

<u>CONTRACT NUMBER:</u>	JW CHR 005/22 RR
<u>CONTRACT TITLE:</u>	PROVISION OF EMPLOYEE WELLNESS PROGRAMME SERVICES FOR A PERIOD OF THIRTY-SIX (36) MONTHS
<u>DEPARTMENT:</u>	HR
<u>DATE OF MEETING:</u>	27 JULY 2023
<u>TIME OF MEETING:</u>	10:00
<u>VENUE FOR MEETING:</u>	VISUAL MEETING
<u>CLOSING DATE:</u>	23 AUGUST 2023
<u>TIME:</u>	11:00 AM

1. WELCOME

Ms Gcina Ndela welcomed everyone who attended the meeting and introduced JW personnel.

2. CONTACT PERSONS

Mr Kenneth Lekalakala

Email: kenneth.lekalakala@jwater.co.za

Telephone number: 011 688 1402

Ms. Gcina Ndela

Email: gcina.ndela@jwater.co.za

Telephonenumber:011-688 1796

3. SUPPLY CHAIN MANAGEMENT PRESENTATION

- Ms. **Gcina Ndela** indicated that this is an open tender and the meeting is **COMPULSORY**, bidders who did not attend the meeting will **NOT** be considered for this tender, bidders, please make certain that drop your contact details on the chat box, as part of the attendance register.
- Tender documents are available in PDF format at no cost on Johannesburg Water website (www.johannesburgwater.co.za) and on e-Tender. However, such submissions must comply with requirements as described therein.
- Tender documents need to be bound and contain all pages. Tenderers therefor need to ensure that the tender document is submitted in its entirety with no pages or parts missing.
- The tender document must be completed in full, and all the forms must be fully completed and signed accordingly.

- The tender document must be filled in using black ink. Any mistakes must be struck-off and corrected with black ink and signed (authenticated) by the tenderer.
- Tender documents may be completed electronically without altering or tampering with any of the terms, conditions, specifications etc. in the tender documents.
- The use of correction fluid (i.e. Tippex) to correct mistakes is not allowed.
- Tender will be valid for 90 days after closing date.
- Tenderers are required to submit one original hard copy plus a USB, however tenderers who did not submit USB will not be disqualified.
- Tenderers must be registered on Central Supplier Database (CSD) and provide registration MAAA**** number on the cover page of the tender document. Tenderers must ensure that they are always tax compliant on CSD.
- The 80/20 points scoring system will be applicable to this tender 80 points will be allocated to Price and the remaining 20 points will be allocated for Specific goals, 12 points will be for Businesses located within Gauteng Province and 8 points for Business owned by 51% or more -Black People.
- Specific Goal - points will only be allocated if Proof of municipal account / valid lease agreement, letter from the Ward Counsellor confirming the business address for locality and Valid BBBEE Certificate issued by SANAS accredited verification agency or DTI/CIPC BBBEE Certificate for Exempted Micro Enterprises or Affidavit sworn under oath for black owned businesses are submitted with the tender document before tender closing date and time.
- Tenderers tendering as JV, consortium or equivalent must submit a JV, consortium or equivalent agreement which shows the percentage ownership so that specific goal points can be properly apportioned accordingly. Each party must submit its own CSD number.
- Make sure that your pricing schedule is fully complete and signed. Incomplete pricing information will result in the tender offer being declared non-responsive. On items where tenderers are not making an offer on the pricing schedule, they must write no offer and state that the costs is covered in the rates so that

Johannesburg Water can be sure that the comparison is like for like. Tenders must not leave blank spaces on the pricing schedule.

- Make sure that all requested information is submitted. It is the tenderers responsibility to make sure that all the requested documents are submitted and are bound together (i.e.no loose paper allowed).
- Tenderers must make sure that they read and understand the requirements of the tender.
- Tenderers were also advised to sign (authenticate) each alteration where there are any to avoid being disqualified.
- Co-bidding is prohibited. (Tenderer being a member/owner / shareholder in more than one consortium / entity for the same project).

