

**Request for Proposals: Appointment of a service provider to manage the POLMED Enterprise and Supplier Development Programme for the period of three (3) years with the option to extend a further period of two (2) years based on performance.**

**RFP NUMBER: POLMED005/2023/ESD**

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**ADVERT DATE: 02 August 2023**

**COMPULSORY BRIEFING SESSION:  
08 AUGUST 2023 AT 12H00 (VIRTUAL)**

**CLOSING DATE: 18 August 2023**

**TIME:12H00**

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# GLOSSARY

Abbreviation	Description
Administrator	The Administrator of the Scheme as envisaged in the Medical Scheme Act.
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 Proposals.
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	The Department of Trade and Industry B-BBEE 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.
EME	Exempted Micro Enterprise in terms of the Codes of Good Practice.
IP	Intellectual Property.

Abbreviation	Description
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 Small 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 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 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 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**

A mandatory virtual briefing will be held for this bid on **8 August 2023 at 12h00**. Service Providers must request for the details of the meeting link through [procurement@polmed.co.za](mailto:procurement@polmed.co.za).

### **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](mailto: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 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 deemed non-responsive and will be disqualified.**

### 1.1.1. Electronic Bid Submissions through POLMED Procurement E- mail

Electronic bids must be submitted by closing date and time to [procurement@polmed.co.za](mailto: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 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.

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

- RFP number: POLMED005/2023/ESD
- Closing date and time: 18 August 2023
- 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](mailto: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 are as such not 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 12:00 PM or any time thereafter. The tender box shall be locked at exactly 12:00 PM 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 which offer will be deemed not to have been accepted and no agreement will be deemed reached by any bidder, unless and until a definitive



contractual agreement and other related transaction 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 if 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](mailto: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 annual financial statements or independently reviewed covering a period of three consecutive financial year ends.
- Declaration of interest.
- Declaration of bidder's past SCM practices.
- Investigation by regulatory bodies.
- At least Three (3) References confirming that the company has managed a cumulative annual ESD budget of not less than R10 million.
- Signature by a duly authorized representative of the bidder and all pages of the bid initialled for correctness.

Failure to provide the B-BBEE Certification **will** lead to the bid being deemed non-responsive.

#### **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](http://www.dti.gov.za).

Failure to provide the B-BBEE Certification **will** lead to the bid being deemed 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, via a written declaration signed by the authorised representative, on the company's letterhead, 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 covering at least 3 financial year-end periods.

**Bidders must be a going concern in each of the three financial year end periods.**

Bids submitted without the required proof of financial soundness for the contracting entity **will** be deemed 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:

- i) Gate 1: Administrative Compliance
- ii) Gate 2: Functionality Evaluation
- iii) Gate 3: Price and B-BBEE analysis

## 2. GATE 1 – ADMINISTRATIVE DOCUMENTS AND COMPLIANCE

### 2.1. 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. 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					
<b>BID NUMBER</b>	POLMED005/2023/ESD	<b>CLOSING DATE</b>	18 August 2023	<b>CLOSING TIME</b>	12:00
<b>DESCRIPTION</b>	Request for Proposals for appointment of a service provider to manage the POLMED Enterprise and Supplier development Programme for the period of three (3) years with the option to extend a further period of two (2) years based on performance				
<b>VALIDITY</b>	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 and email 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					
<b>E-MAIL ADDRESS</b>	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 &amp; QSEs) MUST BE SUBMITTED</i>		
POLMED DOMICILLIUM			
POLMED chooses the following as its <i>domicilium citandi et executandi</i> for all purposes of and in connection with the final contract: Crestway Office Park, Block A, 20 Hotel Street, Persequor Park, Lynnwood, Pretoria			

<b>DECLARATION</b>	
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.	
<b>Signature of the bidder</b>	
<b>Position</b>	
<b>Date</b>	
<b>Duly authorised to commit the Bidder</b>	TICK APPLICABLE BOX <input type="checkbox"/> Yes <input type="checkbox"/> No  <i>PROOF MUST BE SUBMITTED</i>

