

RFP Number : AGSA/08/2024

Request for Proposal (RFP) for the appointment of a service provider for the provision of a Holistic Wellbeing Programme for the Auditor-General South Africa (AGSA) for a period of five (5) years

Auditing to build public confidence



No.	Question	Type	Response
1	Scope of Work Section 3.1.5: 1.1) Do you require a counselling professional to be onsite once a week at AGSA HO in Pretoria? • If yes, does this mean four days per month? • How many hours per day would be required?	Technical	Yes, however the need is for twice a week at AGSA HO in Pretoria which would mean 8 days a month. 8 hours a day
	1.2) This section also mentions financial wellness - do you require this service to be provided onsite four days a week? • If yes, how many hours per day? • Alternatively, can financial wellness sessions be conducted online i.e. 1 hour presentation/Talk?		Yes as follows: Once a week onsite at AGSA HO in Pretoria for 8 hours every Wednesday. Other sessions can be conducted online
	1.3) Will a dedicated room be provided for these professionals to use?		Yes this will be provided.
	1.4) Regarding the requirement to provide the same services for regional offices: • Could you provide the addresses of the regional offices for costing purposes? • The requirement states that services should be provided once a week during off-peak periods - could you clarify what is considered an off-peak period?		The presentation used during the tender briefing session provides a list of all Regional BU's including their addresses. The peak and off-peak cycles are also provided in the presentation.
2	Section 3.1.12: Is this considered Personal Health Advisor service and required to be available telephonically 24/7?	Technical	The expectation is for this service to be made available as and when required by an employee or immediate family member.
3	Technical Evaluation Criteria Section 5.1.4: 3.1) What is your referral rate for occupational health cases requiring an Occupational Therapist?	Technical	This is based on demand however, previous interventions from the current EAP Programme depicts an average of 2 cases per month, that need functional capacity assessments and workplace assisted referrals/ return to work assessments.
	3.2) If we do not have a permanent Occupational Therapist but work with affiliated therapists individually contracted with us, would this suffice? 3.2.1) If we have a permanent nurse who collaborates with affiliated Occupational Therapists - would this be acceptable?	Technical	The mandatory criteria calls for a minimum of three (3) dedicated professionals that must be permanently employed by the bidder. These professionals are: an Account Manager, a Clinical Case Manager and an Occupational Therapist. The expectation is for bidders to have these resources in their permanent employ, at a minimum, in order to meet the requirements of the AGSA. Allowance has been made for bidders to make use of affiliates to respond to the requirements on a national scale.
4	Is the Psycho-social training requirement included in the scope of work?	Technical	Yes, it forms part of the scope of work. The requirements are included in the RFP, Section 2, par. 3.6 - Service 6: Proactive engagement with Registered Clinical / Counselling Psychologist or Social Worker
5	In terms of digital engagement and digital platforms, is there anything specific in the scope of work?	Technical	The requirements for digital engagements are captured under the following sections in the scope of work, i.e. 3.1.6. Interactive wellness website, 3.1.12. Telephonic and electronic medical advice and 3.3. Service 3: Lifestyle Management
6	What are the POPIA requirements related to the scope of work?	Technical	Bidders are required to address compliance to this requirement when responding to the evaluation criteria as outlined in the RFP, Section 2, par. 5.2.9 - Methodology/ Approach where a presentation will be required. Bidders will also be required to address compliance to how AGSA data will be protected and secured.

