitted for this Request for Proposals will not be revealed to any other bidders and will be treated as contractually binding.

14.2. The NLC reserves all the rights afforded to it by the POPIA in the processing of any of its information as contained in Bid Proposals.

14.3. The Bidder acknowledges that it will obtain and have access to personal information of The NLC and agrees that it shall only process the information disclosed by the NLC in terms of this bid award and only for the purposes as detailed in this RFP and in accordance with any applicable law.

14.4. The Bidder shall notify the NLC in writing of any unauthorized access to personal information and the information of a third party, through cybercrimes or suspected cybercrimes, in its knowledge and report such crimes or suspected crimes to the relevant authorities in accordance with applicable laws, after becoming aware of such.

15. Communication

15.1. Specific queries relating to this RFP should be submitted maureen@nlcsa.org.za and quotation@nlcsa.org.za, **3 days** before the closing date.

15.2. In the interest of fairness and transparency the NLC's response to such a query maybe made available to other bidders.

15.3. It is prohibited for bidders to attempt, either directly or indirectly, to canvass any officer or employee of the NLC in respect of this RFP between the closing date and the date of the award of the business.

15.4. Bidders found to be in collusion with one another will be automatically disqualified and restricted from doing business with organs of the state for a specified period.

16. Supplier Performance

16.1. The National Lotteries Commission conducts regular performance reviews in accordance with the requirements for the classification of the contract and or stakeholder by making use of supplier evaluation forms. The evaluation is conducted against the deliverables or scope of the contract with a minimum of an annual review done for contracts longer than a year and a review at completion of contract for those contracts less than a year.

16.2. Ad-hoc performance reviews shall be conducted where non-performance is identified outside the review period.

16.3. Non-performance will be addressed with at least a formal letter advising specific non-performing areas and stating remedial action/s required within specific time frames. Non-adherence to remedial actions shall lead to escalating performance management actions.

16.4. Any party to this agreement may request to participate in a joint performance review where appropriate and seek continuous improvement opportunities.

SECTION 3: EVALUATION CRITERIA

17. The NLC will evaluate all proposals in terms of the Preferential Procurement Regulation of 2023 and the Preferential Procurement Policy Framework Act. No. 5 of 2000 (PPPFA). The below stages will be considered in evaluating the proposals.

Stage 1: RFQ Closing Date and Submission Instructions, and Format

17.1. **RFQ closing details**

The deadline for RFQ submission is **20 November 2026 @ 11:00** Standard South African Time. **The bid document must be submitted via E-TENDER SUBMISSION - https://www.etenders.gov.za/**

Home Page - eTenders Portal

- Search by Organ of State
- Type the National Lotteries Commission on the window
- All Tenders advertised by NLC will pop up
- Click on the one you want to bid for
- Click on the +sign
- And start your e-submission process

17.2. **Stage 2: Administrative Compliance**

All bid respondents must submit mandatory documents that comply with all mandatory requirements. Bids that do not fully comply with the mandatory requirements will be disqualified and will not be considered for further evaluation. The Administrative Compliance Evaluation will include the following:

Evaluation Criteria	**Supporting Document/Content**
SCM - SBD 1 - Invitation to Bid	**Fully Completed** Standard and duly signed
SCM - SBD 6.1 - Preference Points Claim Form in terms of the Preferential Procurement Regulations 2022	**Fully Completed** Standard and duly signed
B-BBEE Certificate/ Sworn Affidavit in terms of Codes of Good Practice. In case of Joint Venture (JV), bidders must submit consolidated B-BBEE Certificate/Sworn Affidavit	BEE Certificate/Sworn Affidavit
Whether the Service Provider tax affairs in order	Valid SARS Tax Pin
Original Signed consent form in terms of the Protection of Personal Information Act No.4 2013 (POPIA)	POPIA Consent Form

Registered with the Central Supplier Database (CSD). Submit the recent CSD Report.	Full recent CSD Report with SARS Tax Compliance Status

17.3. **Stage 3: Mandatory Compliance**

All bid respondents must submit mandatory documents that comply with all mandatory requirements. Bids that do not fully comply with the mandatory requirements will be disqualified and will not be considered for further evaluation

EVALUATION CRITERIA	SUPPORTING DOCUMENT
1. Returnable documents (standard bidding documents) and/or schedules were completed, duly signed by the authorized person.	**Fully Completed** and duly signed Standard Bidding Document (SBD 4) Forms
2. Joint Venture agreements must be submitted if the where applicable	Signed and Valid JV Agreement with supporting documents
3. Pricing proposal (to be submitted on a separate folder from technical proposal	NLC Pricing Proposal
4.Proof of registration with Health Professions Council of South Africa (HPCSA)	Please attach a certified certificate of membership.

