

BRIEFING SESSION QUESTIONS AND ANSWERS VERSION 1

RFP 27/2016 Provision of Employee Health and Wellness related services

Briefing date : 17 October 2016
Briefing time : 14H00
Briefing venue : Linton House Boardroom 2.3
Last updated : 24/10/2016

#	QUESTION	SARS RESPONSE
Questions received during briefing session		
1	How should Joint Ventures submit their Tax Clearance Certificates?	Individual Tax Clearance Certificates must be submitted.
2	How are the bidders expected to submit a valid Tax Clearance Certificate (TCC), as SARS no longer offers it to companies?	In the absence of a TCC, the Central Supplier Database (CSD) report will be used to check the tax affairs of bidders as it is constantly updated.
3	Provide the national spread of the executives for the Executive Wellness Programme.	70% of the executives are based in Gauteng and 30% are based in regions.
4	How will the travelling costs be covered? Will it be priced separately?	Travel costs for the Executive Wellness Programme will be paid for separately by SARS.
5	Paragraph 9.2.5.1 of the RFP document stipulates that six awareness campaigns must be held per site in a month at different sites. Please advise as to what risks exist within each site, so that we can know what we are pricing against?	The risks are as follows: HIV, Cancer, Substance Abuse, Financial, Chronic Disease / Infectious Disease, Men's Health, Mental Health.
6	Paragraph 9.3.2.2 of the RFP document stipulates that a plan must be	Bidders are required to provide the plan / process followed in a campaign that

	provided in relation to the campaigns. Please provide the specifics/ a brief as to what must be included in this plan.	was previously done, in order to demonstrate their experience and how it was executed by following a structured process that the bidder may have put in place. The purpose of the plan is to test the bidder's capability in providing the campaigns and not so much about what the bidder is going to do for SARS.
7	What is the difference between wellness champions and train the trainer?	Wellness champions are SARS internal individuals who volunteer and are trained to assist in wellness matters at their offices. Train the trainer refers to the consultants / wellness employees who are trained to train their partners (managers, HR individuals).
8	In relation to paragraph 9.2.5.1 of the RFP document which stipulates that six awareness campaigns must be held per site in a month at different sites; please specify whether these sites are provincial, national, border or central sites so that we can cost accordingly. There are a lot of variables, what exactly are the bidders expected to quote on?	Refer to Annexure A below for list of all SARS offices including border posts.
9	Please provide a detailed breakdown of where the sites are based and the number of people per site.	Refer to Annexure A below for list of all SARS offices including border posts.
10	Section 9.4.3.1 of the RFP document stipulates that the bidder must provide monthly dashboard, quarterly and annual reports. So in the proposal for the Executive Wellness Programme, how should we demonstrate our capability in terms of the reporting? Should we provide templates or outlines?	Section 9.4.3 of the RFP document refers to what will be expected from the appointed service provider, whereas section 9.5 refers to the information that the bidder is required to respond to in their bid submission. Responding to section 9.5 means that the bidder is in agreement with the scope of services. This also applies to Category A (Employee Assistance Programme).
11	How would you like the EAP and Executive Wellness programmes to be branded for the website, campaigns, posters etc.?	SARS does not allow co-branding. All materials provided should only have SARS' branding and not of the service provider.
12	Are all SARS employees on medical aid? Will the employee be liable for costs or is SARS going to cover the costs?	All SARS employees must be on medical aid. The employees who are not on the SARS medical aid alternatively on their spouse's medical aid. The medical aid company will cover all costs.