**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](http://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.

<b>1. Are you or any person connected with the Bidder, employed by POLMED?</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>If so, provide particulars:</b>		
<b>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?</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>If so, provide particulars:</b>		

<b>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?</b>	<b>Yes</b> <input type="checkbox"/>	<b>No</b> <input type="checkbox"/>
<b>If so, provide particulars:</b>		
<b>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?</b>	<b>Yes</b> <input type="checkbox"/>	<b>No</b> <input type="checkbox"/>
<b>If so, provide particulars:</b>		

<b>DECLARATION</b>	
<p>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.</p>	
<b>Name of Bidder</b>	
<b>Signature</b>	
<b>Position</b>	
<b>Date</b>	

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><b>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?</b></p> <p><b>(Companies or persons who are listed on this database were informed in writing of this restriction by the National Treasury after the <i>audi alteram partem</i> rule was applied).</b></p>	<p>Yes</p> <input type="checkbox"/>	<p>No</p> <input type="checkbox"/>
<b>If so, provide particulars:</b>		
<p><b>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)?</b></p> <p><b>To access the Register, enter the National Treasury's website, <a href="http://www.treasury.gov.za">www.treasury.gov.za</a> 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.</b></p>	<p>Yes</p> <input type="checkbox"/>	<p>No</p> <input type="checkbox"/>
<b>If so, provide particulars:</b>		

<b>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?</b>	<b>Yes</b> <input type="checkbox"/>	<b>No</b> <input type="checkbox"/>
<b>If so, provide particulars:</b>		
<b>4. Was any contract between the Bidder and any organ of state terminated during the past five (5) years on account of failure to perform on or comply with the contract?</b>	<b>Yes</b> <input type="checkbox"/>	<b>No</b> <input type="checkbox"/>
<b>If so, provide particulars:</b>		

<b>DECLARATION</b>	
<p>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.</p>	
<b>Name of Bidder</b>	
<b>Signature</b>	
<b>Position</b>	
<b>Date</b>	

v) **SUB-CONTRACTING**

Will any portion of the contract be sub-contracted?

**(Tick applicable box)**

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
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If yes, indicate:

- i) What percentage of the contract will be subcontracted.....%
- ii) The name of the sub-contractor(s).....
- iii) The B-BBEE status level of the sub-contractor(s).....

The bidder 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 Proposer must obtain prior written approval from POLMED. In using subcontractors, the bidder is responsible for all their acts and omissions to the same extent as if the subcontractor and its employees were employees of the Proposer. All requirements set forth as part of the Contract are applicable to all subcontractors and their employees to the same extent as if the Proposer and its employees had performed the services

### **3. TERMS OF REFERENCE**

#### **3.1. THE PURPOSE AND OBJECTIVE OF THE REQUEST FOR BID**

POLMED is looking to appoint a well-established professional services provider to manage its enterprise and supplier development programme.

The objective of this Request for Proposals (RFP) is to invite parties, in good tax standing to submit proposals for POLMED's consideration in relation to the required services.

The Terms of Reference (ToR) are intended to define the purpose, scope of work and deliverables of the required service for POLMED for which the appointment of a service provider is required.

#### **3.2. BACKGROUND ON POLMED**

The South African Police Service Medical Scheme (POLMED) is a closed medical scheme registered under the Medical Schemes Act (Act 131 of 1998) ("the Act"), as amended. Only employees of the South African Police Service (SAPS), appointed under the South African Police Service Act (Act 68 of 1995), and their dependents are eligible to be members of POLMED.

The duties and responsibilities of the Board of Trustees are regulated by the Rules of the Scheme and the Act. The Board of Trustees is entrusted with ensuring the optimal operation of the Scheme to the benefit of the members.

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.