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7	Are counselling and financial wellness onsite clinic services required once a week or twice per week or bi-weekly?	Technical	The onsite clinic, located at AGSA Head Office in Pretoria, for psychosocial (including threats and intimidations and sexual harassment) counselling should be provided twice per week and for financial wellness should be provided bi-weekly (every other week). Bidders should take note that the frequency of these sessions are subject to change based on demand and this should be accommodated for in their costing model.
8	Regarding data analytics related to financial wellness, is there a requirement in the scope of work for engagement with the AGSA's existing service providers for Pension Fund, Group Risk Benefits & Healthcare/ Medical Aid to obtain and consolidate data?	Technical	The long term objective for the AGSA will be to consider the integration of data from its various service providers (i.e. Pension Fund, Group Risk Benefits & Medical Aid) to enable consolidated reporting. For this tender, the requirements for financial wellness are focused on the needs of each individual employee.
9	3.1.8. Emotional impact sessions: There is no mention of registered counsellors. Why is this?	Technical	The requirement is for a qualified clinician from the bidder and/ or from its affiliate network to provide the services. The AGSA is not seeking "lay counselling" instead the requirements are for qualified therapists to provide the services.
10	Appendix E, column 6 - Occupational Therapist: The requirement asks for Occupational Therapists (OTs) specialising in trauma management. Generally, OTs do not have a trauma management specialisation area but they do have the expertise to cover trauma management. Will this be acceptable?	Technical	This is an additional requirement to assess if the OT is capable of providing support on severe trauma cases. However, the minimum requirement is to have a qualified Occupational Therapist.
11	3.7. Service 7: Musculoskeletal Health Management Programme: Regarding the requirements related to ergonomics, will it be acceptable for an Occupational Therapist to provide the assessments?	Technical	Yes, this will be acceptable.
12	3.1.10. Working Wellness Regarding Employee wellness champions, how many groups are there? Are these groups based in all the regions? How often should training be provided?	Technical	The AGSA adopts a hybrid model where the main employee wellness team is based at Head Office with wellness champions based in the regions. There is an estimated total number of 90 wellness champions located across the regions but the active wellness champions, who assume the role of gatekeepers at the regions, are about three (3) active wellness champions per region. The service provider will be responsible for providing proactive engagement sessions annually to these wellness champions.
13	Appendix D, National Affiliates 1: I just wanted to confirm if it is mandatory for us to complete it on your appendix or would it be acceptable if we submit our list provided that it has the exact same details and requirements as per your table?	Commercial	Yes, it will be acceptable to complete the information required on your template but the format in which the information is required must be aligned to the AGSA requirements as contained in Appendix D.
14	5.1.3 Clinical protocols and procedures: So my question is just to ask, when we either select yes or no that we have these policies and procedures, do we need to attach the procedures or would it be fine if it's not attached and explained in the presentation?	Commercial	For 5.1.3 (Pre-qualification criteria), bidders are required to complete Appendix B and attach relevant evidence (i.e. protocols and procedures) to substantiate compliance to the requirements. For 5.2.3 (Other Technical Evaluation criteria), bidders will be required to demonstrate how it will implement its clinical protocols and procedures in rendering services to the AGSA.
15	What types and sizes of print material is required and how often will they be needed? How many executives do you have and where are they located? Is the requirement for the Account Manager resource to hold a masters degree qualification, this is as per 3.1.15?	Technical	Regarding marketing collateral for this tender, the use of digital/ electronic material is preferred and makes up 90% of the requirements. We have 85 executives and about 85% are located in Head office/Gauteng and the rest in the various regions. The requirement for the Account Manager to hold a masters degree as per 3.1.15 has been listed in error and should be ignored. Bidders must refer to the evaluation criteria in 5.1.4 for the relevant requirements for the Account Manager/ Client Relationship Manager