13	What is the definition of utilisation?	A percentage of all employees who requested assistance in a period. This can be measured using the entry points such as telephone calls, sms sent, emails sent, etc. The calculation should remove duplications unless where an individual utilises the service in a different reporting period. Duplications and usage of additional services would be recorded as engagement (e.g. an individual calls for assistance to deal with divorce, upon counselling an individual is referred for financial advice).
14	Please provide an estimate of the budget for this specific tender.	This information cannot be disclosed, however, all awarded government contracts are published on the tender bulletin with the contract value.
Questions received post briefing session		
15	How many Sites SARS has, and where they are. How many employees are at all the sites?	Refer to Annexure A below for list of all SARS offices including border posts.
16	On page 18 you give us a format to follow on how to submit the tender; however we did not obtain a Draft Services Agreement for this tender.	The Services Agreement will be uploaded to the SARS website during the week of 24 October. Prospective bidders are urged to keep checking the website or alternatively request a copy of the document via rft-professionalservices@sars.gov.za
17	Under Supplementary Information, what would you like to be inserted here?	Bidders may include any information that they would like technical evaluators to see. This is information over and above what is required as per the technical scorecard.
18	You also do not mention where the Supplier Cost and Risk Assessment should be inserted. In this document you also request financial statements should this not go into the number two file where the price and BBBEE needs to go?	The Supplier Cost and Risk Assessment Questionnaire is part of the SBD documents and should thus be part of Exhibit 1 of either File 1A and/or File 1B.
19	<p>Please could you clarify whether all of the aspects (a to g) of the following section are required on a fee for service price or does the fee for service only apply to 9.2.1.1.(a):</p> <p>9.2.1.1 Psychosocial services including but not limited to:</p> <p>a. Individual face-to-face counselling (health, psychosocial, relationship,</p>	<p>Please refer to the notes of Annexure B1. You are required to provide your costing as an annual management fee for Year 1, Year 2 etc.</p> <p>The only services that are “fee for service” is individual face-to-face counselling and training. (Sections 9.2.1.1, 9.2.1.8 and 9.2.1.9 of the scope of work document)</p>

<p>marital and work-related);</p> <p>b. Family counselling;</p> <p>c. Individual and group bereavement counselling;</p> <p>d. Financial advice/counselling (including garnishee order/debt counselling/rehabilitation and investigations);</p> <p>e. Legal advice and support (excluding court representation);</p> <p>f. Retirement counselling; and</p> <p>g. Substance abuse management.</p> <p>The reason for the question is that the pricing schedule only has one line for 'face to face counselling' as a fee for service price. We cannot average the price for all these services as the price for each service is determined by the time and complexity of each offering. If each item is required as a fee for service then the pricing schedule would need to have separate lines for each of the items from a to g.</p>	<p>Please provide us with the average unit cost per hour as the pricing template prescribes.</p> <p>You may provide the detailed breakdown of your pricing on an Annexure to the pricing response. This must be on a company letterhead and signed by the duly authorised person from your company. You may also include on this document any other matters you may wish to bring to our attention relating to your pricing proposal.</p> <p>For compliance purposes do not attempt to make any amendments to the SARS prescribed pricing template.</p>
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Annexure A - SARS offices including border posts

Regions/ Offices	Headcount
Eastern Cape	753
East London Branch Office	245
Mthatha Branch Office _ H	62
Port Elizabeth Branch Off	151
Quachasneck Border Post	7
Uitenhage Branch Office	18
Free State	594
Bethlehem Branch Office C	19
Bloemfontein Branch Offic	352
Caledonspoort Border Post	13
Ficksburg Bridge Border P	38
Kroonstad Branch Office _	45



Ladybrand Customs Warehou	2
Ladybrand Detector Dog Un	12
Maseru Bridge Border Post	43
Van Rooyenshek Border Pos	15
Welkom Branch Office Comm	55
Gauteng Central	1407
Edenvale Branch Office Co	83
Kempton Park Dog Detector	9
Krugersdorp Branch Office	49
Lanseria International Ai	18
Megawatt Park Large Busin	707
OR Tambo International Ai	276
Randburg Revenue Building	164
Randfontein Revenue Build	24
Roodepoort Branch Office	39
Soweto Bara Branch Office	11
Soweto Branch Office Com	27
Gauteng North	1644
Centurion (Doringkloof)	639
HO Pretoria Brooklyn Brid	70
HO Pretoria iParioli Buil	3
Pretoria Branch Office _	5
Pretoria Customs Office _	52
Pretoria DHA _ Head Offic	73
Pretoria East Branch Offi	45
Pretoria North Branch Off	37
Pretoria Riverwalk Office	550
Pretoria ROR _ Revenue Bu	168
Pretoria SAAF Mobile Depl	1
Pretoria Waterkloof Airf	1

Gauteng South 1737

Alberton Branch Office _	142
Alberton Gauteng South Ca	1285
Benoni Branch Office Comm	37
Boksburg Branch Office _	28
Johannesburg Branch Offic	110
Johannesburg Karzerne Sta	5
Nigel Branch Office - Rev	22
Springs Branch Office - S	40
Vereeniging Branch Office	68

Head Office 2655

Centurion Branch Office _	1
HO Pretoria 271 Veale Str	231
HO Pretoria Brooklyn Brid	363
HO Pretoria Brooklyn Pavi	167
HO Pretoria Hatfield Gard	29
HO Pretoria Khanyisa Comm	236
HO Pretoria Le Hae La SAR	1136
HO Pretoria Pavilion Tax	26
HO Pretoria Walker Creek	359
HO Pretoria Waterkloof Ho	107

Kwa-Zulu Natal 1713

Durban Branch Office Comm	646
Durban Customs House	95
Durban Harbour State Ware	27
Durban KSIA Commercial Le	22
Durban Mail Centre	5
Durban New Pier _ State W	5
Durban Office Comm Leased	571
Durban South African Cont	1

Golela Border Post	37
Newcastle Branch Office C	32
Pietermaritzburg Branch O	113
Pinetown Branch Office Co	34
Port Shepstone Branch Off	21
Richards Bay Branch Offic	28
Richards Bay Customs offi	24
Umhlanga Branch Office Co	52
Limpopo	489
Beitbridge Border Post	167
Giyani Branch Office _ DO	29
Groblers Bridge Border Po	41
Lebowakgomo Branch Office	35
Limpopo Detector Dog Unit	12
Polokwane Branch Office _	162
Polokwane Intl Airport C	8
Thohoyandou Branch Office	35
Mpumalanga	461
Ermelo Detector Dog Unit	3
Jeppes Reef Border Post	17
Komatipoort _ Lebombo Bor	100
Mahamba Border Post	28
Mananga Border Post	21
Nelspruit KMIA Commercial	10
Nelspruit New Branch Offi	109
Nerston Border Post	10
Oshoek Border Post	44
Standerton Branch Office	49
Witbank Branch Office Co	70
North West	370

Klerkdrorp Branch Office C	61
Kopfontein Border Post	46
Mmabatho Branch Office Co	88
Pilanesberg Internationa	5
Ramatlabama Border Post	34
Rustenburg Branch Office	83
Skilpadshek Border Post	42
Zeerust Customs Operation	11
Northern Cape	192
Ancorley Building (Histor	54
Kimberley Branch Office C	90
Nakop Border Post	19
Vioolsdrift Border Post	29
Western Cape	1749
Beaufort West Branch Offi	10
Bellville Branch Office C	661
Cape Town _ Capemail Good	7
Cape Town Airpot Customs	48
Cape Town Branch Office _	115
Cape Town Harbour _ Cowri	28
Cape Town Harbour State W	13
Cape Town Office - Sanlam	637
Cape Town Parliament offi	12
George Branch Office Comm	62
Mitchells Plain Branch Of	30
Mossel Bay Customs Office	3
Oudtshoorn Excise Office	5
Paarl Branch Office Comme	44
Robertson Customs House	6
Saldanha Bay Customs Offi	1

Stellenbosch Branch Office

11

Worcester Branch Office C

56

NB. Areas highlighted green are border posts