17.4. **Stage 4: Technical evaluation**

17.4.1. The following rating scale will be used to evaluate bid proposals:

RATING	DEFINITION	SCORE
Excellent	**Exceeds** the requirement. Exceptional demonstration by the bidder of the relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services. Response identifies factors that will offer potential added value, with supporting evidence.	**5**
Good	**Satisfies** the requirement with **minor additional benefits**. Above average demonstration by the bidder of the relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services. Response identifies factors that will offer potential added value, with supporting evidence.	**4**
Acceptable	**Satisfies** the requirement. Demonstration by the bidder of the relevant ability, understanding, experience, skills, resource, and quality measures required to provide the goods / services, with supporting evidence.	**3**
Minor Reservations	Satisfies the requirement with **minor reservations**. Some minor reservations of the supplier's relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services, with little or no supporting evidence.	**2**
Serious Reservations	Satisfies the requirement with **major reservations**. Considerable reservations of the bidder's relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services, with little or no supporting evidence.	**1**
Unacceptable	**Does not meet the requirement**. Does not comply and/or insufficient information provided to demonstrate that the bidder has the ability, understanding, experience, skills, resource & quality measures required to provide the goods / services, with little or no supporting evidence.	**0**

17.4.2. The table below indicates the criteria which the service provider is expected to demonstrate, and which will form the evaluation criteria during the evaluation of the prospective service providers' proposals. Each criterion will be scored out of 5 (1 = poor, 2 = fair, 3 = satisfactory, 4 = good, 5 = excellent).

EVALUATION CRITERIA	SCORING MATRIX	% WEIGHT
1. Company Experience and Capability		**40%**
1.1 Written Reference Letters	**20%**	
Bidders must provide reference letters for work that was carried out in the past 5 years. (not older than five (5) years from the closing of the RFQ). • The bidder is required to provide contactable client references where their services can be verified. • References should be presented in the form of a written letter on an official letter head from clients where similar services have been provided and may not be older than 5 years. • The letters must be dated and signed by the clients. • Reference letters from one company are deemed as one reference. • No appointment letters or purchase order from clients will be accepted as reference letters	• **5 Points** – 5 or more valid reference letters, all within the last 5 years • **4 Points** – 4 valid reference letters, all within the last 5 years • **3 Points** – 3 valid reference letters, all within the last 5 years • **2 Points** – 2 valid reference letters, all within the last 5 years • **1 Point** –1 valid reference letter, within the last 5 years • **0 Points** – No reference letters submitted, or letters do not meet the requirements	
1.2 Company Experience	**20%**	

EVALUATION CRITERIA	SCORING MATRIX	% WEIGHT
Company profile clearly indicating the number of years in business providing Counselling Services with 24/7/365 emergency line available. Bidders must submit the company profile and a fully completed an signed Annexure 1. Failure to do so will result in a score of 0.	• > 5 years' experience in rendering Counselling services to employees with 24/7/365 days emergency line available **= 5 Points** • > 4 years and ≤ 5 years of experience in rendering Counselling services to employees with 24/7/365 days emergency line available **= 4 Points** • > 3 years and ≤ 4 years' experience in rendering Counselling services to employees with 24/7/365 days emergency line available **= 3 Points** • > 2 years and ≤ 3 years' experience in rendering Counselling services to employees with 24/7/365 days emergency line available **= 2 Points** • > 1 years and ≤ 2 years' experience in rendering Counselling services to employees with 24/7/365 days emergency line available **= 1 Point** • ≤ 1 years' experience in rendering Counselling services to employees with 24/7/365 days emergency line available **= 0 Point**	

EVALUATION CRITERIA	SCORING MATRIX	% WEIGHT
3. Methodology Approach and Execution Plan	**30%**	
The methodology should clearly show the provider's ability to deliver effective, responsive, and consistent services in line with the Terms of Reference.	• Excellent and comprehensive, detailed and practical methodology that fully addresses the NLC's counselling requirements, including nationwide service delivery, 24/7/365 availability, trauma debriefing, referral procedures, confidentiality and quality assurance **= 5 Points** • Very Good, a well-developed methodology that addresses almost all requirements, with only minor gaps that do not significantly affect service delivery **= 4 Points** • Good, a clear and workable methodology that addresses the main requirements, but some details or implementation arrangements require further clarification **= 3** • Fair, provides a basic methodology but leaves several important requirements insufficiently addressed **= 2** • Poor, provides a vague or inadequate methodology with significant gaps in the proposed approach to counselling service delivery **= 1 Point**	

