



## RFP 26/2021: PROVISION OF EMPLOYEE HEALTH AND WELLNESS SERVICES

### Non-Compulsory (Virtual) Briefing Session Question & Answers

Last updated: 29/10/2021

#	QUESTION	SARS RESPONSE
Questions during the Briefing Session		
1.	For the this tender are we expected to be already registered with the National Treasury National Treasury Central Supplier Database (CSD)	<p>All other local suppliers or foreign suppliers that have local presence at the time of tendering are expected to abide by the following provisions. CSD can be accessed via the following link: <a href="https://secure.csd.gov.za/">https://secure.csd.gov.za/</a></p> <p>Service Providers will have to register on National Treasury Central Supplier Database (CSD) as per National Circular No. 4A of 2016/2017 – Central Supplier Database</p> <p>National Treasury will maintain the database for all suppliers for Government and its institutions; and all existing and prospective suppliers are requested to register on the CSD by accessing the National Treasury website at <a href="http://www.CSD.gov.za">www.CSD.gov.za</a>.</p>
2.	Is that mandatory to be registered with SARS eSourcing	Yes, Bidders are required to be registered with CSD and SARS eSourcing in order to be able access eSourcing.
3.	Will SARS disqualify a bidder if they choose to submit their bids document through Esourcing only?	Yes, Bidders should note that it is mandatory to submit two (2) copy of each file (original and duplicate) and one (1) USB with the contents of each file by the Closing Date and time.

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		<p>Bid documents must also be uploaded on the SARS e-Sourcing portal, go to the SARS website to access the link and register on <a href="https://www.sars.gov.za/procurement/esourcing/">https://www.sars.gov.za/procurement/esourcing/</a></p>
5	<p>I just wanted to let you know that we are in the process of acquiring our BEE Certification. In the meantime we are going to be subcontracting the services to our sister company Oceanic Wolf which is Level BEE Compliant.</p> <p>Can we still submit the tender or does this disqualify us from the qualification/submission requirements</p>	<p>Kindly note that SARS is not in a position to advise whether or not you should submit a bid proposal. At the time when the bid closes, all required documents need to be submitted – in this regard, please refer to the requirements stated in the main RFP document.</p> <p>Your bid proposal will be evaluated based on the documents submitted in respect of your company. Another company's documents (e.g. its BEE certificate) cannot be used/evaluated in respect of your company and would lead to your bid proposal being disqualified.</p>
6	<p>Please confirm if it is mandatory to submit hard copy original, plus a copy and USB or is it acceptable to only submit all required documents using E Sourcing ?</p>	<p>Yes, Bidders should note that it is mandatory to submit two (2) copy of each file (original and duplicate) and one (1) USB with the contents of each file by the Closing Date and time.</p> <p>Bid documents must also be uploaded on the SARS e-Sourcing portal, go to the SARS website to access the link and register on <a href="https://www.sars.gov.za/procurement/esourcing/">https://www.sars.gov.za/procurement/esourcing/</a></p>

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7	Please confirm how the billing process will work, does it involve any 3rd parties or is it a direct invoice from us to you?	No, it does not involve any third party. Appointed service provider will be required to submit invoices on behalf of its subcontractors.
8	Please confirm if an account manager is required for each SARS Regions or only one to cover SARS as a whole?	No, One National Key Account Manager is required.
9	Are hard copies of the marketing materials required at the selected region for the Wellness Calendars Days or can soft copies be sent?	The bidder(s) must create awareness of and promote wellness services by providing employees with the relevant soft copy wellness information material such as desk drop, teasers and newsletters.
10	Please confirm if Wellness Calendar Day Campaigns are to be provided in 1 region per month and if providers will be required to be present at every office within that region.	Each campaign will be held in one region as determined by SARS (other regions will receive soft copy and other relevant material related to the campaign as may be required). The campaign will be held in one office in a selected region as determined by SARS.
11	Is the Behaviour Risk Management Survey be conducted online for the entire employee population?	Bidder is required to conduct client satisfaction surveys through a telephone or web-based system to each user of the services.
12	Please advise if any printed marketing materials will be required at time of the launch of the programme.	The printed material will only be required at a site where the campaign is held. Other offices will receive soft copies.
13	Please confirm what is expected from emails sent to the GBV email account for EWP e.g. would the provider be required to refer to safe houses, call police etc	This is for people to either report and where necessary, based on risk assessment, victim can be directed to resources such as safe houses, call police if necessary. The utilisation of that platform can be captured in the report.
14	Please confirm the meaning of the abbreviation "SIOL".	SARS Institute of Learning
	<b>General</b>	



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15	<b>Bidders are advised to regularly visit the SARS website for any updates</b>	