

REQUEST FOR PROPOSALS

BID DESCRIPTION:

APPOINTMENT OF A SERVICE PROVIDER FOR EMPLOYEE
WELLNESS SERVICES TO POLMED EMPLOYEES

BID NUMBER:

POLMED001/2022/EWS

CLOSING DATE:

19 JANUARY 2022 AT 12H00

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GLOSSARY

Abbreviation	Description
Administrator	The Administrator of the Scheme, duly appointed by the Scheme from time to time.
Authorised representative	Person/ legal entity authorised by the Board of Trustees or by its delegate, the POLMED Officer of POLMED, to represent POLMED from time to time.
Award	Conclusion of the procurement process and final notification to this effect to the successful Bidder.
B-BBEE	Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003) and the Codes of Good Practice issued there under by the Department of Trade and Industry.
Bid	A written offer on the official bid documents and in a prescribed or stipulated form in response to an invitation by POLMED for the provision of services, works or goods.
Bidder	Entity/joint venture/consortium responding to the Request for Bid.
Board of Trustees	The duly elected and appointed Board of Trustees of POLMED.
CMS/ Council	The Council for Medical Schemes established in terms of section 3 of the Medical Schemes Act.
CoGP	Codes of Good Practice.
Contracting Entity/ Contractor	Contracting entity with whom POLMED will conclude a formal contract and service level agreement subsequent to the final award of the contract based on this Request for Bid.
DTI	Department of Trade and Industry of the Government

Abbreviation	Description
EME	Exempted Micro Enterprise in terms of the Codes of Good Practice.
IP	Intellectual Property.
Medical Schemes Act	The Medical Schemes Act, Act No 131 of 1998, and any regulations published in terms thereof.
Member	Any person who is enrolled as a Member of the Scheme and who is a member in terms of the Rules and shall be deemed to include the registered dependents of a Member.
Original bid	Original document signed in ink by the person duly authorised to commit the Bidder. Copies of original document signed in ink by the person duly authorised to commit the Bidder.
PO	Principal Officer.
POLMED	The South African Police Service Medical Scheme being a medical scheme registered under the Medical Schemes Act, 1998 (referred to as the Scheme).
QSE	Qualifying smart enterprise in terms of the codes of good practice.
RFP	Request for Proposals.
Rules	The registered Rules of the Scheme as defined in terms of the Medical Schemes Act.
SCM	Supply Chain Management.
ToR	Terms of Reference.
Trustees	The members of the Board of Trustees of the Scheme, as constituted in terms of the Rules to manage the Scheme.
Valid document	A document containing authentic information conforming to legally binding status and is enforceable

Abbreviation	Description
	by the executing authority on the bidding authority whether in an original, copied, reproduced, photo, faxed or in electronic format and that has bearing to transaction(s) with POLMED. Such submission must be valid at the closing date and time of submission.
Will be deemed	Bidder will immediately be excluded from further evaluation non-responsive.

1. GENERAL TERMS AND CONDITIONS OF THE BID

1.1. FRAUD AND CORRUPTION

All Bidders are to take note of the implications of contravening the Prevention and Combating of Corrupt Activities Act, Act No 12 of 2004 and any other Act applicable.

1.2. BRIEFING SESSION

No briefing session will be held for this request for bid.

1.3. CLARIFICATIONS AND QUERIES

Telephonic requests for clarification will not be accepted. Any clarification required by a bidder regarding the meaning or interpretation of any part of the Terms of Reference or any other aspect concerning the RFP, is to be requested in writing (e-mail) from procurement@polmed.co.za . The RFP number must be mentioned in all correspondence.

1.4. SUBMISSION OF RESPONSES

Responses to the RFP document must be submitted in the following manner:

Hard Copies Submissions

The tender box is situated at the reception of the POLMED head office:

Crestway Office Park
Block A, 20 Hotel Street
Persequor Park
Lynnwood
Pretoria

For purposes of this RFP, bids submitted via facsimile will not be considered.

The two (2) envelope system will be followed. One (1) original and three (2) copies of both the technical and financial bid must be submitted in a sealed envelope/ pack. The technical and financial bids must be submitted in separate envelopes. A total of eight (6) documents must be submitted, four (4) in each envelope/ pack. Bidders must indicate on the cover of each document whether it is the original or a copy of the submission.

