REQUEST FOR PROPOSALS

BID DESCRIPTION:

APPOINTMENT OF A SERVICE PROVIDER FOR OUTSOURCED ICT MANAGED SERVICES

(RENEWABLE ANNUALLY BASED ON PERFORMANCE FOR UP TO A MAXIMUM OF THREE YEARS)

BID NUMBER:

POLMED013/2024/ICTSERVICES

COMPULSORY BRIEFING SESSION:

02 DECEMBER 2024 at 12h00 pm

CLOSING DATE:

09 DECEMBER 2024 AT 12H00 pm

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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.

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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.

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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

Compulsory Briefing Session:
Date of Briefing: 02 December 2024
Time: 12h00 - 13h00 pm
Venue: Team's Meeting
E-mail Reg: procurement@polmed.co.za.
Registration for attendance of briefing session closes on 29 November 2024.

1.3 CLARIFICATIONS AND QUERIES

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

1.4 SUBMISSION OF RESPONSES

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

Hard Copies Submissions

The tender box is situated at the reception of the POLMED head office: Crestway Office Park
Block A, 20 Hotel Street Persequor Park Lynnwood
Pretoria

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

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

All bids must be submitted together with an **electronic copy (Memory Stick/USB)** of the

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entire bid in the format prescribed in section 1.4. 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: POLMED013/2024/ICTSERVICES.

- **Closing date and time: 09 December 2024 at 12h00**

- The name and address of the bidder.

- Indication if the envelope/ pack relates to the technical or financial response.

Electronic Bid Submissions

Failure to comply to the following electronic submission format will invalidate the bid by the closing date and time to procurement@polmed.co.za:

- 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

Late submissions will not be accepted under any circumstances. A bid will be deemed late if it arrives even one second after 12:00 PM or at any subsequent time. The tender box will be sealed precisely at 12:00 PM. Bids that arrive after this time will be disqualified without exception.

The official Telkom time (Dial 1026) will serve as the benchmark for verifying the closing time. Should any bids arrive late, they will be returned unopened to the bidder whenever possible. Bidders are strongly advised to dispatch their bids with ample time to account for any unforeseen delays in delivery.

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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

Both the functional and financial bids should remain valid for a duration of 90 days starting from the closing date of this Request for Proposal (RFP).

1.8   DURATION OF APPOINTMENT

The contract will initially span period for this RFP is for a maximum of three years, Service Providers must take note that the contract will be renewable annually based on performance for up to a maximum of three (3) years.

1.9   NEGOTIATING AND CONTRACTUAL OBLIGATIONS

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

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

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

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

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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 based on its requirements.

1.11   ACCESS TO INFORMATION

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

1.12   BIDDER ENQUIRIES

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

1.13   REASONS FOR REJECTION

POLMED reserves the right to reject a bid for contract award if the recommended Bidder is suspected of fraud, improper conduct, or has engaged in proven corrupt or fraudulent activities during the bidding process for the specific contract.

Furthermore, POLMED retains the discretion to dismiss the bid of any Bidder if that Bidder or any of its directors:

- Have misused POLMED's Supply Chain Management (SCM) system.

- Are suspected of or have been involved in proven fraud or any other improper conduct in connection with the SCM system,

- Have failed to fulfill obligations on previous contracts.

- Are found complicit in collusive tendering or engaging in anti-competitive

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practices as outlined in the Competition Act, 89 of 1998

- If a Bidder or a member of the Bidder has a direct or indirect interest in any other Bidder.

1.14 CANCELLATION OF PROCUREMENT PROCESS

POLMED reserves the right to alter, adjust, or revoke this Request for Proposal (RFP), as well as amend, modify, or terminate any procedures or stipulations detailed herein, at any point and as deemed necessary. These changes may occur without prior notification, and POLMED is not obligated to provide compensation or reimbursement to any party involved.

