

**Appointment of a service provider for provision of employee assistance programme (EAP).**

**HSRC/01/2024/25**

| Questions                                                                                                                                                                                   | Answers                                                                                                                                                                                                                                                                                                                                                                |
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| On the pricing schedule, under wellness screening, do you want the price per test, not price per hour as stated on document?                                                                | Price per test.                                                                                                                                                                                                                                                                                                                                                        |
| Please confirm what is the requirement under the pricing schedule: Additional Services, will these be listed separately?                                                                    | Lines 27 to 38 in the Excel document should be read with the further breakdown in the TOR under scope of service. Each category has been elaborated on in the scope table.                                                                                                                                                                                             |
| Can we provide one cost for the face-to-face sessions that does includes the sign language interpreter, and one cost for the face-to-face sessions excluding the sign language interpreter? | Yes, costs could be indicated separately.                                                                                                                                                                                                                                                                                                                              |
| What is the prevalence of hearing-impaired employees in the company?                                                                                                                        | Very low however, there may be family members who are in need for such help.                                                                                                                                                                                                                                                                                           |
| Please elaborate what is required with regards to the Chat platform?                                                                                                                        | A functionality available to staff on a 24/7/365 basis to enable staff to use as a communication tool designed to support the employee during a time of mental / wellbeing matters. Simply put, the employee must be able to chat online with a counsellor at any time of the day, when in need. This will also require multilingual support to be available to staff. |