



# POLMED

OUR INVESTMENT OUR HEALTH OUR FUTURE

Address: Crestway Office Park, Block A, 20 Hotel Street,  
Persequor Park, Lynnwood, Pretoria, 0081  
Postal Address: PO Box 14812, Hatfield, Pretoria, 0028  
Tel: 0861 511 049 • Website: [www.polmed.co.za](http://www.polmed.co.za)

RFI Description	Request for Information for an ICT Service Desk Solution for POLMED
RFI Reference	<b>RFI001/2021/SERVICEDESK</b>
Name of institution	South African Police Service Medical Scheme ('POLMED')
Date of advertisement	<b>2021-11-24</b>
Opening date for submissions	<b>2021-11-24</b> All prospective bidders are to submit their documents together with the completed forms electronically via email to <a href="mailto:procurement@polmed.co.za">procurement@polmed.co.za</a>
Briefing Session Information	Briefing Session: 01 December 2021 Time: 12h00 - 13h00 Venue: Team's Meeting
Bid submission deadline	<b>2021-12-09</b> Submissions will be closed to prospective bidders on 09 December 2021 at 12h00. All submissions submitted past this deadline will be disregarded. RFI submissions are to be submitted electronically via email to <a href="mailto:procurement@polmed.co.za">procurement@polmed.co.za</a> OR through the tender box situated at POLMED House in Lynnwood.
Obtaining bid documents	RFI documents can be obtained from the POLMED website under "Procurement" at <a href="http://www.polmed.co.za">www.polmed.co.za</a> , alternatively these documents may be requested from <a href="mailto:procurement@polmed.co.za">procurement@polmed.co.za</a>
Important information	It is the prospective bidder's responsibility to obtain documents in time so as to ensure responses reach POLMED timeously. POLMED will not be held responsible for any delays in submissions. No extensions will be granted.



**POLMED**

OUR INVESTMENT OUR HEALTH OUR FUTURE

Address: Crestway Office Park, Block A, 20 Hotel Street,  
Persequor Park, Lynnwood, Pretoria, 0081  
Postal Address: PO Box 14812, Hatfield, Pretoria, 0028  
Tel: 0861 511 049 • Website: [www.polmed.co.za](http://www.polmed.co.za)

## REQUEST FOR INFORMATION

### RFI002/2021/ICTSERVICEDESK – REQUEST FOR INFORMATION FOR AN ICT SERVICE DESK SOLUTION FOR POLMED

<b>RFI Number</b>	<b>RFI002/2021/ICTSERVICEDESK</b>
<b>Non-Compulsory Briefing Session</b>	<b>01 December 2021</b>
<b>Closing Date to Confirm Attendance of Briefing Session</b>	<b>29 November 2021</b>
<b>Venue of Briefing Session</b>	<b>Microsoft Teams</b>
<b>Time of Briefing Session</b>	<b>12h00 – 13h00</b>
<b>Closing Date of the RFI</b>	<b>09 December 2021</b>
<b>Closing Time</b>	<b>12h00</b>
<b>Response Address</b>	<a href="mailto:procurement@polmed.co.za">procurement@polmed.co.za</a>

## **1. INTRODUCTION**

- I. The South African Police Service Medical Scheme (POLMED), is a closed medical scheme registered under the Medical Schemes Act (Act 131 of 1998).
- II. The duties and responsibilities of the Board of Trustees are regulated by the Rules of the Scheme and the Medical Schemes Act, 131 of 1998, as amended. The Board of Trustees is entrusted with ensuring the optimal operation of the Scheme to the benefit of the members.
- III. Please refer to [www.POLMED.co.za](http://www.POLMED.co.za) and the annual report of the Council for Medical Schemes for further detail on the size and composition of the Scheme.

