

## BRIEFING SESSION QUESTIONS AND ANSWERS

### RFP 16/2016 Provision of Medical Aid Brokerage Services

Briefing date : 19 September 2016  
Briefing time : 14H00  
Briefing venue : Linton House Auditorium  
Last updated : 03/10/2016

#	QUESTION	SARS RESPONSE
Questions received during briefing session		
1	Will the bidder win the tender if they score higher than others on technical evaluation?	The Bidder will win the tender if they score high points for BBEE. Refer to section 12.5 of page 19.
2	What happens when two companies that met technical threshold have the same BBEE score?	If companies have equal BBEE scores the bidders that scored high in terms of technical evaluation win the tender.
3	What is meant by Risk Management Services? In section 9.2.5 of page 8	Risk Management applies to reporting. SARS require the service provider to provide a health risk analysis in the form of statistical data, divisionally and regionally.
4	Kindly provide clarity on Page 8 of 26 (Request for Proposal Document); 9.2.3.8 "Provide long stay hospital admissions to	This is part of workplace health management where the broker has access to medical aid information which would inform us on possible

	facilitate continuous interventions – quarterly”.	outcomes of some patients/employees. E.g. if an employee stays in hospital for 44 days for condition X, SARS can anticipate several outcomes, possible ill health incapacity, immediate referral to EAP, family support, line management succession planning/workforce planning and as to how many of the SARS employees could be deemed as seriously ill requiring admissions i.e. workplace health intelligence.
5	When is the implementation stage?	January 2017 / February 2017.

### Questions received post briefing session

6	<p>Kindly clarify point 9 of SBD 6.1. Declaration with regard to Company/Firm.</p> <p>Does this information refer to the sub-contracting company information discussed in Point 8? Sub-contracting or does this information refers to the company who will be bidding for the SARS business?</p>	Point 9 of the SBD 6.1. Declaration with regard to Company/Firm refers to the company who will be bidding for the SARS business
7	<p>Please clarify on the Technical Compliance checklist</p> <p>Point 1.4 and 1.5 - Is the Disaster Continuity plan the equivalent to a Disaster Recovery Plan, would our 2015 FSB continuity report suffice?</p> <p>Point 2.1 – Would this entail detailed letters from the medical</p>	Point 1.4 and 1.5 - Yes

	<p>schemes or the actual clients?</p> <p>On point 5.1– I gather the reference made to the actual letters as mentioned in 2.1?</p>	<p>Point 2.1 – the actual clients</p> <p>On point 5.1– Yes</p>
8	<p>Are you able to confirm the following information:</p> <ol style="list-style-type: none"> <li>1. Total annual medical scheme revenue in respect of the SARS account</li> <li>2. The distribution of membership across the various medical schemes.</li> <li>3. The distribution of membership per site.</li> <li>4. Total number of pensioner members and their regional location.</li> </ol>	<p>1. Bidder was requested to elaborate more on this question.</p> <p>2. The distribution of membership across the various medical schemes is as follows:</p> <p>Bonita's- 6215 Discovery - 4246 Medihelp - 1072 Employees on Spouse Medical aid – 2158</p> <p>3. Please refer to Annexure A below.</p> <p>4. None (administered by National Treasury).</p>
9	<p>Further to the below, please can you confirm the following:</p> <ol style="list-style-type: none"> <li>1. Number of consultants / broker representatives at each SARS site broken into full time / part time consultants</li> </ol>	<p>1. The employer would like see the proposal from bidders on what and how the bidder intend to provide brokerage service to its employees</p>

	<div>2. Total annual contributions made to each medical scheme</div> <div>3. Total annual commissions received per medical scheme</div> <div>4. Which ancillary products are in place such as gap cover</div> <div>5. Are there any EAP / EWP / HIV programmes in place and what is the annual cost of each programme</div> <div>6. Are there any onsite clinics or primary healthcare initiatives at any of the sites? If so, please confirm which sites, initiative and associated annual cost.</div>	<div>throughout the country based on the employee and medical aid scheme distribution.</div> <div>2. The total annual contribution made to each scheme is as follows:</div> <table><tr><td>Medihelp</td><td>R4,068,756.00</td></tr><tr><td>Bonita's</td><td>R19,529,807.00</td></tr><tr><td>Discovery Health</td><td>R14,950,190.00</td></tr></table> <div>3. SARS does not have this information.</div> <div>4. If possible only vitality.</div> <div>5. SARS host Wellness days in which employees are screened for BP, cholesterol, glucose, BMI, waist and HIV. We are currently developing and HIV/AIDS programme. SARS does not have the cost of this service. There is a EWP/EAP programme that focuses on psychosocial support and training. The cost can be provided to a winning bidder if there is a need for this.</div> <div>6. Yes. Refer to the Annexure A: below for the sites; SARS does not have the cost of this service.</div>	Medihelp	R4,068,756.00	Bonita's	R19,529,807.00	Discovery Health	R14,950,190.00
Medihelp	R4,068,756.00							
Bonita's	R19,529,807.00							
Discovery Health	R14,950,190.00							
10	<div>• Page 15 (RFP Document) Table, Row 9 refers to "Bidder Compliance Form for Technical Evaluation". We are</div>	<div>• Yes it is the same form.</div> <div>• File 1 Exhibit 1; refer to page 12 of the RFP document.</div>						



	<p>assuming it is “Appendix A2: Bidder Technical Compliance Checklist”. Please clarify if this is the case?</p> <ul style="list-style-type: none"><li>• Where in the file should we place the “Supplier Cost and Risk Assessment Questionnaire”?</li></ul>	
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***N.B.***

- ***Bidders are required to disclose fees applicable to the Medical Aid Brokerage Services***

## Annexure A

Building Name	Number of employees per building
HO Pretoria Le Hae La SARS Block A _ Brooklyn	101
Bellville Branch Office Comm Leased-in _ Sabel House	710
Cape Town Office - Sanlam Building 166	647
Port Elizabeth Office _ Revenue House	256
Centurion Branch Office _ Dooringkloof Office Block A	285
East London Branch Office Comm Leased-in _ Waverley Office P	233
HO Pretoria Brooklyn Bridge Steven House _ Brooklyn	66
Durban Office Comm Leased-in _ Albany House	581
Pretoria Riverwalk Office Park _ Block A	558
Alberton Branch Office _ SARS House	143
Pretoria DHA _ Head Office	75
OR Tambo International Airport New Agents Cargo _ 1st Floor	50
HO Pretoria Le Hae La SARS Block D _ Brooklyn	248
Centurion Contact Centre _ Doringkloof Office Complex	269
Durban Customs House	88
Alberton Gauteng South Campus _ Assessment	729
Groblers Bridge Border Post	41
HO Pretoria Brooklyn Bridge Hilton House _ Brooklyn	122
Port Elizabeth Branch Office Comm Leased-in _ Sanlam Buildin	150
HO Pretoria Khanyisa Commercial Leased-in _ Brooklyn	239
Uitenhage Branch Office Comme Leased-in _ Revenue Building	18
George Branch Office Comm Leased-in _ York Park Building	59
HO Pretoria Le Hae La SARS Block H _ Brooklyn	104
Durban Mail Centre	5

Megawatt Park Large Business Centre	713
HO Pretoria 271 Veale Street Building _ Brooklyn	234
Centurion Branch Office _ Dooringkloof Office Block B	86
HO Pretoria Le Hae La SARS Block F _ Brooklyn	229
Durban Branch Office Comm Leased-in _ Trescon House	699
Golela Border Post	37
HO Pretoria Walker Creek Office Park _ Groenkloof	357
Alberton Gauteng South Campus _ Enforcement	550
Pretoria ROR _ Revenue Building	169
HO Pretoria Le Hae La SARS Block G _ Brooklyn	158
Polokwane Branch Office _ DPW Building	164
Randburg Revenue Building	161
Kimberley Branch Office Comm Leased-in _ Oranje Toyota Build	90
HO Pretoria Brooklyn Bridge Linton House _ Brooklyn	233
Upington Branch Office Comm Leased-in _ Ancorley Building	40
Beitbridge Border Post	168
Komatipoort _ Lebombo Border Post	100
Mananga Border Post	21
Oshoek Border Post	46
Nelspruit New Branch Office Commercial Lease-in	107
Mahamba Border Post	29
Nerston Border Post	10
OR Tambo International Airport _ Terminal Mezzanine	79
OR Tambo International Airport _ North Wing	20
Menlyn _ Office of the Tax Ombudsman	21
Pietermaritzburg Branch Office Comm Lease-in _ 9 Armitage Rd	113
Gauteng South Campus	48
HO Pretoria Le Hae La SARS Block E _ Brooklyn	173
Jeppes Reef Border Post	17
HO Pretoria Waterkloof House _ Brooklyn	110

