DOJ&CD RESPONSES TO QUESTIONS FROM BIDDERS FOR RFB 01 2026 APPOINTMENT OF A SERVICE PROVIDER FOR PROVISION OF EMPLOYEE HEALTH AND WELLNESS SERVICES FOR A PERIOD OF THREE (03) YEARS

| | Bidder's Question | DOJ&CD Response |
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| 1 | Paragraph 5.2(1) requires Envelope Two to contain the completed Departmental Pricing Schedule, and paragraph 9.3(a) states that bidders are to complete the bid pricing schedule "in the Excel spreadsheet format provided". The Excel file referred to was not included in the bid documentation issued to us. We request that the Department provide the Departmental Pricing Schedule in Excel format, or confirm where it may be obtained | The Department confirms that the **Departmental Pricing Schedule in Excel format has been provided as part of the bid documentation**. The Excel pricing schedule is attached as **"ANNEXURE B – PRICING SCHEDULE.** "Bidders are required to complete and submit the **Annexure B – Pricing Schedule** in the prescribed Excel format, in accordance with the instructions contained in the bid documentation. |
| 2 | In the table of Professional Resources and Minimum Provincial Coverage Requirements, the entries for the last two roles appear to have been transposed:<br>the Registered Counsellor row specifies a qualification as a Psychiatric Nurse at NQF 8 or higher with registration with the South African Nursing Council; and<br>•the Psychiatric Nurse row specifies a qualification as a Registered Counsellor at NQF 8 or higher with registration with the Health Professions Council of South Africa.<br>We request confirmation that the intended requirements are a Registered Counsellor registered with the HPCSA, and a Psychiatric Nurse registered with the SANC, respectively. | The Department acknowledges and confirms that an error was made in the description of the required qualifications for the **Registered Counsellor** and **Psychiatric Nurse** positions in the Scope of Work. The requirements should correctly read as follows:<br>**Registered Counsellor**: A qualification as a Registered Counsellor at NQF Level 8 or higher, with registration with the Health Professions Council of South Africa (HPCSA).<br>**Psychiatric Nurse:** A qualification as a Psychiatric Nurse at NQF Level 8 or higher, with registration with the South African Nursing Council (SANC).<br>The Department acknowledges the error and will correct the affected requirements through the issuance of a formal Erratum/Addendum to the bid documentation. Bidders are therefore requested to take note of the above clarification and to refer to the formal Erratum/Addendum, once published, for the amended requirements. |
| 3 | Functionality criterion 3 (Professional Resources and Capacity) requires evidence for seven professional categories, while criterion 4 (National Service Delivery Capability) lists six, excluding the Case Manager. We request confirmation that the Case Manager is intentionally excluded from the provincial network schedule required under criterion 4, given that Section 4 reflects the Case Manager as a national rather than provincial resource. | The Department confirms that the bidder's understanding is correct.<br>The Department requires only **one (1) Case Manage**r, who will operate at a **national level** and **coordinate service delivery across all provinces**. A Case Manager is not required in each province and therefore should not be included as a separate provincial resource under the National Service Delivery Capability criterion.<br>Accordingly, bidders are required to provide evidence of one (1) suitably qualified Case Manager to fulfil the national coordination function, as specified in the Scope of Work. |
| 4 | Paragraph 5.1(2) requires a unique reference number to locate substantiating evidence. We request confirmation that a binder, tab and page referencing convention applied consistently across the bid response will be acceptable for this purpose. | The Department confirms that a **binder, tab and page referencing convention** applied consistently throughout the bid response will be acceptable for purposes of Paragraph 5.1(2), provided that the references are clear, unique and enable the evaluation committee to readily locate and verify the corresponding substantiating evidence. Bidders are therefore required to ensure that all cross-references provided are accurate, consistently applied and correspond directly with the supporting documentation submitted. |
| 5 | Please confirm whether trauma debriefing sessions are also required to be conducted at employees' places of residence. These sessions are normally conducted at the workplace or the therapist's practice to manage travel costs and ensure the safety of the therapist. Kindly provide guidance on the expected arrangement for this requirement. | The Department confirms that **trauma debriefing services** must be priced on a **fee-for-service** basis. The **quoted fee must include the professional's normal travel, administrative and operational costs associated with providing the service.**<br><br>Where a venue other than the employee's workplace or the Service Provider's practice is required, any additional venue cost must be agreed with and approved by the Department prior to being incurred. Such approved venue costs will be dealt with separately from the professional's fee. |