Administrative Returnable Documents

1. Municipal statement of account for both Director and Company (not older than three [03] months or a valid lease agreement),
2. Annual financial statements (AFS) three [03] years, (if required, audited financial statements)
3. Joint Venture / Consortium or equivalent Agreement signed by all parties if applicable.
4. Valid BBBEE or a valid sworn affidavit,
5. A completed and signed Invitation to Bid form MBD 1
6. A completed and signed Pricing schedule form MBD 3.1
7. A completed and signed Declaration of Interest form MBD 4
8. A completed and signed Preference Points Claim Form MBD 6.1
9. A completed and signed Declaration of Bidder's Past Supply Chain Management Practices MBD 8
10. A completed and signed Certificate of Independent Bid Determination form MBD 9

- No bids will be considered from persons in the service of the state.
- Each bid must be submitted in a separate, properly sealed envelope on which the Name and contact details of the bidder, The Tender number and Description must be clearly written on the envelope.
- Tender documents submitted via courier services will be accepted provided that the bidder instructs such courier company or its representative to deposit the tender document in the tender box provided. However, instructing the courier alone won't be sufficient, the tender document must be in the tender box before closing date and time. Under no circumstances should tender documents be handed to an employee of JW.
- Tender documents may not be submitted via the South African Post Office as only tender documents received in the Tender box at the time of closing will be considered.
- Tenderers are encouraged to note the closing date and time of the tender; late tender will not be accepted. The closing date for this tender is 23 August 2023 at 10:30.
- All bids are to be deposited in the tender box allocated on the ground floor at No.65 Ntemi Piliso street Turbine Hall, Newtown.
- Tenders will be opened in public soon after closing time and recording of received documents but not later than 11:00 at the tender office located at turbine hall, 65 Ntemi Piliso Street, Newtown, 2001, 1st floor. tenderers names and total prices, where practical will be read out.
- Bidders are encouraged to familiarize themselves with the Johannesburg water website, should they be any changes to the tender, it will be uploaded on all platforms.

Mr Kenneth Lekalakala presented the following:

1. SCOPE OF WORK

SCOPE OF WORK AND SPECIFICATION

The bidder(s) must provide emotional support services for employees and their immediate family members or household members. A maximum of six (6) face-to-face and/ or virtual counselling sessions must be provided per person, per incident and per year.

1.1 Individual (Psychosocial) services

- Unlimited telephonic counselling.
- Individual face-to-face and/ or virtual counselling with a qualified professional (i.e., clinical psychologist, psychologist, Social Worker or equivalent qualified professional and debt counsellors).
- The counselling session shall include but not limited to psychosocial, health, emotional care, excessive gambling, legal advice services, financial and debt counselling services, relationship and marital, work-related and advice counselling.
- Availability of disease Management programme.
- Lifestyle Management programme.

- f. Counselling services on Lesbian, Gay, Bisexual, and Transgender (LGBTQ) matters
- g. Substance abuse management (Provision of support and guidance regarding substance (legal and illegal) abuse and how to manage it.
- h. Bereavement counselling.
- i. Referral resources to relevant services due to individual needs

1.2 Enrolment of eligible employees onto appropriate EAP/ EWP programs

- a. Conduct follow-ups and review progress or lack thereof providing the necessary support to all employees and their next of kin.
- b. Present progress and recommendation reports at predetermined intervals.
- c. Provide expert intervention to employees, immediate family members or household members.

1.3 Accessibility

- a. The service provider shall ensure the availability of a 24/7 hotline services/ call centre accessible to all employees and their next of kin.
- b. A 24-hour response to all enquiries presented during weekdays and a 72-hour response to all enquiries on weekends.
- c. This should preferably be the first contact point where initial assessment is made then route to the relevant discipline for provision of prompt advice based on circumstances presented.
- d. Telephonic counselling.
- e. Face to face counselling.

1.4 Occupational Therapy Services

- a. Provide assessment of employees on their ability to render services according to their job description and environmental/ workplace conditions.
- b. Provide recommendations to the company based on assessments conducted about the employees' mental, physical, or emotional status to perform their job responsibilities.

1.5 Trauma Debriefing

- a. Offer trauma debriefing sessions within seventy-two hours (72h) following a traumatic event.
- b. Provide counselling sessions to traumatized employees and their dependants; a session being a one-on-one counselling consultation with a psychologist or clinical psychologist or social workers etc.
- c. Conduct group/ team trauma counselling and recommend for further engagements.