Bids should be submitted in a sealed envelope/ pack, marked with:

- RFP number: POLMED001/2022/EWS

- Closing date and time: 19 January 2022
- The name and address of the bidder.
- Indication if the envelope/ pack relates to the technical or financial response.

Electronic Bid Submissions

Electronic bids must be submitted by closing date and time to procurement@polmed.co.za in the following manner, **failure to comply to the submission format will invalidate the bid:**

- Part 1 – Administrative Documents
- Part 2 – Technical Proposal
- Part 3 – Pricing and B-BBEE Information

The reference number of the bid must be clearly indicated in the subject line.

All bids submitted to POLMED will become the property of POLMED and will as such shall not be returned to the bidder. POLMED will maintain all reasonable efforts to maintain bids in confidence. Proprietary information should be indicated as such in each bid.

1.5. LATE SUBMISSIONS

Bids received late will not be considered. A bid will be considered late if it arrived even one (1) second after 12:00PM or any time thereafter. The tender box shall be locked at exactly 12:00PM and bids arriving late will not be considered under any circumstances.

The official Telkom time (Dial 1026) will be used to verify the exact closing time.

Bids received late shall be returned unopened, where possible, to the bidder. Bidders are therefore strongly advised to ensure that bids be dispatched allowing enough time for any unforeseen events that may delay the delivery of the bid.

1.6. FORMAT OF THE TECHNICAL BID

Submissions by Bidders must be in the following format:

- A: Executive Summary.
- B: Company Profile, Capacity and Geographical Footprint
- C: Company Competency and Expertise
- D: Methodology and Approach

- E: Team Competency and Experience, including CVs and Qualifications
- F: Financial Soundness (Financial Statements)
- G: Investigation by Regulatory Bodies
- H: Client References (Contactable)

1.7. VALIDITY OF THE BID

The functional and financial bids must be valid for a period of 90 days from the closing date of this RFP.

1.8. DURATION OF APPOINTMENT

The term of the contract commencement will be agreed upon with the successful service provider. POLMED reserves the right to terminate the contract of the service provider on the basis of poor performance, giving the service provider at least three (3) months' prior notice thereof in writing.

1.9. NEGOTIATING AND CONTRACTUAL OBLIGATIONS

A bid will constitute a binding offer, but such offer will be deemed not to have been accepted, unless and until a definitive contractual agreement and other related documents are concluded between POLMED and the preferred bidder.

POLMED or its authorised representatives have the right to enter into negotiation with one (1) or more bidders regarding any terms and conditions, including price(s), of a proposed contract.

POLMED shall not be obliged to accept the lowest bid price.

POLMED reserves the right to select another Preferred Bidder in the event that negotiations with the originally selected Preferred Bidder prove unsuccessful and/or unduly delayed.

Upon final selection and notification of the Preferred Bidder, a process of final negotiations will commence. Negotiations will be used to finalise outstanding elements of the SLA in an effort to arrive at a comprehensive binding SLA that will govern the relationship between POLMED and the Successful Bidder.

Under no circumstances will negotiation with any Bidders, including with preferred Bidders, constitute an award or promise/ undertaking to award the contract or be construed as legitimate expectations by such Bidder.

1.10. BIDDER SELECTION

POLMED reserves the right to select the appropriate service provider(s) based on its requirements.

1.11. ACCESS TO INFORMATION

All Bidders will be informed of the status of their bid once the procurement process has been completed. Requests for information regarding the RFP process will be dealt with in line with the POLMED SCM Policy and other relevant applicable legislation in terms of access to information.

1.12. BIDDER ENQUIRIES

All technical and Supply Chain-related enquiries must be sent in writing to procurement@polmed.co.za. The RFP number must be mentioned in all correspondence.

1.13. REASONS FOR REJECTION

POLMED shall reject a bid for the award of a contract if the recommended Bidder is suspected of fraud or improper conduct or has committed a proven corrupt or fraudulent act in competing for the particular contract.

POLMED may disregard the bid of any Bidder if that Bidder, or any of its directors:

- Have abused the Supply Chain Management (SCM) system of POLMED.
- Are suspected of or have committed proven fraud or any other improper conduct in relation to such system.
- Have failed to perform on any previous contract.
- In case of collusive tendering by the Bidders or any anti-competitive conduct as determined in terms of the Competition Act, 89 of 1998.
- In case a Bidder, a member of the Bidder, has interest (directly or indirectly) in any other Bidder.

