



TRANSNET



CLARIFICATION QUESTION NO 1: 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

14 April 2025



Question	Clarification
<p>I don't necessarily have a question, but I have a kind request for the recording, preferably to be shared via e-mail.</p>	<ul style="list-style-type: none"> <i>We will check if we are able to share the recording via email with our IT colleagues. Transnet will share all documents which were used on the briefing session</i>
<p>You've requested posters and pamphlets with printed. Marketing materials, would that our responsibility to print them in addition to creating them or would you would we create them and then you guys would print them in the different offices or zones that they bleed to be in?</p>	<ul style="list-style-type: none"> <i>Marketing and communication services must include the following, the design and printing in colour of which should be included in the capitation fee structure.</i> <i>Therefore, the winning bidder will be required to print the marketing material.</i>
<p>I just wanted to check with regards to the on-site counselling clinics, if we could just get more information in terms of how often we would have to have a counsellor on site and for how many hours per day and then also you know. Would that be for all of the sites or are there specific sites where we need to set this up?</p>	<ul style="list-style-type: none"> <i>Onsite counselling clinics are open based on the needs analysis for each Operating Division. Currently there are 23 onsite clinic operating with some sites operating once a week and where there is high demand, the counsellor is required to go in twice a week on average of 5 hours per day. Overall site performance is evaluated on a six months period (based on monthly utilisation). The business operating model is changing and therefore will not be able to disclose specific sites and that information will be discussed with the winning bidder.</i>
<p>My question is around the annual talks that are indicated to be 300 per annum. So my question is, over three years, will that mean you need 3? I mean, 900 talks all together.</p>	<ul style="list-style-type: none"> <i>Yes, what is remaining on the previous year get carried over to the following year.</i>
<p>I just want to go back to the point that you made about the reference letters. They you've allocated scoring. For experience in terms of number of years, but you've also requested one to five supporting letters, does it? Is there any weighing allocated to the number of letters that you supply? For instance, can one just submit one letter that states experience with one client with a certain period? Does that make any difference to anyone who would support more?</p>	<ul style="list-style-type: none"> <i>Please note that we will evaluate the experience which the bidder have , as per the reference letter or letters and not the number of reference letters submitted.</i>
<p>My next question is around the face to face, date and financial counselling. How often would those face to face sessions need to happen? And is that in all of your office locations? Like, where would they need to happen and how often?</p>	<ul style="list-style-type: none"> <i>The service will be based on request and needs of employees. The request can come from any location.</i>



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<p>Is whether that experience in the wing that you allocate is that would that be only for experience over one client? For instance, if we've been in business for say 10 years and we've done. Business with, say three different clients over that period and not with all of them. Not the total 10 years maybe.</p> <p>You might have done three years with the one client and then and then two years with other client, would you?</p> <p>How would you then calculate the scoring?</p> <p>Would you add those years up and then allocate the scoring that way?</p>	<ul style="list-style-type: none"> <i>Please note that we will evaluate the experience which the bidder have , as per the reference letter or letters and not the number of reference letters submitted.</i>
<p>The first one is that we've noted that under the essential returnable documents on the list is that Section 7 is referred to as Section 8 and well as Section 8 is just the clarification request form.</p>	<ul style="list-style-type: none"> <i>Transnet has rectified the error on the addendum</i>
<p>The exit management process. It says that we must conduct exit interviews.</p> <p>So my understanding is that this is done by the HR department, so it means it falls outside or it creeps out of the EAP services.</p>	<ul style="list-style-type: none"> <i>This service will be done on request as indicated on the scope, the service is requested on certain critical cases.</i>
<p>When it comes to the clarification questions that we're going to send after the session, do we put them on the clarification request form?</p> <p>Or do you post them on the portal?</p>	<ul style="list-style-type: none"> <i>Transnet will accept both options</i>
<p>I just want to raise one concern and I would.</p> <p>I want to ask if you would agree with me.</p> <p>If I say that so this tender was never meant for SMME's.</p> <p>Would you agree with me?</p>	<ul style="list-style-type: none"> <i>Transnet would like you to please unpack your statement, because now it's not clear.</i>



