

**16 October 2026**

**CLARIFICATION NO 1**

**APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF WELLNESS (EAP) SERVICES  
FOR A PERIOD OF 36 MONTHS. RFB NO: 025/2026/HR&OD/WELLNESS/RFB**

Herewith please find clarification No 1 which forms an integral part of the above-mentioned RFB.

**PLEASE ACKNOWLEDGE RECEIPT OF THIS CLARIFICATION AS FOLLOWS:**

1. Complete the section below and **without delay** email a copy of this page to TCTA, email address [tenders02@tcta.co.za](mailto:tenders02@tcta.co.za); for the attention of The Receiving Officer to confirm that you have received this clarification.

**Regards**

Signed by: TINA YVONNE MKHULISE MK  
Signed at: 2026-10-16 15:53:50 +02:00  
Reason: Witnessing TINA YVONNE MKHL



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**Tina Mkhulise**

**SCM Acquisition Manager: Corporate**

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I/We herewith acknowledge receipt of CLARIFICATION NO 1 for  
**RFB NO: 025/2026/HR&OD/WELLNESS/RFB**

SIGNATURE: ..... DATE: .....

ON BEHALF OF: .....

## QUESTION 1

Please provide clarity on the below

4.4.1.3 – Must the counsellor be a psychologist or can we also provide a social worker and registered counsellor?

## RESPONSE

No, section 4.4.1.3 indicates “Counselling will be provided by **a registered psychologist**.”

## QUESTION 2

Kindly advise if the quantity of 190 for annual reports is the correct number required?

| REPORTING                   |    |     |
|-----------------------------|----|-----|
| Monthly utilisation report. | 36 | 12  |
| Annual utilisation report.  | 3  | 190 |

## RESPONSE

The quantity for the annual report was stated as 190 and **is hereby corrected to 1**. The pricing template is amended accordingly, and bidders must ensure that they complete the amended pricing template. Labelled: **ANNEXURE C: WELLNESS AMENDED PRICING TEMPLATE AS AT 16 OCTOBER 2026**. Failure to submit the pricing on the amended pricing template will lead to your pricing not being considered.

## QUESTION 3

We are preparing our multidisciplinary consortium submission for RFB 025/2026 and would appreciate guidance on the questions below, where these are not already addressed in the tender documents or published clarifications.

Angel's Impilo Mediation & Community Health NPC brings together social-work, mediation, wellness and software-development expertise. We would like to ensure that our proposed services and pricing respond accurately to TCTA's requirements.

## Service population and delivery

### Question 3.1

Could you confirm the number of eligible employees and dependants, their geographical distribution, and whether contractors or other categories of personnel are included?

### **Response**

The number of eligible employees is approximately 230 as per section 3.2 of the RFB. Dependents will be communicated as and when required to the appointed service provider. Building site contractors are not included in the scope of work.

Approximately 84% of employees are situated in Gauteng. The remaining employees are represented at 1–5% in each province. Fewer than 10 employees are situated in Lesotho; they will be accommodated with online counselling. Refer to Addendum No. 2.

### **Question 3.2**

Is historical utilisation information available to help bidders estimate counselling demand, referrals, critical incidents and on-site services?

### **Response**

Historic utilisation averages 6 counselling sessions per month inclusive of referrals, critical incidents and on-site services. Refer to Addendum no. 2. Bidders must ensure that they complete the amended pricing template.

This estimate is based on the 70 projected counselling session per annum divided by 12 months.

As per section 4.4.1.2. “If in-person counselling is not possible, online sessions must be provided.”

### **Question 3.3**

Are there prescribed counselling-session limits, consultation allowances or minimum numbers of wellness events and training sessions?

### **Response**

Section 4.4.1.2 reflects counselling-session limits. “Up to six (6) in-person confidential counselling sessions per employee and their immediate family members, close to work or home per year per matter.”

Refer to Annexure C, the pricing schedule, for the projected annual volumes for consultation allowances, numbers of wellness events and training sessions. Bidders must ensure that they complete amended pricing template.

#### **Question 3.4**

What response times are expected for routine requests, urgent support and on-site critical-incident intervention?

#### **Response**

Refer to section 4.4.1.1 for response times. “A 24-hour, 7-day-a-week toll-free support line providing confidential counselling to employees and their immediate family with SMS, WhatsApp, email and “Please Call Me” facilities to enable employees to initiate contact through multiple channels.”

#### **Question 3.5**

Are particular languages, accessibility arrangements or support for employees with limited mobile-data access required?

