



EXPRESSION OF INTEREST

PREQUALIFICATION PROCESS

**THE APPOINTMENT OF A PANEL OF SERVICE PROVIDERS FOR THE PROVISION OF VARIOUS
EMPLOYEE WELLNESS AND OCCUPATIONAL HEALTH SERVICES TO THE NAMIBIA UNIVERSITY OF
SCIENCE AND TECHNOLOGY (NUST) FOR THREE (3) YEARS**

PROCUREMENT NO: W/EOI/NUST-009/2026

PROJECT TITLE:

PROVISION OF VARIOUS EMPLOYEE WELLNESS AND OCCUPATIONAL HEALTH SERVICES

ISSUED ON: 10 JULY 2026

CLOSING DATE: 14 AUGUST 2026 (Extended)

CLOSING TIME: 12H00 (NAMIBIAN TIME)

BIDDER'S NAME:		
CONTACT DETAILS:	TELEPHONE:	
	CONTACT PERSON:	
	EMAIL ADDRESS:	
COMPANY PHYSICAL ADDRESS:		

CONTENTS	PAGE
1. BACKGROUND	3
2. ELIGIBILITY REQUIREMENTS.....	3
3. SERVICE PROVIDERS REQUIREMENTS.....	5
4. SUBMISSION OF PROPOSAL	6
5. SCOPE OF WORK	6
6. SHORTLISTING OF SERVICE PROVIDERS.....	7
7. OPPORTUNITIES AT NUST	7
8. PREQUALIFICATION EVALUATION CRITERIA	7

EXPRESSION OF INTEREST

KEY REQUIREMENTS DOCUMENT

1. BACKGROUND

The Namibia University of Science and Technology (NUST) intends to appoint qualified service providers to deliver a structured, multidisciplinary Employee Assistance Programme (EAP) aimed at supporting holistic employee wellbeing. The EAP provides confidential, short-term, assessment-focused support for personal, psychosocial, medical, financial, and work-related challenges that affect employee wellness and functioning. It is designed as a preventative, stabilisation-based model rather than a long-term therapeutic programme.

Given the diverse workforce across multiple campuses, some employee cases require independent clinical assessment and specialised intervention beyond internal capacity. Appointing external EAP Service Providers ensures timely access to expert support including medical, psychological, psychiatric, social work, mental health, and rehabilitation services and enables the University to respond effectively to complex wellness needs, critical incidents, and functional assessments without delay.

The programme further enhances organisational wellbeing by providing access to expert advisory services, psychoeducational sessions, and capacity-building initiatives that strengthen preventative wellness efforts and promote a supportive culture across the institution.

2. ELIGIBILITY REQUIREMENTS

2.1 Administrative Mandatory Compliance

For the participating company to be eligible, the service provider must attach evidence of the following technical documents:

No	Document Name	Please tick
1	Attach a valid certified copy of the Company registration certificate, for an entity incorporated or registered under the company or close corporation laws of Namibia, clearly indicating shareholders' and principals' contact details (as registered with BIPA) or a valid certified copy certificate of registration of a co-operative registered under the laws regulating co-operatives in Namibia; or In the case of a Trust, a valid certified copy of a document serving as evidence of registration as a trust and the trust deed for a trust registered under the laws regulating trusts in Namibia; or valid partnership agreement in the case of a partnership, a valid joint venture agreement in the case of a joint venture or a valid agreement in case of other similar arrangements (Attach certified copies of the Identification Document of all shareholders/co-operative members/trustees or partners).	
2	Attach a Copy of an original Good Standing Tax Certificate (valid at the deadline of submission of bid).	

3	Attach a valid original or valid certified copy (valid at the deadline of submission of bid) of Good Standing Social Security Certificate.	
4	A valid certified copy of Affirmative Action Compliance Certificate, or proof from Employment Equity Commissioner that bidder is not a relevant employer, or exemption issued in terms of Section 42 of the Affirmative Action Act, 1998, (valid at the deadline of submission of bid) or in the event that the Affirmative Action Compliance Certificate is over 12 months from the date of issue, a confirmation letter from the Employment Equity Commission indicating that the employer had submitted the report for the period following from the date when the certificate was issued.	
5	A written undertaking in compliance with Section 138 (2) of the Labour Act, 2007 and Section 50 (2)(D) of the Public Procurement Act, 2015 on the Government letterhead (the document is attached complete and return with the bid)	

Only a valid certified copy is done by a Commissioner of Oath appointed in terms of the Justices of the Peace and Commissioners of Oaths Act.1963 (Act No. 16 of 1963).

