SOUTH AFRICAN SOCIAL SECURITY AGENCY

RESPONSE TO BIDDER QUERIES

Terms of Reference

26 March 2024

SASSA: 119-23-EWP-HO

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QUESTIONS AND ANSWERS

Number	Bidder	Bidder Query	SASSA response
01	Dia Kgadi (Pty) Ltd	Who is supposed to fill in Annexure C?	Annexure C is to completed by the bidder; it should be on the bidder's letterhead. Here the bidder is confirming that they will be utilizing qualified and registered professionals to render all the services required in the TOR.
02	Dia Kgadi (Pty) Ltd	Based on the requirement that bidders have to attach a company letterhead to the Annexures, will bidders have to retype the Annexures?	Word/Excel format of the Annexures will be uploaded on the website to ease the retyping.
03	Life Health Solutions	Regarding the toll free line, does SASSA have a dedicated number that the awarded bidder has to take over or will it be a new line created?	SASSA has a dedicated number and it will be provided to the appointed service provider.
04	Life Health Solutions	In terms of the five day launches or the launches that's going to be taking place on the different sites, will those be in person or virtual?	The Regions will decide whether they want virtual or in person, but so far SASSA has been doing them virtual.
05	Life Health Solutions	For the number of employees, are bidders meant to quote on 8 000 employees or will bidders be given a confirmed number?	Yes, bidders should quote SASSA on 8 000, however, the numbers will be fluctuating throughout the contract period.
06	Life Health Solutions	In terms of the schedule and Annexures to be uploaded, will the pricing schedule be uploaded as well?	All Annexures will be uploaded.
07	Life Health Solutions	For submission of proposals, how many copies are required?	One copy will suffice.
08	Serenity Corporate Wellness	In one of the Annexures, Annexure C, it is mentioned that Clinical Psychologist and Social Workers are required, can bidders include registered counsellors registered with HPCSA to head one of the sessions?	The emphasis is that whoever renders the service must be registered with the recognized professional body, so that they can be reported to their respective bodies if need be.
09	Centre for Occupational and Wellness Services (Health1st)	In terms of the service provider's capacity to be able to render the services required, ranges of between 4 000 and 6 000 are mentioned for respective categories. As service providers can send as many reference letters as possible, will SASSA consider combining different experiences based on references submitted, to take into consideration the emerging service providers who wish to participate.	SASSA needs confirmation that the appointed service provider can handle the magnitude of the services required in SASSA, in line with the number of employees that SASSA have. There will be no combination of quantities at different contracting period, SASSA will look for what service was provided at each particular contract period.
10	Centre for Occupational and Wellness Services (Health1st)	How many employees have utilized the EWP services in the organization? Taking into consideration that the total number of employees at SASSA will not necessarily translate into the number of employees utilizing the service.	SASSA utilization rate is above the EAPA-SA and Public Service benchmark. The number of employees currently utilizing this service on a quarterly basis is more than 5 000.
12	Phsafrica Redefining Wellbeing	Can you please provide a list of where all the executives are located. Must the executive medical be done in the regions	Previously this was done in one location and it happened to be in Gauteng (which is also where SASSA's Head Office is located). There were no issues raised around that

		they are located or can it be done in Gauteng.	because the Regional Executives do attend meetings in Gauteng. However it will be up to the bidder if they have offices in all 9 Regions to be able to service SASSA in different Regions.
13	Life Health Solutions	Can we provide client reference letters on their letter head instead of completing the annexure	Bidder to make use of the Annexures as per the TOR