

## MINUTES

- Date** : **30 March 2026**
- Time:** **12:00PM**
- Venue** : **Microsoft Teams**
- Presenters:** **Alicia Sekoati**
- Agenda** : **Welcome and Introductions**  
**Key Dates & Instructions**  
**Background and Scope of Works**  
**Tender Evaluation Criteria**  
**Price and Preference**  
**Questions**

Alicia Sekoati welcomed and thanked everyone for attending the non-compulsory virtual briefing session for tender COR8061/2025- REQUEST FOR BIDS FOR THE PROVISION OF EMPLOYEE WELLNESS SERVICES FOR A PERIOD OF FIVE (5) YEARS AT AIRPORTS COMPANY SOUTH AFRICA.

The objective of the meeting is to share with the bidders the scope requirements as stated in the tender document and indicate how the bid proposals are going to be evaluated. Alicia highlighted the key dates of the document and the instructions for submissions. All tender updates will be shared on the E-tenders portal, and it is the responsibility of the bidder to keep checking for updates until the tender is closed.

The technical expert took the bidders through the background and scope of work of the tender highlighting key information around the scope of work.

Alicia carried on with the remainder of the presentation and took the bidders through the evaluation criteria. She requested that those in attendance assist their respective colleagues in compiling the tender document to ensure that they stick to the exact requirement of the evaluation criteria. Bidders are reminded to label their responses clearly and logically.

Failure to meet the minimum threshold of **64 points out of 100** will result in disqualification.

Alicia then moved on to the Price and Preference stage of the tender. She stressed the importance of using *only* the pricing schedule provided and no other format as this could lead to the disqualification of the bidder.

Please find list of questions and answers from the session:

QUESTION	ANSWER				
How should we interpret the Pricing Schedule	<b>ITEM</b>	<b>QTY</b>	<b>UNIT</b>	<b>RATE PER UNIT (Excl. VAT)</b>	<b>YEAR 1 TOTAL RATE PER UNIT (Excl. VAT)</b> <b>[quantity * rate per unit]</b>
	Group counselling (for ad hoc critical incidents)	1	per hour	Rate per person per hour	This is the rate that will be charged per person per hour in year 1 of the contract
	Group training and information sessions	1	per hour	Rate per group training and information session per hour	This is the rate that will be charged per group training and information session per hour in year 1 of the contract
	Offsite face-to-face counselling	1	per hour	Rate per person per hour	This is the rate that will be charged per person per hour in year 1 of the contract
	Onsite face-to-face counselling	1	per hour	Rate per person per hour	This is the rate that will be charged per person per hour in year 1 of the contract
	Call Centre 24/7/365	1	per month	Rate per month for all call centre activities	This is the rate that will be charged per month for the call centre activities in year 1 of the contract

	<p>Client Relations Managers (CRMs)</p>	<p>3</p>	<p>per month</p>	<p>Rate per month per CRM</p>	<p>This is the total rate that will be charged per month for all 3 CRMs in year 1 of the contract</p>
	<p>Provision &amp; maintenance of Executive medical and wellness digital application to be used by 140 employees at any point in time</p>	<p>1</p>	<p>per month</p>	<p>Rate per month for the Provision &amp; maintenance of the Executive medical and wellness digital application</p>	<p>This is the rate that will be charged per month for the Provision &amp; maintenance of the Executive medical and wellness digital application in year 1 of the contract</p>
	<p>Onsite therapists (this cost is only for being onsite and should exclude the costs of the actual service provided. - for Corp ORTIA, CTIA, KSIA</p>	<p>4</p>	<p>Twice a month</p>	<p>Rate per month per therapist who will come twice a month</p>	<p>This is the total rate per month for all 4 therapists who will each come twice a month in year 1 of the contract</p>
	<p>Onsite therapists (this cost is only for being onsite and should exclude the costs of the actual service provided)- for CDSIA, KPA, GA,</p>	<p>6</p>	<p>once a month</p>	<p>Rate per month per therapist</p>	<p>This is the total rate per month for all 6 therapists in year 1 of the contract</p>