Failure to submit any of the abovementioned documents will deem the bidder document unresponsive and disqualified.

2.2 TECHNICAL DOCUMENTS REQUIREMENTS

For the participating company to be eligible, the service provider must **attach evidence** of the following technical documents:

Service Provider Category	Technical Requirement	Evaluation Criteria	Compliance (Tick)
Occupational Medical Practitioners / GPs / Medical Practice	Professional registration	Registered with HPCNA	☐
	Occupational health expertise	Experience in medical surveillance, fitness-for-work, disability assessments	☐
	Facilities	Access to compliant clinical facilities and medical equipment	☐
Psychiatrists	Specialist registration	Registered as a specialist psychiatrist with HPCNA	☐
	Clinical experience	Minimum 5 years post-specialisation experience	☐
	Workplace mental health	Experience managing occupational psychiatric cases	☐
	Medico-legal capability	Ability to provide medico-legal/fitness reports	☐
	Ethical compliance	Adherence to HPCNA ethical rules	☐
Industrial & Clinical Psychologists	Professional registration	Registered psychologist with HPCNA	☐
	Workplace experience	Experience in Employee Assistance Programmes (EAP), wellness programmes, organisational assessments	☐
	Assessment tools	Use of validated psychometric tools compliant with Namibia standards	☐
	Counselling services	Provision of individual and group counselling	☐

	Crisis intervention	Ability to manage trauma, stress, and critical incidents	☐
Social Workers	Registration	Namibia Council for Social Workers	☐
	Case management	Experience in employee/social case management	☐
	Counselling services	Ability to provide psychosocial support and referrals	☐
	Community linkage	Established referral networks (NGOs, support services)	☐
	Reporting	Ability to maintain confidential case records	☐
Mental Health Centres	Licensing	Licensed facility under national health regulations (Ministry of Health and Social Services)	☐
	Multidisciplinary team	Availability of qualified psychiatrists, psychologists, nurses, social workers	☐
	Service scope	Inpatient/outpatient mental health services	☐
Rehabilitation Centres	Registration/Accreditation	Organisation should be registered with the Ministry of Health and Social Services. Practitioners should be registered with HPCNA accordingly	☐
	Programmes offered	Physical, psychiatric, or substance abuse rehabilitation programmes	☐
	Clinical team	Qualified multidisciplinary staff	☐
	Progress monitoring	Structured rehabilitation plans and reporting	☐
	Return-to-work programmes	Evidence of reintegration support services	☐
Dietician	Professional registration	Registered with HPCNA	☐
	Experience	Experience in clinical and/or occupational nutrition	☐
	Programme development	Ability to design workplace wellness and nutrition programmes	☐
	Health focus	Experience with lifestyle diseases (e.g., diabetes, hypertension)	☐
	Monitoring & reporting	Ability to track and report on client progress	☐

3. SERVICE PROVIDERS REQUIREMENTS

Expressions of Interest (EOIs) are invited from suitably qualified and experienced locally registered service providers for the provision of occupational health, medical, wellness, and related support services. Eligible practitioners and organisations must have an established operational presence within Namibia and demonstrate proven expertise in their respective fields, including medical services, mental health support, rehabilitation, and wellness programmes. Service providers must show appropriate professional registration with relevant statutory bodies (e.g., HPCNA and/or the Namibia Council for Social Workers and Psychologists), sufficient experience (minimum of three (3) years), adequate human resources, and the capacity to deliver services in compliance with the Labour Act, 2007, and applicable health regulations.

The purpose of this EOI is to assess the capability, capacity, and track record of potential service providers for prequalification onto the University's supplier database, and no pricing submissions are required at this stage.

4. SUBMISSION OF PROPOSAL

Quotations should be deposited in the Quotation/Bid Box located at:

**Namibia University of Science and Technology
13 Jackson Kaujeua Street
Bid Box
Administration Building, 1st Floor
Windhoek**

14 August 2026 (Extended)

12h00 (local time)

Quotations by post or hand-delivered should reach Namibia University of Science and Technology by the exact date and time at the latest.

Late quotations will be rejected. Quotations received by email will not be considered.