#### **Response**

For language, refer to section 4.4.1.3 “Counselling will be provided by a registered psychologist in English as the business language of TCTA. Where multilingual counsellors are available, this would be preferable.”

For accessibility arrangements, refer to section 4.4.1.1 “A 24-hour, 7-day-a-week toll-free support line providing confidential counselling to employees and their immediate family with SMS, WhatsApp, email and “Please Call Me” facilities to enable employees to initiate contact through multiple channels.”

#### **Question 3.6**

Would TCTA provide suitable private facilities for on-site consultations and training, or should bidders include venue costs?

#### **Response**

TCTA will provide their offices or alternative venues for on-site consultations and training. Refer to Addendum no. 2.

## **QUESTION 4**

### **Digital access, case tracking and future updates**

Established providers such as Lyra, Kaelo/AskNelson and Life Health Solutions publicly describe digital access to EAP services, including chat, support requests and wellness resources. Our developer, Berthal Schippers, is assisting us in developing a platform with particular attention to case coordination and referral follow-through.

#### **Question 4.1**

May we propose a mobile-accessible platform alongside the required telephone service, giving employees a choice of live assistance, digital support requests and appointment requests?

#### **Response**

Multiple channels to initiate contact are allowed for, in terms of section 4.4.1.1.

#### **Question 4.2**

Would TCTA welcome functionality that assigns responsibility for follow-up, tracks referral progress and flags outstanding actions to the responsible practitioner?

#### **Response**

Yes, this is part of reporting, refer to section 4.13 for reporting.

#### **Question 4.3**

Would aggregated reporting on response times, referral completion, access to assistance and employee feedback be useful to TCTA?

#### **Response**

Yes, this is part of reporting, refer to section 4.13 for reporting.

#### **Question 4.4**

May we include a brief demonstration or technical overview of the proposed app and its updated functionality?

**Response**

Bidders must comply with the submission requirements outlined in the bid document.

**Question 4.5**

Would TCTA consider a phased implementation plan and subsequent app updates during the contract, subject to agreed approval and change-control arrangements?

**Response**

Bidders must comply with the submission requirements outlined in the bid document.

**Question 4.6**

Are there specific requirements for hosting, security, data retention, integration with existing systems, intellectual property and the transfer or deletion of information at contract closure?

**Response**

Refer to Section 9.6 DISCLAIMER – PROTECTION OF PERSONAL INFORMATION ACT.

**QUESTION 5**

**Prevention and additional support**

**Question 5.1**

Would structured workplace bullying prevention programmes be welcomed, including employee awareness, manager training, respectful communication, reporting guidance and support aligned with TCTA's existing procedures?

**Response**

Refer to section 4.7.3. of the RFB.

**Question 5.2**

Should family-law guidance, appropriate mediation and referrals to qualified legal practitioners be included in the core service or priced separately?

**Response**

Refer to section 4.10.1 for legal advisory services. Bidders are to price as per Annexure C, the pricing schedule in the RFB. Bidders must ensure that they complete amended pricing template.

**Question 5.3**

Would support relating to parenting, maintenance, separation, domestic violence and related family difficulties fall within the intended employee and dependant benefits?

**Response**

Refer to Section 4 of the RFB for the scope of work.

**Question 5.4**

May we propose optional ground-based equine-assisted wellness and team-development workshops, with participation voluntary and venue arrangements confirmed before delivery?

**Response**

Refer to Section 4 of the RFB for the scope of work.

**Question 5.5**

Could these workshops be quoted per group or event, with facilitation, venue, transport and accommodation costs shown separately?

**Response**

Bidders are to price as per Annexure C, the pricing schedule in the RFB. Bidders must ensure that they complete amended pricing template.

**Question 5.6**

May bidders suggest additional prevention topics based on anonymised service trends and needs identified during implementation?

**Response**

Bidders must adhere to the scope of work as per section 4 of the RFB.

**QUESTION 6**

**Pricing and commercial arrangements**

**Question 6.1**

Is there a disclosed budget ceiling, maximum acceptable price, minimum pricing threshold or indicative budget range for this procurement?

**Response**

No

**Question 6.2**

Are there prescribed minimum service levels or quantities that must be covered by the quoted price?

**Response**

The pricing schedule, Annexure C, shares the Projected Total Units for Contract Period (3 years) and the Projected Yearly Utilisation numbers. Bidders must ensure that they complete amended pricing template.