1.6 Gender Based Violence Counselling

- a. Ensure the provision of a 24 / 7 accessibility to a dedicated/ specialised GBV counsellor or resource.
- b. Provide GBV counselling and referral to resources.
- c. Follow-up on all GBV reported cases and provide numerical statistics.

1.7 Management Support Services

- a. Provide necessary support to Managers on Management related matters.
- b. Provide guidance for management and relevant role players on how to deal with employees presenting with behaviour patterns suggestive of underlying psychosocial issues.

- c. Provide early detection and problem identification training to managers.
- d. Offer on-going training managers on referral procedures.
- e. Workshop managers on confidentiality regarding employee self-disclosed information.

1.8 Organizational Services

- a. Johannesburg Water logo branded awareness creation posters, visual images according to the National Department of Health calendar to be provided on monthly basis.
- b. Service provider to be part of Wellness' Health & Wellness awareness creation campaigns.
- c. Participate in Johannesburg Water 'Wellness Week' and World AIDS Day activities.

1.9 Administration

- a. Attendance of monthly meetings by the account manager.
- b. Submit monthly, quarterly, and annual reports and arrange meeting to discuss the reports. Monthly reports to be submitted by the 4th of every month whilst other reports by the 7th of every month. Reports will be required earlier during December month.
- c. Submit monthly invoices as scheduled by the Wellness Manager.
- d. Provide six monthly reports on trends and utilization rates with recommendations and proposals for interventions. Arrange a meeting to discuss the reports.
- e. Adhere to a 48-hour turnaround time on any identified operational challenges.

1.10 EWP Services

- a. Provide Health and Wellness advice counselling by clinicians.
- b. Legal advice services.
- c. Financial and debt counselling services to be rendered by qualified debt Counsellors and referral to relevant resources.
- d. Lifestyle management and behaviour modification programmes. Employees to be referred to the appropriate service, placement at rehabilitation centers for alcohol, drug, gambling, and any other socially unacceptable addictions within 72hrs after assessment.

1.11 Marketing

- a. Market EAP services during employee induction programme.
- b. Offer EAP training/ refresher training to Peer educators twice a year.
- c. Create awareness of and promote wellness services by providing employees with the relevant soft copy wellness information material such as desk drop, posters and Johannesburg Water logo branded plastic wallet cards on annual basis.

1.12 Service Delivery

- a. In line with the principle of confidentiality, EAP services will be provided to employees at their own place of preference and during their own preferred time in liaison with the external service provider.
- b. Where services will be provided during working time, it is an employees' responsibility to seek permission from his/ her supervisor and proof of appointment should be provided at all times.
- c. Where EAP services are to be provided to employees at workplaces, necessary arrangements will be done with the internal Wellness personnel (including peer educators or HR).
- d. As per initial assessment done, the service provider will ensure that the matter is routed for correct intervention.

1.13 Employer Responsibility

- a. The Wellness Unit is to make referrals for services as per standard referral procedures.
- b. Where employees are to be serviced at the workplaces, necessary logistical arrangements will be facilitated by the internal unit or delegated official (HR or Peer educators) at workplaces.
- c. A successful tenderer shall enter into a service agreement with Johannesburg Water for the Provision of the above services.

EVALUATION

The tender will be evaluated and adjudicated in terms of the Municipal Finance Management Act (MFMA). under the Preferential Procurement Policy Framework Act, 2000, relevant Supply Chain Management Policy of Johannesburg Water (JW) and applicable Regulations.

Summary of Evaluation Stages:

