

**FINANCIAL SECTOR CONDUCT AUTHORITY
QUESTION AND ANSWERS**

FSCA2026/27-T009- PROVISION OF A COMPREHENSIVE EMPLOYEE WELLNESS PROGRAMME



The following questions were received by the Financial Sector Conduct Authority (FSCA) on bid FSCA2026/27-T009 and are responded to accordingly:

NO.	QUESTION	RESPONSE
1.	Kindly provide clarity on the below: 1.1 Will a separate bill of quantities be provided 1.2 Must pricing for the wellness activities listed under 27.1.13.14 (page 16) be provided?	The tender document has been amended to include the pricing schedule; refer to the link below: https://www.fsca.co.za/api/cr3ad_tenderdocuments(2b04fec1-a17e-f111-ab0e-7c1e52fc9a2c)/cr3ad_document/\$value
2.	2.1 Could you please confirm the required headcount for this tender	The current headcount is 710 and budgeted to grow to 800 over the next five years
3.	In terms of the tender received for the provision of an EAP: 3.1 Please could you advise with the total number of staff is?	The current headcount is 710 and budgeted to grow to 800 over the next five years
4.	After reviewing the Terms of Reference and the SBD 3.3 Pricing Schedule, we kindly request clarification on the following matters to ensure that our pricing is aligned with the FSCA's requirements and that all bidders are submitting comparable pricing. 4.1 Clarification on SBD 3. 3 - Person and Position Pricing: The SBD 3.3 Pricing Schedule appears to require pricing based on person and position on rates.	The total price inclusive of VAT on the pricing schedule should be carried over to SBD 3.3

Considering that the Employee Wellness Programme is largely delivered through a national network of registered affiliate professionals (psychologists, social workers, counsellors, legal advisors, financial advisors, etc.), who are allocated based on the employee's geographical location and specific service requirements, it is not feasible to allocate fixed rates per individual person or position.

Could the FSCA please clarify whether the intention is indeed to price according to personnel categories, or whether an alternative pricing methodology will be accepted?

4.2 Alternative Pricing Schedule:

Based on the scope of work, the services appear to consist of two distinct pricing components:

- A monthly retainer for ongoing services; and
- Fee-for-service (as-and-when-required) services.

Would the FSCA permit bidders to submit their own pricing schedule that is aligned to the scope of work while still attaching the completed SBD 3.3, to ensure that pricing accurately reflects the required services?

For example, the following services appear to be continuous monthly services and would naturally fall under a monthly retainer:

The tender document has been amended to include the pricing schedule; refer to the link below:

[https://www.fsca.co.za/api/cr3ad_tenderdocuments\(2b04fec1-a17e-f111-ab0e-7c1e52fc9a2c\)/cr3ad_document/\\$value](https://www.fsca.co.za/api/cr3ad_tenderdocuments(2b04fec1-a17e-f111-ab0e-7c1e52fc9a2c)/cr3ad_document/$value)

- Clause 27.1.1 - Provision of a 24-hour telephonic and electronic wellness service (24 hours/7 days/365 days).
- Clause 27.1.9 .1 - Monthly reporting.
- Clause 27.1.10 - Provision of online health and wellness information.
- Clause 27.1.11 - Provision of wellness information in line with the National Wellness Calendar.

4.3 Counselling Services:

Clause 27.1.2 states that counselling services must be provided closer to the employee's or immediate family member's residence or place of work.

Given that these services are demand-driven and delivered through geographically located affiliate professionals, would the FSCA confirm that counselling services may be priced on a per- session (as-and-when-required) basis?

For example:

- Face-to-Face Counselling - Per Session
- Virtual Counselling - Per Session

This pricing model appears more practical as utilisation cannot be predetermined, and services are only rendered when required.

Counselling services may be priced per-session as and when requires. There is not differentiated pricing based on geographic location

The tender document has been amended to include the pricing schedule; refer to the link below:

[https://www.fsca.co.za/_api/cr3ad_tenderdocuments\(2b04fec1-a17e-f111-ab0e-7c1e52fc9a2c\)/cr3ad_document/\\$value](https://www.fsca.co.za/_api/cr3ad_tenderdocuments(2b04fec1-a17e-f111-ab0e-7c1e52fc9a2c)/cr3ad_document/$value)

