

REQUEST FOR PROPOSAL

BID DESCRIPTION:

APPOINTMENT OF A SERVICE PROVIDER FOR ICT MANAGED SERVICES FOR AN INITIAL PERIOD OF TWELVE (12) MONTHS RENEWABLE ANNUALLY FOR UP TO THREE (3) YEARS

BID NUMBER:

POLMED012/2022/ICT

CLOSING DATE:

05 December 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.
Authorized representative	Person/ legal entity authorized 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 POLMED 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 non-responsive	Bidder will immediately be excluded from further evaluation.

1. GENERAL TERMS AND CONDITIONS OF THE BID

1.1. FRAUD AND CORRUPTION

All Bidders should 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, must 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:

1.4.1. 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 or post will not be considered.

The three (3) envelope system will be followed. One (1) original and two (2) copies of the bid of the administrative documents, technical proposal and financial bid must be submitted in a sealed envelope/ pack.

All hard copy bids must be submitted together with an **electronic copy (Memory Stick/USB)** of the entire bid in the format prescribed in section 1.25 the bid document.

Failure to submit an electronic copy of the bid will lead to the bid being non-responsive and will be disqualified.

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

- RFP number: POLMED012/2022/ICT
- Closing date and time: 05 December 2022
- The name and address of the bidder.
- Indication if the envelope/ pack relates to the technical or financial response.

1.4.2. Electronic Bid Submissions through POLMED Procurement E- mail

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 PART 1 - ADMINISTRATIVE REQUIREMENTS**

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

- A: Standard Bid Document, Declaration of interest and Declaration of bidder's past SCM practices.
- B: Company registration and shareholding information to support the B- BBEE contribution certificate.
- C: Valid, original tax clearance certificate or equivalent.
- D: B-BBEE status level of contribution certification or sworn affidavit.
- E: Audited or independently reviewed annual financial statements covering a period of three (3) financial years.
- F: Investigation by regulatory bodies (Refer to Section 1.23 of the bid).
- G: Signature by a duly authorized representative of the bidder and all pages of the bid initialed for correctness

Failure to provide any of the above administrative compliance documents **will lead** to the bid being non-responsive.

1.7. **FORMAT OF PART 2 - THE TECHNICAL PROPOSAL**

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: Experience in Providing the Service
- E: Methodology and Approach
- F: Team Competency and Experience, including CVs and Qualifications
- G: Client References (Contactable)
- H: Account Management
- I: Reporting

1.8. FORMAT OF PART 3 – FINANCIAL PROPOSAL AND B-BBEE

Submissions by Bidders must be in the following format:

- Pricing Schedule
- B-BBEE Sworn Affidavit or valid B-BBEE Certificate rated by a SANAS Accredited agency.

1.9. 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.

1.10. DURATION OF APPOINTMENT

The term of the contract will be for an initial period of twelve (12) months renewable annually for up to three (3) years based on performance. POLMED reserves the right to terminate the contract of the service provider on the basis of poor performance, giving the service provider sufficient prior notice thereof in writing.

1.11. 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 to be 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.

1.12. BIDDER SELECTION

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

1.13. 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.

1.14. 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.

1.15. 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.

1.16. 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.

1.17. 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.
- Audited or independently reviewed annual financial statements covering 3 financial year ends.
- Declaration of interest.
- Declaration of bidder's past SCM practices.
- Investigation by regulatory bodies.
- Proof of minimum 3 years consecutive experience in the relevant field.
- Signature by a duly authorized representative of the bidder and all pages of the bid documents initialed for correctness.

1.18. 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.

1.19. 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 RFQ. 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.

1.20. 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**.

1.21. 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 organization 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.**

1.22. 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.

1.23. 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.

1.24. SIGNATORY BY DULY AUTHORISED REPRESENTATIVE

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







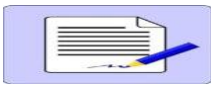
1.25. FINANCIAL SOUNDNESS

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.