	BRIA, KA, UPA				
	Executive Medicals	140	per year	<b>Please see Addendum 01</b>	
<p>How exactly would you want the wellness campaigns to be priced?</p> <p>The scope includes wellness day management, monthly communication, wellness gifts, et cetera, and sports wellness event coordination. But the pricing note says, to exclude wellness campaigns from the pricing schedule. I wanted to find out if these are expected to be billed only as a third-party pass-through cost-plus markup, or whether some campaign management element is expected to be absorbed into the fixed monthly fees.</p>	<p>The Wellness Day management/coordination and monthly communication are the responsibility of the CRMs. However, the cost of running the campaigns, the wellness gifts and incentives should be billed only as a third-party pass-through cost-plus markup.</p>				
<p>Regarding the counselling:</p> <p>The pricing schedule uses a per hour rate for on-site and off-site face-to-face counselling, however the scope talks about a maximum of 6 sessions per case. Kindly clarify the expected standard session duration for pricing and reporting purposes.</p>	<p><u>For Corporate Office, OR Tambo, Cape Town and King Shaka International Airports:</u></p> <ul style="list-style-type: none"> <li>- 4 therapists are required</li> <li>- All 4 are required on site twice a month for a minimum of 4 hours each</li> <li>- Each session per employee and/or dependants should be 1 hour long</li> <li>- Each employee and/or dependants are limited to 6 sessions</li> </ul> <p><u>For Chief Dawid Stuurman, King Phalo, George, Bram Fischer, Kimberley and Upington Airports:</u></p> <ul style="list-style-type: none"> <li>- 6 therapists are required</li> <li>- All 6 are required on site once a month for a minimum of 4 hours</li> <li>- Each session per employee and/or dependants should be 1 hour long</li> <li>- Each employee and/or dependants are limited to 6 sessions</li> </ul>				
<p>The scope of work requires 10 x onsite psychosocial therapists (social worker and or psychologist) who have the following each:</p> <ul style="list-style-type: none"> <li>- Valid HPCSA certificate</li> <li>- Proof of registration with the South African Council for Social Services Professional (SACSSP)</li> <li>- Minimum NQF 7 in Psychology or Social Work</li> </ul> <p>Psychologists and Social workers are regulated by two different bodies and would therefore not have the same certifications. The Psychologists are HPCSA certified, while the Social Workers are SACSSP certified.</p>	<p>Please see Addendum 01</p>				
<p>Regarding the digital platform requirement:</p>	<p>The digital platform is for the 140 executives only and your proposal should focus on this. You may propose a platform for the full employee</p>				

<p>The Functionality scoring requires the availability of a Wellness Digital platform, while the Pricing includes a line for provision and maintenance of an executive medical and wellness digital application to be used by 140 employees at any point in time. I wanted to find out, are there two separate platforms required, 1 for the full employee population and another for the executives?</p>	<p>population as an addition, however you should not price for it as it is not a requirement for the current scope.</p>						
<p>How do you define a third-party service? Does this include all external services e.g. Printing, translation services and all others required 3<sup>rd</sup> party assistance.</p>	<p>Third party services in this tender are only applicable to the campaigns and offsite executive wellness services. They do not include the costs of the daily execution of your contract.</p>						
<p>Regarding travel costs:  Who is responsible for travelling costs beyond campaigns. Will ACSA cover the transportation costs of the therapists to site?</p>	<p>ACSA will only cover the travel costs for our employees to the executive medicals as well as the costs for CRMs outside their base of operation (i.e. the airport they have been allocated) at ACSAs request.  But otherwise, all other operational costs need to be considered and be absorbed by the service provider.</p>						
<p>Regarding the reference letters:  The technical criteria says that ongoing projects are not permitted. I would like to ask whether a bidder may rely on a completed scope or work stream or completed contract period under a broader continuing client relationship. I.e. would we be considered if we have been working for a client for 10 years, and we are still providing them a service.</p>	<p>No, we will not consider any ongoing projects regardless of how long you've had a relationship with the client. Only completed projects/contracts will be considered.  <b>***Clarity:</b> By project we mean contract. We are interested in knowing that you completed the scope of your contract successfully during the contractual period and were awarded a Reference letter thereafter.</p>						
<p>What costs should be included in the cost item "Executive Medicals" in the pricing schedule</p>	<p>Please see Addendum 01</p>						
<p>Regarding the pricing schedule:  Should the bidders submit on a monthly basis the activity invoicing, i.e. the number of off-site face-to-face counselling sessions, the number of group counselling sessions, on a monthly basis at the quoted rate. In addition, the Call Centre and the CRM and the executive digital application that would be paid for on a monthly basis.</p>	<p>Yes, you will provide a cost breakdown on your invoice demonstrating the activity and rates applied on the total invoice amount per month.</p>						
<p>In a situation where a reference letter is applicable to more than 1 of the 3 company experience requirements. Should the bidders submit the same reference letter more than once?</p>	<p>Yes, please include a copy of the reference letter under each applicable company experience requirement for the convenience of the evaluation committee.  Bidders are required to label their responses clearly.</p>						
<p>What is the difference between the below cost items in the price:</p> <table border="1" data-bbox="134 1724 725 1881"> <thead> <tr> <th>ITEM</th> <th>QUANTITY</th> <th>UNIT</th> </tr> </thead> <tbody> <tr> <td>Onsite face-to-face counselling</td> <td>1</td> <td>per hour</td> </tr> </tbody> </table>	ITEM	QUANTITY	UNIT	Onsite face-to-face counselling	1	per hour	<ul style="list-style-type: none"> <li>- The hourly rate is for actual counselling services when a therapist has a session.</li> <li>- The Onsite therapist's rate should only include the cost for the therapist being onsite regardless if they have a client or not.</li> </ul>
ITEM	QUANTITY	UNIT					
Onsite face-to-face counselling	1	per hour					