EVALUATION CRITERIA	SCORING MATRIX	% WEIGHT
	• No methodology is submitted, or the information provided is irrelevant to the required counselling **= 0 Point**	
4. Account Manager's Experience and Qualifications The bidder must provide the **Account Manager's updated CV**, including relevant **qualifications and at least three (3) traceable references**, demonstrating experience in managing Counselling Services or Employee Wellness Programme (EWP) services account.		**30%**
4.1. Account Manager's Experience	**15%**	
The bidder must demonstrate relevant employee wellness service experience. Years of experience to be counted from the closing date of the RFQ. .	• > 10 years' experience **= 5 Points** • > 8 years and ≤ 10 years of experience = **4 points** • > 6 years and ≤ 8 years' experience = **3 points** • > 3 years and ≤ 6 years' experience =**2 points** • > 2 years and ≤ 3 years' experience = **1 points** • ≤ 2 years' experience = **0 points**	
4.2. Qualifications	**15%**	
The bidder must submit certified copies of the Account Manager's qualification/s. All qualifications must be verifiable through the South African Qualifications Authority (SAQA), or	• Postgraduate qualification (Honours, master's or higher) in Psychology, Industrial Psychology or Social Work **= 5 Points**	

EVALUATION CRITERIA	SCORING MATRIX	% WEIGHT
any other recognised and relevant educational or professional body qualifications must be submitted and should be verifiable with SAQA or any other educational body. *(foreign qualifications must be accompanied by SAQA verification)* **Note: Replacement resources must be of the same or similar experience and qualifications**	• Bachelor's degree in psychology, Industrial Psychology or Social work **= 4 Points** • National Diploma in a relevant field **= 3 Points** • Diploma in a relevant field **= 2 Points** • 1 Year Higher Certificate (NQF Level 5) in a relevant field **= 1 Point** • No qualification submitted or qualification not relevant to the scope of EWP **= 0 Point**	
Total		**100**
Minimum Qualifying Score		**70**

17.4.3. The above weighting system will apply and only bidders scoring a minimum of **70 points** or more will be eligible to migrate to the next evaluation phase of this bid.

17.5. **Stage 5: The 80/20 Principle based on Price and Special goal as stated below.**

Evaluation on Price and Specific Goals as per PPR2022. The 80/20 Principle is based on Price and special goals for the NLC.

The following formula to be used to calculate the points out of 80 for price, inclusive of all applicable taxes. A maximum of 80 points is allocated for price on the following basis:

Evaluation Criteria	Final Weighted Scores
Price The following formula will be used to calculate the points out of 80 for price in respect of a tender with a Rand value equal to or above R30 000 and up to a Rand value of R50 million, inclusive of all applicable taxes: $Ps = 80\left(1 - \frac{Pt - P\min}{P\min}\right)$ *Where:* *Ps = Score for the Bid under consideration* *Pt = Price of Bid under consideration* *P min = Price of lowest acceptable Bid*	80

A maximum of 20 points will be awarded to a bidder for the specific goals specified for the RFQ.

Specific Goals	Sub - points for specific goals	Maximum points for specific goals	Relevant Evidence
1. Procurement from entities who are black Owned			Copies of ID's/ CIPC Report CSD Recent Report
Tenderer who has 100% black Ownership	8	8	
Tenderer who has 51% to 99% black ownership	4		
Tenderer who has less than 51% black ownership	0		

2. Procurement from entities who are women Owned			B-BBEE Certificate / B-BBEE Sworn Affidavit
Tenderer who has 100% women ownership	4	4	
Tenderer who has 30% to 99% women ownership	2		
Tenderer who has less than 30% women ownership	0		
3 Youth Ownership			B-BBEE Certificate / B-BBEE Sworn Affidavit
Tenderer who has 100% youth ownership	4	4	
Tenderer who has 30% to 99% youth ownership	2		
Tenderer who has less than 30% youth ownership	0		
4.Procurement from Disabilities			
Tenderer who has 20% or more owners with disability	4	4	Letter from the Doctor confirming disability not older than 1 year from the closing date of the RFQ and CSD report
Tenderer who has less than 20% but more than 10% owners with disability	2		
Tenderer who has less than 10% owners with disability	0		
Total points for specific goals		**20**	

17.6. Stage 6: Due Diligence, Contract and Award

The NLC reserves the right to undertake a due diligence exercise on the preferred bidder/s as part of a material risk evaluation aimed at determining to its satisfaction, the validity of the information provided by the Bidder. The contract and award stage are for negotiation after receipt of formal tenders and before the conclusion of contracts with suppliers/contractors submitting the lowest acceptable tender with a view to obtaining an improvement in price, delivery or content, in circumstances which do not put other tenderers at a disadvantage or affect adversely their confidence or trust in the competitive system. Bidders may be requested to provide their best and final offers based on contract negotiations.