STAGE 1: MANDATORY EVALUATION	STAGE 2: ADMINISTRATIVE EVALUATION	STAGE 3: FUNCTIONAL EVALUATION	STAGE 4: SITE VISIT	STAGE 5: PREFERENCE EVALUATION
Tenderer to submit all mandatory requirements under this Stage. These are criterion scored as 'pass/fail' or 'yes/no' during the evaluation process. A "fail" or "no" will lead to the tenderer being disqualified and may not be considered for further evaluation or award.	These are the applicable Municipal Bidding Documents (MBD) that the tenderer's duly authorised representative must fully complete and sign and provide administrative documents such as director's and company's municipal statement or valid lease agreements which must be valid and submitted before tender award. Should the MBD, Certificate of authority and administrative documents not be submitted or be incomplete, the tenderer will be given three (3) days to submit or complete them after receiving a request in writing from JW, should the tenderer not comply with requirement, the tenderer may	Tenderers are required to achieve a minimum qualifying score as stated in the tender document to proceed to next stage. Tenderers are required to submit the required documentary evidence which will clearly enable the bid evaluation committee to evaluate as per criteria requirements. Tenderers are encouraged to complete the provided forms in full and not to write "See attached or Refer to another part of the tender submission" where information is provided.	Site visits are actual visits conducted by JW whereby the bidder's physical place of business is inspected and evaluated to ensure the existence of the business, its facilities, resources and capability. Bidders whose sites are to be visited by JW must give access to the premises to JW personnel and must be available to provide any information required by JW during the site visit.	The tender will be evaluated on the 80/20 preference points system according to the award strategy which is to award to the highest-ranking bidder on price and specific goals. The Specific Goals for the tender will be stated in MBD 6.1. In MBD 6.1, the tenderer must indicate how many points they are claiming for each Specific Goal and must submit all the required supporting documentation for the points to be verified and awarded by JW. The BEC will evaluate the submitted supporting documentation and confirm Specific Goal

STAGE 1: MANDATORY EVALUATION	STAGE 2: ADMINISTRATIVE EVALUATION	STAGE 3: FUNCTIONAL EVALUATION	STAGE 4: SITE VISIT	STAGE 5: PREFERENCE EVALUATION
	be disqualified, and may not be considered for award.			points claimed by the tenderer. Specific goals to be allocated by the BEC will depend on verification documentation submitted. Only tenderers that have completed and signed MBD6.1 and submitted applicable verification documents will be allocated Specific Goal points for preferencing.

EVALUATION

1. Stage 1: Mandatory Evaluation Criteria:

NO.	MANDATORY EVALUATION	YES/NO
1.	Mandatory Tender Briefing meeting	Yes
2.	<p>Valid proof of annual professional registration (Card/ Letter/Copy of certificate/ Registration Number with statutory body):</p> <ul style="list-style-type: none"> Clinical psychologists registered with HPCSA Psychologists registered with the HPCSA. Occupational Therapists registered with HPCSA Social Workers registered with the South African Council for Social Service Professions Professional Nurses registered with the S.A. Nursing Council <p>Note: List of all staff members that will be involved in the execution of the programme must include their valid South African Certificates of membership of a particular body with a registration number for e.g., HPCSA, SACSSP, SANC, etc.</p>	Yes
3.	Signed and completed Pricing Schedule	Yes

NB: Bidders that fail to comply with the above mandatory requirement will not be considered further for evaluation.

2. Stage 2: Administrative Evaluation Criteria:

NO.	REFERENCE TO TENDER DOCUMENT	DESCRIPTION	REQUIREMENT
1.	MBD 1	Invitation to Bid Form	Complete and submit complete and signed MBD 1 Form.
2.	Certificate of Authority	Certificate of Authority to Sign or Board Resolution Letter granting authority to sign.	Complete and submit complete and signed Certificate of Authority Form.
3.	CSD	Central Supplier Database Registration	Provide proof of CSD registration. Complete MAAA number on cover page or copy of CSD report.
4.	MBD 3.1	Pricing Schedule – Firm Prices (Purchases)	Complete and submit complete and signed MBD 3.1 Form.
5.	MBD 4	Declaration of Interest	Complete and submit complete and signed MBD 4 Form.

6.	MBD 6.1	Preference Points Claim in Terms of The Preferential Procurement Regulations 2022	Complete and submit complete and signed MBD 6.1 Form.
7.	MBD 8	Declaration of Bidder's Past Supply Chain Management Practices	Complete and submit complete and signed MBD 8 Form.
8.	MBD 9.	Certificate of Independent Bid Determination	Complete and submit complete and signed MBD 9 Form.
9.	Annexure – Proof of Specific Goals	Refer to documents listed in 5.4 verification documents to be submitted with the tender document	Submit applicable documentation with the tender submission
10.	Annexure	Municipal Rates and Taxes for the Tenderer - Current municipal rates for the entity not in arrears by more than 90 days. If leasing/renting, submitted copy of valid lease agreement where premises are rented OR Confirmation that suitable arrangements are in place for arrear municipal obligations with your local municipality OR Current municipal rates which is not older than 90 days or valid lease agreement with affidavit from owner of property in cases stated in Proof of Good Standing with regards to Municipal Accounts document	Submit applicable documentation with the tender submission
11.	Annexure	Municipal Rates and Taxes - Current municipal rates for the directors of the entity not in arrears by than 90 days. If leasing/renting, submitted copy of valid lease agreement where premises are rented OR Confirmation that suitable arrangements are in place for arrear municipal obligations with your local municipality OR Current municipal rates which is not older than 90 days or valid lease agreement with affidavit from owner of property in cases stated in Proof of Good Standing with regards to Municipal Accounts document.	Submit applicable documentation with the tender submission
12.	Annexure	Refer to documents listed in 5.4 verification documents to be submitted with the tender document	Submit applicable documentation with the tender submission

13.	Annexure	Joint Venture Agreement, Consortium or equivalent signed by all parties	Submit applicable documentation with the tender submission
-----	----------	---	--

Tenderers will be notified of such missing and incomplete documents and will be offered a period of 3 days to complete or submit those pages i.e., Municipal Bidding Documents (MBD), Certificate of Authority to Sign and other documents that require completion and signatures that do not have a bearing on functionality, price and preference points for specific goals.

Tenders that are received contrary to the above requirements will be disqualified after three (3) days period has lapsed.

If locality is a specific goal in MBD 6.1 – the requested documentation for administrative compliance may not be used to allocate points for specific goals.

3. Stage 3 Functionality Evaluation Criteria:

The total Weighting is 100 and the Minimum Qualifying Score is 70.

The following aspects will be considered during the functional evaluation:

CRITERIA NO #	CRITERIA	EVIDENCE	SUB-CRITERIA/CLAUSE	WEIGHTING	SCORE
1	Tenderer to have experience in Employee Wellness where employees were engaged.	<p>The tenderer must complete the attached JW reference template or submit a client's reference letter on their client's letterhead detailing years of experience where Employee Wellness services were rendered successfully.</p> <p>NB: The attached template must be completed by the referee (client of tenderer) and included in the tender submission.</p> <p>Alternatively, the client's letterhead may be used for this purpose provided it complies with the functional criteria requirements as per template provided. A separate form must be completed for each reference as required in the evaluation criteria. Information provided will be verified and if found to be false or misrepresented, punitive measures will be instituted against the respective party including blacklisting and</p>	NUMBER OF YEARS WHERE EMPLOYEE WELLNESS WAS SUCCESSFULLY PROVIDED.	34	
			No submission / submitted unrelated evidence / experience is less than one (1) year.		0
			One (1) year experience or more but less than two (2) years' experience		19
			Two (2) years' experience or more but less than three (3) years' experience		24
			Three (3) years' experience or more but less than five (5) years' experience.		29
			Five (5) years' experience or more.		34

		restriction from participating in any future government tender.			
2	Tender to provide proof of capacity in the provision Employee Wellness services.	<p>The tenderer must complete the attached JW reference template or submit letter on letterhead detailing experience and the number of employees engaged where services were rendered successfully.</p> <p>NB: The attached template must be completed by the referee (client of tenderer) and included in the tender submission.</p> <p>Alternatively, the client's letterhead may be used for this purpose provided it complies with the functional criteria requirements. A separate form must be completed for each reference as required in the evaluation criteria. Information provided will be verified and if found to be false or misrepresented, punitive measures will be instituted against the respective party including blacklisting and restriction from participating in any future government tender.</p>	NUMBER OF CLIENT EMPLOYEES WHERE EMPLOYEE WELLNESS PROGRAMME WAS PROVIDED.	33	
			Provided Employee Wellness services to less than one thousand (1000) employees on a project.		0
			Provided Employee Wellness services to one thousand (1000) or more employees but less than one thousand and five hundred (1500) employees.		23
			Provided Employee Wellness services to one thousand and five hundred (1500) or more employees but less than two thousand and five hundred (2500) employees.		26
			Provided Employee Wellness services to two thousand and five hundred (2500) or more employees but less than three thousand (3000) employees.		30
3	The External Account/Project Manager assigned to this contract must have at least 2 years' experience	The tenderer must submit or complete the CV template attached in the tender document detailing years' experience of external account/project manager.	EXPERIENCE OF OUTSOURCED EAP ACCOUNT/PROJECT MANAGER.	33	
			No CV's and / or minimum experience		0