4.1 EXPENSES INCURRED BY THE PARTICIPANT

NUST will not be responsible for or pay for any expenses or losses which may be incurred by any tenderer in connection with the preparation and submission of this Expression of Interest and the subsequent presentation of solutions as shortlisted service providers.

5. SCOPE OF WORK

5.1 THE SERVICES

Appointed service providers will deliver coordinated, multidisciplinary Employee Assistance Programmes (EAP) aligned with NUST's wellness framework. This includes professional assessments, expert consultations, short-term therapeutic support, trauma response, management advisory services, fitness-for-duty evaluations, second opinions consultations, and psychoeducational interventions.

The EAP is designed as a short-term, stabilization-focused support mechanism that prioritises early intervention and timely referral to long-term or specialised services when necessary. It is intended to complement rather than replace the medical aid benefits supported by NUST and does not provide funding for extended psychotherapy, ongoing treatment, or financial assistance for medical reasons.

5.2 FACILITIES TO BE PROVIDED BY NUST

The Employee Wellness and Engagement Office within the Human Capital Department will serve as the primary liaison between the University and all appointed Service Providers, supporting intake coordination, referral processes and programme implementation.

The University will provide relevant organisational information necessary for service delivery, including institutional policies, referral procedures and communication channels required to support EAP awareness. The Employee Wellness and Engagement Office will further assist coordinating awareness campaigns, onboarding activities, and employee engagement efforts related to the programme.

Where appropriate and subject to availability, NUST may provide access to institutional facilities for approved awareness sessions, consultations or workshops. All information shared with Service Providers shall respect confidentiality requirements and align with applicable data protection and ethical standards.

6. SHORTLISTING OF SERVICE PROVIDERS

Upon completion of the EOI evaluation process, the University shall shortlist responsive and qualified practitioners and select a maximum of three (3) service providers per category for registration on the University's supplier database.

7. OPPORTUNITIES AT NUST

NUST will engage the selected suppliers on a rotational basis per field depending on the Institutional needs. The University's financial responsibility is limited to employer-funded medical or psychological assessments required to determine an employee's fitness for work, reasonable accommodation, or to support decisions related to incapacity management.

Where ongoing treatment, medication, therapy, hospital admission, or rehabilitation is required, these costs are not covered by the University. Such costs would ordinarily be covered by the employee's medical aid, where applicable, or otherwise become the employee's responsibility, unless specifically approved by Council or a duly delegated authority.

8. PREQUALIFICATION EVALUATION CRITERIA

The following evaluation criteria shall be applied to shortlisted service providers. The bidder must meet the following mandatory requirements and the technical requirements to be considered:

STAGE 1: MANDATORY REQUIREMENTS DOCUMENT EVALUATION CRITERIA

Mandatory Requirements	Responsive or Not Responsive
Attach a valid certified copy of the Company registration certificate, for an entity incorporated or registered under the company or close corporation laws of Namibia, clearly indicating shareholders' and principals' contact details (as registered with BIPA) or a valid certified copy certificate of registration of a co-operative registered under the laws regulating co-operatives in Namibia; or In the case of a Trust, a valid certified copy of a document serving as evidence of registration as a trust and the trust deed for a trust registered under the laws regulating trusts in Namibia; or valid partnership agreement in the case of a partnership, a valid joint venture agreement in the case of a joint venture or a valid agreement in case of other similar arrangements (Attach certified copies of the Identification Document of all shareholders/co-operative members/trustees or partners).	

Attach a Copy of an original Good Standing Tax Certificate (valid at the deadline of submission of bid).	
Attach a valid original or valid certified copy (valid at the deadline of submission of bid) of Good Standing Social Security Certificate.	
A valid certified copy of Affirmative Action Compliance Certificate, or proof from Employment Equity Commissioner that bidder is not a relevant employer, or exemption issued in terms of Section 42 of the Affirmative Action Act, 1998, (valid at the deadline of submission of bid) or in the event that the Affirmative Action Compliance Certificate is over 12 months from the date of issue, a confirmation letter from the Employment Equity Commission indicating that the employer had submitted the report for the period following from the date when the certificate was issued.	
A written undertaking in compliance with Section 138 (2) of the Labour Act, 2007 and Section 50 (2)(D) of the Public Procurement Act, 2015 on the Government letterhead (the document is attached complete and return with the bid)	

NB: Only valid original or certified copy of an original document as certified by the Namibian Police or by a Commissioner of Oath appointed in terms of the Justices of the Peace and Commissioners of Oaths Act.1963 (Act No. 16 of 1963) will be accepted.