HO Pretoria Le Hae La SARS Block B _ Brooklyn	61
HO Pretoria Hatfield Gardens Block A _ Hatfield	27
Port Elizabeth Forest Hill K9 DDU _ Eben Donges Building	6
OR Tambo International Airport _ Passanger Service Counter	9
Lanseria International Airport _ Customs Office	18
Limpopo Detector Dog Unit _ Klein Bolayi	12
OR Tambo International Airport Central Terminal _ Offices	23
Pretoria Customs Office _ Customs House	52
Bloemfontein Branch Office _ DPW New Central Building	210
Maseru Bridge Border Post	43
Caledonspoort Border Post	13
Ficksburg Bridge Border Post	38
Ramatlabama Border Post	34
Skilpadshek Border Post	38
Mmabatho Branch Office Comm Lease-in _ Komongwe House	88
Zeerust Customs Operations _ White House	2
Kopfontein Border Post	46
Van Rooyenshek Border Post	15
Port Elizabeth Office _ Allied Building	3
Rustenburg Branch Office Comm Leased-in _ Damelin Building	83
Port Shepstone Branch Office _ 16 Bisset Street	4
Port Elizabeth Harbour	3
Quachasneck Border Post	7
Springs Branch Office - Sanlam Building	40
Centurion Branch Office _ Dooringkloof Office Block C	42
Oudtshoorn Excise Office Comme Leased-in _ Allied Building	5
Paarl Branch Office Commercial Lease-in _ Roba Building	43
Zeerust Detector Dog Unit	9
Richards Bay Branch Office Commercial Lease in _ Bay Side Mall	28
HO Pretoria Le Hae La SARS Block C _ Brooklyn	50

Soweto Bara Branch Office Commercial Leased-in _ Asambhe Cen	11
OR Tambo International Airport New Agents Cargo _ 4th Floor	39
Standerton Branch Office _ Receivers Building	49
Boksburg Branch Office Commercial Leased-in	18
Johannesburg Branch Office _ Government Building	107
Port Shepstone Branch Office Comm Lease-in _ 16 Bisset St	17
Durban KSIA Commercial Leased-in _ Customs Office	16
Durban Harbour State Warehouse	27
Pinetown Branch Office Comm Lease-in _ 36 Kings Road	35
Witbank Branch Office Comm Leased-in _ Provence Building	71
Mthatha Branch Office _ Hillcrest Shopping Centre	16
Giyani Branch Office _ DOJ Building	29
Thohoyandou Branch Office Commercial Lease-in _ Medical Cent	35
Mthatha Branch Office _ Hillcrest Shopping Centre	31
Pretoria East Branch Office _ Ashlea Gardens	47
Mitchells Plain Branch Office _ Commercial Lease-in	31
OR Tambo International Airport _ BCOCC Office	2
Richards Bay Customs office Comm Lease-in _ 105 Dollar Dr	24
Benoni Branch Office Comm Leased-in _ Revenue Building	37
Cape Town Branch Office _ Revenue Building	33
Krugersdorp Branch Office - Revenue Building	49
Roodepoort Branch Office _ Commercial Leased-in Horizon View	39
Soweto Branch Office Comm Leased-in _ Ekhaya Centre	24
Edenvale Branch Office Coomericaail Leased-in	83
Cape Town Airpot Customs Office _ Passenger Arrival	24
Durban Dube Trade Port Cargo Terminal Commercial Leased-in	6
Umhlanga Branch Office Commercial Lease-in	52
Bloemfontein Branch Office Comm Leased-in _ Fedsure House	139