1.26. EVALUATION PROCESS

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

Stage 1	Stage 2	Stage 3	Award
<p>ADMINISTRATIVE COMPLIANCE</p>  <p>RETURNABLE DOCUMENTS</p> 	<p>TECHNICAL EVALUATION</p>  <p>80% MINIMUM THRESHOLD</p> 	<p>PRICE & B-BBEE EVALUATION</p> <div data-bbox="683 772 901 884" style="border: 1px solid blue; border-radius: 10px; padding: 5px; background-color: #e6f2ff;"> <p>Price = 80 B-BBEE = 20</p> </div> <p>WEIGHTED SCORING / 100</p> 	<p>FINAL AWARD</p> <p>Post tender negotiation (if applicable) requesting best & final offer.</p>  <p>Negotiation of final terms & conditions of contract.</p> 

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 authorized representative of the Bidder. All pages of the bid documents must be initialed by an authorized 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.

2.1. CHECKLIST FOR GATE 1 – ADMINISTRATIVE DOCUMENTS

No	Required Documents	Mark (Y) if submitted and (N) if not submitted	Cross Reference to Bid where documents can be found
A	Standard Bid Document, Declaration of interest and Declaration of bidder's past SCM practices.		
B	Company registration and shareholding information to support the B-BBEE contribution certificate.		
C	Valid, original tax clearance certificate or equivalent.		
D	B-BBEE status level of contribution certification or sworn affidavit.		
E	Audited or independently reviewed annual financial statements covering a period of three (3) years.		
F	Investigation by regulatory bodies (Refer to Section 1.23 of the bid).		

No	Required Documents	Mark (Y) if submitted and (N) if not submitted	Cross Reference to Bid where documents can be found
G	Signature by a duly authorized representative of the bidder and all pages of the bid initialed for correctness		

Failure to provide any of the above administrative compliance documents **will lead** to the bid being non-responsive.

STANDARD BID DOCUMENTS

i) INVITATION TO BID

YOU ARE HEREBY INVITED TO RESPOND TO A BID OF POLMED					
BID NUMBER	POLMED012/2022/ICT	CLOSING DATE	05 December 2022	CLOSING TIME	12:00
DESCRIPTION	Request for Proposals for appointment of a Service Provider for ICT Managed Services				
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					
<p style="text-align: center;">No posted OR faxed Bids will be accepted</p> 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, taxpayers 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 POLMED, including a blood relationship, may make an offer or offers in terms of this invitation to bid. In view of possible allegations of favoritism, should the resulting bid, or part thereof, be awarded to persons employed by POLMED, or to persons connected with or related to them, it is required that the Bidder or his/her authorized 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 POLMED; and/or
- the Bidder is a 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 POLMED 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 or listed on the CIPC as a Director prohibited from doing business?</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)

--	--	--	--

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.

TERMS OF REFERENCE – ICT MANAGED SERVICES

1. PURPOSE OF THE REQUEST FOR PROPOSALS

POLMED wishes to invite a qualified suitable Service Provider who has a proven track record in the provision and support of the following ICT services:

- a) Operational computing services (These services including cloud, servers, desktops, networks, backup and disaster recovery, and software administration)
- b) Consumer Off the Shelf application management services.

2. BACKGROUND ON POLMED

2.1. The South African Police Service Medical Scheme (POLMED) was formed to cater for the Medical Scheme needs of members of the South African Police Service (SAPS) appointed under the South African Police Act, Act No. 68 of 1995. The Scheme is a non- profit restricted medical scheme registered in terms of the Medical Schemes Act, Act No. 131 of 1998 and its Rules are registered with the Council for Medical Schemes in terms of the said Act.

2.2. 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 has several Board Committees that are designed to allow every Trustee to play a role in governance of the Scheme. These Committees have their own Chairpersons and meet on a frequent basis to deal with issues that are relevant to them and issues that have been delegated to them by the Board. Trustees have the responsibility of looking after the Scheme's funds on behalf of members.