## **2. OVERVIEW OF THE RFI**

### **2.1. Invitation to Service Providers**

- 2.1.1. POLMED invites all interested parties to submit a written response to this Request for Information (RFI). This RFI is being sought strictly for the purpose of gaining knowledge of services and supplies available with an estimate of their corresponding costs and should not be construed as intent, commitment, or promise to acquire services or solutions offered. Information submitted in response to this RFI will become the property of POLMED. POLMED is not obliged to contract, pay for any information herein requested nor is it liable for any costs incurred by any supplier.
- 2.1.2. Service providers can submit information to all components contained in section 3 of this document or a specific component in which they have expertise.

## **2.2. PROJECT OVERVIEW**

2.2.1. Implementation of a Customer Relationship Management/ Service Desk solution that will allow for the management of clients and client-interactions in business units of POLMED. The CRM solution should be able to address multiplicity of clients needs, from HR to Security incident/event logging and management aligned to best practices.

## **3. SCOPE OF WORK**

3.1. The scope of this project is to develop and implement an ICT Service Desk Solution for implementation within POLMED.

3.2. The solutions should address and have functionality (including reporting) on the following items:

- Multiple service request logging mediums (i.e., email, call)
- Tracking and reporting on logged items
- Escalations
- Workflow
- Knowledge repository
- ITIL Processes:
- Logging of RFS
- ICT project management process
- Scalable to allow for additional modules to be deployed in the other business units

## **4. PROCESS OF MARKET ENGAGEMENT**

The process will be two-folds as follows:

### **➤ Stage 1: Industry Engagement to obtain Information (RFI)**

This document represents the first stage which involves obtaining information from the market. Potential suppliers are requested to submit information in line with the scope of work contained in this document, along with the estimated pricings.

➤ **Stage 2: Request for Proposals (RFP)**

The second stage would involve developing terms of reference/specifications with input from stage 1. The RFP would cover more detail requirements involving solution options, pricing, B-BBEE requirements and negotiations.

The RFP process will ultimately lead to the appointment of a suitable service provider.

## **5. NO BINDING AGREEMENT**

- 5.1. It must be clearly understood that no business will be awarded to any service provider out of this Request for Information.
- 5.2. Prices submitted with the request for information are for information only and no service provider will be held to any price submitted.
- 5.3. POLMED further reserves the right to contact individual service providers to obtain further information should this be deemed necessary. Responses from this RFI may be used to pre-screen potential bidders for the RFP process.

## **6. RESERVATION OF RIGHTS**

- 6.1. Service Providers must note that POLMED reserves the right at its sole discretion to:
- 6.2. Reject all service provider's that do not respond to critical aspects of the requirements set out in this RFI.
- 6.3. Not to proceed with the RFP process post the RFI process.

## **7. CONTACT DETAILS**

- 7.1. All enquiries related to this Request for Information must be sent through in writing to the central e-mail, i.e. [procurement@polmed.co.za](mailto:procurement@polmed.co.za) using the RFI reference number in the e-mail subject.

- 7.2. Service providers must refrain from contacting any of the POLMED personnel regarding this RFI unless such contact is made through email to the designated persons.
- 7.3. POLMED will respond to service providers request for clarification and or additional information by no later than close of business on the date specified on the cover page.

## **8. BRIEFING SESSION**

- 8.1. Service providers are required to attend the compulsory briefing session.
- 8.2. Interested service providers who wish to attend the briefing session must ensure they submit their emails to the above e-mail address two working days before the date of the briefing session in order to be invited to the to the briefing session through Microsoft teams.

## **9. SUBMISSION OF REQUESTS FOR INFORMATION**

- 9.1. All requests for information close on the date and time indicated in the document.

## **10. LATE RESPONSES**

- 10.1. Request for Information are late if they are received after the closing date and time as indicted on the cover page and will not be accepted.

## **11. PRICING**

Service providers must note the following regarding pricing:

- All costs must be included in the pricing.
- Please provide pricing Inclusive and Exclusive of VAT.
- Lead time.
- Any other conditions.

## **12. REQUIRED DOCUMENTATION**

The following information must be submitted together with the RFI:

- Valid BBBEE Certificate
  - Valid Tax Clearance Certificate
- Company Registration documents/Company profile