

TENDER BRIEFING / CLARIFICATION SESSION**MINUTES**CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

CORC: Human Resources: EAP & Wellness

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TENDER NO: 359S/2021/22**THE PROVISION OF AUGMENTARY EMPLOYEE ASSISTANCE PROGRAMME (EAP) SERVICES FOR EMPLOYEES OF THE CITY OF CAPE TOWN.****MEETING CALLED BY: SCM on behalf of Human Resources: EAP & Wellness****SESSION DATE:** Tuesday, 21 June 2022**SESSION TIME:** 09:00a.m – 10:00a.m**SESSION VENUE:** Via Skype for Business.**SESSION TYPE:** Non-compulsory briefing session**FACILITATOR(S)** Geoff Howard / Patrick Egan / Ngoetsana Mpalami

NAME AND SURNAME	REPRESENTING
Ngoetsana Mpalami	SCM
Patrick Egan	Human Resource
Geoff Howard	Communications
Thandile Ngcikwe	SCM

a) Welcome, Tender Document

- **TENDER closes on the 06 July 2022.** Tenderers to submit their bids at 12 Hertzog Boulevard, 2nd Floor (Concourse Level), Civic Centre, Cape Town not later than **10:00AM.** inside the tender box number 149
- For communication, tenderers are to E-MAIL – Patrick Egan and Sandy Boezak (Patrick.Egan@Capetown.gov.za or SandyClaudette.Boezak@capetown.gov.za) their questions pertaining to the tender to the email address provided on the tender document only, stating the tender number and the description.
- All question related to the tender must be submitted 7 days before close of tender
- Contract Period: 1 July 2023 to 30 June 2026
- The CCT intends to appoint the main bidder (the highest ranked tenderer) and a “standby tenderer” (the second highest ranked tenderer) for the allocation of each section. If insufficient responsive bids are received, the CCT reserves the right to appoint fewer tenderers, or not to appoint any tenderers at all.

2.2.1.1.3 Mandatory Requirements

- The bidder must ensure that all recouces proposed are registerd with a Statutory Professional Body (e.g. HPCSA, SACSSP etc.). Proof of registration must be attached to tender document on closing of tender or upon requested to submit during the evaluation process. Failure to submit proof of registration document may to the bidder being decalred non-responsive.

2.2.1.1.4 Functionality

- Only the tenderers who achieve the minimum score for functionality as stated below will be declared responsive.
- The minimum qualifying score for functionality is 105 points out of a maximum of 150 points. No tender will be regarded as an acceptable tender offer/responsive if it fails to achieve the minimum qualifying score for functionality.
- The description of the functionality criteria and the maximum possible score for each is shown in the table below. The score achieved for functionality will be the sum of the scores achieved, in the evaluation criteria:

Evaluation Criteria	Applicable values/points	Weight
Methodology	20	
Company Experience	40	
Staff: Call centre staff	30	
Staff: Clinical Staff/Affiliates	30	
Systemts and Capacity	30	
Total		150

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- Tenderers shall ensure that all relevant information has been submitted with the tender offer in the prescribed format to ensure optimal scoring of functionality points for each Evaluation Criteria. In this regard tenderers are required to complete Schedules 15.

Preference Point System

- A 80/20 preference point system will be used for evaluation where 80 is for price and 20 is for BBBEE certificate level (empowerment). A BBBEE certificate in the ICT sector must be submitted by the tenderer and it will be checked whether it is valid and issued by SANAS accredited verification agent.
- Tenderers will be ranked accordingly and the highest scoring bidder ranked first will be recommended to be the main service provider and the company ranked second will be recommended to be a standby service provider. The highest scoring bidder will be recommended to the City of Cape Town's BID ADJUDICATION COMMITTEE for award of the tender.
- Once the Bid Adjudication Committee have endorsed the recommended bidder for award, all bidders (Successful and unsuccessful) will be advised of the outcome and a 21-day appeal period will be observed for tenderers who wish to get a feedback on their bids before confirming the award to the successful bidder.

b) Specification

The City of Cape Town has long recognised the need to assist its employees with psychosocial, personal and domestic problems and has a history of levels of EAP engagement dating back to the early 1990s. The City of Cape Town currently operates EAP and Wellness services provided by a hybrid model using both an external service provider and internal services. The capacity of the internal operation is limited and is restrict to employee only engagement with an emphasis on macro level interventions, why the external provider provides a comprehensive service offering for most staff and their dependents.