1.14. CANCELLATION OF PROCUREMENT PROCESS

POLMED reserves the right to amend, modify or withdraw this RFP or amend, modify or terminate any of the procedures or requirements set out herein at any time and from time to time, without prior notice and without liability to compensate or reimburse any person.

1.15. ADMINISTRATIVE REQUIREMENTS

Bids submitted by potential service providers must include at least the following mandatory documentation/ information:

- Company registration and shareholding information to support the B-BBEE contribution certificate.
- Valid, original tax clearance certificate or equivalent.
- B-BBEE status level of contribution certification or sworn affidavit.
- Three (3) years audited or independently reviewed annual financial statements
- Declaration of interest.
- Declaration of bidder's past SCM practices.
- Investigation by regulatory bodies.
- Signature by a duly authorized representative of the bidder and all pages of the bid initialled for correctness.

1.16. COMPANY REGISTRATION AND SHAREHOLDING INFORMATION

The Bidder must be a South African entity and must submit its company registration details and documentation. Bids submitted without a company registration document **will** be deemed to be non-responsive.

1.17. VALID, ORIGINAL TAX CLEARANCE CERTIFICATE

A valid SARS Tax Clearance Certificate must accompany the bid and must be valid at the date of closing of the RFP. In case of a consortium/ joint venture, a valid SARS Tax Clearance Certificate for each consortium/ joint venture member must be submitted.

The following options will be regarded as a valid tax clearance certificate:

- A valid original tax clearance pin certificate printed directly by SARS; or
- A valid tax clearance certificate mailed to the relevant party to the bid and thus printed by the party to the bid and which is accompanied by a PIN through which POLMED may confirm the validity of the certificate

on the closing date of the bid. Failing to provide a PIN will lead to the verification being done at a later stage which would require that the party to the bid's tax compliance status be measured after the closing date and must be in order on date of measurement.

- Where no valid tax clearance exists for any party noted above, a letter from SARS needs to be provided for that party, indicating that satisfactory arrangements have been made with SARS to meet the party's tax obligations.

Bids submitted without a valid original tax clearance certificate or proof of arrangements made with SARS for each party to the bid **will** be deemed to be non-responsive.

1.18. B-BBEE STATUS LEVEL

The proof pertaining to the bidder's level contributor status or sworn affidavit should be provided. Information is available at www.dti.gov.za.

Failure to provide the B-BBEE Certification will lead to the bid being regarded as non-responsive.

1.19. DECLARATION OF INTEREST

The bidder must complete and return the "Declaration of Interest" on behalf of all parties to the bid.

The bidder must fully declare all co-administration or sub-contracting arrangements/ agreements/ financial interest between the organisation and other entities, including POLMED and its service providers.

Irrespective of the "Declaration of Interest" form, the bidder must submit a full declaration of relationships between the bidder and other service providers in the healthcare industry (including POLMED). If no such relationships exist, the bidder must indicate this in their submission in terms of this requirement.

Bids submitted without a completed and signed Declaration of Interest **will be** deemed to be non-responsive.

1.20. DECLARATION OF BIDDER'S PAST SCM PRACTICES

The bidder must complete and return the "Declaration of bidder's past Supply Chain Management practices" on behalf of all parties to the bid.

Bids submitted without a completed and signed "Declaration of bidder's past Supply Chain Management practices" form **may** be deemed to be non-responsive.

1.21. INVESTIGATIONS BY REGULATORY BODIES

The bidder is to confirm that it is not being investigated by any regulatory bodies irrespective of the nature of the investigation. If it is being investigated, the respective details are to be supplied as part of this submission.

1.22. SIGNATORY BY DULY AUTHORISED REPRESENTATIVE

Bidders must provide proof that the individual signing the bid documents are duly authorised to sign the bid, i.e., a resolution of directors, etc. should be provided.

1.23. FINANCIAL SOUNDNESS

All bidders must submit audited financial statements financial statements.

Bids submitted without the required proof of financial soundness for the contracting entity **will** be deemed to be non-responsive.

1.24. EVALUATION PROCESS

Evaluation of the responses from the Bidders will be done in a phased approach as per the below criteria:

1.24.1. Part 1: Administrative Compliance

1.24.2. Part 2: Functionality Evaluation

1.24.3. Part 3: Price and B-BBEE analysis

GATE 1 – ADMINISTRATIVE DOCUMENTS AND COMPLIANCE

2. ADMINISTRATIVE COMPLIANCE

Refer to the checklist for a summary of the compulsory documentation and information. All bid documents must be completed and signed by the duly authorised representative of the Bidder. All pages of the bid documents must be initialed by an authorised director of the company. During this phase Bidders' responses will be evaluated based on compliance with the listed administration and mandatory bid requirements. The Bidder's bid will be disqualified for non-submission of any of the documents.

