

MEDICAL AID BROKERS FOR JOHANNESBURG WATER FOR A PERIOD OF THIRTY-SIX (36) MONTHS

TENDER BRIEFING - MINUTES

<u>CONTRACT NUMBER:</u>	JW CHR 004/26
<u>CONTRACT TITLE:</u>	Medical Aid Brokers for Johannesburg Water for A Period of Thirty-Six (36) Months
<u>DEPARTMENT:</u>	Employee Wellness: Corporate Services: Human Resource
<u>DATE OF MEETING:</u>	05 MAY 2026
<u>TIME OF MEETING:</u>	11:00
<u>VENUE FOR MEETING:</u>	65 NTEMI PILISO STREET NEWTOWN
<u>CLOSING DATE:</u>	29 MAY 2026
<u>CLOSING TIME:</u>	10:30AM

1. WELCOME

Ms Maria Chirindze welcomed everyone who attended the meeting and introduced JW personnel.

NAME & SURNAME	EMAIL ADDRESS	DEPARTMENT
Mara Chirindze	maria.chirindze@jwater.co.za	Supply Chain Management
Gudani Mugabi	gudani.mugabi@jwater.co.za	Supply Chain Management
Kenneth Lekalakala	kenneth.lekalakala@jwater.co.za	Employee Wellness: Corporate Services: Human Resource
Minah Matjila	minah.matjila@jwater.co.za	Employee Wellness: Corporate Services: Human Resource

2. CONTACT PERSONS

Mr Kenneth Lekalakala

Email: kenneth.lekalakala@jwater.co.za

Telephone number:011 688 1402

Ms. Nthabiseng Matabane

Email:nthabiseng.matabane@jwater.co.za

Telephone number:011 688 1512

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3. SCM – ADMIN AND BID DOCUMENTATION PRESENTATION BY MARIA CHIRRINDZE

- Ms Maria Chirindze indicated that this is an open tender and the meeting is **COMPULSORY**, therefore bidders who did not attend the meeting will **NOT** be considered for this tender. Bidders must ensure that they sign the attendance register.
- Tender documents are available in PDF format at no cost on the Joburg water website and eTender portal
- Tender documents need to be bound and contain all pages. Tenderers therefore, need to ensure that the tender document is submitted in its entirety with no pages or parts missing. The order of the documents must be as set out as on the Web page and all pages arranged correctly.
- The tender document must be filled in using black ink only, any other colour pen or pencil is prohibited.
- Tender documents may be completed electronically without altering or tampering of any of the text (terms, conditions, specifications etc.) in the tender documents.
- Any mistakes must be struck-off and corrected with a single black ink line and signed (authenticated) by the tenderer. Tenderers were also advised to sign (authenticate) each alteration where there are any to avoid being disqualified.
- The use of correction fluid (Tippex) to correct mistakes is not allowed and if used the tender will be disqualified.
- The tender document must be completed in full, and all the forms must be fully completed and signed accordingly. Tenderers must not leave any blank spaces upon completion of the tender document.
- Tenderers must refer to the checklist on page 6 to 9 of the tender document for guidance.
- Make sure that your pricing schedule is fully completed and signed.

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- Each bid must be submitted in a separate, properly sealed envelope/ package on which the Name, email address and telephone number of the tenderer must be indicated. The Tender number and Description must be clearly written on the envelope/ package.
- 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. Under no circumstances should tender documents be handed to an employee of JW. JW will not be held liable for any documents that are not in the tender box at the time of closing.
- 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 must make sure that they read and understand the requirements of the tender. Should tenderers need any clarity, they are encouraged to email the contact **Nthabiseng Matabane and Kenneth Lekalakala** (contact details are on the cover page of the tender document).
- Tenderers are required to submit a hard copy document and an electronic copy on a USB flash drive, however tenderers who did not submit the USB will not be disqualified. Electronic submissions of tenders are **NOT** allowed.
- Tenderers must be registered on Central Supplier Database (CSD) and provide their 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 0 points scoring system will be applicable to this tender. 80 points will be allocated to Price, and the remaining 20 points will be for specific goals.

SPECIFIC GOALS POINTS ALLOCATION

80/20 POINTS ALLOCATION

- 6 points Business owned by 51% or more -Black People
- 6 points Business owned by 51% or more-Women
- 4 Points Business owned by 51% or more – Black Youth
- 4 Points Business located within the boundaries Gauteng province
- Attention must be brought to the documentation the tenderers must submit in order for JW to verify points claimed. If the tenderer has claimed more points, then the

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verification document supports, JW will adjust the points claimed when calculating the preference points in line with verification documents submitted.