NATIONAL LOTTERIES COMMISSION
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ANNEXURE 1: COMPANY EXPERIENCE (to be completed by the bidder)

Name of bidder: ……

Bidder must furnish details of previous experience supported by the Company Profile.

Client Name	Nature of services	Contract Value	Start Date	End Date	Contract Duration

Name of bidder representative ……..……..……..…….

…… ……..……..……..

Signature Date

INVITATION TO BID (SBD1)

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE NATIONAL LOTTERIES COMMISSION					
BID NUMBER:	**RFQ/2026-011 -022**	CLOSING DATE:	**20 November 2026**	CLOSING TIME:	**11:00**
DESCRIPTION	**APPOINTMENT OF A SUITABLE SERVICE PROVIDER TO OFFER COUNSELLING SERVICES FOR THE NATIONAL LOTTERIES COMMISSION**				

BID RESPONSE MUST BE SUBMITTED VIA THE BELOW E-SUBMISSION

The bid proposals must be submitted via E-TENDER SUBMISSION - https://www.etenders.gov.za/

BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED		TECHNICAL ENQUIRIES MAY BE DIRECTED TO:	
CONTACT PERSON	**Maureen Senyatsi**	CONTACT PERSON	**Supply Chain Management**
TELEPHONE NUMBER	**(012) 432 1470**	TELEPHONE NUMBER	**(012) 432 1300**
FACSIMILE NUMBER		FACSIMILE NUMBER	
E-MAIL ADDRESS	maureen@nlcsa.org.za	E-MAIL ADDRESS	quotation@nlcsa.org.za

SUPPLIER INFORMATION				
NAME OF BIDDER				
POSTAL ADDRESS				
STREET ADDRESS				
TELEPHONE NUMBER	CODE		NUMBER	
CELLPHONE NUMBER				
FACSIMILE NUMBER	CODE		NUMBER	
E-MAIL ADDRESS				
VAT REGISTRATION NUMBER				
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		CENTRALSUPPLIER DATABASE No:	MAAA
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES OFFERED?	YES ☐ NO ☐ [IF YES ENCLOSE PROOF]		*ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES OFFERED?*	YES ☐ NO ☐ [IF YES, ANSWER QUESTIONNAIRE BELOW]

QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?	YES ☐	NO ☐
DOES THE ENTITY HAVE A BRANCH IN THE RSA?	YES ☐	NO ☐
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?	YES ☐	NO ☐
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?	YES ☐	NO ☐
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION	YES ☐	NO ☐
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FORA TAX COMPLIANCE STATUS SYSTEM PINCODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 1.3 BELOW.		

PART B
TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:

1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.

1.2. ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED (NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.

1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.

1.4. THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).

2. TAX COMPLIANCE REQUIREMENTS

2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.

2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.

2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.

2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.

2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.

2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.

2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF BIDDER: ……

CAPACITY UNDER WHICH THIS BID IS SIGNED: ……
(Proof of authority must be submitted e.g. company resolution)

DATE: ……

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Brooklyn Square 0083, Pretoria

SBD 4

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

1.1. Any person (natural or juristic) may make an offer in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa, 1996 (Constitution), and further expressed in the various applicable legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

1.2. If a person is listed in the Register for Tender Defaulters and/or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. DECLARATION ON EMPLOYMENT BY ORGAN OF STATE

2.1 Is the bidder, or any of the directors / trustees / shareholders / members / partners of the bidder employed by an organ of state, as defined in section 239 of the Constitution? **YES [ ] NO [ ]**

If YES, furnish particulars of the names, individual identity numbers, in the table below:

Full Name	**Identity Number**	**Name of organ of state**

If the available rows are insufficient, please attach the referenced table as an annexure or add additional rows.