	4.4 Induction Material: Clause 27.1.13.15 requires the successful bidder to supply material during the bi-annual induction sessions. Could the FSCA kindly specify the type and quantity of promotional, or awareness material expected? For example: • Pens • Notebooks • Mouse pads • Fridge magnets • Wallet cards • Brochures Pull -up banners • Other branded promotional items Without a defined list or estimated quantities, it is difficult to prepare a fair and accurate cost estimate, which may result in inconsistent pricing among bidders	The number of promotional items and the cost thereof will be agreed with the successful bidder on a case-by-case basis during the course of planning the wellness events.
5.	Please assist with the questions below regarding the EWP tender. The information will assist us in preparing an accurate and compliant submission. 5.1 What is the total headcount of FSCA employees that we must base our costing on?	The current headcount is 710 and projected to grow to 800 of the next five years

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5.2 How many offices does FSCA have, and can a breakdown of the number of employees per office/site be provided?	The FSCA has only one (1) office in Pretoria, located in Riverwalk Office Park, Block B 41 Matroosberg Road Ashlea Gardens, Extension 6 Pretoria, 0081
5.3 On page 13, under Background (24.1), it is stated that the services will be requested on an as-needed basis. However, under the Scope of Work (27.1.1), a 24/7 telephonic wellness service is required to be available 365 days a year. For costing purposes, should the 24/7 telephonic counselling component be treated as a fixed monthly fee, with all other services charged on a fee-for-service basis?	The tender document has been amended to include the pricing schedule; refer to the link below: https://www.fsca.co.za/api/cr3ad_tenderdocuments(2b04fec1-a17e-f111-ab0e-7c1e52fc9a2c)/cr3ad_document/\$value The pricing schedule now outlines the: • monthly retainer for ongoing services; and • Fee-for-service (as-and-when-required) services.
5.4 Page 30, SBD 3.3 (Pricing Schedule): The pricing schedule requires a total bid price. As the services are priced on a fee-for-service basis, please clarify what amount should be reflected as the total bid price?	The total price inclusive of VAT on the pricing schedule should be carried over to SBD 3.3
5.5 Page 15, under 27.1.6: Please clarify how the requirements listed under 27.1.6.1 to 27.1.6.5 should be addressed. Should these problems be addressed through both telephonic and face-to-face counselling,	This will be agreed to with the service provider and is a hybrid approach. It will be a combination of telephonic face to face based on the nature of the problem.

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	as well as wellness training/talks, or is a different approach expected?	
	5.6 Page 15, under 27.1.7: Please confirm the number of executives covered under this requirement. Please also confirm whether this is annual comprehensive executive medical assessments? If not, kindly provide further details on the services expected under this requirement.	The total number of executives is between 50 and 65 for the period of the contract
	5.7 Page 15, under 27.1.10: Please provide further clarification and/or examples of the services required under this requirement.	This includes the wellness app (if applicable), webinars, e-learning platform and wellness provided through online delivery such as Ms Teams or equivalent.
	5.8 Page 15, under 27.1.12 (Wellness Days): Please clarify the scope of the service provider's responsibilities during the wellness days: 5.8.1 Must the service provider provide healthcare professionals (e.g. nurses) to conduct the health screenings, or will these be provided by the medical aid?	Where health screenings form part of the wellness day, the successful bidder must provide appropriately qualified healthcare professionals unless otherwise arranged by the FSCA
	5.8.2 If the service provider is responsible for conducting the screenings, will FSCA pay for all employees, or is the service provider expected to submit claims directly to the employees' medical aids?	This will be discussed with the appointed service provider. The FSCA will ensure that awareness is created on wellness days and will agree on the scope of work for each wellness day with the appointed service provider.

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5.8.3 What other services, if any, are expected from the service provider during the wellness day events	Refer to scope of work, paragraph 27 of the published tender document.
5.9 If the service provider is responsible for conducting the screenings, will FSCA pay for all employees, or is the service provider expected to submit claims directly to the employees' medical aids	All these aspects will be agreed to with the appointed service provider
5.10 Page 16, under 27.1.13.13 Please confirm whether the meetings referred to under this clause are to be conducted virtually or in person.	Meetings may be conducted either virtually or in person, depending on operational requirements
5.11 Page 16 under 27.1.13.14 Please confirm whether all the tests and assessments listed under this clause will only to be conducted during the two annual wellness day events and are they going to be prebooked? If not, please indicate when and how these services are expected to be delivered.	They will only be required during the wellness event as per paragraph 27.1.14. The listed assessments are primarily expected to be conducted during the scheduled x 2 wellness day events. Additional assessments may be requested by FSCA where operationally required as this will be based on a quotation from the appointed service provider.
5.12 Utilisation History: To enable accurate pricing and resource planning, could you please provide the historical utilisation percentages for the various services based on previous years.	Historical utilisation data is not available for distribution. Bidders are requested to price based on the scope of work and information contained in the bid document. Refer to pricing schedule.