

RFP 26/2024: Provision of Medical Aid Brokerage Services

Question & Answers

Closing Date: 11 February 2025 at 11:00

#	Question	Answer
1.	Please advise/clarify what certificate you are requesting for the key personnel: valid proof (certified copy of certificate/license) of FAIS registration	<p>Council for Medical Schemes (CMS)</p> <p>Both the Business/Company and the employees operating as Advisors needs to be registered. All receive a certificate/license</p> <p>Financial Sector Conduct Authority (FSCA)</p> <p>The Business/Company needs to be registered at the Financial Sector Conduct Authority (FSCA) in terms of the Financial Advisory and Intermediary Services Act (FAIS).</p> <p>Advisers of the Business/Company work under the Business/Company certificate/license</p>
2	With reference to point 7.5 under Annexure B, please provide names of medical schemes where spouses are covered	<p>This information is not available.</p> <p>This could be any registered medical aid that the spouse belongs to.</p>
3.	Is your billing set up per region, office, divisions and business units, branches etc.	Billing is central – interface with SARS HR Admin & Payroll System (SAP)
4.	Under point 5 annexure B, are you requesting us to share a breakdown of when a member is activated? Or are you referring to the manner in which the normal billing will be shared with the member breakdowns of MSA, contributions, risk etc.	The information refers to new admissions to the schemes, membership changes and cancellations. The information to be loaded on the SARS HR Admin & Payroll System (SAP) to be processed for correct contribution to be deducted and paid over to schemes
5.	You refer to sites being serviced simultaneously however there are more SARS sites than consultants required, are the consultants expected to service each site at the same time or over a period beginning at the same time, i.e. November 20 or to be completed in a space of a two-month period?	The requirement is that it should be possible for the service provider to service all SARS officers in a limited period the time, even if it means that service is provided in some offices at the same time by assigned consultants. (Not necessarily ALL offices at the same time.)
6.	Is the current EAP provider (Metropolitan) the custodian of the wellness days with the help of the broker or is the broker fully responsible?	<p>The custodian of Wellness days is the broker in collaboration with SARS Wellness, from planning, coordinating, organizing etc.</p> <p>The EAP provider only provides an info stand.</p>
7.	What are the current services provided by Metropolitan for SARS employees?	All EAP related services such as telephonic counselling, financial and legal advice, training interventions etc.

8.	Does the membership stated on page 6 of the RFP document include all the SARS border offices as well as the SARS international airport offices?	<p>No, information shared regarding Geographic Locations are just the regions. There are multiple offices/branches in the regions.</p> <table><tr><th>Regions</th><th>Number of Offices in Region</th></tr><tr><td>Eastern Cape</td><td>8</td></tr><tr><td>Free State</td><td>8</td></tr><tr><td>Gauteng Central</td><td>2</td></tr><tr><td>Gauteng North</td><td>17</td></tr><tr><td>Gauteng South</td><td>15</td></tr><tr><td>Head Office</td><td>9</td></tr><tr><td>Kwa-Zulu Natal</td><td>10</td></tr><tr><td>Limpopo</td><td>6</td></tr><tr><td>Mpumalanga</td><td>11</td></tr><tr><td>North West</td><td>5</td></tr><tr><td>Northern Cape</td><td>3</td></tr><tr><td>Western Cape</td><td>15</td></tr></table> <p>All SARS employees – regardless of their sites.</p>	Regions	Number of Offices in Region	Eastern Cape	8	Free State	8	Gauteng Central	2	Gauteng North	17	Gauteng South	15	Head Office	9	Kwa-Zulu Natal	10	Limpopo	6	Mpumalanga	11	North West	5	Northern Cape	3	Western Cape	15
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9.	You mentioned in the briefing meeting that all sites must be serviced simultaneously with 9 consultants, meaning some will be serviced virtually as SARS has more than 7 offices, does this mean that at all SARS borders and international airport sites will be virtual consulting?	<p>Consultants will be required to service Employees in all offices/sites physically from time to time or when the need arises. In addition, alternative virtual consulting session is accepted.</p> <p>Service provider should be able to service all SARS offices in a limited period of time, even if it means that service is provided in some offices at the same time by assigned consultants. (Not necessarily ALL offices at the same time.)</p>																										
10.	Please advise principal membership per scheme: Bonitas, Discovery, Fedhealth and Medihelp (closed scheme/ringfenced)	<table><tr><th>Scheme</th><th>Number</th></tr><tr><td>BESTMED (Legacy case)</td><td>1</td></tr><tr><td>BONITAS</td><td>6551</td></tr><tr><td>DISCOVERY</td><td>3268</td></tr><tr><td>FEDHEALTH</td><td>244</td></tr><tr><td>MEDIHELP</td><td>470</td></tr><tr><td>MEDISHIELD (Legacy case)</td><td>2</td></tr></table> <table><tr><td>Spouses Medical</td><td>1614</td></tr></table>	Scheme	Number	BESTMED (Legacy case)	1	BONITAS	6551	DISCOVERY	3268	FEDHEALTH	244	MEDIHELP	470	MEDISHIELD (Legacy case)	2	Spouses Medical	1614										
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11.	Are contributions subsidized by SARS?	No subsidisation. Each employee covers their lifestyle out of their guaranteed Total package, including the type of medical option.																										
12.	You mentioned contractors requiring cover as well, are these fixed term contractors and will they be able to join any of the 3 open schemes and will they also be subsidized if applicable?	<p>This will mostly be fixed longer term contractors, but there might be a need from the shorter term (3 months) contractors to belong to a medical aid.</p> <p>Any of the 3 open schemes for SARS employees would be applicable</p>																										