3. OVERVIEW OF CURRENT ICT ORGANISATION

3.1. POLMED's current ICT requirements are met by a mix of in-house personnel and contracted outsourced IT services. This RFP is for outsourced IT services only.

3.2. ICT services are provided onsite and remotely based on the business needs from the POLMED House Offices.

4. LOCATION

The required ICT services will be rendered from POLMED’s Head-Office in Persequor, Pretoria, and there are no satellite offices. The ICT services are to be provided to the following user groups from Monday-Friday, 07:00 – 17:00.

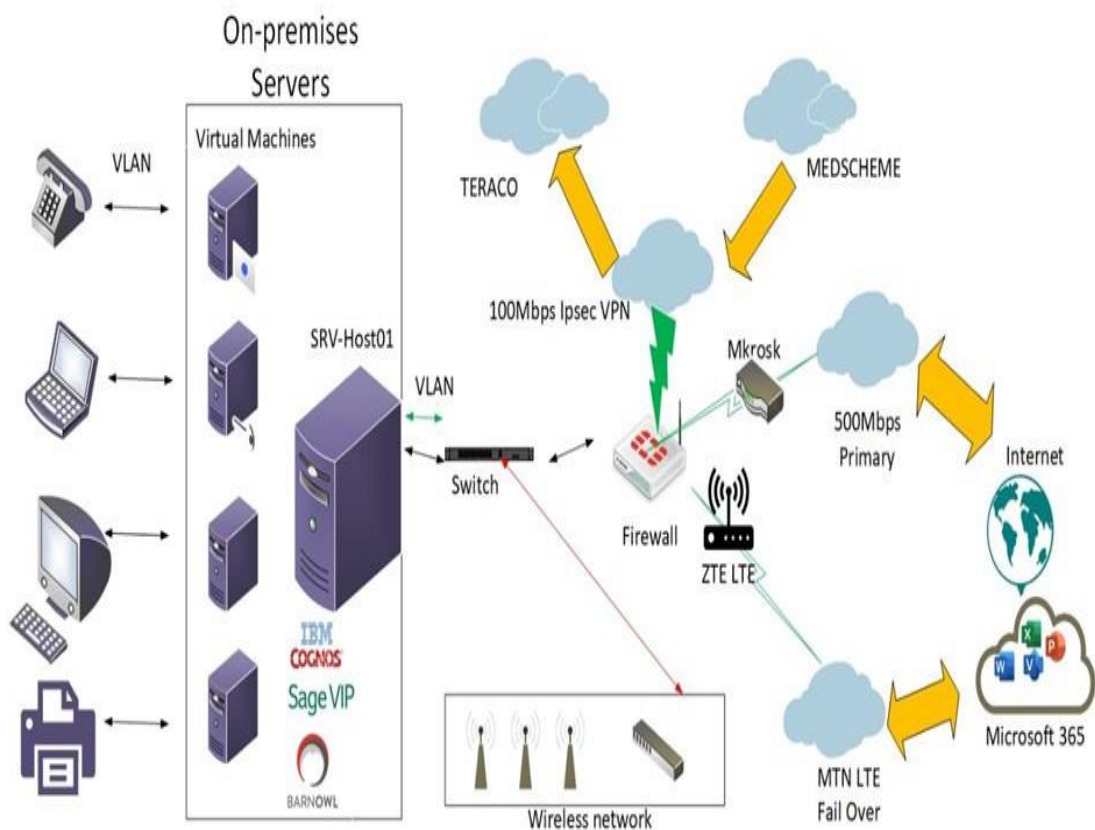
- Pretoria (43)
- Board of Trustees and Sub-Committee Members (40)

5. ICT SYSTEMS AND OPERATIONS ENVIRONMENT

5.1 ICT Network and Application Layout

The network infrastructure is shown in the diagram below.

Current Physical & Application Layer ICT Infrastructure



5.2 Server Environment

The POLMED server infrastructure is as follows:

Quantity	Server Type	Operating System
2	Dell PowerEdge R720	Windows server 2019
1	Dell PowerEdge R420	Windows server 2019
2	FortiGate	
1	Dell PowerEdge R730	Windows server 2019

Two (02) host servers in production as Hyper-V hosts and the 3rd server is on standby to be used for Test, QA, and Dev in future use.