#### **3.3. SCOPE OF SERVICES**

- I. A Service Provider is required to design and implement an ESD programme for POLMED to support SMMEs grow sustainable businesses.
- II. To achieve the above and help POLMED unleash the potential of SMMEs, POLMED requires the services of a competent and experienced Service Provider in mainly delivering on the following key program areas:
  1. *Scope 1: Development of an ESD programme strategy*
  2. *Scope 2: Development and execution of an ESD programme to support the ESD strategy.*
  3. *Scope 3: Technological support to SMMEs*

- a) Identify strategic programmes/projects in line with POLMED ESD framework and provide proposals annually to POLMED for consideration.
- b) Manage and reporting of identified ESD Projects.
- c) Report on the ESD Programme to POLMED. The reporting shall be done on a monthly, quarterly and on an annual basis.
- d) Monitor and Evaluate the ESD Projects throughout the implementation of the POLMED ESD Programme. Provide monitoring and evaluation reports on a quarterly basis.
- e) Provide critical project performance review and stakeholder engagement.
- f) Identify opportunities in integrating the Socio-economic Development (SED) and Enterprise and Supplier Development (ESD) programmes to achieve the broader socio-economic impact.
- g) Manage expectations of internal and external stakeholders (at various levels) e.g., communication, reporting and consultation. The stakeholders, includes amongst others, POLMED Audit and Risk Committee and the Board of Trustees.
- h) Provide advisory support service to POLMED on applicable legislative compliance in relation to ESD Programme.
- i) Conduct impact assessment of the entire ESD Projects at the end of the Project(s) and issue a written report to POLMED.
- j) Conduct physical site visits to ESD beneficiaries, as and when required.

In helping facilitate economic empowerment, create and sustain jobs in South Africa and use technology to empower SMMEs to adapt to the changing world, the ESD Program must respond to the three main components as listed in more detail below:

**Scope 1: Development of an ESD strategy**

Design and development of an ESD strategy that seek to support SMMEs growth and sustainability and how POLMED can prioritise SMMEs to become suppliers in their value chain.

**Scope 2: Development and execution of an ESD program to support the ESD strategy**

Design and execution of an ESD programme that seek to support SMME's in the form of mentorship, business and entrepreneurial education and access to markets. These business support services are to improve the sustainability of SMMEs and their ability to create sustainable employment. The solution must include but not limited to the following support to SMMEs:

- Entrepreneurial skills development
- Bookkeeping and Accounting
- Finance and cashflow management
- Business compliance support
- Mentorship support
- Business growth strategies
- Corporate governance
- Internal control, systems and standard operating processes development
- Graphic and website design services
- Marketing services

### **Scope 3: Technological support to SMMEs**

Evidence of a technological solution the service provider is using to support, enable and enhance SMMEs growth and sustainability that must include but not limited to the following:

- Access to market
- Access to funding
- Networking
- Access to business opportunities.
- Access to business tools (hardware and software)
- Ongoing business support
- Ongoing training and upskilling opportunities

## **3.4. Technical Competencies**

### **I. Capacity to deliver on the Service**

- a) The bidder must provide a profile/corporate information which details, amongst others, list of outsourced ESD Programme (including ED and SD) managed in (including dates and periods, funds managed per project), achievements in outsourced ESD Programme (in particular ED and SD), including industry accolades (if any).
- b) The bidder must have managed outsourced ESD Programme (in particular ED and SD) in South Africa.
- c) Brief description of the bidder and an outline of recent experience on assignments of a



similar nature required by POLMED.

- d) Demonstration that bidder has of processes and systems to manage an outsourced ESD Programme in South Africa

## **II. Experience of the Bidder**

- a) Bidder must demonstrate track record and experience by providing list of ESD Programme (in particular ED and SD) managed in the past five years.
- b) The list must indicate the type of the ESD Programme (in particular ED and SD) (including dates or periods, funds managed per project), number of beneficiaries per programme and the contact details (contact person and contact details) of the client.
- c) Provide an organogram of the team tasked for this project including their qualification and experience. The project lead must have qualification and demonstratable experience in SMME support.
- d) Provide an overview of how the programme KPIs were achieved and demonstrate the impact of the programme on the beneficiaries and clients.
- e) The service providers must have a minimum of 5 years' experience in the ESD environment.

## **III. Human Resource Capacity**

- a) The bidder must have at least one lead consultant with at least three years' experience in management of ESD Programme (in particular ED and SD). (Attach latest CV of the proposed lead consultant(s) or similar).
- b) The bidder must also provide a support consultant with at least two years' experience in ESD Programme (in particular ED and SD) (Attach latest CV of the proposed support consultant(s)).