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16	3.2.1. Executives: There are requirements for specialised scans, ultrasounds, x-rays and screenings. Is the expectation for these screenings to be done onsite or do you just want us to demonstrate our referral networks for such screenings?	Technical	Bidders are expected to demonstrate their referral network and the referral process should these specialised screenings be required. It is not expected for these screening to be provided onsite.
17	3.1.12. Telephonic and electronic medical advice: What is the expectation here?	Technical	This requirement relates to the interactive wellness website amongst others and the expectation is to demonstrate how an employee will be able to obtain medical advice via a virtual or electronic platform. An example is "Ask your doctor" interactive online consultation service.
18	Do we have to include the onsite therapist hours as part of the capitated model or will this be a fee for service item. If it needs to be included, can you please provide us with the site breakdown of hours per month?	Technical	Yes, the onsite clinic is part of the capitated model. As responded to in Question 1.1 above, the onsite clinic is at Head Office twice a week.
19	As part of the RFP it is stated that clinical and counselling psychologists are required to do most of the counselling. In certain areas it also states that social workers are required: 19.1) Does this exclude registered counsellors from providing counselling? 19.2) Does this mean that most of the counselling should be done by clinical and counselling psychologists? 19.3) Is there a reason for this as this would normally increase the cost of the programme as Psychologists charge more. It is also known that EAPs are based on short term counselling which is what Social Workers and Registered Counsellors specialise in.	Technical	The AGSA's preference is for registered Psychologists and Social Workers to provide this service.
20	3.1.4. Managerial consultancy and coaching: Under Managerial Consulting, there is mention of coaching. Please expand on what is expected here, as coaching is a different cost to managerial consulting and counselling.	Technical	The requirement is for telephonic coaching by a therapist. e.g. How to identify an employee at risk and how to support the employee and make a referral. Especially the formal referral process where performance of the employee is impacted.
21	3.1.4. Managerial consultancy and coaching 21.1) Under Managerial Consulting, it makes mention of Capacity Building to be done by Clinical Psychologists. Does this training differ from the Managerial/Supervisory Training that normally falls under this section. Why would a Clinical Psychologist be required to conduct this training as it can be done by various EA Professionals within a service provider. 21.2) If the above Capacity Building is different from Managerial/Supervisor training, please advise how many would be required as this impacts cost.	Technical	This forms part of the EAP capitated services, Clinical psychologists and social workers can do managerial consultancy to the managers (as per the response provided above)
22	3.1.4. Managerial consultancy and coaching Under Managerial Consulting there is mention of conflict mediation, please confirm that this is for mediation between 2 people only as this is normally what is covered here. Anything over 2 people is normally a separate intervention that is charged for separately. If it is a separate intervention of 2 or more people, please advise how many of these interventions should be priced for and what is the maximum number of employees that it would cover?	Technical	Managerial consultancy is an advisory service. e.g. Therapist will advise the manager on how to deal with conflict within the team especially when there is a proven record of psychosocial or mental health issues triggering the conflict. The manager, in this case, wants to offer support rather than being punitive and going internal ER route.
23	3.1.8. Emotional impact sessions How many emotional impact sessions are required per annum?	Technical	The number of sessions can be proposed by the bidder and this will be a value add, included in the EAP capitated rate. This is an hour per session.
24	3.1.11. Knowledge sharing sessions How many knowledge sharing sessions are required? What should the duration of these sessions be? Are there specific topics to be covered?	Technical	These sessions are normally conducted based on need. An estimate of 30 sessions per year can be used as a baseline. Sessions can be conducted organisation wide or as per an individual Business Unit needs. Specific topics are mainly around psychological capital, focusing on resilience and mental health. The duration is for an hour. In cases where there are emerging trends, bidders will be guided on what these trends are before the session and this will be the main focus areas.