- Tenderers tendering as JV must submit a JV BBBEE certificate.
- In bids where consortia / joint ventures / sub-contractors are involved; each party must submit a separate TCS certificate / pin / CSD number.
- Tenders will be valid for 90 days after the closing date or any other duration agreed to by the tenderer and JW prior to tender validity expiring.
- Co-bidding is prohibited. (Tenderer being a member / owner / shareholder in more than one consortium / entity for the same project). Please read MBD 9 Certificate of Independence prior to signing the declaration.
- Tenderers are encouraged to truthfully declare all other company interests they may have, with specific reference to Question 3.14, of which if not fully completed, might lead to disqualification. Tenderers are encouraged to utilise the CIPC bizportal (www.bizportal.gov.za), free registration to check the companies for which a director is a director for. This can be done by inserting an ID number for the director tendering and the portal will show all companies, whether active or not.
- No bids will be considered from persons in the service of the state.
- Tenderers must recheck on the JW website page for any communication send to tenderers as there might be a problem with the emails send to the tenderers. This communication might include addendums to tender for extension of closing dates, changes in the tender specification, changes in pricing schedules, or any other matter affecting the tender in question, and which might have an impact on how tenderers respond.
- Tenders will be opened in public soon after the 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, ground floor. Tenderers' names and total prices, where practical will be read out.

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- Tenderers are encouraged to note the closing date and time of the tender; late tenders will not be accepted. The closing date for this tender is 29 May 2026 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.

SUPPORTING DOCUMENTS

1. SARS one-time TAX PIN
2. Where business and/or director premises are owned, a municipal rates and taxes statement of account must be submitted (not older than three (03) months and NOT IN ARREARS for more than 90days). If in arrears an acknowledgement of debt agreement must be entered into with municipality concerned and submitted with the tender.
3. Where business and/or director premises are leased/ hired/ rented, a valid lease agreement should be submitted duly signed and indicating the address at which the business is situated and where the director resides. The lease should be valid and active at time of tender submission and closing.
4. Joint Venture / Consortium Agreement signed by all parties.
5. Valid BBBEE Certificate issued by a SANAS accredited verification agency or copy thereof or a valid (EME/QSE) sworn affidavit/ or CIPC EME affidavit
6. A completed and signed Invitation to Bid form MBD 1
7. A completed and signed Pricing Schedule – Firm Prices (Purchases) MBD 3.1
8. A completed and signed Declaration of Interest form MBD 4
9. A completed and signed Preference Points (Specific Goals) Claim Form MBD 6.1
10. A completed and signed Declaration of Bidder's Past Supply Chain Management
 - a. Practices MBD 8
11. A completed and signed Certificate of Independent Bid Determination (MBD 9)

Ms Minah Matjila Presented the following:

SCOPE OF WORK, REQUIREMENTS AND SPECIFICATIONS

Implementation/ Roll-out Plan

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The tenderer must provide a roll-out/ implementation plan inclusive of a schedule encompassing all services and activities related medical aid brokerage services.

Services to Individual members

The tenderer must provide an on-site service which includes but not limited to:

- Assistance with the completion of the application and amendments forms.
- Ensure that all new and amendment applications are correctly completed and forwarded to appropriate medical schemes.
- Ensure that the medical schemes concerned finalise the application process.
- Ensure that new members receive their membership cards within a reasonable time (7 days).
- Induct new employees through information sessions which will be presented in order to explain the benefits of the 4 in-house medical schemes to the new employees within the company.
- Render member education to employees during Freedom of Association Period during the last 3 months once schemes have launched their new benefits and contributions for the forthcoming year.
- Advise members on appropriate and suitable options within scheme of choice depending on affordability, members' health condition and level of benefits to establish which option will best meet the members' needs.
- Render an effective support service by availing consultants to attend to members' queries.
- Establish claim and query collection holders at all worksites and service regularly
- Give feedback to members regarding the claims lodged with the medical aid.
- Contact centre: Dedicated help desk number which will assist members with membership administration support

Services to Employee Wellness Unit

- On site consulting service on utilization of medical schemes benefits
- Client Relations Management System
- Query tracking: All queries to be recorded and provided to Employee Wellness Manager or delegate.
- Turn-around time: All queries to be resolved within 7 days of the day of querying.
- Reporting: Providing records of all employees assisted at different worksites and resolutions of their queries.
- Contact Centre: Dedicated help desk number which will assist members with membership administrative support
- Provision of advice and assistance regarding underwriting, guidelines, trends in the market and new legislation.

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- Arrange and Schedule information sessions during Open window period for the different sites, which includes:
- Advise and inform on new medical schemes products and options.
- Changes in medical scheme Regulations and Interim premium increases
- Update and inform Wellness Manager or delegate of the latest or amended legislation regarding medical aids.
- Provide and update the unit with Industry information such as trends, annual analysis of various medical schemes including their financial stability, amalgamations, merging etc.

NB: Johannesburg Water organizes Employee Wellness Days on an Annual basis whereby employees are screened on lifestyle diseases such as blood pressure, blood glucose level, body mass index (BMI), cholesterol. Furthermore, HIV Counselling and Testing (HCT) events are also organised through collaboration with the Wellness Unit. Clinicians usually interpret the wellness reports emanating from these events. Assist in arranging the Employee Wellness Events and negotiating the best deal from the different medical aid schemes in making the events a success. Also assist in Physical Wellness events as need arises.

Services to Payroll Section

- On site consulting service
- Client Relations Management System
- Query tracking: Deliver membership cards together with records of the delivered cards.
- Contribution Management and Reporting: Provide payroll with monthly record of new membership of the different medical schemes.
- Membership tracking: Provide payroll with a copy of the application form.
- Contact centre : Dedicate help desk number which will assist Payroll section with membership administrative support.

Services to Local Labour Forum

Provide advice and information to Johannesburg Water Management and Labour bargaining forum as and when required.

Strategic Consulting Services

Provide advice and information to Johannesburg Water Strategic Management Team as and when required.

Mr Kenneth Lekalala Presented the following:

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1. Stage 1: Mandatory Evaluation Criteria:

EVALUATION CRITERIA: (GATE KEEPERS)			
#	CRITERIA	DOCUMENTARY EVIDENCE	COMPLY (YES/NO)
1.	Valid letter indicating the brokers accreditation with the Council for Medical Schemes (CMS)		Yes
2.	Registration certificate or Letter of the brokers accreditation with Financial Sector Conduct Authority(FSCA)		Yes
3.	Valid Letter indicating that tenderer is accreditation with 3 of the 4 medical aid schemes.(Bonitas, LA Health, Key Health and SAMWUMED).		Yes
4.	Mandatory Tender Briefing Meeting		Yes

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

2. Stage 2: Administrative Evaluation Criteria:

NO.	REFERENCE TO TENDER DOCUMENT	DESCRIPTION	REQUIREMENT
1.	Annexure	Certificate of Authority or Board Resolution Letter granting authority to sign	Complete and submit
2.	MBD 1	Invitation to Bid Form	Completed and signed MBD 1 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 4	Declaration of Interest	Completed and signed MBD 4 Form.
5.	MBD 6.1	Preference Points Claim in Terms of The Preferential Procurement Regulations 2022	Completed and signed MBD 6.1 Form.
6.	MBD 8	Declaration of Bidder's Past Supply Chain Management Practices	Completed and signed MBD 8 Form.
7.	MBD 9.	Certificate of Independent Bid	Completed and

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		Determination	signed MBD 9 Form.
8.	Annexure – Proof of Specific Goals	Refer to documents listed in 4.3 verification documents to be submitted with the tender document	Submit applicable documentation with the tender submission – If not submitted with the tender document points for Specific Goals won't be allocated.
9.	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
10.	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	Submit applicable documentation with the tender submission

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		valid lease agreement with affidavit from owner of property in cases stated in Proof of Good Standing with regards to Municipal Accounts document.	
11.	Annexure	Occupational Health and Safety Declaration form – if applicable	Occupational Health and Safety Declaration form – if applicable
12.	Annexure	Joint Venture, Consortium, or equivalent agreement– if applicable.	Joint Venture, Consortium, or equivalent agreement signed showing percentage ownership of parties – if applicable.

Tenderers will be notified of any omitted, outstanding, missing and or incomplete administrative documents and will be offered a period of 3 days to complete or submit those pages i.e., Municipal Bidding Documents (MBD), authority to sign and other administrative documents that require completion and signatures. These exclude documentation on functionality, price and preference points for specific goals, and MBD 6.2 Local Production and Content.

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 MBD6.1 – the requested documentation may not be used to allocate points for specific goal

3. Stage 3: Technical Requirements The tenderer (company) is required to have experience where the supply and delivery of material was carried out successfully

The tenderer who fail to meet the minimum required score or requirement of tender will be disqualified