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<p>I'm saying this because look at state owned entities that have. You know the staff complement of 10,000 and above. It's a few of them to start with. And the threshold you have put through of 10,000 of a client of a start of 10,000 above. Having said what I've said in terms of the number of employees. It will be somehow impossible or difficult for an SMME to have delivered a service to a client that big. The experience that you have indicated there and basically essentially overall the criteria would seem to be putting as an is. Especially those that are black-owned.</p>	<ul style="list-style-type: none"> <i>Transnet has set up a technical criteria which is based on the origination's requirements.</i>
<p>I just have a follow up clarification on the onsite clinic. I just want to confirm that you will get the on site clinics that you have currently and the hours that would be required.</p>	<ul style="list-style-type: none"> Onsite counselling clinics are open based on the needs analysis for each Operating Division. Currently there are 23 onsite clinic operating with some sites operating once a week and where there is high demand, the counsellor is required to go in twice a week on average of 5 hours per day. Overall site performance is evaluated on a six months period (based on monthly utilisation). The business operating model is changing and therefore will not be able to disclose specific sites and that information will be discussed with the winning bidder.
<p>Just a quick clarification on page 31 referencing to the pricing schedule for FIFA service, we can just get clarification on the full medical assessment if that is for executives or if that is linked to the health risk assessments for employees at Wellness days.</p>	<ul style="list-style-type: none"> Page 31 refers to Executive Medical Assessment charged per session per person. This is a fee for service offering.
<p>can we still send the clarification questions on e-mail?; And then when is it closing?</p>	<ul style="list-style-type: none"> <i>Transnet will accept clarification questions until the 22 April 2025 at 12:00pm</i>
<p>I just have a question on the fee for service items. There is mobile app which is pay update and then when you Scroll down there is a mobile app and in brackets it says subscription pay annum. So I just need a qualification on that what that means and is it different from the top session that refers to mobile app?</p>	<ul style="list-style-type: none"> <i>Mobile app (subscription) refers to once off development and customization and mobile update refer to the monthly update on the app.</i>



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With regards to wellness days - on which medical aids are your employees?	<ul style="list-style-type: none"> Transnet recognized the following medical aids for its employees; BestMed, Bontas, Discovery, FedHealth, and Transmed .
Are all the +/- 55 000 employees on medical aid?	<ul style="list-style-type: none"> Transnet has about 35 000 employees on Transnet recognized medical aids
How many people for Executive medicals?	Transnet has about 160 people who are on executive medical aids. N.B: please note that this number fluctuate from time to time
I am writing to kindly request a possible extension for the EAP RFP submission.	<ul style="list-style-type: none"> Transnet accept the extension and the new closing date will be the 5th of May 2025
The tender scope (page 12) mentions 55 000 employees, whereas the pricing table mentions 52 000. Please confirm that we should price for 52 000 employees only.	<ul style="list-style-type: none"> Transnet stated that approximately 55,000 employees, which means that the numbers fluctuates
Please confirm the list of Transnet sites where the onsite counselling clinics must be set up, including: 1: Site location 2: Headcount per site 3: Frequency of onsite visits (i.e. how many days per month, and how many hours per day)	<ul style="list-style-type: none"> On-site counselling clinics are open based on the needs analysis for each Operating Division. Currently, there are 23 onsite clinic operating with some sites operating once a week and where there is high demand, the counsellor is required to go in twice a week on average of 5 hours per day. Overall site performance is evaluated on a six months period (based on monthly utilisation). The business operating model is changing and therefore will not be able to disclose specific sites and that information will be discussed with the winning bidder.
Can we have a scope for the Marine Cadet Life Skills Programme?	<ul style="list-style-type: none"> Life skills programmes are a tailor-made programme that you develop to assist a client group to navigate life challenges through specific skills, and it is contextualized to the specific group. A Marine cadet was provided as an example
For the Executive Wellness assessments: 1:Should the one-on-one engagements per month be conducted by a Health Coach or Registered Counsellor? 2:Can we use 3rd party providers like Discovery Health in areas where we don't have facilities?	<ul style="list-style-type: none"> Transnet has explained on scope of work how the service needs to be offered and also request the key personnel that will be key in the transaction.



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<p>Key Accounts Management:</p> <p>1: Do we need a CRM based in all regions where the Transnet ports are?</p> <p>2: Do all meetings need to be in-person?</p>	<ul style="list-style-type: none"> • <i>Transnet would like to allocate a CRM on each operating Division.</i> • <i>Transnet accepts a hybrid model on a CRM.</i>
<p>Organisational Health:</p> <p>1: Can we have the full scope of this service?</p> <p>2: Which qualifications does the Organisational Health Specialist require?</p>	<ul style="list-style-type: none"> • <i>Transnet would like to state the scope of work of organizational health has been explain in detailed on the scope of work on the Tender.</i>
<p>Personnel</p> <p>1: If our current organogram does not show the full required staff complement, will we still be considered and able to recruit if our bid is successful? (for example, we have 4 Account Managers instead of 7)</p>	<ul style="list-style-type: none"> • <i>Transnet has requested to see the organogram of the team that will be serving Transnet SOC , Transnet can not detect how this is done by bidders</i>

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Thank you