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25	<p>3.1.13. Maternity programme (value add service)</p> <p>Should these services be provided by medical experts or does it align to EAP and Wellness wherein psychosocial support and education is to be provided? Can education be electronic?</p>	Technical	Yes, the services align to EAP and Wellness wherein psychosocial support and education is to be provided, mainly via email and telephonic or electronic platforms. The pool is normally very small.
26	<p>3.2. Service 2: Exec Care Programme</p> <p>How many wellbeing and counselling sessions are required under the Exec Wellness programme?</p>	Technical	Exec Care Medicals are done annually for each Executive however it is voluntary. There are no guarantees on the number that will attend each year. The current engagement rate is 50% but this is subject to change. As for Executive psychosocial support, the need is to have quarterly check-ins with a qualified psychologist allocated to the Executive. Currently we are using CASP, Corporate Athletes Support Programme for Executives.
27	<p>3.3. Service 3: Lifestyle Management</p> <p>Under bullet point 3, it does not align to the pricing spreadsheet. How do we price per person for awareness, this would best be done in group sessions and priced per session.</p>	Technical	The recommendation for this to be priced per session will be acceptable.
28	<p>3.3. Service 3: Lifestyle Management</p> <p>28.1) Under bullet point 4, it states treatment for malaria, please advise if this refers to actual medication. Also what level of treatment will this relate to? For example some may be able to be treated with over the counter meds while others may need hospitalisation. Could this please be more clearly stipulated.</p> <p>28.2) On the pricing sheet, it states malaria prevention. Does this relate only to education or also medication?</p>	Technical	<p>This refers to medication (tablet or vaccination). Some audit staff travel to countries and provinces that have a high malaria risks.</p> <p>Awareness and support should also be provided to any AGSA staff member that is affected by malaria.</p>
29	<p>3.9 Service 9: Occupational health and safety</p> <p>Please clarify what is required here. It is not clear and also does not appear on the pricing sheet.</p>	Technical	<p>To provide support during infectious diseases incidents e.g. TB, biologic agents, such as bacteria, fungi, viruses etc.</p> <p>Assist with the COVID claims process where possible.</p> <p>Assist with health and safety communication, information and awareness material in digital/ electronic format.</p> <p>Assist with injury on duty cases i.e. return to work and rehabilitation where required (linked to the EAP program)</p>
30	Is there a requirement for an Online tool/ App?	Technical	Yes. An app that can promote healthy lifestyles, measure steps, allocate challenges between teams, measure sleep and stress levels etc.
31	<p>The tender requests for the bidder to provide at least five (5) reference letters for the past three (3) years (2021-2024) from clients with more than 3000 employees. References from AGSA will not be accepted. Kindly confirm if AGSA is willing to accept letters from employer groups that have a 1000 employees?</p>	Commercial	The conditions applicable to reference letters are contained in Section 2, par. 5.2.2, Bidder's Track Record. The AGSA shall evaluate evidence submitted by bidders according to these conditions i.e. letters to be within the 3 year time period (2021-2024) and services provided to clients with more than 3000 employees. Evidence to be submitted shall be at the bidder's discretion.
32	<p>3.1.5. Onsite clinic for psychosocial (counselling and financial wellness) nationally:</p> <p>32.1) Please provide the location address of each office, as well as the staff count per office (this will also assist with pricing for wellness days).</p> <p>32.2) Please confirm how many hours the onsite counsellors will need to be onsite, per day.</p> <p>32.3) Please advise when the "off-peak" periods will be (dates per year)</p>	Technical	Please refer to responses provided for Question 1.1 and 1.4.
33	<p>3.1.8. Emotional Impact sessions:</p> <p>Please confirm how many of these sessions should be included, per year?</p>	Technical	The expectation is for the bidder to propose the number of sessions as included in the EAP capitated rate. If that allocation is exhausted then it can be billed on a fee for service if required

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34	<p>3.1.10. Working Wellness: 34.1) Please provide a comprehensive scope of what is required under this section</p> <p>34.2) How many sessions/hours will be required per year?</p>	Technical	<p>The comprehensive scope of EAP is contained in the RFP and it is our understanding that this question relates to counselling sessions.</p> <p>For counselling sessions, the focus is on a Solution based outcomes model with 6 - 8 sessions (face to face sessions, per employee, per problem, based on the need)</p>
35	<p>3.1.11. Knowledge sharing sessions: How many sessions will be required per year?</p>	Technical	<p>These sessions are normally conducted based on need. An estimate of 30 sessions per year can be used as a baseline. Sessions can be conducted organisation wide or as per an individual Business Unit needs.</p>
36	<p>3.6 Service 6: Proactive engagement with registered clinical/counselling psychologist or social worker 36.1) Is pricing required per hour or 4 hours?</p> <p>36.2) And please confirm whether you require pricing for 19 200 sessions per annum?</p>	Technical	<p>This service offering has been erroneously included as a stand-alone category whereas the expectation is for these services to be included in Service 1: Employee Assistance Programme (EAP). The RFP shall not be amended as this Service 6 must be read in conjunction with Service 1.</p> <p>Appendix I - Cost Proposal Input Sheet has been amended where the stand-alone line item for Service 6 has been removed and Service 1 includes the requirements for Service 6. The requirement to provide costing on a capitated rate remains. Bidders must use the amended cost proposal input sheet.</p>