STANDARD BID DOCUMENTS

i) INVITATION TO BID

YOU ARE HEREBY INVITED TO RESPOND TO A BID OF POLMED					
BID NUMBER	POLMED001/2022/EWS	CLOSING DATE	19 January 2022	CLOSING TIME	12:00
DESCRIPTION	Request for Proposals for appointment of a service provider for Employee Wellness Services to POLMED employees				
VALIDITY	90 Days				
The successful Bidder will be required to fill in and sign a written Formal Contract and SLA.					
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT:					
Crestway Office Park Block A, 20 Hotel Street Persequor Park Lynnwood Pretoria					
No posted OR faxed Bids will be accepted Bidders should ensure that bids are delivered before the closing date and time to the correct physical address. Submission of late bids will not be accepted. Bids can be delivered and deposited into the tender box between 08:00 and 16:30, Mondays to Fridays prior to the closing date and between 08:00 and 11:00 on the closing date. All bids must be submitted on the official bid forms (not to be re-typed).					

TECHNICAL AND SUPPLY CHAIN ENQUIRIES MAY BE DIRECTED VIA EMAIL TO

E-MAIL ADDRESS

procurement@polmed.co.za

SUPPLIER INFORMATION			
NAME OF BIDDER			
POSTAL ADDRESS			
STREET ADDRESS			
TELEPHONE NUMBER	CODE		NUMBER
CELLPHONE NUMBER			
FACSIMILE NUMBER	CODE		NUMBER
E-MAIL ADDRESS			
COMPANY REGISTRATION NUMBER			
INCOME TAX REFERENCE NUMBER			
COMPANY PAYE NUMBER			
COMPANY UIF NUMBER			
VAT REGISTRATION NUMBER			
TAX CLEARANCE CERTIFICATE/ TAX COMPLIANCE SYSTEM PIN SUBMITTED	TICK APPLICABLE BOX <input type="checkbox"/> Yes <input type="checkbox"/> No <i>PROOF MUST BE SUBMITTED</i>		
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ B-BBEE STATUS LEVEL SWORN AFFIDAVIT	TICK APPLICABLE BOX <input type="checkbox"/> Yes <input type="checkbox"/> No <i>A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED</i>		
POLMED DOMICILLIUM			
POLMED chooses the following as its domicilium citandi et executandi for all purposes of and in connection with the final contract: Crestway Office Park, Block A, 20 Hotel Street, Persequor Park, Lynnwood, Pretoria			

DECLARATION

I/ We have examined the information provided in your bid documents and offer to undertake the work prescribed in accordance with the requirements as set out in the bid document. The prices quoted in this bid are valid for the stipulated period. We confirm that this bid will remain binding upon us and may be accepted by you at any time before the expiry date.

Signature of the bidder

Position

Date

Duly authorised to
commit the Bidder

TICK APPLICABLE BOX

Yes

No

PROOF MUST BE SUBMITTED

ii) TAX COMPLIANCE REQUIREMENTS

It is a condition of this bid that the taxes of the successful Bidder must be in order, or that satisfactory arrangements have been made with South African Revenue Services (SARS) to meet the Bidder's tax obligations.

Bidders are required to submit their Unique Personal Identification Number (PIN) issued by SARS to enable POLMED to view the Bidders profile and tax status.

Application for tax compliance status (TCS) or PIN may also be made via e-filing. In order to use this provision, tax payers will need to register with SARS e-filing through the website www.sars.co.za.

Bidders may also submit a printed Tax Clearance Certificate or Tax Clearance Status.

In bids where consortia/ joint ventures/ sub-contractors are involved, each party must submit a separate Tax Clearance Certificate or proof of Tax Clearance Status/ PIN.

iii) DECLARATION OF INTEREST

Any legal person, including persons employed by POLMED, or persons having a kinship with persons employed by the POLMED, including a blood relationship, may make an offer or offers in terms of this invitation to bid. In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons

employed by the POLMED, or to persons connected with or related to them, it is required that the Bidder or his/her authorised representative declare his/her position in relation to the evaluating/adjudicating authority and/or take an oath declaring his/her interest, where:

- the Bidder is employed by the POLMED; and/or
- the Bidder is a management Board of Trustees member; and/or
- the legal person on whose behalf the bidding document is signed, has a relationship with persons/a person who are/is involved in the evaluation and or adjudication of the bid(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarant acts and persons who are involved with the evaluation and or adjudication of the bid.

In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.

1. Are you or any person connected with the Bidder, employed by POLMED?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If so, provide particulars:		
2. Do you, or any person connected with the bidder, have any relationship (family, friend, other) with a person employed by POLMED and who may be involved with the evaluation and or adjudication of this bid?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If so, provide particulars:		

3. Are you, or any person connected with the bidder, aware of any relationship (family, friend, other) between any other bidder and any person employed by POLMED who may be involved with the evaluation and or adjudication of this bid?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If so, provide particulars:		
4. Do you or any of the directors/ trustees/ shareholders/ members of the company have any interest in any other related companies whether or not they are bidding for this contract?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If so, provide particulars:		

DECLARATION	
I, the undersigned (name).....,..... certify that the information furnished above is correct. I accept that POLMED may reject the bid or act against me should this declaration prove to be false.	
Name of Bidder	
Signature	
Position	
Date	

(iv) DECLARATION OF INTEREST

This declaration will be used by institutions to ensure that when goods and services are being procured, all reasonable steps are taken to combat the abuse of the supply chain management system.

The bid of any Bidder may be disregarded if that Bidder, or any of its directors have:

- a. abused POLMED's supply chain management system.
- b. committed fraud or any other improper conduct in relation to such system; or
- c. failed to perform on any previous contract.

In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.

<p>1. Is the Bidder or any of its directors listed on the National Treasury's database as companies or persons prohibited from doing business with the public sector?</p> <p>(Companies or persons who are listed on this database were informed in writing of this restriction by the National Treasury after the audi alteram partem rule was applied).</p>	<p>Yes</p> <p><input type="checkbox"/></p>	<p>No</p> <p><input type="checkbox"/></p>
<p>If so, provide particulars:</p>		
<p> </p>		
<p> </p>		
<p>2. Is the Bidder or any of its directors listed on the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004)?</p> <p>To access the Register, enter the National Treasury's website, www.treasury.gov.za click on the icon "Register for Tender Defaulters" or submit your written request for a hard copy of the Register to facsimile number 012-3265445.</p>	<p>Yes</p> <p><input type="checkbox"/></p>	<p>No</p> <p><input type="checkbox"/></p>
<p>If so, provide particulars:</p>		
<p> </p>		
<p> </p>		

3. Was the Bidder or any of its directors convicted by a court of law (including a court outside of the Republic of South Africa) for fraud or corruption during the past five (5) years?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If so, provide particulars:		
4. Was any contract between the Bidder and any organ of state or private entity terminated during the past five (5) years on account of failure to perform on or comply with the contract?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If so, provide particulars:		

DECLARATION	
I, the undersigned (name)..... certify that the information furnished above is correct. I accept that POLMED may reject the bid or act against me should this declaration prove to be false.	
Name of Bidder	
Signature	
Position	
Date	

iv) **SUB-CONTRACTING**

Will any portion of the contract be sub-contracted?

(Tick applicable box)

YES		NO	
-----	--	----	--

If yes, indicate:

- I. What percentage of the contract will be sub-contracted:
.....%
- II. The name of the sub-contractor(s)
.....
- III. The B-BBEE status level of the sub-contractor(s)
.....

The Service Provider may use subcontractors in connection with the work performed under this Agreement. When using subcontractors, however, if not listed in the proposal at the time of selection, the Service Provider must obtain prior written approval from POLMED. In using subcontractors, the Service Provider is responsible for all their acts and omissions to the same extent as if the subcontractor and its employees were employees of the Main Contractor. All requirements set forth as part of the bid will be applicable to all subcontractors and their employees to the same extent as if the Main Contractor and its employees had performed the services.

3. TERMS OF REFERENCE – EMPLOYEE WELLNESS SERVICES

3.1. Background on POLMED

- IV. The South African Police Service Medical Scheme (POLMED), is a closed medical scheme registered under the Medical Schemes Act (Act 131 of 1998).
- V. 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.
- VI. Please refer to 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.