1.15 ADMINISTRATIVE REQUIREMENTS

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

- Company registration and shareholding information to support the B-BBEE contribution certificate. *(Refer to 1.16)*

- Valid, original tax clearance certificate or equivalent. *(Refer to 1.17)*

- B-BBEE status level of contribution certification or sworn affidavit. **(Refer to 1.18)**

- Declaration of interest. *(Refer to 1.19)*
- Confirmation Letter: Investigation by regulatory bodies *(Refer to 1.21)*

- Audited financial Statements or independently reviewed financial statements covering a minimum 3 financial year-ends. *(Refer to 1.23)*

- Three (3) client reference letters indicating experience providing ICT Managed services

  Managed security services. *(Refer to 1.24)*

- Signature by a duly authorised representative of the bidder and initials on all pages

  of the bid documents for accuracy. *(Refer to 1.22).*

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1.16   COMPANY REGISTRATION AND SHAREHOLDING INFORMATION

The Bidder must be a South African entity and is required to submit its company registration details and documentation.

Bids that are submitted without a company registration document will be considered 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

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

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

1.19   DECLARATION OF INTEREST

The bidder must complete and return the "Declaration of Interest" on behalf of all

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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 INTEREST

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

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

1.21 INVESTIGATIONS BY REGULATORY BODIES

The bidder must provide a confirmation, <u>in the form of a letter on the bidder's letterhead and signed by a duly authorized representative (refer to 1.22)</u>, stating that they are not under investigation by any regulatory bodies, regardless of the nature of the investigation. If the bidder is currently under investigation, they must also include the relevant details as part of their submission.

Bids submitted without a completed and signed Letter will be deemed to be non-responsive

1.22 SIGNATORY BY A DULY AUTHORISED REPRESENTATIVE

Bidders are required to furnish evidence that the individual signing the bid documents is duly authorized to do so. This may include providing a resolution of directors or any other relevant documentation confirming the authorization of the signatory.

Bids submitted without proof will be deemed to be non-responsive.

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1.23 FINANCIAL SOUNDNESS

Financial statements covering a minimum of three financial year-ends are required. POLMED reserves the right to request audited or independently reviewed financial statements after the closing of the Request for Proposal (RFP).

1.24 CLIENT REFERENCE LETTERS

Bidders must submit a minimum of three (3) reference letters for ICT Managed services meeting the following criteria:

- Letters must be on the letterhead of the client.

- The contact details of the reference must be included on the letter.

- The letterhead must contain the value and duration of the contract awarded.

- Letters must be from three different clients. Appointment letters will not be accepted as reference letter.

Bids submitted without the three reference letters meeting the above criteria will be deemed to be non-responsive.

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1.25   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	Stage 4
ADMINISTRATIVE COMPLIANCE	TECHNICAL EVALUATION	PRICE & B-BBEE EVALUATION	FINAL AWARD
RETURNABLE DOCUMENTS	80% THRESHOLD	Price = 80 B-BBEE = 20 WEIGHTED SCORING / 100	Post tender negotiation (if applicable) requesting best & final offer. Negotiation of final terms & conditions of contract

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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 authorized representative

of the Bidder. During this phase Bidders' responses will be evaluated based on compliance

with the listed administration and mandatory bid requirements.

The Bidders' bid will be disqualified for non-submission of any of the documents.

2.2 CHECKLIST – COMPLIANCE TO ADMINISTRATIVE COMPLIANCE

No	Document Required	Submitted (Y/N)	Cross Reference to Bid Document
1	Company registration and shareholding information to support the B-BBEE contribution certificate. *(Refer to 1.16)*		
2	Valid, original tax clearance certificate or equivalent. *(Refer to 1.17)*		
3	B-BBEE status level of contribution certification or sworn affidavit. **(Refer to 1.18)**		
4	Declaration of interest. *(Refer to 1.20)*		
5	Audited /independently reviewed Statements covering a minimum 3 financial year-ends. *(Refer to 1.23)*		
6	Confirmation Letter: Investigation by regulatory bodies *(Refer to 1.21)*		
7	Three (3) client reference letters indicating experience with ICT Managed services **(Refer to 1.24)**		
8	Signature by a duly authorised representative of the bidder and initials on all pages of the bid documents for accuracy **(Refer to 1.22)**		

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2.3   STANDARD BID DOCUMENTS

i).   INVITATION TO BID

YOU ARE HEREBY INVITED TO RESPOND TO A BID OF POLMED					
BID NUMBER	POLMED013/2024/ICTMANAGED	**CLOSING DATE**	09 December 2024	**CLOSING TIME**	12:00
DESCRIPTION	Request for Proposals for appointment of a service provider for the Outsourced 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					
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					
E-MAIL ADDRESS	procurement@polmed.co.za				
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					

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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 NUMBER	TICK APPLICABLE BOX ☐ Yes ☐ No *PROOF MUST BE SUBMITTED*			
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ B-BBEE STATUS LEVEL SWORN AFFIDAVIT	TICK APPLICABLE BOX ☐ Yes ☐ No *PROOF MUST BE SUBMITTED* *A B-BBEE STATUS LEVEL VERIFICATION CERT/FICATEI SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED*			
POLMED DOMICILIUM				

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.