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| 6 | Please clarify the expected payment and pricing arrangement for rehabilitation services:<br>a) Is the service provider expected to cover the rehabilitation facility admission costs upfront and subsequently invoice the Department?<br>b) If so, how should these costs be priced upfront as per the provided pricing schedule, given that rehabilitation facilities have varying rates depending on the location, type of admission and length of stay etc. Should bidders provide indicative pricing, with case-specific quotations submitted once the required details are known? | The Department confirms that the Service Provider will be responsible for identifying and securing a suitable rehabilitation facility, facilitating the employee's admission and discharge, and obtaining the applicable facility costs.<br>The rehabilitation facility costs must be submitted to the Department for prior approval before any expenditure is incurred. Upon approval, the Service Provider will facilitate the admission, settle the approved facility costs, and invoice the Department for the actual approved costs, supported by the relevant invoice and/or proof of payment.<br>As rehabilitation facility costs vary according to the facility, location, programme and duration of admission, bidders are not required to provide a fixed price for these costs. The Pricing Schedule will therefore be amended to include: "Rehabilitation Placement / Admission Facilitation – Fee per Case" Bidders must provide a fixed fee per case for this service, while actual rehabilitation facility costs will be reimbursed separately on an approved actual-cost basis.<br>The process and applicable payment requirements will be further detailed in the Special Conditions of Contract. |
| 7 | Please advise on the approximate number of cases requiring rehabilitation services per annum based on historical utilisation. | The Department confirms that the **average utilization per month** is provided in **Annexure B – Pricing Schedule**, under the column **"Quantity per Month.** "Bidders are required to use the quantities indicated in the **"Quantity per Month"** column as the applicable average monthly utilisation for purposes of completing the pricing schedule. |
| 8 | Please provide an indication of the historical utilisation of sign language interpretation services, either as a percentage of employees requiring this support or the approximate number of counselling sessions per annum where sign language interpretation was required. | The Department does not have verified historical utilisation data indicating the percentage of employees requiring South African Sign Language (SASL) interpretation or the number of counselling sessions per annum where SASL interpretation was required. Bidders should therefore **not base their pricing on a specific historical utilisation rate for SASL interpretation**. The requirement is for the service provider to have the capacity to accommodate employees requiring SASL interpretation as part of the overall counselling service. Bidders are required to incorporate the necessary provision for SASL interpretation and other reasonable accommodation measures into their **fee-for-service rates**, in accordance with the pricing model prescribed in **Annexure B – Pricing Schedule**. |
| 9 | Would it be possible to amend the pricing schedule so that telephonic EHWS services are priced as a fixed monthly fee rather than on a fee-for-service basis? This would allow for resources to remain continuously available for telephonic counselling, reporting and account management. | The Department confirms that the pricing model is based on a **fee-for-service basis for each service listed in Annexure B – Pricing Schedule**. Accordingly, telephonic EHWS services are required to be priced **per service rendered** and not as a fixed monthly fee or retainer. The Department will therefore **not amend the pricing schedule** to provide for a fixed monthly fee for telephonic EHWS services. Bidders are required to complete the pricing schedule in accordance with the prescribed **fee-for-service** model and the quantities indicated under the **"Quantity per Month"** column. The requirement for resources to remain available for service delivery, counselling, reporting and account management must be accommodated within the bidder's **fee-for-service pricing**. |
| 10 | Please provide the average annual utilisation rate of the EHWS over the previous year(s). | The the **average utilization per month** is provided in **Annexure B – Pricing Schedule**, under the column **"Quantity per Month.** "Bidders are required to use the quantities indicated in the **"Quantity per Month"** column as the applicable average monthly utilisation for purposes of completing the pricing schedule. |

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| 11 | Page 6. Pointer B, number 3. With refer to face to face counselling, does the Department want us to have facilities that almost form a physical structure that will accommodate persons with disabilities? Or is the Department referring to, being able to provide sign language when you have the face-to-face counselling, having professionals that would be able to deliver and support those with disabilities? Scope refers to being able to accommodate disability, does this mean disability from physical perspective ? or sign language ? | The Department confirms that the requirement that counselling services **accommodate the workforce with disabilities** is intended to ensure that employees with disabilities are able to access and receive the required counselling services. The requirement is **not limited to physical accessibility or to South African Sign Language (SASL) interpretation only**. Bidders are expected to demonstrate the capacity to provide reasonable and appropriate accommodation, as required by the individual circumstances of employees with disabilities. |