4. Scope of Work

4.1. POLMED Employee Wellness Program (EWP) Design

- 4.1.1. Review the current EAP Policy and offerings, identify gaps and propose comprehensive solutions.
- 4.1.2. Aligning EAP policies and procedures with the offerings and Safety Standards.
- 4.1.3. Provide the organisation with a behavior risk management (BRM) and /or climate survey and report in the first six months of the contract.
- 4.1.4. Provide planning and maintenance schedule for the EWP at the POLMED.
- 4.1.5. Design of promotional and communication plans and campaigns aligned to the POLMED wellness campaign.

4.2. Consulting Services

- 4.2.1. 24/7/365 days Counselling Services including various options of accessing EAP service such as but not limited to:
 - A toll free number,

- mobile device app,
- On - line services.
- Call-back/ WhatsApp and e-mail service.
- HIV/AIDS Counselling.
- Education and Support Services.
- Covid-19 Counselling.

4.2.2. Life Management Services including legal, financial, and family support.

4.2.3. Minimum of six (6) Face-to-Face Counselling Services for POLMED employees and immediate family members.

4.2.4. Trauma Support including on-site Stress Debriefing.

4.2.5. Trauma debriefing within 48-72 hours, Trauma diffusion within 24 hours.

4.2.6. Employee Wellness Programme (EWP).

4.2.7. Orientation Sessions.

4.2.8. Comprehensive Online Wellbeing Services.

4.2.9. Comprehensive briefing and training for managers and HR Specialists.

4.2.10. Managerial referral services.

4.2.11. Family Care and Debt management.

4.2.12. Individual and Group Counselling session for but not limited to the following:

- Stress,
- Financial issues,
- Occupational issues such as group conflicts,
- retrenchments,
- relationships, etc; and

4.2.13. Proactive management of executive health risk through a structured executive wellness program including medical services.

4.3. EWP orientation and training

4.3.1. A total of Four (4) onsite and facilitated training sessions per annum would be required.

4.3.2. Webinars shall also form part of the awareness and training sessions. Virtual training sessions shall also be made available when requested by POLMED. The training topics include but are not limited to the following:

- Absenteeism management
- Mental Awareness
- Disability Awareness
- Workplace assessment to accommodate people with Disability
- Team Cohesion
- Managing Conflict in the workplace
- Financial Fitness
- Change Resilience
- Stress management
- Covid-19.

4.3.3. Due to the ongoing Covid-19 pandemic, monthly (12) podcasts should be made regarding relevant health and safety measures and shared with POLMEDs); and

4.3.4. There shall be a minimum of two posters with relevant subject matter sent to the POLMED monthly.

4.4. Reporting

4.4.1. Monthly, Quarterly, and annual statistical and trends reporting.

4.4.2. Quarterly engagement review and discussion/presentation to HR representations, Management and EXCO.

4.4.3. Dedicated key Accounts Manager.

4.4.4. Ad hoc meetings with internal program Co-ordinators.

4.4.5. Special reports as and when required.

4.4.6. Monthly on-site meetings with POLMED.

4.4.7. Development of the POLMED wellness strategy; and

4.4.8. Wellness strategy to be reviewed as and when required.

4.5. Marketing Materials

4.5.1. Plan and assist with wellness days and events.

4.5.2. Health and Wellness promotion, awareness, and campaigns as per National Health calendar, Regular provision (at least quarterly) of health promotion information.

4.5.3. Provide the organization with wallet cards for 60 employees on an annual basis; and

4.5.4. Provide monthly information on wellness.

4.6. On-site service

4.6.1. Provide group counselling sessions as and when required

4.6.2. Provide emotional impact sessions as and when required per annum

4.6.3. E-Care (online wellness service) Service must be accessible for all employees.

4.6.4. Wellness Portal available to all POLMED employees with updated information.

4.7. Technical Compulsory Documents Required

4.7.1. CVs for allocated resources indicating relevant experience for the scope of work.

4.7.2. Proof of Registration with the HPCSA for health professionals.

4.7.3. Contactable Reference letters from previous clients relating to the same scope of work of at least three (3) should be provided.

4.8. Contract Period

4.8.1. The services of employee wellness are required for a period of three (3) years.

4.8.2. The contract will be reviewed annually based on performance as agreed in the Service Level Agreement.

GATE 2: TECHNICAL EVALUATION

5. EVALUATION PROCESS

Bids will be evaluated on functionally as per the evaluation criteria and weights in the table shown below.