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TENDERER'S EXPERIENCE, QUALIFICATION OF KEY STAFF and EXPERIENCE OF KEY STAFF					
CRITERIA NO.	CRITERIA	EVIDENCE	SUB-CRITERIA/CLAUSE	MAX SCORE	SCORE
1	TENDERER'S EXPERIENCE The tenderer must have a minimum of 4 years experience in medical aid brokerage industry with a minimum of 2000 employees where services were successfully rendered.	The tenderer must complete the attached JW reference template. Alternatively submit a client's reference letter on their client's letterhead detailing years of experience where medical aid brokerage services were rendered successfully. NB: The attached template must be completed by the referee (client of broker) and included in the expression of interest submission. 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 restriction from participating in any future government tender.	NUMBER OF YEARS WHERE MEDICAL AID BROKERAGE SERVICES WERE SUCCESSFULLY PROVIDED	40	
			No submission / submitted unrelated evidence / less than 4 years experience		0
			Four (4) years' experience or more but less than six(6) years' experience.		30
			Six (6) years' experience or more.		40
2	Experience of Key Personnel (Account Manager) who must have a minimum of 3 years' experience in medical aid brokerage services. Furthermore, they should be registered with Council for medical aid scheme and Financial Sector Conduct Authority	The tenderer must submit or complete the CV template attached in the tender document detailing years of experience in medical aid brokerage services including valid registration documentation as required.	YEARS' EXPERIENCE OF KEY PERSONNEL (ACCOUNT MANAGER)	30	
			No CV's or less than 3 years' experience or no registration documents in medical aid brokerage services		0
			Registration documents with 3 or more years' experience but less than 5 years in medical aid brokerage services		22.5

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				Registration documents with 5 or more years' experience in medical aid brokerage services	30
3.	The tenderer must provide the minimum of 4 registered medical aid broker Consultants at any given time. Furthermore, they should be registered with Council for medical aid scheme and Financial Sector Conduct Authority	<p>The tenderer must provide the following;</p> <ul style="list-style-type: none"> • 4 x CV's of registered medical aid broker consultants • 4x Certificates or letters as proof of registration with the Council for medical aid scheme • 4x Certificates or Letters as Proof of registration with the Financial Sector Conduct Authority 	AVAILABILITY OF REGISTERED CONSULTANTS	No registered medical aid broker Consultants or less than 4 registered Consultant provided	0
				4 registered medical aid broker Consultants provided	22.5
				More than 4 medical aid broker Consultants provided	30
MINIMUM QUALIFYING SCORE					75
TOTAL					100

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Note: It is the Tenderer's responsibility to ensure that the Contactable Reference is contactable. A reference check with the Tenderer's reference will be done for the recommended Tenderer. The Contactable Reference will have 5 working days from time of request by Johannesburg Water to confirm, in writing, the information on the Contactable Reference letter. Failure to confirm the reference by the Tenderer's reference contact within the stipulated time will result in the points for contactable reference not being allocated to the Tenderer.

NOTE 1: where a qualification has changed in name or structure over time, bidders must provide supporting documentation from the issuing institution or relevant accrediting body confirming that the qualification is equivalent to, or supersedes, the qualification specified in the tender requirements.

Failure to submit the required supporting documentation may result in the qualification not being considered for evaluation purposes.

NOTE 2: Where applicable, foreign qualifications MUST be accompanied by a SAQA verification certificate. Failure to submit SAQA verification certificate will lead to that qualification not being considered for allocation of points for that criterion.

NOTE 3: When an uncertified copy of professional registration is submitted and the requirement was to submit a certified copy, JW will verify the validity of the registration on the issuing bodies or institution's website. If the verification is confirmed on the website, the bidder meets the criteria .This will only be applicable for the recommended bidders.

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QUESTION & ANSWER SESSION

<u>QUESTIONS</u>	<u>RESPONSES</u>
Can a contract with the broker be submitted for mandatory criteria 1 instead of the letter?	Yes, a signed contract will be accepted
Will a confirmation of lease letter be acceptable?	Yes, confirmation of lease letter can be submitted, and it should be signed
Technical Evaluation criteria 1 under tenderers experience, the minimum of 2000 employees is it per employer or collectively?	It should be 2000 employees per employer
The Financial Sector Conduct Authority (FSCA) Is only renewed after 2 years, which registration document are you looking for?	Bidder needs to submit a valid registration accreditation certificate, Joburg water will verify through the website
Technical criteria 3 for registered consultants, no experience is required?	As per the tender document criteria 3 only indicates CVs and registration certificate no experience indicated
What are you referring to in terms of pricing, are there any escalations?	The indicated brokers fees including VAT in the tender document will apply, tenders to ensure that they sign the pricing as acceptance
If one wants to charge more, can they submit their own pricing?	No, the medical aid broker fee is Gazetted if you agree to the fee you need to sign the pricing fee.
What is the current staff compliment for Joburg Water?	It is plus or minus 3200
Please confirm if Joburg Water will comply with the Council for Medical Scheme (CMS) legislative?	Yes, Joburg Water will comply with the CMS legislative.
Technical criteria 3 for registered consultants, medical aid broker consultants registered with the FSCA?	No, only entity(medical aid broker) can be registered with the FSCA

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CLOSURE

Should bidders need any clarity, all queries are to be submitted 10 days before the closing date.

Mr Kenneth Lekalaka thanked all who attended the briefing, and the meeting was adjourned.

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