

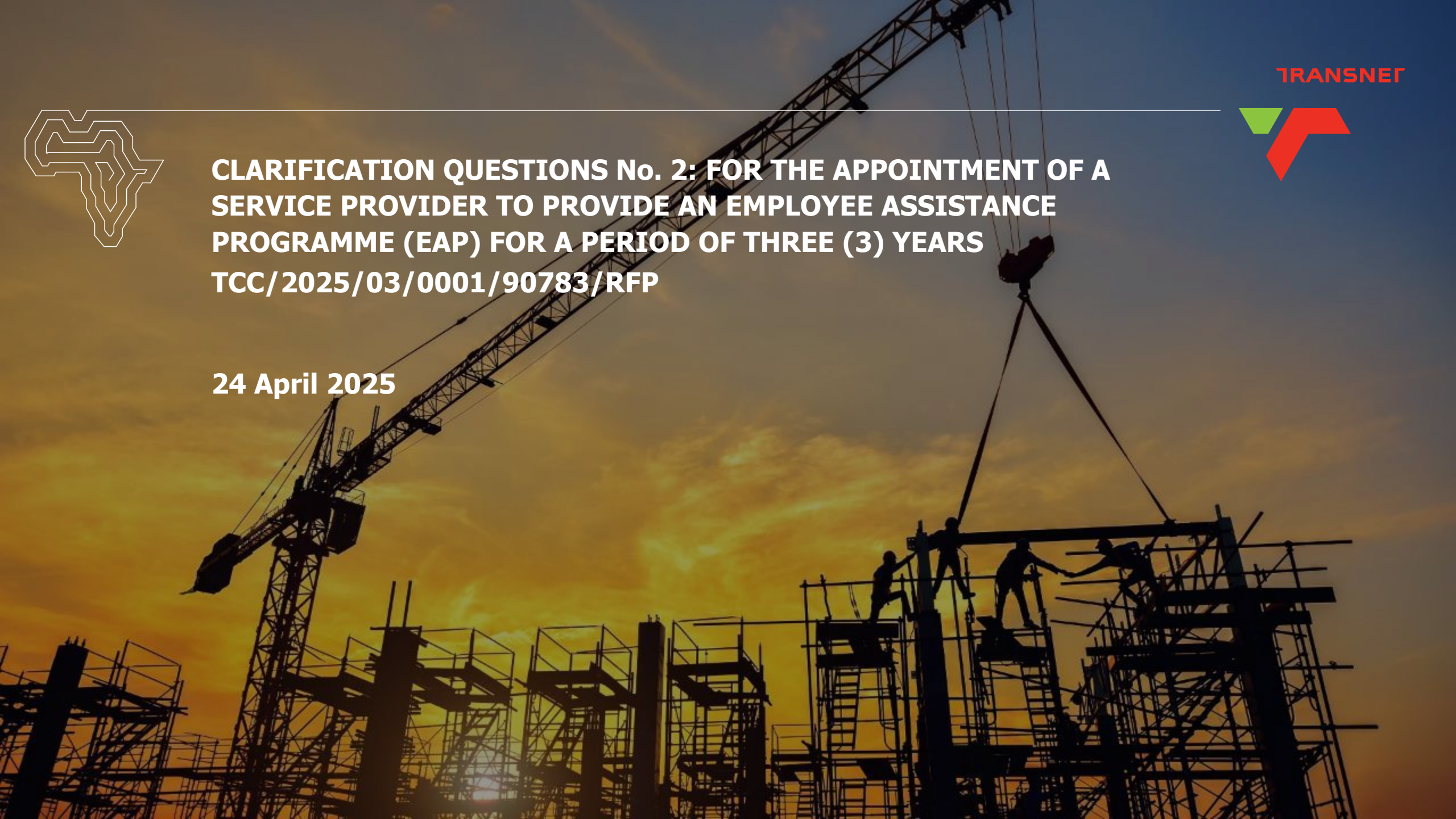


TRANSNET



**CLARIFICATION QUESTIONS No. 2: FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE AN EMPLOYEE ASSISTANCE PROGRAMME (EAP) FOR A PERIOD OF THREE (3) YEARS
TCC/2025/03/0001/90783/RFP**

24 April 2025





Question	Clarification's
Kindly clarify if you have approximate number of poster per set. That is to determine if to be priced per poster or per set?	<i>Transnet requires the following Posters – 04 (Four) sets per annum. The set will have 3 posters: the A3, A4, and A5</i>
Digital posters - , please clarify if each pack has one design	<i>Transnet requires Posters – 04 (Four) sets per annum with different designs and content</i>
Annexure J- Can we submit the CVs as Annexures in the format provided?	<i>Transnet has requested that the CVs are submitted in the format in annexure J, please also see the footnote on annexure J explaining in detail.</i>
RFP page 58 of 66 – is there strict adherence for the bidder to sub-contract to EME or QSE 51% owned?	<i>Transnet is sharing a guideline for any bidder who intend to subcontract or form a consortium, joint venture as to how the specific goals (B-BBEE) will work or can be claimed</i>



Question	Clarification's
<p>Question 1.3 of Tender, Targeted interventions, supported by business intelligence, using the following performance metrics. These are not given as high-level assumptions. Are bidders required to make their own assumptions, or can any high-level information be provided on below: to help Transnet compare the various bidders' submissions:</p> <ul style="list-style-type: none"> i. Utilisation rate ii. Engagement rates iii. Unplanned absenteeism rate iv. Sick absenteeism rate v. Return on investment. 	<p><i>For the purpose of this submission, bidders can use assumptions, which you will calculate e.g, assumptions such as the Utilisation rate, for example, the number of employees that contacted the EAP (E). This value is comprised of the number of employees who used the EAP through face-to-face (E1), telephone (E2), and virtual counselling (E3) sessions</i></p> <p><i>EAP</i></p> <p><i>And Engagement rate represents the total number of individual interventions provided to eligible members through various service options, which include the EAP utilisation rate as well</i></p> <p><i>The successful bidder should be able to provide a correlation between the EAP engagement and its impact on absenteeism rates (sick and unplanned) and provide insights on how to effectively manage absenteeism, promote productive attendance management within Transnet. and also show us the return on investment.</i></p> <p><i>Sick absenteeism rate- includes sick absences such as Sick leave, injury on duty, and hospitalization</i></p> <p><i>Unplanned absenteeism rate -Unscheduled absences due to unforeseen reasons (e.g., sudden illness, personal emergencies) it including everything under the sick absence rate and other absences such as suspensions. AWOL</i></p> <p><i>Please show us how you will present the value of the EAP service : ROI</i></p>

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Thank you

