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SOUTH AFRICAN SOCIAL SECURITY AGENCY

RESPONSE TO BIDDER'S QUERIES

Terms of Reference
24 November 2022

SASSA: 35-22-HCM-HO

REQUEST FROM POTENTIAL SERVICE PROVIDERS TO RENDER SERVICES OF SPECIALISED HEALTH RISK MANAGEMENT SERVICES TO THE SOUTH AFRICAN SOCIAL SECURITY AGENCY (SASSA), HEAD OFFICE AND NINE (9) REGIONS FOR THE PERIOD OF THREE (3) YEARS.

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1. RESPONSES

No.	Bidder	Bidder Query	SASSA response
01	Alexforbes	<p>1. With reference to pricing, refer to Annexure C: Pricing Schedule, in terms of the items of the pricing for ill health and secondary assessments.</p> <p>Is this inclusive or exclusive of the medical costs of the independent specialist medical evaluation?</p> <p>2. Please indicate the number of copies required including soft copies for submission.</p> <p>3. Can you kindly advise if audited annual financial statements are to be provided as supporting documents for the tender and for how many years</p>	<ul style="list-style-type: none"> • Yes the pricing for secondary assessment is all inclusive • The minimum of one copy to be submitted for this bid however Financial/cost to be separated from the proposals) • No financial statement are required
02	Soma Initiatives	<p>1. How many copies of the tender response is required to be provided</p>	<ul style="list-style-type: none"> • The minimum of one copy to be submitted for this bid however financial/Cost to be separated from the proposal.
03	Thandile Health Risk Management	<p>1. Should it be submitted in hard copy only?</p> <p>2. As per 13.10 page 16 is indicted that the responses to the technical and financial proposals should be separated. Should a two envelope system be used?</p>	<ul style="list-style-type: none"> • Yes Hard copy • Two envelope system applies
04	Thandile Health Risk Management	<p>3. Kindly indicate which documents or annexures are to be submitted under which heading -</p> <ul style="list-style-type: none"> • SBD3.1 as part of financial or technical? • SBD4 as part of financial or technical/ • SBD6.1 as part of financial or technical? • SBD7.2 as part of financial or technical? 	<p>Heading is Administrative Compliance under sub criterion 8.3.3 – Fully complete and sign SBD Documents</p>

05	Thandile Health Risk Management	4. As per 4.1.12 page 4 kindly provide the number of legal proceedings and hearings on average per annum from the start of the past sick leave cycle?	The legal assistance will be required as and when the employer need expertise and assistance during the court proceedings/ hearings In terms of the past sick leave, there was no assistance provided or required from the service provider.
06	Thandile Health Risk Management	5. As per 4.1.13 page 4 and Annexure C page 19 kindly provide the average submission rate of applications for each of the application types, short, long and ill health retirement for the last sick leave cycle?	The service should cost per each case as outline in Annexure C pricing schedule. Page NO 4.1.13 refers to the appointed service provider to provide invoice, statement and a usage report after service being rendered
07	Thandile Health Risk Management	6. As per 4.2.5 page 4 kindly provide detail as to the contingency plan mentioned?	Service provider to provide SASSA with a "Plan B" or Backup Plan resulting to unforeseen circumstance, emergency etc.
08	Thandile Health Risk Management	7. As per 4.3.4 page 5 kindly provide detail as to the helpdesk function required?	Please refer to paragraph 4.1.11 (To provide help desk services and regular communication between the service provider and HR users at Head office and Regions. The help desk must be able to assist and advice HR practitioners with regard to cases and follows on assessments submitted.
09	Thandile Health Risk Management	8. As per the Annexure A page 17, may an additional page be inserted for referral letters as the space allows only for three?	You may use more than one copy of the Annexures attached to the advert if the space is too small.