			CV with 2 or more years' experience but less than 3 years' experience.		23
			CV with 3 or more years' experience but less than 5 years' experience for		29
			CV with 5 or more years' experience.		33
Tenderers who meet the minimum qualifying score will further be evaluated on Compulsory site visit					
	MINIMUM QUALIFYING SCORE			70	
	TOTAL			100	

PART B - SITE VISIT AT THE TENDERER'S PREMISES			
Criteria No.	Criteria	Documentary Evidence	Submission Compliant (Yes/No)
6.	Compulsory Site visit	The tenderer's premises must have a call centre, 24-hour facilities, fixed physical address and office equipment.	Compliant with all requirements as per Evaluation checklist (Yes/ No)
The tenderer must achieve all requirements on Evaluation checklist during the scheduled Site Visit to be considered for further evaluation			



Site Visit Evaluation Checklist				
Name of Tenderer:				
Tender Number: JW CHR 005/22R		Tender Description: Provision of Employee Wellness Programme Services for thirty-six (36) months		
Description		Compliant		Comment
		YES	No	
1	Tenderer has a permanent physical address as per submitted Lease or Municipal statement			
2	Fully equipped contact center facility with office equipment. (A functional call Centre 24/7/365)			

Stage 4 Price and Preference Points Evaluation:

4.1 Pricing

The following aspects will be considered in the financial offer:

- a. Costing for all items as described in the Pricing Schedule and applicable Strategies
Review of financial offer and discrepancies between total and calculations.
- b. Identify any parameters that may have a bearing on the financial offer, e.g., contract period, price escalations or adjustments required and life cycle costs.
- c. The tender will be evaluated on the 80/20 preference system.

4.2 Award and Allocation Strategy

AWARD STRATEGY	Award to the highest-ranking bidder on price and specific goals.
ALLOCATION STRATEGY	Allocate to the highest-ranking bidder after preferencing – Price and Specific Goals points.

TENDER CLOSING DATES

Tender Closing: **10:30 on 23 August 2023**. No late submissions will be accepted under any circumstances. Tender documents must be submitted in sealed envelopes, clearly marked with the reference number **JW CHR 005/22 R** and they must be deposited in the tender box.

2. CLARIFICATION QUESTIONS AND RESPONSES

QUESTION 1: Please assist in clarifying the below highlighted. What is the difference between the Clinical psychologists/ Psychologists? Would 1 Psychologist not be sufficient? Please confirm.

ANSWER 1: A clinical psychologist will be in a position to attend to serious mental issues whilst a psychologist focus on healthier employee but with certain level of challenges. With regard to 1 Psychologist, we need to ensure that the service provider has sufficient capacity hence more than one psychologists are required. There's a plural in all the professional registrations required meaning that more than one resources are required for each to meet the criteria.

Valid proof of annual professional registration (Card/ Letter/Copy of certificate/ Registration Number with statutory body):

- Clinical psychologists registered with HPCSA
- Psychologists registered with the HPCSA.

CONTRACT JW CHR 005/22 RR
PROVISION OF EMPLOYEE WELLNESS PROGRAMME SERVICES FOR A PERIOD OF THIRTY-SIX (36)
MONTHS
TENDER BRIEFING - MINUTES

- Occupational Therapists registered with HPCSA
- Social Workers registered with the South African Council for Social Service Professions
- Professional Nurses registered with the S.A. Nursing Council

QUESTION 2: Please can you confirm the below, where on the tender document is the 5.4 verification documents listed.

9.	Annexure – Proof of Specific Goals	Refer to documents listed in 5.4 verification documents to be submitted with the tender document	Submit applicable documentation with the tender submission
----	------------------------------------	--	--

According to the tender is 4.4.

Please confirm that is this a numbering error on your side.

