

**TCC/2025/03/0001/90783/RFP
FIRST ADDENDUM TO THE RFP DOCUMENT**

FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE AN EMPLOYEE ASSISTANCE PROGRAMME (EAP) FOR A PERIOD OF THREE (3) YEARS

Amendment to the CLOSING DATE & RFP DOCUMENT

1. Amendment to the RFP closing Date:

Bidders are to note that the closing date has been moved from **25 April 2025** to

- **05 May 2025 at 16:00 PM**

2. Amendment to the RFP document:

Bidders are to notice the following amendments to the document.

- Technical Criteria points
- Error with the numbering of the sections on the essential returnable documents.

Technical Evaluation Criteria	Reference	Maximum Points
Bidder`s Experience in employee wellness programmes Bidders must provide signed client reference letters on official client letterhead, demonstrating their experience in running employee wellness programme over the past 5 years. Each reference letter should include the client's name, contact numbers, email address, a description of the work done, and the duration of the contract. The bidder must have done work in a large entity with employees from 10 000 or more employees. The bidder needs to submit 1 to 5 reference letters. - No experience with large entity employee wellness programme submitted [0] - 1-2 years' experience in a large entity conducting employee wellness programme [5] - 3-4 years' experience in a large entity conducting employee wellness programme [10] - 5 or more years' experience in a large entity conducting employee wellness programme [15]	Annexure I	15



Technical Evaluation Criteria	Reference	Maximum Points
Key Personnel Previous Experience Bidder to provide a CV as per the CV template showing capacity experience of the key resources. Highlighting the experience in employee wellness programme:. Bidder to provide an organogram of the supporting team which will be handling the Transnet account showing the capacity and experience of each team member. Bidders to submit CVs with relevant. Qualifications & Experience Key Account Manager [5] - No experience submitted [0] - (1) -(5) years of employee wellness programme experience with relevant NQF 7 qualifications [2] - (6) -(8) years of employee wellness programme experience with relevant NQF 7 qualifications [3] - 9 or more years of employee wellness programme experience with relevant NQF 7 qualifications [5] Case Manager [5] - No experience submitted [0] - (1) -(5) years of employee wellness programme experience with relevant NQF 7 qualifications [2] - (6) -(8) years of employee wellness programme experience with relevant NQF 7 qualifications [3] - 9 or more years of employee wellness programme experience with relevant NQF 7 qualifications [5] Specialist Business Intelligence or Data Analyst [5] - Less than 1 year experience submitted [0] - (1) -(5) years of employee wellness programme experience with relevant NQF 7 qualifications [2] - (6) -(8) years of employee wellness programme experience with relevant NQF 7 qualifications [3] - 9 or more years of employee wellness programme experience with relevant NQF 7 qualifications [5] Organisational Health Specialists [5] - No experience submitted [0] - (1) -(5) years of employee wellness programme experience with relevant NQF 6 qualifications [2] - (6) -(8) years of employee wellness programme experience with relevant NQF 7 qualifications [3] - 9 or more years of employee wellness programme experience with relevant NQF 7 qualifications [5] Financial Advisor Specialist [5] - No experience submitted [0]	Annexure J	40

Technical Evaluation Criteria	Reference	Maximum Points
- (1) -(5) years of employee wellness programme experience with relevant NQF 7 qualifications [2] - (6) -(8) years of employee wellness programme experience with relevant NQF 7 qualifications [3] - 9 or more years of employee wellness programme experience with relevant NQF 7 qualifications [5] Legal Advisor Specialist [5] - No experience submitted [0] - (1) -(5) years of employee wellness programme experience with relevant NQF 7 qualifications [2] - (6) -(8) years of employee wellness programme experience with relevant NQF 7 qualifications [3] - 9 or more years of employee wellness programme experience with relevant NQF 7 qualifications [5] Call Centre Professionals [5] Bidder to provide an organogram of the call centre team showing the capacity and experience of each team member: - No experience submitted [0] - (1) -(5) years of employee wellness programme experience with relevant NQF 7 qualifications [2] - (6) -(8) years of employee wellness programme experience with relevant NQF 7 qualifications [3] - 9 or more years of employee wellness programme experience with relevant NQF 7 qualifications [5]		
Bidder`s Client Reference in debt management, rehabilitation, review, consolidation, mediation & consultation)</b>  <b>Bidder`s Experience in Debt management, rehabilitation, review, consolidation, mediation & consultation Bidders must provide signed client reference letters on official client letterhead, demonstrating their experience in running debt management, rehabilitation, review, consolidation, mediation & Consultation over the past 5 years. Each reference letter should include the client's name, contact numbers, email address, a description of the work done, and the duration of the contract. The bidder needs to submit 1 to 5 reference letters. - No experience with Debt Management etc. submitted [0] - 1-2 years' experience in conducting Debt Management etc. [5] - 3-4 years' experience in conducting Debt Management etc. [7] - 5 or more years' experience in conducting Debt Management etc. [10]	Annexure K	10
The Approach/ Methodology Bidders must provide a detailed methodology and approach on how the required.	Annexure L	35