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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 efiling. 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 favouritism, should

the resulting bid, or part thereof, be awarded to persons employed by POLMED, or

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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 POLMED; and/or

- the Bidder is a management Board of Trustees member; and/or

- the legal person on whose behalf the bidding document is signed, has a relationship with

  persons/a person who are/is involved in the evaluation and or adjudication of the bid(s), or

  where it is known that such a relationship exists between the person or

  persons for or on whose behalf the declarant acts and persons who are involved

  with the evaluation and or adjudication of the bid.

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

1. Are you or any person connected with the Bidder, employed by POLMED	Yes ☐	No ☐
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 ☐	No ☐
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	Yes ☐	No ☐

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involved with the evaluation and or adjudication of this this bid?		
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 ☐	No ☐
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	

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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.

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? (Companies or persona 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)	Yes ☐	No ☐
If so, provide particulars:			
2.	Is the Bidder or any of its directors listed on the Register for Tender Defaulters in terms of section 29 of the Prevention of Combating of Corrupt Activities Act (No 12 of 2004)? 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 012-3235445.	Yes ☐	No ☐

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If so, provide particulars:			
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 ☐	No ☐	
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 ☐	No ☐	
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	

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v). SUB-CONTRACTING

Will any portion of the contract be sub-contracted?

(Tick applicable **box)**

YES ☐   NO ☐

If yes, indicate:

a)   What percentage of the contract will be sub-contracted?

      ……………………………………………………………%

b)   The name of the sub-contractor(s)

c)   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 service.

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3. TERMS OF REFERENCE – ICT MANAGED SERVICES

3.1. 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) **Cloud Infrastructure Management**

Full management of our existing Azure cloud environment, including provisioning, scaling, and monitoring of all resources to ensure optimal performance, cost-efficiency, and security.

b) **Network and Connectivity Services**

Ensuring seamless connectivity, network security, and optimization across all IT services hosted in the cloud.

c) **Data and Database Management**

Full administration of databases, including backups, restores, security management, and optimization for performance and availability.

d) **Cybersecurity and Compliance**

End-to-end management of cybersecurity controls, including firewalls, intrusion detection and prevention, vulnerability assessments, identity and access management, encryption, and compliance with industry regulations and standards.

e) **Service Desk and End-User Support**

A comprehensive, multi-tiered IT support service for all users within our organization, providing helpdesk operations, incident management, and user support.

f) **Application Management**

Management of business-critical applications, including updates, troubleshooting, monitoring, and ensuring the integration of applications across our ecosystem.

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g) **Disaster Recovery and Business Continuity**

Establishing and managing disaster recovery plans and ensuring business continuity by maintaining resilient and redundant infrastructure and services.

h) **IT Strategy and Advisory**

Collaborating with POLMED's leadership to provide ongoing strategic guidance, including IT innovation, technology roadmap alignment with business objectives, and continuous improvement of services.

The current ICT infrastructure is hosted on Microsoft Azure Cloud, and the provider will be responsible for ensuring the seamless management, operation, and optimization of our ICT services. The service provider will play a critical role in maintaining ICT systems, ensuring security, performance, and compliance, while supporting business operations.

The primary objectives of this outsourcing engagement are:

- To ensure the efficient and secure operation of our ICT services on Azure Cloud.
- To ensure reliability and performance of ICT infrastructure.
- To optimize costs and improve overall ICT service delivery.
- To maintain compliance with relevant industry regulations and standards.
- To provide ongoing support and innovation, enabling future growth and alignment with the organization's goals.
- To remediate and close existing ICT security and ICT governance gaps.
- To project manage ICT projects

3.2. BACKGROUND ON POLMED

a) 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.

b) The duties and responsibilities of the Board of Trustees are regulated by the

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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.