ANSWER 2: Kindly note that there is a numbering typo on page 44 (number 9, there is no 5.4 but its 4.4 instead) the bidders must refer to page 55 (number **4.4**) for **verification documents that must be submitted with the tender Document.**

QUESTION 3: There is a printing error on the scoring for specific goals. The total is supposed to be 25 instead of 20 please amend.

ANSWER 3: The tender is based on a 80/20 preference points scoring system so the total for specific goals is 20 points and not 25 points. The total of 20 points is therefore correct and bidders will only be scored out of 20 points for specific goals. The correct points application for each specific goals are on page 54 of the tender document (the tender is a 80/20 point scoring), a revised MBD 6.1 will be circulated and uploaded as a separate document on the website.

QUESTION 4: Will it suffice if we only attach valid registrations or do we need to include certified qualifications as well for all key personnel.

ANSWER 4: Please attach Valid proof of annual professional registration (Card/ Letter/Copy of certificate/ Registration Number with statutory body as per tender document for the professional resources (more than one in each) being offered.

QUESTION 5: Kindly also advise how many of each of the professional listed are required for this tender?

- Clinical Psychologists
- Psychologists
- Occupational therapist
- Social Workers
- Council for Social Services
- Professional Nurses registered with the S.A Nursing Council

ANSWER 5:

- Clinical Psychologists- the professionals are in plural , more than one will be required as the tender states Clinical Psychologists.
- Psychologists- the professionals are in plural , more than one will be required as the tender states Psychologists.
- Occupational therapist- the professionals are in plural , more than one will be required as the tender states Occupational Therapists.

CONTRACT JW CHR 005/22 RR
PROVISION OF EMPLOYEE WELLNESS PROGRAMME SERVICES FOR A PERIOD OF THIRTY-SIX (36)
MONTHS
TENDER BRIEFING - MINUTES

- Social Workers- the professionals are in plural , more than one will be required as the tender states Social Workers.
- Council for Social Services- N/A
- Professional Nurses registered with the S.A Nursing Council- the professionals are in plural , more than one will be required as the tender states Professional Nurses

QUESTION 6: Please can you confirm under the Mandatory requirements is it a network of professionals or staff members?

ANSWER 6: It is a network of professionals under your company required to ensure that services are provided accordingly.

QUESTION 7: How many per professionals must be provided, is 1 per field be sufficient?

ANSWER 7: more than one, please refer to the tender document page 43.

QUESTION 8: Would the registration alone be sufficient? Do we have to add each network professional's CV to the registration?

ANSWER 8: Valid registration at time of award is a mandatory requirement and the CV's required as per tender document see Special Conditions of tender.

QUESTION 9: On the list required, what information of the network is required?

QUESTION 9: Employee challenges as presented.

QUESTION 10: Should we also include the Debt counsellors and Legal practitioners mentioned on page 68 with proof of their registration?

ANSWER 10: Yes, we should be in a position to verify with the respective entity.

QUESTION 11: Please can you explain what is meant with regards to the "External Account/Project manager" ? Does this mean the project manager cannot be employed by the bidder as a staff member? Or would need to be a person that is externally outsource?

ANSWER 11: This is the person who will be managing the project on behalf of service provider/ bidder, that person is external for JW and can be outsourced by the service provider if the service provider does not have the resource as a fulltime employee. The resource can also be a full-time employee of the service provider / bidder. For the criteria to be met, the requirements.

QUESTION 12: I understand Johannesburg Water is not in the Education sector but please understand the Psychologist are varied, in some bids they would specifically state the type of psychologist that are required. Once again kindly advise the type of Psychologist required for this bid.

ANSWER 12: Please read the scope of work in detail, I advise that you also check Johannesburg Water website to understand the industry that we are in. That will probably provide you with guidance as we are in the Water and Sanitation utility.

QUESTION 13: Kindly provide clarification answers for the below questions:

Please clarify the client's headcount page 60 talks to pricing for 1,500 employees and page 68 refers to 2,900 employees.

ANSWER 13: Our staff compliment is @ 2 900 and our utilization is around 1 500. Tenderer is to therefore cost for 1500 employee and extended family per month. So months the number will be lower than 1500 and in some months the requirement will

CONTRACT JW CHR 005/22 RR
PROVISION OF EMPLOYEE WELLNESS PROGRAMME SERVICES FOR A PERIOD OF THIRTY-SIX (36)
MONTHS
TENDER BRIEFING - MINUTES

be greater than 1500. The numbers must therefore be monitored and monthly basis and should the average number exceed the 1500 average on a month-to-month basis, the contract manager will decide how to manage the contract

QUESTION 14:What is expected under the disease management programme?