## **IV. Portfolio Fund Management**

- a) Bidder's fund size and types of funds the company currently or has previously managed.
- b) The bidder must provide details of Fund managed, including total fund value managed per fund indicated.

## **V. Methodology/ Approach in providing the Services**

- a) The bidder must provide the methodology/approach that will be followed in providing the outsourced services on the management of ESD Programme (in particular ED and SD).
- b) The bidder must provide copy of a process flow or methodology that indicates how they will be identifying and sourcing potential beneficiaries and implementing partners.

- c) The bidder must provide an example of an annual ESD Programme (in particular SD) implementation framework that includes a non-exhaustive list of key elements, for example, timeliness, disbursements, reporting, meetings and monitoring, etc.
- d) The methodology/approach must address proposed project plan with estimated milestones.

#### **VI. Monitoring, evaluation and reporting**

- a) Bidders are required to outline the monitoring, evaluation, and reporting processes in management of ESD Programme (in particular ED and SD).
- b) This must include monthly, quarterly, semester and annually reports including stakeholder meetings or updates.

#### **VII. Programme Governance**

- a) Outline programme governance framework, systems and processes to ensure strategic control and risk management of the programme activities and assure independence on the services and advice provided to clients.
- b) Bidders are required to detail how they will manage the risks, including amongst others fund management, systems and processes in place.

#### **VIII. Monitoring, evaluation and reporting**

- a) Bidders are required to outline the monitoring, evaluation and reporting processes in management of ESD Programme (in particular ED and SD).
- b) This must include monthly, quarterly, semester and annually reports including stakeholder meetings or updates.

#### **IX. Impact assessment and exit plan**

- a) Bidders must demonstrate how the impact assessment on the ESD Programme (in particular ED and SD) will be carried out.
- b) The bidder must outline the proposed exit plan and handing over strategy at the end of the ESD contract.
- c) Bidders are required to provide an example of impact assessment framework and an example of exit plan.
- d) The plan is not limited to the above, but it must include the safekeeping and transfer of information for the continuity of the ESD Programme (in particular ED and SD).

## **X. References**

- a) The service provider must provide at least three (3) references of same/similar services conducted for the scope of work required.

### **3.5. Supplier Demonstration/ Presentations**

A presentation/demonstration of the technology solution will be requested for bidders that meet a minimum of 80 points on technical evaluation. The demonstration of proposals must at a minimum cover the following areas:

- a) Understanding of the ESD Scorecard and relevant legislation within the medical scheme industry.
- b) Capacity to deliver to POLMED
- c) Understanding of the ESD Programme
- d) Methodology and approach including risk management
- e) Impact Assessment and Monitoring

## **4. GATE 2 – TECHNICAL EVALUATION**

### **TECHNICAL CRITERIA**

All bids which were found to be administratively compliant will be evaluated for technical/functionality. Technical/ functionality will be evaluated based on the scores outlined in the evaluation scorecard. A minimum score of 80% for technical/functionality must be achieved to be considered during the price and B-BBEE evaluation.

Presentations will be required from the Bidders and advised accordingly on when the presentations will be held.

#### 4.1. TECHNICAL SCORING

No	Technical Requirements	Allocated weighting
<b>1</b>	<b>Capability and Capacity to deliver to POLMED (Corporate Information)</b>	<b>20</b>
1.1.	Company profile detailing ESD Programmes managed including a list of Corporate clients	
1.2.	Demonstration of processes and systems to manage an outsourced ESD Programme in South Africa.	
<b>2.</b>	<b>Experience in Providing the Services</b>	<b>20</b>
2.1.	Track record and experience in providing ESD in the last five years: Provide an overview of how the programme KPIs were achieved and demonstrate the impact of the programme on the beneficiaries and clients	
<b>3.</b>	<b>Human Resources Capacity and Team Expertise</b>	<b>15</b>
3.1.	Project Lead qualifications and experience	
3.2.	Team qualification and experience	
<b>4.</b>	<b>Portfolio/Fund Management Strategy</b>	<b>5</b>
4.1.	Previous fund size managed on ESD	
<b>5.</b>	<b>ESD Programme Governance</b>	<b>15</b>
5.1.	Provide a programme governance framework, to ensure strategic control and risk management of the programme activities and assure independence on the services and advice provided to clients.	
5.2	Process of conducting impact assessment including measuring Return on Investment	
<b>6.</b>	<b>Monitoring, Evaluation and Reporting</b>	<b>5</b>
6.1	Provide methodology for monthly, quarterly, semester and annually reports including stakeholder meetings or updates.	
<b>7.</b>	<b>References</b>	<b>20</b>
7.1	Bidders must provide three references in the following manner: <ul style="list-style-type: none"> <li>• On a client letterhead</li> <li>• Signed by Client Representative</li> <li>• Contact details of the Client Representative</li> <li>• Nature of Services provided</li> </ul>	

