



Meeting Minutes

Date: 18 March 2026
Time: 10H00 – 12H00
Venue: Microsoft Teams
Subject: 167S/2025/26: Non-compulsory Clarification 2 Meeting

Attendees:

Apologies

Name and Surname	Organisation	Email	Role
N/A	N/A	N/A	N/A



Abbreviations & Acronyms

City of Cape Town (CCT/the City); Critical Incident Stress Debriefing (CISD); Unstructured Supplementary Service Data (USSD); Supply Chain Management (SCM); Microsoft Teams (MS Teams)

1. OPENING & WELCOME

1.1 Welcome of attendees:

- Chairperson welcomed attendees

2. DISCUSSION

Opening comments:

- Sandy noted that any submissions later than the stated tender closing date would not be considered
- Sandy presented a summary of the tender document and specifications, notifying tenderers that this was a condensed summary of the document to cover critical points, tenderers should refer to the tender document when submitting their bids
- Sandy noted that tenderers were welcome to submit any further questions after this meeting has concluded

2.1.1 Life Healthcare:

- [REDACTED] queried whether it was required for the therapists to go out to client households for assistance to CCT staff member family
 - Sandy confirmed that it is required provided it is safe to do so; an alternative to meet at a therapist room or office is available, all due to the comfortability and preference to the client, it is on a case by case basis
- [REDACTED] queried how many CISD cases is the service provider required to respond to
 - Sandy noted that it was not possible to recommend a number of cases to quote for, the tender was rates based meaning the rate quoted for will be applicable for all services
- [REDACTED] queried whether the USSD code was mandatory for communication
 - Sandy noted that the bidder should refer to those communication platforms detailed in the Specifications of the tender document
 - Hirona queried whether a service provider that is able to meet the communications platform criteria but not the USSD criteria would be deemed not responsive
 - Sandy confirmed that the scoring method for this tender was cumulative per item, therefore bidders were evaluated on the tally of points that they accumulate throughout the functionality criteria of the tender

2.1.2 Universal Corporate Wellness:

- [REDACTED] noted that he had submitted questions on the 9th of March 2026 that had not yet been responded to
 - Sandy noted that all questions for clarification on this tender are routed to SCM.Tenders5@capetown.gov.za and assured the bidder that their question would be attended to
- [REDACTED] queried whether there would be an extension for submissions of questions?
 - Sandy confirmed that there are no extensions, subject to confirmation by CCT SCM

2.1.3 Metropolitan Health Corporate

- [REDACTED] queried an aspect under the pricing schedule requirements it is mentioned pricing must be detailed as Monthly pricing yet the columns provided state Yearly? Please confirm whether bidders should price Monthly rates and that the City would multiply that submission by 12
 - Kim confirmed that this contract was billed at a monthly rate, where the submitted bid amount would be multiplied by 12 monthly payments for a year

2.1.4 Proactive Health Solutions

- [REDACTED] queried how reference letters should be structured
 - Kim and Sandy confirmed that one reference letter can be drafted to cover all aspects required as per the functionality requirements for this tender

2.1.5 Health Fitness South Africa

- [REDACTED] queried whether the meeting recording would be circulated

- Kim noted that the meeting recording would be available via MS Teams to those individuals who had joined the MS Teams meeting.

3. ADDITIONAL NOTES

- On average there are approximately 34 000 permanent employees under City of Cape Town employment
- Individual cases seen during 2024-2025 financial year were 2918 at 10.06%
- Number of participants that accessed the CISD programme for 2024-2025 financial year were 911 at 3.14%
- No conflict mediation cases recorded to date
- All services to be available in the 12 official languages of South Africa
- Any matters regarding Affiliates have reference in the Specifications: 13.4.22, Counselling Services
- The same reference letter may include information required across functionality requirements. However, the reference letter must be on a letterhead, dated and signed by the issuer
- The CCT Executives utilise the same toll free line for EAP services that is available to all eligible staff members and their immediate household family members; CCT Executives need to have an option where their calls are routed to a dedicated Managerial Consultation service
- The R200 is only applicable for a hard copy of the tender document. This fee is not applicable to website downloads of the tender document. Further, prior payment for hard copies of previous tenders are not transferable to other tenders

4. ACTIONS

4.1.1 Universal Corporate Wellness:

- Camagu to confirm the possibility of an extension to the tender advert with SCM, due to there being a delay in responses to questions

Meeting Adjourned

Next Meeting: TBC

CHAIRPERSON

Signature:

Date: