

BID NUMBER DHA11-2026: THE APPOINTMENT OF THE SERVICE PROVIDER TO PROVIDE EMPLOYEE WELLNESS SERVICES AND GENDER BASE VIOLENCE AND FEMICIDE TO THE DEPARTMENT OF HOME AFFAIRS ACROSS ALL PROVINCES INCLUDING HEAD OFFICE, FOR THE PERIOD OF FIVE (5) YEARS

Firms may ask for clarification on the tender document or any part thereof, up to close of business 1 week before the deadline for the submission of the bids – The deadline close of business of 14 August 2026.

No.	QUESTIONS	ANSWERS
1.	3.3 Conduct the Training and Emotional impact assessment on Performance Enhancement Programs and Life skills for the following matters (minimum of 10 maximum of 50 participants per session) For pricing per session, could DHA confirm whether the training sessions will be structured as 1-hour or 2-hour sessions?	Fee structure is clear written training is billed per session
2.	3.5 Promotion of healthy lifestyle and awareness campaigns through calendar awareness events. How many hours of awareness sessions are required?	It will depend on the nature of the awareness campaign but obviously it cannot be 8 hours may be 1-2 hours per session
3.	3.8. Report: Prepare, submit and present a Dashboard and Detailed Statistical Monthly, Quarterly and Annual reports. Could DHA confirm whether employees are required to disclose their disability status as part of the EAP service, or whether such disclosure is voluntary?	Yes, they need to be requested this information in the same way we collect Gender information.
4.	3.13. All matters relating to gender-based violence and femicide must reported in writing to the Department within 24 hours, stipulating the details of the officials, nature of the incident, support	The information is required so that further steps can be taken. In terms of the Policy on Harassment the Department is expected to investigate all complaints/claims of harassment within 30 working days from the date the Department became aware. Therefore, the Department will need certain minimum information that will enable

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	provided to the official and/or family member and proposed further counselling and follow-ups. Given the confidential nature of EAP services and the ethical and professional obligations relating to client confidentiality and privacy, the requirement to provide details of the officials, the nature of the incident, support provided, and proposed counselling and follow-ups constitute a breach of confidentiality. Could reporting instead be provided in a de-identified or anonymised format, unless disclosure of identifiable information is required by law or with the employee's informed consent?	it to investigate. This will include the details of the complainant/victim and only a few people will have access to this information within the Department. All confidential reports are submitted to Ms Lorato Moshoele and she is registered with HPCSA Wellness has a statistical reporting template for monthly, quarterly and annual reports. again, individual face to face counselling session therapists must submit full report with names, office, nature of presented problems, intervention provided, recommendations, etc and signed consent forms for referees be done, reports be submitted for reporting back to employer for employer to implement support and recommendations needed. With group counselling still report with full details and attendance register must be submitted.
5.	Annexure B: Fee Structure for Gender Base Violence and Femicide: This Annexure provides a separate promotional budget for gender-based violence. How many hours of Gender-Based Violence and Femicide topic talks are required per annum?	It will be based on the needs of offices, home affairs is national so we got offices in all 9 provinces including head office. Presenting one topic should be 1-2 hour per session depending on participation of attendees
6.	When referring to STI therapeutic interventions, what exactly does this entail? The understanding is that the Wellness Day services generally involve assessments, screening, counselling, and referrals rather than the provision of treatment.	This will depend on the need presented and it will be done by qualified nurses or medical professionals so their assessments of employees who consults will determine what assessments or screening will be needed by then .

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	Similarly, regarding Tuberculosis (TB) therapeutic intervention, does this refer to a TB test being conducted, or is it a TB symptom screening questionnaire and risk assessment? Please clarification on whether the STI service offered is an actual STI test or merely an STI screening questionnaire?	This service is under fee per service so it will only be billed once used but previous years we never really used , as we got GEMS on board for all health screenings so STI,HIV and TB and any other pandemic are included in the tender since DHA got no nurses but we included it should there be a crisis / pandemic or emergency then we know we are covered.