No	Technical Requirements	Allocated weighting
	<ul style="list-style-type: none"> <li>Level of satisfaction by the Client</li> <li>Budget of the ESD Programme</li> </ul> <p><b>POLMED will conduct due diligence on References submitted</b></p>	
<b>8</b>	<b>TOTAL</b>	<b>100</b>

**Service Providers must meet a minimum of 80% in order to proceed to phase 2 of the technical evaluation process, i.e. presentations.**

#### **4.2. PHASE 2 OF TECHNICAL EVALUATION – PRESENTATIONS**

4.2.1. Service Providers who achieved a minimum of 80% will be required to conduct a presentation/demonstration in order to proceed to Gate 3.

4.2.2. The bidders will be evaluated based on the below criteria:

No	Description of Criteria	Weight
1	Demonstrate using a case study or practical examples, understanding of the ESD Scorecard.	20
2	Demonstration using a case study or practical examples of Processes and Systems to deliver the ESD Programme to POLMED.	20
3	Demonstrate using a case study or practical examples understanding of the ESD Programme initiatives to be undertaken.	20
4	Demonstrate using a case study or practical example the approach and methodology in Risk Management for the POLMED ESD Programme.	20
5	Demonstrate using a case study or practical examples, the Impact Assessment and value created for the beneficiaries through the ESD Programme.	20
<b>6.</b>	<b>TOTAL</b>	<b>100</b>

## **5. CHANGES TO THE SCOPE OF SERVICES**

**5.1.** The scope of the Services may be subject to changes by additions, deletions or revisions thereto by POLMED and the service provider which have been mutually agreed and reduced to writing between them.

**5.2.** The service provider shall promptly perform and strictly comply with such agreed change when so instructed by POLMED. Any extra services resulting from such changes will be charged at the service provider's normal or agreed rates.

## **6. GATE 3 – PRICE AND B-BBEE EVALUATION**

### **6.1. PRICE**

Only Bidders that have achieved a minimum score of 80% will be evaluated on price and B-BBEE. The percentage scored for price shall be calculated by applying the undermentioned formula:

$$P_s = 80(1 - (P_t - P_{min})/P_{min})$$

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

**6.2.** 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.

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

## 7. PRICING SCHEDULE

YOU ARE HEREBY INVITED TO RESPOND TO A BID OF POLMED	
<b>BID NUMBER</b>	POLMED005/2023/ESD
<b>DESCRIPTION</b>	Request for Proposals for appointment of a service provider to manage the POLMED Enterprise and Supplier development Programme for the period of three (3) years with the option to extend a further period of two (2) years based on performance.
<b>VALIDITY</b>	90 DAYS

- 7.1. Service Providers must indicate a proposed costing model, on a total cost to POLMED basis, to deliver the above scope of work.
- 7.2. The costing model must clearly distinguish between once-off costs and monthly costs.
- 7.3. All fees must be indicated on a VAT Exclusive and VAT Inclusive basis.

**POLMED reserves the right to conduct a price clarification process to obtain further information on the submitted price schedules.**

## 5. 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](http://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 open tender requests.

B-BBEE Status Level Contributor	Points allocated for B-BBEE Level Contributor
1	10
2	8
3	6
4	4
5 - 6	2
6	2
7, 8 and 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

## **6. 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.