5.3 Software Solutions

In addition to the operating system software installed on the POLMED servers, the following software is also installed:

- Microsoft SQL Server
- Sage VIP
- COGNOS
- BarnOwl

The following software is installed on the User-devices (laptops):

- Windows operating system - Windows 10 Professional
- MS Office Suite 365
- MS Teams
- MS Edge and Chrome
- Fortinet VPN
- Adobe reader

The above are installed on most of the client machines. In addition, the following applications are installed on certain user devices.

- MS Visio
- MS Power BI Pro
- Microsoft Project
- SAGE VIP application
- Adobe Pro
- Photo Shop
- Visual Studio

Additional software in other mobile devices used.

- MS Business Basics Licenses
- MS Office Suite 365 applications
- Adobe reader
- Teams
- OneDrive
- News 24

5.4 Cloud Setups

- Office 365
- Microsoft Dynamics
- Azure (to be fully applied)
- Teraco environment

5.5 End-User Devices

- Laptops
- iPad
- Desktops
- Cellphone

6. PROPOSAL SPECIFICATION

- 6.1. POLMED requires reputable institutions with vast knowledge, and relevant experience in ICT service management, infrastructure, and operations.
- 6.2. The service provider will be required to provide the following ICT Managed Service but not limited to:

6.2.1 ICT Strategy Execution

- a) Gain in-depth knowledge and understanding of client's ICT Strategy and related objectives and assist in the implementation of the strategic goals that will enable the attainment of POLMED goals.
- b) Research and advice on ICT strategic and operational initiatives to be implemented.
- c) Develop ICT tactical plans in line with defined ICT Strategy and Governance Framework and in consultation with Senior Manager ICT.
- d) Conduct ICT Benchmarking activities competitor reviews.
- e) Pro-active strategic involvement to ensure ICT service delivery compliance and maintained relevance to the Scheme.
- f) Proactively conduct ICT maturity assessment and apply improvement measures.
- g) Attend and participate in client's strategic and operational meetings.
- h) Proactively, implement ICT Governance, Risk and Compliance controls to ensure sustainable ICT systems environment
- i) Proactively and in consultation with Senior Manager ICT, define and document ICT policies, procedures, and processes.

6.2.2 Maximize ICT Infrastructure and Operations

- a) Proactive involvement in suggesting/building an efficient and effective ICT operational environments
- b) Conduct ICT infrastructure redesign and implement improvement measures and according to predefined guidelines

- c) Proactive monitoring, and reporting on ICT infrastructure performance and security controls
- d) Maintenance of the robust and secure ICT systems operations environment.
- e) Management and resolution of technology related incidents following ITIL processes, including follow-up with third-party suppliers where necessary.
- f) Hardware trouble shooting and installations.
- g) Inventory management (hardware, software, software licenses, etc...)
- h) Management of moves and changes, including scheduling of changes.
- i) Capacity planning (includes people and infrastructure)
- j) Disaster Recovery technology set-up and testing.
- k) Backup management, including verification of successful completion.
- l) Assessment and resolution of any information risk issues.
- m) ICT Security administration.
- n) Proactive vulnerability management
- o) Establishment, management, support, and maintenance of an ICT environment for: Operating System, Database, Network (LAN, WAN, GAN, VPN), Wireless and fixed (Fibre) lines / Wi-Fi, Mobile / LTE, Scheme Applications
- j) Management of ICT Security and Access Control (including User Support & Maintenance, Database Access, Software Application User Rights, Network Configuration, (WWW) site or Web Update, Intrusion Detection & Control of viruses, worms, spyware, trojan horses, firewalls, etc....)
- k) Implement an effective technical information communications and network architecture for POLMED. Implement effective network bandwidth and, multi-media (data, voice, video) management strategies within POLMED.

The technology areas supported include:

- o Telecommunications
- o Data Networks
- o Voice Systems
- o Desktop and Distributed Operations

- Business Information Systems
- Business Continuity Services.

Applications support and maintenance of POLMED information systems. These include:

- Datawarehouse and ETL
- ERP solutions (MS Dynamics)
- Risk Management Solution (BarnOwl)
- SAGE VIP
- Procurement
- COGNOS

6.2.3 ICT Project Management and Business Analysis

- a) Development and implementation of ICT Project Management methodology
- b) Drafting of ICT Project Management templates and documents

6.2.4 ICT Service Management

- a) Escalation (and management) to third-party suppliers of incidents that cannot be resolved in-house.
- b) Liaison with 3rd party services providers.
- c) Software administration and assurance provisioning

6.2.5 Applications Development and Support.

- a) Execution of ICT Systems Development activities aligned to defined ICT Best practices (SDLC)
- b) Conduct Joint-Application Development (JAD) session with clients for obtaining their ICT Business Systems requirements
- c) Development and implementation of ICT-business aligned solutions.

6.2.6 Administration

- a) Provide an effective account administration, cost control and reporting activities.
- b) Effectively report on all activities.
- c) Attend weekly meeting and recording them

7. SPECIFIC REQUIREMENTS

7.1 Prospective Service Providers must be able to provide fully integrated ICT services as per services indicated above.

7.2 Where the integrated services as per paragraph are outside the strengths of the bidder, detailed information of how the services will be provided to meet the requirements of POLMED and its clients must be provided.

7.3 **Set out in this and the following sections, is the required content that POLMED expects to receive in the response.**

7.3.1 **Executive Summary:** The Service Provider must provide, an Executive Summary of its response. The Executive Summary must not exceed ten (10) pages in length, and no appendices or specific references to additional information will be accepted. The Service Provider should summarize its offering, its approach and the value provided by the Service Provider. The Service Provider must not, under any circumstances, include any financial information in the Executive Summary.

7.3.2 **Solution Description:** The Service Provider must provide a thorough description of its solution and overall approach. The description of the solution should contain sufficient detail for POLMED to understand the overall approach, key changes, and timeframe associated with the Service Provider's solution. The Service Provider will include materials specific to its solution for POLMED. The Service Provider will refrain from providing "marketing materials" and background information already provided to POLMED, or otherwise available in the public domain. All information provided MUST be consistent with the commitments agreed to in other portions of this RFP. Consistency and a well-defined solution will be key factors in POLMED's overall evaluation. Service Providers are encouraged to use diagrams within this document to further explain their solution. The Solution Description must contain

the following components in the order specified below. Should the Service Provider fail to comply by the deadline indicated, POLMED will assume that the Service Provider has withdrawn from the proposal process.

- 7.3.3 **Solution Overview:** The first section of the document will be a Solution Overview. This section should begin with an overall view of the solution and operational approach of the Service Provider. Each functional area should have its own sub-section to describe the solution and operational approach for the specific area. The Service Provider should summarize its offering, its proposed changes to the organization and/or environment, the overall approach and the value provided by the Service Provider. The Service Provider should include any planned improvements in tools and processes and expected dates that these improvements will be implemented and, if applicable, differentiated by functional area. Detailed information containing the specific steps, resources, and plans associated with the transition of the Services and implementation of new tools and processes should be described in the Service Provider Transition Plan, as described below.
- 7.3.4 **Services Not Fully Provided by the Service Provider:** The Service Provider must list any Services required in this RFP that are not included in the Service Provider's Base Charges. Unless specific Services are listed and excluded, POLMED will assume all the required Services will be provided as part of the Service Provider's proposal.
- 7.3.5 **Service Provider Proposed Management Approach:** The Service Provider should provide a proposed management approach for the relationship with POLMED and describe the responsibilities of key positions. Additionally, the Service Provider should describe the benefits of such an organization and the time frame for implementation. In addition, the Service Provider should describe how it will manage the impact of changes in POLMED's strategic business direction during the term of the arrangement.
- 7.3.6 **Service Provider Transition Plan:** The Service Provider must provide a Transition Plan. A project plan may be included as an appendix to the Transition Plan. The project plan will indicate the specific tasks, timeframes, resources, and responsibilities associated with the transition activities. After discussions, modifications (if necessary), and approval from POLMED, the Transition Plan is intended to be an Exhibit to any future Agreement. The Service Provider will explain how and when it will implement the Services. The Service Provider will further describe how it will transition Services from POLMED's current environment (including any components of the environment managed by Third Parties) to the

Service Provider's proposed solution. The Service Provider should also provide an estimate of any required POLMED resources, and for how long, for the **Service** Provider to implement its solution.

- 7.3.7 **Service Management:** The Service Provider will describe its approach to Service Management. This should include general procedures associated with establishment and reporting of Service Level achievement. It should also include the Service Provider's approach to management of Service Delivery performance, specifically associated with problem management and resolution.
- 7.3.8 **Change Management:** The Service Provider will describe its approach to Change Management. The Service Provider will describe general procedures associated with changes to the technical environment, including general policies and procedures, any incorporation of existing POLMED practices, change requests, reviews, Service Provider and POLMED approvals, escalation, and implementation.
- 7.3.9 **Service Provider Processes and Methodologies:** The Service Provider will describe the major processes and methodologies that it will employ in delivering the Services. Brochures or manuals associated with a process or methodology may be included as appendices to the Solution Description, if necessary.
- 7.3.10 **Service Provider Software:** The Service Provider will list software it will provide as part of its solution and is included within the Base Charges. The list should not include any POLMED existing software, unless the Service Provider is proposing to replace existing software with new software (if this is the case, Service Provider should indicate any existing software that would be eliminated). The software list may be included as an appendix to the Technical Solution Document, if necessary. In addition, (and within the Technical Solution Document itself), the Service Provider will confirm that any proposed software complies with POLMED's technical architecture and will be refreshed during the Term of any Agreement. The Service Provider should describe which of the proposed software, if any, that POLMED will be able to access, and any limits or characteristics associated with such access.

8. RETAINER RESOURCES

8.1. The following key personnel must be assigned to POLMED (including their number of years' experience):

Role	Qualifications	Experience and Skills
<p>ICT Operations Manager (x1)</p>	<p>Bachelor's degree / Diploma in Information Technology or Computer Science</p>	<p>8+ years of relevant professional industry and, previous ICT Infrastructure, IT Management, or ICT Business Operations experience. Strong familiarity with project management software tools, methodologies, and best practices. Experience seeing projects through the full life cycle. Proven ability to complete projects according to outlined scope, budget, and timeline</p> <p>Certification Project Manager Professional (PMP) Certification, Information Technology Infrastructure Library (ITIL) Certification, Certified Secure Software Lifecycle Professional (CSSLP), Microsoft SharePoint Certification or Microsoft 365 Certified. TOGAF, CoBIT.</p>

Role	Qualifications	Experience and Skills
Backup and Disaster Recovery Specialist (x1)	Bachelor's degree / Diploma in Information Technology or Computer Science	5+ years operational experience in business continuity planning recover and disaster recovery. Knowledge on best practice IT Governance and BCM frameworks and their application including ISO, COBIT 5, COSO, ITIL, King IV report. Service Continuity, Business Continuity or Disaster Recovery. Certification ISO BCI Certifications, Veeam Certificate, CoBIT Certificate, ITIL v3 Foundation, Datacenter Certificate, Microsoft Server Administration
ICT Systems and Network Administrator (x1)	Diploma or bachelor's degree in computer science, Information Technology, System Administration, or a closely related field, or equivalent experience required	5+ years of database, network administration, or system administration experience. Experience in: <ul style="list-style-type: none"> o Operational role with a strong background on Cisco administration and equipment o Vendor management o In-depth Understanding of Firewall integration into network services o In-depth knowledge of L2 and L3 routing as well as routing protocols with emphasis on OSPF o Day to day Operational administration of network infrastructure, this includes but not limited to Routers, Switches and Wireless infrastructure

Role	Qualifications	Experience and Skills
ICT Technician (Desktop and Service Desk) x3	Degree/ Diploma in information Technology or computer science	<p>3+ years relevant IT experience, Experience in IT hardware setup, diagnostics, and repairs. Build and install PCs, telephone systems, wireless network and peripheral devices (such as printers, scanners, mobile/smart phones) related to desktop infrastructure, in accordance with defined ICT standards</p> <p>Certification COMPTIA / A+ / N+, MCSE / MCSA / MCP or other MS course, ITIL v3 or v4 Foundation</p>
Database Administration (x2)	Degree/ Diploma in information Technology or computer science	<p>3+ years of database experience Oracle, MS SQL, and MySQL Server database administration. Extracting and/or loading data. Managing, monitoring, and maintaining company databases. Making requested changes, updates and modifications to database structure and data Ensuring database security, integrity, stability, and system availability. Maintaining database backup and recovery infrastructure</p> <p>Certification Advanced certification as an MCDBA or MCSD</p>

Role	Qualifications	Experience and Skills
ICT Business Analyst	Degree/ Diploma in information Technology Degree/ Diploma in Business Analysis Project Management Qualification (Prince II Foundation)	5+ years' experience in a ICT Business analysis Role. Understanding of Process analysis and Design. Knowledge of UML diagrams and related business process management software. Certification BABOK Prince II
ICT Project Administrator	Degree/ Diploma in information Technology Degree/ Diploma in Business Analysis Project Management Qualification (Prince II Foundation)	5+ years of project administration and related experience. Strong familiarity with project management software tools, methodologies, and best practices. Experience seeing projects through the full life cycle Proven ability to complete projects according to outlined scope, budget, and timeline Certification Project Management Professional (PMP) certification preferred

- 8.2. The above-mentioned resources are required to perform the tasks as outlined in the scope above as part of the retainer fees. POLMED maintains the right to use the resources for projects outside of the scope of the retainer at the agreed hourly rates.

9. REQUIRED ATTRIBUTES AND BIDDER REQUIREMENTS

- 9.1. The following attributes, among others, will be considered by POLMED:
- a) Knowledge and experience in ICT Service Management and Operations
 - b) Conformance to exceptional quality and standard of work, and meticulous attention to detail; and fast turnaround time.
 - c) Proven track record in the provision of required services (A minimum of five reference letters to be submitted).
 - d) Necessary acumen and logistics to provide services.
 - e) Company profile.

GATE 2 - TECHNICAL EVALUATION

10. EVALUATION PROCESS

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

No	Criteria	Weight Allocated
1	EXPERIENCE IN PROVIDING THE SERVICE	
1.1	Bidder must provide a comprehensive company profile detailing: <ul style="list-style-type: none"> • Company's years of experience in ICT Managed Services • Accreditation and company certifications with OEMs. (i.e., Microsoft, HP) 	20
2	CAPACITY AND CAPABILITY TO DELIVER TO POLMED	
2.1	<ul style="list-style-type: none"> • Bidder's experience and exposure within the Medical Scheme/Health sector, and/or corporate environment. • Account Management • Reporting 	20
3	TEAM EXPERTISE	
3.1	Bidder must provide the following retainer resources for POLMED account. The bidder must provide Curriculum Vitae (CV) for each resource listed which must be signed by the resource and the authorized official of the bidder illustrating the following: <ul style="list-style-type: none"> • Level of expertise (Designation/Title) of each resource recommended • Years of experience in the required industry sectors and • Qualifications (Relevant Degree, Diploma or equivalent, minimum NQF 6) and provide certified copy. Date of certified copies should not be older than 3 months. • Any individual industry recognition and certification 	30
4	PROPOSED METHODOLOGY	
	Approach to service rendering. Project and transitional plan with clear milestones. Demonstrate previous experience in managing ICT Service Level Agreement (SLAs)	20

No	Criteria	Weight Allocated
5	CLIENT REFERENCES	
5.1	A minimum of five (05) signed and dated reference letters from other clients which must be on the client's letterhead.	10
TOTAL		100

Service Providers will be required to meet a minimum of threshold of **80% on technical evaluation** to proceed to Gate 3, i.e., Price and B-BBEE Evaluation.

GATE 3 - PRICING AND B-BBEE EVALUATION

11. POINTS FOR PRICE

11.1 Bidders are required to include in their responses, fee proposals in respect of the amount and nature of their expected remuneration for the services to be provided by them. In this regard, Bidders are to indicate specific billing arrangements, hourly rates per professional level, details of any proposed discounts and whether the rates are negotiable.

11.2 Only Bidders that have achieved a minimum score of 80 points on technical evaluation will be evaluated on price and B-BBEE.

11.3 The percentage scored for price shall be calculated by applying the undermentioned formula:

$$P_s = 80 \left(1 - \frac{(P_t - P_{min})}{P_{min}} \right)$$

Where,

- i) P_s : percentage scored for price under consideration
- ii) P_{min} : lowest acceptable price
- iii) P_t : price under consideration
- iv) 80: percentage/weight allocated for price

11.4 The lowest acceptable bid will obtain the maximum percentage allocated for the price/ price component. The other bids with higher prices for the price component, will proportionately obtain lower percentages based on the above indicate formula.

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

12 PRICING SCHEDULE

YOU ARE HEREBY INVITED TO RESPOND TO A BID OF POLMED	
BID NUMBER	POLMED012/2022/ICT
DESCRIPTION	APPOINTMENT OF A SERVICE PROVIDER FOR RENDERING ICT SERVICES
VALIDITY	90

Item	Description of service	Price in RSA Currency (Inclusive of VAT)		
<p>Service Providers must quote for the purpose of bid evaluation, the retainer fee must be based on an estimate of 180 hours per month for the entire Resource pool. (Lunch time excluded)</p>				
1	Resource Required	Rate per hour	Number of hours required	Monthly Fee
1.1	ICT Operations Manager			
1.2	ICT Backup & DR Specialist			
1.3	ICT Systems & Networks Administrator x1			
1.4	ICT Technicians x2			
1.5	ICT Service Desk Technician x1			
1.6	Database Administrator x2			
1.7	ICT Project Administrator			
1.8	ICT Business Analyst			
1.9	Systems Developer/Programmer			
2.	Other resources required to execute scope (please list below):			

Item	Description of service	Price in RSA Currency (Inclusive of VAT)	
3.	SLA Management (Other 3 rd Party Management) & Reporting		
4.	Account Management		
TOTAL VAT (exclusive)			
VAT @ 15%			
TOTAL VAT (inclusive)			

13 B-BBEE STATUS

The proof pertaining to the bidder's level contributor status in terms of the B- BBEE Act and the Codes of Good Practice, issued by the dti 11 October 2013, as amended, will be evaluated. Information is available at www.dti.gov.za.

The bidder will be allowed to score up to a maximum of 20 points depending on the bidder's level contributor status as per the POLMED B-BBEE Contributor level scorecard.

The following table will be used to allocate points for B-BBEE where the 80/20 for all Request for Proposals requests.

B-BBEE Status Level Contributor	Points allocated for B-BBEE Level Contributor
1	10
2	8
3	6
4	4
5	2
6	2
7	0
8	0
Non-Compliant	0

The remaining ten (10) will be allocated for B-BBEE bonus points as follows:

An EME or QSE which is at least 51% black owned	5 Points
An EME or QSE which is at least 31% black owned by women	5 Points

14. ADJUDICATION OF THE BID

The scores received for functionality, price and B-BBEE will be added together to obtain a final score for the Bidder. The Tender Evaluation Committee will make its recommendation to the Tender Adjudication Committee on the final score received by each Bidder.

POLMED reserves the right to award the contract to one (1) or more service provider or not to award the contract at all.