| 12 | On the excel pricing schedule there is no provision to price for Account manager and Marketing Material please advise, 1 | The Department confirms that the **Account Manager, marketing materials and other supporting resources/inputs** are not standalone services being procured by the Department and therefore do not require separate line items in the Pricing Schedule. The professional resources and supporting inputs identified in the Scope of Work are means to an end and are inherent in the delivery and successful realization of the services required by the Department. Accordingly, bidders are required to incorporate all costs associated with the Account Manager, marketing materials, professional resources, administration, coordination and other necessary supporting inputs into the a**pplicable fee-for-service rates** for the services listed in Annexure B – Pricing Schedule. Bidders should therefore ensure that their fee-for-service rates are all-inclusive and sufficient to cover all resources, materials, overheads and other costs necessary to deliver the required services in accordance with the Scope of Work. |
| 13 | Kindly confirm if the pricing schedule is a Fee for services or Capitation model? | The department confirms that he pricing schedule is a **Fee for services** not capitation model. |
| 14 | Page 7, pointer E. Pay the necessary fees due to rehabilitation centre; Please can the department explain which fees they referring to here? | The Department clarifies that the reference to **"pay the necessary fees due to the rehabilitation centre"** refers to the **fees charged by the identified rehabilitation centre for the employee's admission and participation in the required rehabilitation programme**. The service provider will be responsible for facilitating the admission process and settling the applicable rehabilitation centre fees required for the employee to access the rehabilitation services, in accordance with the approved rehabilitation intervention. Bidders must make provision for these costs in accordance with the **fee-for-service pricing model** and the requirements set out in **Annexure B – Pricing Schedule**. |
| 15 | Page 6, pointer A, number 1, online counselling services, what is the expections ? | The Department clarifies that **online counselling services** refer to the provision of counselling services through a secure and appropriate online/digital platform that enables an employee to access counselling remotely. The service provider must ensure that the online counselling platform and service delivery mechanism are **secure, confidential and suitable for the provision of professional counselling services**. The online counselling facility is intended to provide an additional access channel to counselling and must be available in accordance with the required **24-hour, 7-day-a-week service availability**, including public holidays, for the duration of the contract. |

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| 16 | The tender document requires SANCA registration for a Registered Counsellor and HPCSA registration for Psychiatric Nursing.<br>Kindly clarify the reason for these specific registration requirements and confirm whether they are correct as stipulated in the tender document or these an error. | The Department acknowledges and confirms that an error was made in the description of the required qualifications for the Registered Counsellor and Psychiatric Nurse positions in the Scope of Work. The requirements should correctly read as follows:<br>**Registered Counsellor:** A qualification as a Registered Counsellor at NQF Level 8 or higher, with registration with the Health Professions Council of South Africa **(HPCSA).**<br>**Psychiatric Nurse:** A qualification as a Psychiatric Nurse at NQF Level 8 or higher, with registration with the South African Nursing Council (**SANC).**<br>The Department acknowledges the error and will correct the affected requirements through the issuance of a formal Erratum/Addendum to the bid documentation. Bidders are therefore requested to take note of the above clarification and to refer to the formal Erratum/Addendum, once published, for the amended requirements. |
| 17 | We would also like to request clarity regarding the second instruction under Page 15, Number 5.1, which states that:<br>( 2 )"The bidder must provide a unique reference number (e.g. binder/folio, chapter, section and page) to locate substantiating evidence in the bid response. During evaluation, the Department reserves the right to treat substantive evidence that cannot be located in the bid response as non-compliant."<br>Could you please clarify how bidders are expected to provide the unique reference numbers? Specifically, should the reference number correspond to the binder/folio, chapter, section and page number where the supporting evidence can be found in the submitted bid? | Bidders are required to provide a **unique and clear reference number** for each item of substantive evidence submitted in support of the relevant functionality requirement. The reference should enable the evaluation committee to readily locate the supporting evidence in the submitted bid. The reference may, for example, identify the **binder/folio, chapter, section and page number** where the relevant supporting evidence is located. Bidders are required to ensure that the referencing system used is **consistent, accurate and sufficiently detailed to enable the Department to locate and verify the evidence during the evaluation process**. Where substantive evidence cannot be located using the reference provided, the Department reserves the right to treat such evidence as **not substantiated for purposes of the evaluation**, in accordance with the bid documentation. |
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