The EAP service profile is as follows:

EAP Clinical Services and Top Problem area addressed

- GENERAL ANXIETY
- MENTAL HEALTH ISSUES
- RELATIONSHIP PROBLEMS
- TRAUMA
- WORKPLACE ISSUES
- DEPRESSION
- SUBSTANCE
- STRESS AT WORK
- FINANCIAL
- LEGAL
- HEALTH

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SCOPE OF SERVICES

- The City of Cape Town currently has approximately 29000 permanent employees reaching a peak capacity of 35 000 employees when including non-permanent employees (EPWP, Students, temp workers, etc). The organisation services a geographically broad municipal area with staff spread over the area at a large number of locations. Staff are composed of a variety of educational, socio –economic and linguistic backgrounds, representing the diversity of the local Western Cape community.


The staff are profiled as following:

	Organisational Population	Average Age	Highest Age Concentration
Female	56.4%	37.7	31 to 35
Male	43.6%	41.5	33 to 34 44 to 51


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Questions and Answers

	* Reference	Question	Response	Responding entity	Response Date
Q 1.	Tender Document Clause 13.3.1, last paragraph on page 90	<p>In terms of POPIA and confidentiality, we would just like to clarify if your employment contract caters for consent for the information that you want to be provided to you.</p> <p>If they opt out of consent should we then decline service?</p>	The provider needs to indicate to the client that information disclosure as specified will occur. The client has a right to indicate to the provider decline the information to the provider but this will not negatively impact to the services	Patrick Egan	21 June 2022
Q 2.		On average how many diffusing/debriefing sessions do you have per year	100 per annum or less	Patrick Egan	21 June 2022
Q 3.		With regard to Group Trauma Counselling, can you advise how many sessions were required in the past 12 months	Same as the above	Patrick Egan	21 June 2022
Q 4.		If 9% is your current internal utilisation, what is your current external utilisation?	The external utilisation is at 6 percent and internal is 3 percent or less.	Patrick Egan	21 June 2022

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Q 5.		Under the staff call centre , must we provide a detailed list or a list with the supporting documents ?	Detail list to be provide under schedule 15	Patrick Egan	21 June 2022
Q 6.	Tender Document	please can you explain what is required under schedule 15E, evidence of and capacity of client managment technology including interface with social media platforms. So we can understand better	In terms of schedule 15E, Brief statement indicating systems, capacity and nature of call centre and communication technology	Patrick Egan	21 June 2022
Q 7.		what happens in an instance that some of the services under the description is not mention as per the scope of works , can we ammend the pricing schedule ? Such as reporting ?	No out of scope service will be provided nor will it be paid for. all cost for reports ect need to be included in monthly cost	Patrick Egan	21 June 2022
Q 8.		Must the cost include the launch and marketing materials for the programme to be implemented?	All costs need to be included in monthly cost as the specifications	Patrick Egan	21 June 2022
Q 9.		How often would like to meet with the service provider?	Once a month.	Patrick Egan	21 June 2022
Q 10.		Do you have a dedicated line that would have to be taken over by a new provider?	No. the current service provider owns the line	Patrick Egan	21 June 2022

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Q 11.	Last paragraph of 13.3.1 on p. 90	Do we need to interface with your SAP system or are we able to just provide the raw data in a specified format for you to import into your SAP system?	Information can be supplied to SAP via Microsoft excel document.	Patrick Egan	21 June 2022
Q 12.	General	How many copies of the original do we need to submit?	1 Submission per tenderer	Geoff Howard	21 June 2022

MEETING ADJOURNED @ 10:00 p.m

I Geoff Howard, the chairperson of the Briefing Meeting, confirm the above minutes are correct and a true reflection of the discussions at meeting.

SIGNATURE OF THE CHAIRPERSON: _____ DATE: _____
 (in consultation with attendees of the briefing meeting)

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