Technical Evaluation Criteria	Reference	Maximum Points
services will be provided. The methodology and approach must be aligned to the scope of work (SOW) and requirements detailing the following: Counselling Services (5) Methodology and approach are presented at a high level, with little to no details supplied for the related output of the scope of work [2] Submission of the methodology and approach, along with succinct justifications for the related output of the scope of work [3] Submission of the methodology and approach, along with specific information for the necessary output on the scope of work [5] Health, Wellness & Risk Management (5) Methodology and approach are presented at a high level, with little to no details supplied for the related output of the scope of work [2] Submission of the methodology and approach, along with succinct justifications for the related output of the scope of work [3] Submission of the methodology and approach, along with specific information for the necessary output on the scope of work [5] Organisational Health Services (5) Methodology and approach are presented at a high level, with little to no details supplied for the related output of the scope of work [2] Submission of the methodology and approach, along with succinct justifications for the related output of the scope of work [3] Submission of the methodology and approach, along with specific information for the necessary output on the scope of work [5] Awareness, Education & Training (5) Methodology and approach are presented at a high level, with little to no details supplied for the related output of the scope of work [2] Submission of the methodology and approach, along with succinct justifications for the related output of the scope of work [3] Submission of the methodology and approach, along with specific information for the necessary output on the scope of work [5] Lifestyle Management (5) Methodology and approach are presented at a high level, with little to no details supplied for the related output of the scope of work [2] Submission of the methodology and approach, along with succinct justifications for the related output of the scope of work [3] Submission of the methodology and approach, along with specific information for the necessary output on the scope of work [5] Executive Wellness (5) Methodology and approach are presented at a high level, with little to no details supplied for the related output of the scope of work [2] Submission of the methodology and approach, along with succinct justifications for the related output of the scope of work [3] Submission of the methodology and approach, along with specific information for the necessary output on the scope of work [5]		



Technical Evaluation Criteria	Reference	Maximum Points
Implementation of Advanced Financial management, detailing on how to do debt management, debt review, debt consolidation and debt rehabilitation process (5) Methodology and approach are presented at a high level, with little to no details supplied for the related output of the scope of work [2] Submission of the methodology and approach, along with succinct justifications for the related output of the scope of work [3] Submission of the methodology and approach, along with specific information for the necessary output on the scope of work [5]		
Total Weighting:		100
Minimum qualifying score required:		80

ESSENTIAL RETURNABLE DOCUMENTS & SCHEDULES	SUBMITTED [Yes or no]
ANNEXURE A MASTER AGREEMENT	
ANNEXURE B TRANSNET'S GENERAL BID CONDITIONS	
ANNEXURE C TRANSNET'S SUPPLIER INTEGRITY PACT	
ANNEXURE D NON-DISCLOSURE AGREEMENT	
ANNEXURE E: TAX COMPLIANCE STATUS AND PIN	
ANNEXURE F: Bidder to attach valid proof of evidence to claim points for compliance with Specific Goals' requirements as stipulated in Section 9 of this RFP (Valid B-BBEE certificate or Sworn-Affidavit as per DTIC guidelines)	
ANNEXURE G: In the case of Joint Ventures, a copy of the Joint Venture Agreement or written confirmation of the intention to enter into a Joint Venture Agreement	
SECTION 1: SBD1 Form	
SECTION 5: Proposal Form and List of Returnable documents	
SECTION 7: RFP Declaration and Breach of Law Form	
SECTION 9: B-BBEE Preference Claim Form	
SECTION 10: Protection of Personal Information	
SECTION 11: Protection of Personal Information (Operator)	

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