ANSWER 14: Provide information on diseases and treatment/ how to address/ manage them as such (Nurses provide such)

QUESTION 15:What is the difference between services under 1.1 and 1.10 –

ANSWER 15: 1.1 relates more to individual counselling (one on one) whilst 1.10 is more organizational (Companywide intervention).

QUESTION 16:Kindly provide more details under is expected under services listed in 1.4-

ANSWER 16:

- a. Provide assessment of employees on their ability to render services according to their job description and environmental/ workplace conditions.
- b. Provide recommendations to the company based on assessments conducted about the employees' mental, physical, or emotional status to perform their job responsibilities. Occupational Therapy services involving assessments and functional evaluation capacity of employees.

QUESTION 17:Please provide an estimate on the number of Trauma debriefing sessions that would be expected per annum. (Point 1.5)

ANSWER 17: Note that we cannot provide an estimate as this is an as when it happens matter.

QUESTION 18:Would the number of wallet braded cards be determined by the number of employees?

ANSWER 18: Yes, the bidders must cost for 2900 employees to be provided wallet card. This cost will form part of the monthly cost apportioned over duration of the contract.

QUESTION 19: On the pricing schedule there is no provision made for marketing, how do we go about pricing that?

ANSWER 19: Bidders' price must be inclusive of all cost that will be incurred in satisfying the requirements of the scope of work.

QUESTION 20: Will an entity be disqualified if they do not have an occupational psychologist?

ANSWER 20: The mandatory criteria is for Occupational Therapists (more than one) that are registered with HPCSA

QUESTION 21: Does the participation in Johannesburg Waters wellness week and world AIDS day, include testing? If yes, how many sites does Johannesburg Water have?

ANSWER 21: No testing, the service provider will be required to be part of Wellness Week and WAD(World Aids Day).

QUESTION 22:Can bidders attached refence letters with company letterheads from the referee?

CONTRACT JW CHR 005/22 RR
PROVISION OF EMPLOYEE WELLNESS PROGRAMME SERVICES FOR A PERIOD OF THIRTY-SIX (36)
MONTHS
TENDER BRIEFING - MINUTES

ANSWER 22: Yes, provided that all the required information is stipulated on the reference letter (e.g. Duration of contract- start and end date, description of goods/ services provided and whether the service was satisfactory).

QUESTION 23: Please confirm numbers with regards to staff compliments and does this include family members?

ANSWER 23: Staff compliment is around 2900, No it doesn't include family members.

QUESTION 24: How many awareness days are required and what events does Johannesburg Water normally organize? This question is to help bidders plan, prepare and cost that into the marketing expenses.

ANSWER 24: one per annum for Wellness week and World Aids Day

QUESTION 25: The depth of the report (Medical, Psychological report), how detailed should it be, and will the circulation of the report be through Johannesburg Water or directly to the relative/ next of kin?

ANSWER 25: The reports must have enough information regarding the subject matter with recommendations and circulation will be undertaken preferably through Wellness section subject to POPI ACT

QUESTION 26: Since it is a 36 months tender with the type of various services, why is Johannesburg Water not making it a panel?

ANSWER 26: There's an internal and external analysis that was conducted, and taking the nature of the service involved a service provider would have to urgently respond to the matter. Having a panel would mean drafting the scope of the work, sending the Request for Pricing to the panel, advertise for 7 days, evaluate the responses, and recommend for approval. The decision was therefore to follow the award and allocation strategy in the document.

QUESTION 27: With regards to Specific Goals, If the bidder calculates the 80/20 system and the entity scores zero (0) on all segments. Does this discredit or puts the bidder on a disadvantage in any way?

ANSWER 27: The bidder will not be disqualified however bidder will not be allocated points for the specific goals components.

QUESTION 28: What is the closing date for queries?

ANSWER 28: 17 August 2023

CLOSURE

Ms Gcina Ndela thanked all who attended the briefing, and the meeting was adjourned.