Nigel Branch Office - Revenue Building	21
Cape Town Branch Office Comm Leased-in _ Long St	83
Cape Town Parliament offices	12
Vioolsdrift Border Post	30
Ancorley Building (Historic lease)	5
HO Pretoria Brooklyn Pavilion Main Building _ Brooklyn	168
Cape Town Harbour _ Cowrie Place	29
Cape Town International Airport _ Cargo Centre	23
Worcester Branch Office Commercial Lease-in _ Naude Building	57
Kroonstad Branch Office _ LMC Centre	45
OR Tambo International Airport _ State Warehouse 1	8
OR Tambo International Airport Central Terminal _ Other	18
OR Tambo International Airport_ Central Terminal A2	2
Skilpadshek Border Post _ Commercial Site	5
Klerkdrorp Branch Office Commercial Leased-in _ Sodema	61
Mthatha Branch Office _ PRD 1 Building	17
Welkom Branch Office Comm Leased-in _ Standard Bank Buildi	55
Nakop Border Post	19
Ladybrand Detector Dog Unit	11
Nelspruit KMIA Commercial Lease-in _ Customs Office	10
Randfontein Revenue Building	24
Boksburg Branch Office _ Idem Building	10
Kempton Park Dog Detector Unit _ Denel Avaition Building	9
Vereeniging Branch Office Comm Leased-in _ Revenue house	69
HO Pretoria Pavilion Tax Practitioner Office _ Brooklyn	25
Newcastle Branch Office Comm Leased-in _ Victorian Mall	32
Ladybrand Customs Warehouse	2
Pretoria North Branch Office _ Northpark Mall	34
Upington Customs Office Comm Leassed-in _ Railway Station	9
HO Pretoria Brooklyn Bridge Office Complex _ Brooklyn	13

OR Tambo International Airport New Agents Cargo _ 3rd Floor	8
Stellenbosch Branch Office Comme Lease-in _ Alex Forbes Hous	11
Johannesburg Karzerne State Warehouse	2
Pilanesberg International Airport	5
OR Tambo International Airport _ Central Terminal A1	7
OR Tambo International Airpot New Agents Building _ GF Store	1
OR Tambo International Airport New Agents Cargo _ 2nd Floor	4
Polokwane Intl Airport Commercial Lease-in_Customs Office	8
Durban Customs Office _ Cato Creek	6
Cape Town Harbour State Warehouse	12
Bethlehem Branch Office Commercial Leased-in	19
Johannesburg Magistrate Court Building	1
Pretoria Branch Office _ Prospect House	5
Lebowakgomo Branch Office Commercial Leased-in _ DPW	34
HO Pretoria iParioli Building _ Hatfield	8
Centurion SITA Data Recovery Site	1
Cape Town International Airport _ Customs Office	1
Cape Town _ Capemail Goodwood	7
East London Office _ Revenue Building	12
Durban New Pier _ State Warehouse	5
Ermelo Detector Dog Unit	3
Pretoria Waterkloof Airforce Base	2
Beaufort West Branch Office _ Revenue Building	10
Karzerne Customs Warehouse _ State Warehouse	2
Johannesburg City Deep Customs Depot	1
Menlyn Corner	1
Robertson Customs House	6
Mossel Bay Customs Office _ Customs House	1
Saldanha Bay Customs Office Commercial Lease-in	1

Port Elizabeth Customs State Warehouse	2
Port Elizabeth Airport Cargo Building	2
Mossel Bay Customs Office	2
OR Tambo International Airport _ State Warehouse 2	1
Johannesburg BB & D Technology	1
Durban South African Container Depot	1
George 1 Platinum Drive _ Eden Park	2
Ladybrand Dog Detector Unit	1
OR Tambo International Airport _ Central Terminal A2	1