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13.	Please may we have sight of these policies to the make the attestations: SARS Distribution and sharing of information policy	Please note that It is stated in the RFP in section 10.15.1 that this document will be signed by a successful bidder.																
14.	RFP document point 2.3.6.1 refers to Flexibility working arrangements. Kindly advise if this is applicable to all sites, or only to e.g.: border posts for which we would need to outline a specific strategy for reaching those members in person regularly and for wellness tests.	<p>This refers to all sites.</p> <p>Flexible working arrangements includes that some employees are working on site 3 or 4 days a week, and the remainder from home. Some have less “office days” and more hybrid.</p> <p>Each office has their own arrangements pending the business needs and requirements</p> <p>There are also employees at the borders, harbours and airports working shifts (day and night). Shift varies from 1, 2 and 3 shifts per day pending the offices operating hours.</p> <p>Strategy and Planning will have to accommodate all flexible scenarios.</p>																
15.	Union engagement was mentioned in the briefing session, kindly confirm the union/s involved.	NEHAWU PSA																
16.	Kindly advise if you can disclose the current wellness fund amount and allocation of funds.	Not necessary for this bid																
17.	We noted that there is no pensioner liability, kindly advise on the number of pensioners.	SARS do not provide post medical aid assistance. Qualifying retirees receive a Medical Aid Subsidy from the National Treasury which is managed by the Government Employees Pension Fund (GEPF) Broker will be required to assist employees who retire to change their status at the scheme and administration with regards to contribution and debit orders.																
18.	Kindly advise on the number of employees currently covered by the SARS medical aid.	<table><tr><th>Scheme</th><th>Number</th></tr><tr><td>BESTMED (Legacy case)</td><td>1</td></tr><tr><td>BONITAS</td><td>6551</td></tr><tr><td>DISCOVERY</td><td>3268</td></tr><tr><td>FEDHEALTH</td><td>244</td></tr><tr><td>MEDIHELP</td><td>470</td></tr><tr><td>MEDISHIELD (Legacy case)</td><td>2</td></tr></table> <table><tr><td>Spouses Medical</td><td>1614</td></tr></table>	Scheme	Number	BESTMED (Legacy case)	1	BONITAS	6551	DISCOVERY	3268	FEDHEALTH	244	MEDIHELP	470	MEDISHIELD (Legacy case)	2	Spouses Medical	1614
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19.	Please refer to Supplier Risk Questionnaire, section B7 – kindly provide clarity around what is meant and required here: Who are your company's 5 key suppliers	These refer to companies from which you as an organisation make purchases from.
20.	With reference to the following question, kindly clarify if the actual names of our clients are required or "Customer A" would suffice?	The actual company on the company letterhead or authenticated with a company stamp signed and dated. Paragraph 2.3.2.1: Each letter must include the following information: Client name; Contact person and contact details, Duration of the contract and Description of the Services.
21.	Is there no option to email compressed bid in full, instead of using a USB stick?	A USB is required
22.	Are the specific goals going to be apportioned based on that the company demographics are?	The specific goals are only awarded as stated in the RFP document and will not be apportioned
General and Important		
23.	Bidders must carefully read the RFP document and its annexures.	
24.	Bidders are advised to regularly visit the SARS website for any updates.	