**Question 6.3**

Should pricing be calculated per employee, per employee and dependant, as a fixed monthly fee, per service, or through another prescribed model?

**Response**

Bidders are to price as per Annexure C, the pricing schedule in the RFB. Bidders must ensure that they complete amended pricing template.

#### **Question 6.4**

How should separately priced optional enhancements be presented without affecting the mandatory pricing schedule?

#### **Response**

Bidders are to price as per Annexure C, the pricing schedule in the RFB. Bidders must ensure that they complete amended pricing template.

#### **Question 6.5**

May digital development, implementation, hosting, maintenance, technical support and approved upgrades be itemised over the three-year term?

#### **Response**

Bidders are to price as per Annexure C, the pricing schedule in the RFB. Bidders must ensure that they complete amended pricing template.

#### **Question 6.6**

Should travel, accommodation, after-hours services and critical-incident mobilisation be included in the base price or shown as separate rates?

#### **Response**

Bidders are required to provide a total fixed price over the contract period as per the Annexure C.

#### **Question 6.7**

Should annual escalation be included, and is a particular rate or method prescribed?

#### **Response**

The pricing template, Annexure C makes provision for annual escalation. Therefore bidders must include their annual escalation in their bid price. Bidders must ensure that they complete amended pricing template.

**Question 6.8**

How should VAT be reflected where consortium members have different VAT-registration statuses?

**Response**

VAT must be charged by VAT registered entities.

**Question 6.9**

What invoicing, payment and service-verification arrangements should bidders allow for?

**Response**

Refer to section 10.11 for the payment process and Annexure C, the pricing schedule. Bidders must ensure that they complete amended pricing template.

**QUESTION 7****Consortium readiness and evaluation****Question 7.1**

Which registrations, professional credentials, insurance and experience requirements must be held by the lead bidder, and which may be demonstrated through consortium members or subcontractors?

**Response**

Refer to sections 9.9 and 9.13 of the RFB.

**Question 7.2**

Is EAPA-SA membership required, and may relevant evidence be provided by individual consortium partners?

**Response**

Refer to section 4.2 Company experience requirements.

**Question 7.3**

Which signed consortium agreements, authorities, practitioner commitments and supplier-support documents must accompany the bid?

**Response**

A consortium or Joint Venture (JV) Agreement must accompany the bid if the bidding entity is a consortium / JV. Bidders must refer to all the requirements of the RFB and refer to Section 9.13 of the RFB.

**Question 7.4**

Would conditional venue or supplier-support letters be acceptable at submission, with final agreements concluded before implementation?

**Response**

Bidders must bid in accordance with the scope of work and pay attention to the requirements of the RFB.

**Question 7.5**

Will optional innovations be considered during evaluation, and are alternative proposals permitted alongside a fully compliant core offer?

**Response**

No.

**Question 7.6**

What mobilisation period, reporting frequency and performance measures should the successful bidder plan for?

**Response**

Refer to all the requirements of the RFB.

**Question 7.7**

Could you confirm the final clarification deadline and where consolidated responses or addenda will be published?

## **Response**

Clarifications deadline: 12 October 2026 @10h00. All responses to clarifications and addenda will be published on the e-tender portal and TCTA website.

## **Question 8**

The RFB cover refers to access as Annexure H and receiving as Annexure I, while the actual forms are headed Annexure I (Request for Access) and Annexure J (Bid Receiving Form). Please confirm these titled forms are correct.

## **Response**

Annexure I is the request for access and Annexure J the receiving form. Refer to Addendum no. 2.

## **Question 9**

Please also confirm the latest access-request time on 16 October; identification and security requirements; whether the PIN permits early delivery on 16 October; and the first-floor receiving/bid-box procedure at Building 9, Byls Bridge Office Park, Olievenhoutbosch Road, Centurion, 0157.

## **Response**

Bidders must request access 3 days before the closing of the bid. Bidders must submit their bids during office hours between 08:00 – 16:30. All bids must be submitted to TCTA before the closing date and time. Bidders must produce their ID or driving license for gate access. TCTA will not accept any late bids for any reason. Bidders to refer to section 2 of the RFB for Bid Submission.

## **Question 10**

We understand clause 2.2.3 requires one paper original and an identical PDF on an unencrypted USB, with the bid number and description on the outer package and the receiving form attached externally. Please advise of additional packaging requirements or published addenda.

This submission-logistics request is separate from our service-scope clarification email of 11 October. It does not represent submission of our tender.

## Response

Noted.