<p>Onsite therapists (this cost is only for being onsite and should exclude the costs of the actual service provided.- for Corp ORTIA, CTIA, KSIA</p>	<p>4</p>	<p>Twice a month</p>	
<p>Onsite therapists (this cost is only for being onsite and should exclude the costs of the actual service provided)- for CDSIA, KPA,GA,BRIA,KA,UPA</p>	<p>6</p>	<p>once a month</p>	
<p>The scope requires the winning bidder to provide the full staff complement, including the executive medical evaluators within 10 working days of award.</p> <p>My questions are:</p> <ul style="list-style-type: none"> <li>- Is the malpractice insurance for the general practitioners.</li> <li>- Is the above insurance also only required within 10 working days of award</li> </ul>	<ul style="list-style-type: none"> <li>- The malpractice insurance is required for the offsite service provider and their doctors for the executive medicals.</li> <li>- Yes, the above insurance is only required within 10 working days of award</li> </ul>		
<p>Regarding company experience:</p> <p>If we have completed the contract term on a project and were awarded an additional term either through an addendum or a new tender process, will this be considered as ongoing contracts?</p>	<ul style="list-style-type: none"> <li>- For the purposes of this tender project = contract</li> <li>- Addendums are seen as ongoing projects, if they continue past the tender closing date, as they are a continuation of the same contract.</li> <li>- New contracts awarded through a new tender process, even for the same services with the same client, are acceptable</li> <li>- Different projects from the same client are acceptable</li> </ul> <p><u>Further elaboration on the contract vs project:</u></p> <ul style="list-style-type: none"> <li>- If you are awarded 1 contract by ACSA for 10 different sites- this is interpreted as 1 project for this tender (1 contract number).</li> <li>- If you were however awarded 10 contracts for the 10 ACSA sites- this is interpreted as 10 projects for this tender (10 contract numbers).</li> </ul>		
<p>Should the certifications and qualifications submitted for this tender be certified.</p>	<p>No, this is not a requirement.</p>		
<p>Should the EAP proposal submitted in response to the technical criteria strictly follow the criteria as is or can bidders expand into other areas.</p>	<p>You can, but remember, we will not be scoring the additional topics. Maybe it will be something we will consider after contracting should you win the tender. But for tender scoring purposes, you're only required to cover the topics that we have mentioned.</p>		

Will this tender result in the award of more than 1 service provider.	No, we are aiming to award 1 service provider.
Should the original and copy of the submissions be placed in 2 separate envelopes.	We prefer 2 separate envelopes, however what is most important is for the bidder to submit 2 identical copies of their bids.
Can the bid document be completed electronically	Yes, that is allowed

There being no further questions, the meeting was adjourned.