

**RFP29 /2025: APPOINTMENT OF A SERVICE PROVIDER FOR A COMPREHENSIVE SARS EMPLOYEE
HEALTH AND WELLNESS PROGRAMME**

Non - Compulsory Briefing Session Question & Answers

Last updated: 13/11 /2025

#	Question	Answer
Questions during the Briefing Session		
1	How many CISD sessions are required per annum?	No specific number can be provided, as it is impossible to predict how many trauma cases will occur in a year.
2	Can SARS indicate how many annual sessions they have used historically?	Engagement across all aspects of the EAP accounts for 30% of the total SARS workforce.
3	How many annual workshops are required?	The numbers of annual workshops are mentioned in paragraph 3.1.7 of Annexure A of the BRS, bullet number 2.
4	Does SARS require hard copy toolkits/handbooks for these workshops?	Handbooks will be required for the Train-the-Trainer programme.
5	How many group sessions for employees are required per annum?	No specified number as we cannot predict the need for the year but refer to in paragraph 3.1.7 of Annexure A of the BRS, bullet number 1 Refer to paragraph 3.1.7 . Bullet number 2
6	Please can you confirm the number of workshops required? and the hours for training session	The numbers of annual workshops are mentioned in paragraph 3.1.7 of Annexure A of the BRS, bullet number 2.
7	What is your current utilization (annual)	Engagement across all aspects of the EAP accounts for 30% of the total SARS workforce.
8	What is your current face to face uptake (annual) - this question is critical as it will affect our pricing	15% of total SARS work force.
9	Under 3.1.4 Organisational change- point b) and c), how many of each of these will be required as it affects price	No specified number as we cannot predict organisational changes and As and when required.
10	Under 3.1.4 Organisational Change Support- does this refer to onsite at SARS offices or onsite at affiliates office	To be determined by SARS. It can be Virtual and/ or face to face at SARS offices.
11	Under 3.1.7 Psychosocial interventions - does the 300 hundred training interventions	Ten (10) 1-hour awareness sessions. Ten (10) 2-hour training interventions.

	equate to 300 training hours? If not, what is the breakdown in terms of number of 1 hour awareness sessions, 2-hour training interventions, 1 hour health related training and 4-hour workshops as all of these are priced differently and use different types of speakers	Five (5) 4-hour workshops. Refer to paragraph 3.1.7 of Annexure A of the BRS, bullet number 2.
12	Under 3.1.8 - Capacity Building - what is the duration of these training interventions, and will they be held virtually or face to face?	Duration is 4 hours, and these will be conducted virtually.
13	Under 3.1.9 - Marketing & Awareness - section b), how many is required per month?	The bidder(s) must drive, coordinate and implement Health Calendar Days Campaigns in line with the National Health Calendar as informed by SARS' risks. Refer to paragraph 3.1.9 of Annexure A of the BRS number C and 3.1.10.
14	Under 3.1.9 - Marketing & Awareness - what physical marketing material is required - example, pull up banners, gazebos, handouts, etc.,. How many times a year and how many of each?	Banners and Gazebos will be bought once for the duration of contract and for all 9 Provinces. Handouts are expected at all face to face during wellness days and campaigns, as and when required.
15	Under 3.1.9 - Marketing & Awareness - what is expected under section c)	The bidder(s) must drive, coordinate, and implement Health Calendar Day campaigns in line with the National Health Calendar, as informed by SARS' identified risks across all the provinces.
16	Under 3.1.9 - Marketing & Awareness - section d), does this refer to gifts at each event/activity? How many should be catered for as this affects pricing?	The Successful Bidder shall provide gifts at each event or activity, with quantities estimated at a minimum of 30% of the headcount per province, as referenced in Table 1 of the Main RFP document.
17	Under 3.1.10 - Annual Health Calendar Events & Activities - what type of marketing material is expected per observed day and what quantity?	The bidder(s) must create awareness of and promote wellness services by providing employees with relevant soft-copy wellness information materials such as desk drops, screensavers, teasers, pocket-size toolkits/guides, posters, and newsletters. Refer to Table 1 of the Main RFP document. and estimate at least 30% of the headcount per province.
18	Under 3.1.10 - Annual Health Calendar Events & Activities - under bullet point 3- health screening and campaign specific promotional material - what assumption should be made on number of participants per event/screening?	Refer to Table 1 of the Main RFP document and estimate at least 30% of the headcount per province.

19	Under 3.1.10 - Annual Health Calendar Events & Activities - what other marketing is required- e.g gifts on women's day, ribbons for WAD- what quantities?	Yes, Refer to table 1 of the Main RFP and estimate at least 50 % of headcount per province.
20	Under 3.1.11 - Specialised Wellness Interventions - what is expected under financial literacy awareness - can this be done online?	The bidder(s) must offer virtual and, where required, onsite financial consulting services delivered by trained, certified, and accredited financial advisors. These services shall include individual financial health assessments, debt management and repayment planning, and the provision of personalized financial reports. Services will be provided on an as-needed basis to individuals referred by the Workplace Wellness Unit, as stipulated in paragraph 3.1.11 of Annexure A of the BRS.
21	Under 3.1.10 - Annual Health Calendar Events & Activities - under financial literacy awareness -does this require training? If yes, how many sessions?	The bidder(s) must offer virtual and, where required, onsite financial consulting services delivered by trained, certified, and accredited financial advisors. These services shall include individual financial health assessments, debt management and repayment planning, and the provision of personalized financial reports. Services will be provided on an as-needed basis to individuals referred by the Workplace Wellness Unit, as stipulated in paragraph 3.1.11 of Annexure A of the BRS Ten awareness session per month and refer to 3.1.7 of Annexure A of the BRS
22	Under 3.1.10 - Annual Health Calendar Events & Activities - Advanced, holistic managing finances masterclass - How many sessions and what should the duration be?	Managing finances will be delivered through two-hour sessions. Refer to 3.1.11 of Annexure A of the BRS
23	under financial literacy awareness - Advanced, holistic managing finances masterclass - can the 1 on 1 financial coaching be done virtually/telephonically?	Offer virtual and, where required, face-to-face services. Refer to 3.1.11 of Annexure A of the BRS
24	The contract is for 4 years, do we price for the 4 full years? Change Management and Managers	Refer to Annexure B – Pricing Template, line number 9, which states: 'Bidders must indicate a percentage of escalation for Year 2, Year 3, and Year 4 in Table 4.' The percentage must be provided in Table 4: Annual Escalation,

25	How many separate change management processes are required? How many managers must attend the change management sessions/training? (Please specify the minimum number.)	No specific number can be provided, as it is impossible to predict how many change events will occur or how many employees will be affected.
26	How many total workshops must we provide? Please confirm the required duration for each workshop. Is it exactly 4 hours?	Ten (10) 1-hour awareness sessions. Ten (10) 2-hour training interventions. Five (5) 4-hour workshops. Refer to 3.1.7 of Annexure A of the BRS
27	For the submission, can we provide only one USB drive containing two separate folders labelled 'Financial' and 'Technical'? (Please confirm if a single USB is acceptable.)	Yes . refer to 6.55 of the main RFP Document
28	What is the precise difference between the Key Account Manager (KAM) and the Client Relationship Manager (CRM)? Do these two roles have distinct responsibilities, or do they serve the same core purpose?	An erratum is issued to provide a detailed outline and response.
CLOSING DATE AND TIME (proposals due): 28 November 2025 Time: 11:00 Am		