2.3 Does the bidder, or any of the directors / trustees / shareholders / members / partners of the bidder have a relationship with any person who is employed by the institution procuring the required goods or services? **YES [ ] NO [ ]**

2.3.1 If YES, complete the details of the relationship with the person employed by the institution procuring the required goods or services in table below.

Name of person in bidder	**Name of person at institution**	**Nature of the relationship**

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If the available rows are insufficient, please attach the referenced table as an annexure or add additional rows.

2.4 Does the bidder or any of its directors / trustees / shareholders / members / partners have any interest[1] in any other related enterprise / company / trust, whether or not that enterprise / company / trust is bidding[2] for this requirement? **YES [ ] NO [ ]**

2.4.1 If YES, complete the details of the related enterprise / company / trust in the table below:

Registering authority	**Name of related enterprise / company / trust**	**Registration number**	**Description of interest**

If the available rows are insufficient, please attach the referenced table as an annexure or add additional rows.

3 GENERAL DECLARATION

I, ……....., the undersigned, in submitting the accompanying bid for this requirement, do hereby make the following statements, on behalf of the bidder, that I certify to be true and complete in every respect:

3.1 I have read and understand the contents of this disclosure.

3.2 I understand that the accompanying bid will be disqualified if this disclosure is found to be false.

3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor.

3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit

[1] Includes ‘‘beneficial interest’’ and ‘‘personal financial interest’’ as defined in the Companies Act 71 of 2008
[2] Includes open competitive bidding / limited bidding/ requests for quotations/ requests for proposals/ unsolicited bids

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or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.

3.5 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.

3.6 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the institution procuring the required goods or services in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

3.7 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act, 1998 (Act No. 89 of 1998) and or may be referred to law enforcement agencies for criminal investigation and or may be restricted from conducting business with the state for a period not exceeding 10 years in terms of the Prevention and Combating of Corrupt Activities Act, 2004 (Act No. 12 of 2004) or any other applicable legislation.

I CERTIFY THAT THE INFORMATION PROVIDED IS CORRECT.

I ACCEPT THAT THE INSTITUTION PROCURING THE REQUIRED GOODS OR SERVICES MAY REJECT THE BID OR TAKE APPROPRIATE ACTION AGAINST ME, THE BIDDER AND ANY OF ITS DIRECTORS / TRUSTEES / SHAREHOLDERS / MEMBERS / PARTNERS IF THIS DECLARATION IS FOUND TO BE FALSE.

…… ……
Signature Date

…… ……..
Designation Name of bidder

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SECTION 6: PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

---

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included)

1.2 To be completed by the organ of state

(*Delete whichever is not applicable for this tender*).

a) The applicable preference point system for this tender is the 80/20 preference point system.

b) The 80/20 preference point system will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

(a) Price; and

(b) Specific Goals.

1.4 To be completed by the organ of state:

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	**80**
Specific Goals	**20**
Total points for Price and Specific Goals	**100**

1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

(a) **"tender"** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;

(b) **"price"** means an amount of money tendered for goods or services and includes all applicable taxes less all unconditional discounts.

(c) **"rand value"** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;

(d) **"tender for income-generating contracts"** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and

(e) **"the Act"** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 PREFERENCE POINT SYSTEMS

A maximum of 80 points is allocated for price on the following basis:

$$Ps = 80\left(1 - \frac{Pt - P\,min}{P\,min}\right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration
Pmin = Price of lowest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:

4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—

(a) an invitation for tender for income-generating contracts, that the 80/20 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or

(b) any other invitation for tender, that the 80/20 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system, then the organ of state must indicate the points allocated for specific goals for the 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such. Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

1. Procurement from entities who are Black Owned	Sub - points for specific goals	Maximum points for specific goals	Number of points claimed (80/20 system) (To be completed by the tenderer)
Tenderer who has 100% black Ownership	8	8	
Tenderer who has 51% to 99% black ownership	4		
Tenderer who has less than 51% black ownership	0		

2. Procurement from entities who are women Owned			
Tenderer who has 100% women Ownership	4	**4**	
Tenderer who has 30% to 99% women ownership	2		
Tenderer who has less than 30 % women ownership	0		
3. Youth Ownership		**4**	
Tenderer who has 100% youth ownership	4		
Tenderer who has 30% to 99% youth ownership	2		
Tenderer who has less than 30% youth ownership	0		
4.Procurement from Disabilities			
Tenderer who has 20% or more owners with disability	4	**4**	
Tenderer who has less than 20% but more than 10% owners with disability	2		
Tenderer who has less than 10% owners with disability	0		
Total points for specific goals		**20**	

5. DECLARATION WITH REGARD TO COMPANY/FIRM

5.1. Name of company/firm……

5.2. Company registration number: ……..

5.3 TYPE OF COMPANY/ FIRM

- ☐ Partnership/Joint Venture / Consortium
- ☐ One-person business/sole propriety
- ☐ Close corporation
- ☐ Public Company
- ☐ Personal Liability Company
- ☐ (Pty) Limited
- ☐ Non-Profit Company
- ☐ State Owned Company

[TICK APPLICABLE BOX]

5.4 I, the undersigned, who is duly authorized to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

i) The information furnished is true and correct.

ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form.

iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;

If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state;

iv) may, in addition to any other remedy it may have –

(a) disqualify the person from the tendering process.

(b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;

(c) cancel the contract and claim any damages which it has suffered as a result of having to make less favorable arrangements due to such cancellation.

(d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *caudolateral partem* (hear the other side) rule has been applied; and

(e) forward the matter for criminal prosecution, if deemed necessary.

…….. **SIGNATURE(S) OF TENDERER(S)** **SURNAME AND NAME**: …… **DATE:** …… **ADDRESS**: …… …… ……

SCM: CONSENT

REQUEST FORM

REQUEST FOR THE CONSENT OF A DATA SUBJECT FOR PROCESSING OF PERSONALINFORMATION FOR THE PURPOSE OF PROCUREMENT OF GOODS AND SERVICES APPLICATION, IN LINE WITH THE NLC's SUPPLY CHAIN MANAGEMENT POLICY, IN TERMS OF SECTION 11(1)(a) OF THE PROTECTION OF PERSONALINFORMATION ACT,2013 (ACT NO.4 OF 2013) (**"POPIA"**).

TO: NATIONAL LOTTERIES COMMISSION

FROM: _____

ADDRESS: _____

Contact number: _____

Email address: _____

1. In terms of the PROTECTION OF PERSONAL INFORMATION ACT, consent for processing of personal information of a data subject (the person/entity to whom personal information relates) must be obtained for the purpose of processing of application for procurement of goods and services, in line with the NLC's supply chain management policy, and storage of your personal data by means of any form of electronic communication, including automatic calling machines, facsimile machines, SMSs or e-mail, which is prohibited unless written consent to the processing is given by the data subject. You may only be approached once for your consent by us (NLC).

2. You are kindly requested to submit this Form either by post, facsimile or e-mail to the address, facsimile number or e-mail address as stated above.

3. "Processing" means any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including—

3.1 the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use;

3.2 dissemination by means of transmission, distribution or making available in any other form; or

3.3 merging, linking, as well as restriction, degradation, erasure or destruction of information.

4. "Personal information" means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to—

4.1 information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well- being, disability, religion, conscience, belief, culture, language and birth of the person.

4.2 information relating to the education or the medical, financial, criminal or employment history of the person.

4.3 any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person.

4.4 the biometric information of the person.

4.5 the personal opinions, views or preferences of the person.

4.6 correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence.

4.7 the views or opinions of another individual about the person; and

4.8 the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.

_____

Full names of the designated person on behalf of the Responsible Party

_____

Signature of Designation person

ANNEXURE A

PRICING SCHEDULE: APPOINTMENT OF A SUITABLE SERVICE PROVIDER TO OFFER COUNSELLING SERVICES FOR THE NATIONAL LOTTERIES COMMISSION FOR TWELVE (12) MONTHS PERIOD (RFQ 2026- 011-022)

Name of bidder……

Please provide the fees by using the table below:

Description	**Price (Vat Inclusive)**
Costing for the Employee wellness core services for the period of twelve (12) months. (**All-inclusive price of the below services, do not price one by one**): Toll-free telephone supportive counselling, Available 24/7/365 days. • Face-to-Face Counselling for employees and family Members. maximum 5 sessions per incident. • Critical Incidence Services (Trauma debriefing).	**R**
Provide two (2) employee education and awareness sessions per quarter, amounting to eight (8) sessions per year. • Topics may include cancer awareness, mental health, disability awareness and inclusion, stress management, substance abuse, financial awareness, and other relevant topics agreed upon with NLC.	**R**
TOTAL COSTS EXCLUDING VAT	**R**
15% VAT	**R**
TOTAL COST INCLUDING VAT	**R**

Travel and Accommodation costs will be according to the National Treasury Travel and Accommodation Cost Containment Guidelines and the KM rate as per SARS rate and/or DPSA Rate.

Signature of Bidder:_____**Date:**_____