SECTION 1: PART A - EVALUATION CRITERIA – SERVICE PROVIDER’S EXPERIENCE IN WELLNESS SERVICES

Description	Allocated Points	Measurement to be applied	Weighting
1.1. Years of experience in the service of Corporate Health and Employee wellness.	6 points	20+ years	35%
	4 points	10 to 19 years	
	3 points	0 to 9 years	
1.2. Demonstrated experience insupporting the Wellness Strategy of an organisation	10 points	Able to clearly demonstrate with an example/s and provide proof of successful execution within the corporate environment	
	8 points	Unclear or partially demonstrated	
	0 points	Not demonstrated	
1.3. Demonstrated experience in different types of Employee Wellness support Services.	11 points	All 3 support service types are provide & provide proof of successful execution within the corporate environment with references.	
	9 points	Provides one to two support service types	
	0 points	No support services as per scope of work.	
1.4. Demonstrated experience inTrauma Management. Provide an example of a Trauma Management Plan already executed	8 points	Provides a clearly demonstrated trauma management plan	
	6 points	Unclear or partially demonstrated	
	0 points	Cannot demonstrate	

SECTION 2: PART B - EVALUATION CRITERIA – SERVICE PROVIDER’S DELIVERY MODEL

Description	Allocated Points	Measurement to be applied	Weighting	
2.1. Demonstrate the capacity to deal with psychosocial problems (if services are outsourced provide details)	11 points	Clearly demonstrates the capacity to deal with psychosocial problems and can provide reviews from clients indicating lessons learned.	45%	
	9 points	Demonstrates the capacity requirements		
	6 points	Partially demonstrates the capacity requirements		
	0 points	Does not demonstrate the requirements		
2.2. Demonstrate the ability to deliver support services efficiently through integrated platforms. (in person and technology based)	11 points	Exceeds the minimum requirements.		
	9 points	Can deliver on all service types as per minimum requirements		
	6 points	Can only deliver on one or two services as per minimum requirements.		
	0 point	Cannot deliver on any of the services within the turnaround time		
2.3. Demonstrate the ability to successfully implement an Employee Wellness Programme	12 points	The methodology and planning processes used are clear		
	10 points	The methodology and planning processes used are not clear		
	0 points	No methodology or planning processes evident		
2.3. Demonstrate the categories of support offered.	11 points	Can support all categories.		
	9 points	Can support only a few categories.		
	0 points	Cannot deliver on any of the services		

SECTION 3: PART C - EVALUATION CRITERIA – REPORTING

Description	Allocated Points	Measurement to be applied	Weighting
3.1. Demonstrate the ability to provide comprehensive reports	10 points	Reports demonstrated are comprehensive	20%
	8 points	Reporting demonstrated satisfactory	
	0 points	No reporting is demonstrated	
3.2. Demonstrate the value add of reports	10 points	Value add exceeds expectation	
	8 points	Value add is partially evident	
	0 points	No value add is evident	
Minimum Threshold			90%
Total			100%

GATE 3: PRICING AND B-BBEE EVALUATION

PRICING SCHEDULE

YOU ARE HEREBY INVITED TO RESPOND TO A BID OF POLMED	
BID NUMBER	POLMED001/2022/EWS
DESCRIPTION	Request for Proposals for appointment of a service provider for employee wellness services
VALIDITY	90 DAYS

Item	Description	Price in RSA Currency (Inclusive of VAT)
1	Bidders are required to indicate a price based on the following functional units based on a maximum number of 60 employees per annum	
1.1.	POLMED Employee Wellness Program (EWP) Design	
1.2	Consulting Services	
1.3	Marketing services and hosting of wellness days (Cost must be per campaign)	
1.4	On-site Services	
1.5	Other cost lines: please elaborate	
TOTAL COST EXCLUDING VAT		R..... (Total inclusive of all costs)
VAT @ 15%		
TOTAL INCLUDING VAT		

Item	Description	Price in RSA Currency (Inclusive of VAT)
2.	Persons who will be involved in the project and hourly rates applicable	
	Person and Position	Hourly Rate in RSA Currency

Item	Description	Price in RSA Currency (Inclusive of VAT)		
5	Travel expenses (specify, for example, rate/km and total km, class of air travel, etc.) Only actual costs incurred are recoverable. Proof of the expenses incurred must accompany certified invoices.			
	Description of expense	Rate	Quantity	Amount
	Total Inclusive of VAT			