At this stage, the bidder's submission will either be **responsive or non-responsive**. Non-responsive submissions will be eliminated from the entire prequalification process and will not be considered further.

TECHNICAL REQUIREMENT EVALUATION CRITERIA

Requirement Description	Max Marks
Detailed Company Profile: Demonstrated organisational capacity, regulatory compliance, and service relevance to occupational health, wellness, and medical services. <i>(Attach company profile)</i> • A detailed company profile indicating the following: = 20 points ✓ A clear description of services in line with the bid request. ✓ Business addresses (trading, telephone numbers, contact persons and email) ✓ Demographics (number of employees) ✓ Geography (operation coverage) ✓ Physical Facilities (office space, industrial equipment etc) • Company profile not narrated and missing key elements = 10 points • No company profile attached= 0 point	20
Portfolio of Past Projects: T Bidder must have at least 3 years' experience in occupational health, medical services, mental health, or rehabilitation services. <i>(Attach evidence of services provided in last 3 years)</i> • Less than 3 years of experience and no portfolio of past projects = 0 points • 3 or more years of experience and 3 portfolios of past projects = 10 points	10
Client References: The Bidder must attach at least three (3) reference letters from various State-Owned Companies or private companies where similar projects in size, application, and scope and a brief description project that were executed in the last three (3) years (2022 to 2024). The letter must be on client letterhead, indicating the contact person, telephone number, email address, and the value of the project completed. (Attach three reference letters). (Attach three reference letters). • At most 3 references were attach=10 points • At most 2 references were attach= 5 points • At most 1 reference was attach =3 points • No reference was attach = 0 points <i>MUST reserve the right to verify the reference letters provided.</i>	10
Professional & Team Capability: Profiles of key personnel (e.g. medical practitioners, psychiatrists, psychologists, social workers, dieticians, etc.). <i>(Attach CVs and proof of registration)</i> • All required personnel registered with HPCNA / NCSWP and profiles submitted = 10 points • Partial submission or incomplete registrations = 5 points • No profiles were attach =0 points	10
Regulatory Compliance & Professional Registration: Proof that all practitioners are registered with relevant Namibian authorities <i>(HPCNA, NCSWP, MoHSS for facilities)</i> • Full compliance (all registrations valid and attached) = 10 points • Partial compliance = 5 points • No proof of registration = 0 points	
Company Infrastructure: T Availability of compliant medical facilities or access to licensed centres <i>(MoHSS-approved facilities, equipment, or SLAs with facilities)</i>	10

• Evidence of facilities / SLAs with licensed healthcare providers submitted = 10 points • Limited or unclear evidence = 5 points • No evidence submitted = 0 points	
Approach, Methodology & Project execution: Detailed methodology for service delivery (assessments, counselling, rehabilitation, reporting, referrals, etc.) (<i>Attach service delivery plan</i>) • Detailed methodology with clear workflows, timelines, and service integration= 10 points • Methodology provided but lacks detail = 5 points • No methodology submitted = 0 points	10
Medico-Legal & Reporting Capability: Ability to provide fitness-for-work reports, medico-legal assessments, and confidential reporting aligned with labour requirements • Demonstrated medico-legal reporting capability with sample/template = 10 points • Limited reporting capability demonstrated = 10 points • No evidence submitted = 0 points	10
Compliance with Labour & Health Legislation: Written confirmation of compliance with Labour Act (2007), OHSS regulations, and MoHSS standards (<i>Attach signed declaration</i>) • Signed declaration submitted = 5 points • No declaration submitted = 0 points	10
Customer Support & Continuity of Care: Availability of ongoing support (follow-ups, referrals, rehabilitation coordination, crisis response) • Comprehensive support plan submitted = 10 points • Limited support plan = 5 points • No plan submitted = 0 points	5
Health, Safety & Confidentiality Compliance: Provision of HSE policies and patient confidentiality framework (<i>Attach policy extracts</i>) • HSE and confidentiality policies provided = 5 points • No policies provided = 0 points	5
TOTAL MARKS-Technical	/100

A bidder is required to score at least 70% points and above to be shortlisted for the prequalification process.