**VALUE-ADDED BENEFITS PROGRAMME BID NO: GEPF 01/2025**

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| **QUESTIONS** | **RESPONSES** |
| 1. Please define GEPF’s expectations in terms of the Insurance category. Will GEPF members require benefit counselling and advice or is the expectation that GEPF members only have access to insurance partners?

Also kindly confirm the expectation in terms of rewards as it relates to Insurance.  Would cash backs for good driving behavior for example suffice as a reward. Kindly clarify.  | We do not require benefit counselling or advisory services, as these are managed through a separate process or programme.Our expectation regarding insurance is that our members receive premium discounts. This category covers both short and long-term insurance products. |
| 1. Please clarify whether similar valid certification like the accreditation for CMMI Development within Information Technology would be considered instead of ISO 20000 - IT services management system standards.
 | We will seek expert advice to verify whether the submitted certification meets the required standards.Bidders must ensure that the certification provided aligns with the standards of ISO 20000. |
| 1. Success Metrics: What are the key performance indicators (KPIs) that will be used to evaluate the program’s success over the term?
 | The key performance indicators (KPIs) for evaluating the program’s success over the term will include:* Member Engagement: Number of members enrolled and actively participating in campaigns.
* Utilization Rate: Frequency of benefits redemption and usage.
* Cost Savings: The total amount saved by members through negotiated discounts. Benefits earned and redeemed should be a multiple of the cost of running the programme.
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| 1. Existing Systems: What are the existing systems or frameworks that the solution must integrate with, such as CRM or financial platforms?
 | The solution would need to be integrated with the GEPF website, self-service portal and App. |
| 1. Tech Stack Preferences: Do you have a preference for certain technology stacks or platforms (e.g., cloud providers, mobile frameworks) to be used?
 | While we are open to industry-leading solutions, preference will be given to:* Cloud-based solutions for scalability and security.
* Mobile-friendly platforms to ensure ease of access for members.
* API-driven architectures for seamless integration with existing systems.
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| 1. Auto-enrollment Integration: What level of integration with GEPF’s member database is required to ensure seamless auto-enrollment?
 | The solution must have capabilities to integrate with the GEPF member database to enable:* Automatic enrolment for eligible members.
* Secure authentication and verification.
* Real-time data synchronization to ensure accuracy.
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| 1. Customer Support: What are the minimum requirements for the dedicated member helpline and email support (e.g., operating hours, SLAs)?
 | The minimum requirements for the dedicated member helpline and email support include:* Operating Hours: Business hours with after-hours self-service options.
* Service Level Agreements (SLAs):

o First response time within 24 hours for email inquiries.o Call response time within 60 seconds during peak hours.o Resolution time of 48 hours for standard queries. |
| 1. Cost Breakdown: Are there specific guidelines on what must be included in the initial setup costs versus operational costs?
 | Initial Setup Costs: System development, integration, onboarding, and training. |
| 1. Handover Details: At the end of the contract, what are your expectations for transferring the program to another operator?
 | At the end of the contract, the service provider is expected to:* Provide a comprehensive handover plan, including programme documentation.
* Ensure continuity of services.
* Offer a transition period for knowledge transfer and training.
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| 1. Will the GEPF consider a request to give an additional week for the deadline for submission?
 | We would not consider applications received after the closing date. |
| 1. The RFP highlights these 3 areas of Wellness:
* Financial wellness – reducing the cost of living for our members and pensioners by using the Fund’s purchasing power to negotiate preferential discounts, and special offers.
* Physical wellness – offering benefits that improve physical wellness.
* Financial literacy – offering tools to assess, educate and improve overall financial wellness.

I want to confirm that Emotional/Social Wellness is intentionally not part of the offering? | The area of wellness is not limited to the listed categories, bidders may propose other services not listed in the RFP. |