3.3. OVERVIEW OF CURRENT ICT ORGANISATION

a) POLMED's current ICT infrastructure is running in the Azure MicroSoft Cloud environment and ICT services are completely outsourced to a service provider. This RFP is also for outsourced ICT services, and will include a handover from the current service provider.

b) ICT services are provided both onsite and remotely based on the business needs.

3.4. LOCATION

a) 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 (45)

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

3.5. ICT SYSTEMS AND OPERATIONS ENVIRONMENT

3.5.1. ICT environment key information

Category	Details
Number of Sites	1 Site
Number of Users	83 (fulltime employees, BoT members and service providers)
Antivirus Solution	Microsoft Windows Defender
Firewall Technology	Fortinet SE and FortiAnalyser
VPN Solution	Microsoft Azure VPN
Network Switches	4 Netgear Switches, 1 EnGenius Switch
Wireless Network Product	Cambium Network Controller
Number of Databases	3 Databases (MS SQL Server)

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| Category	Details
Number of Domain Controllers	2
Windows Servers	9 Servers (Windows Server 2019 and 2022)
Email Solution	Office 365 (No Exchange Servers)
Registered Domains	Polmed.co.za
Hosting Environment	ICT Infrastructure hosted on Microsoft Azure

3.5.2. ICT Network and Application Layout

The network infrastructure is shown in the diagram below:

Current Architecture
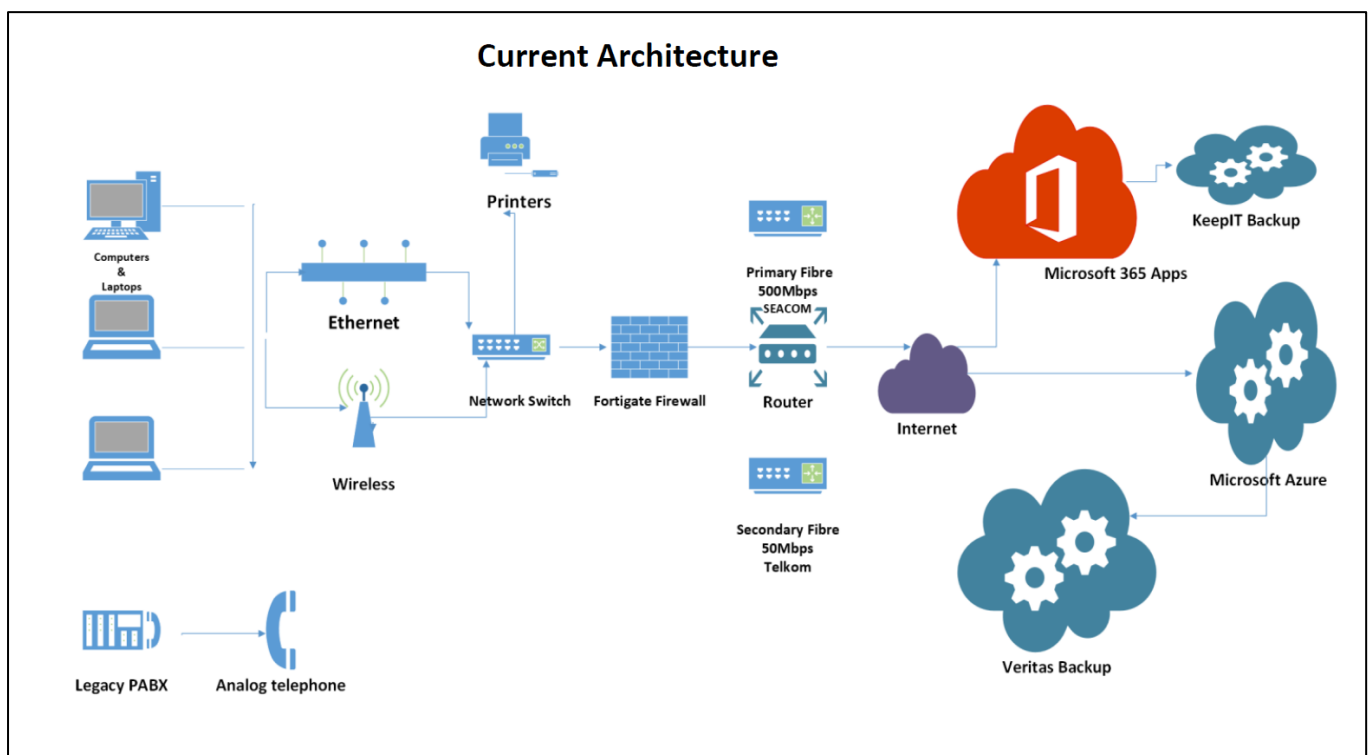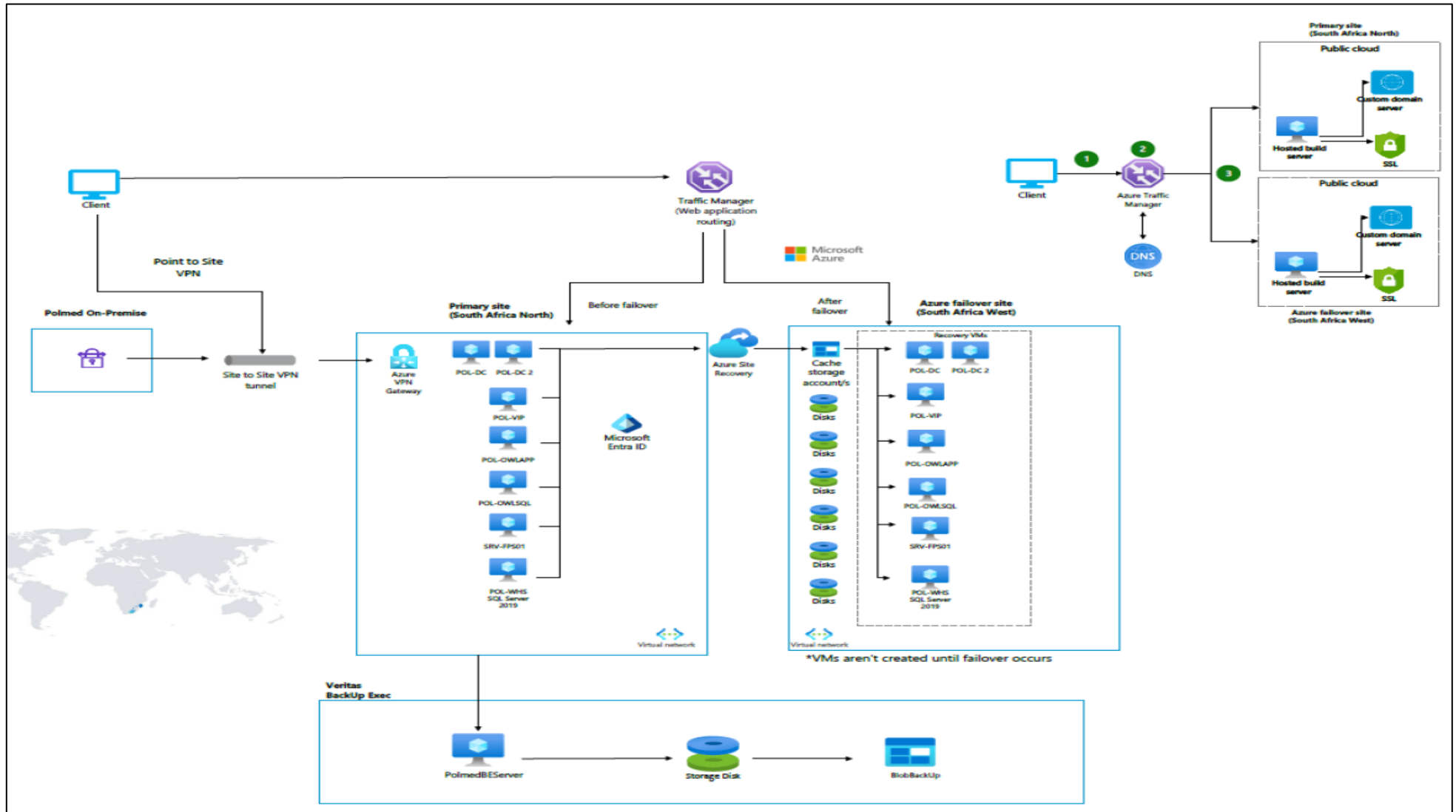
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3.5.3.   Server Environment

The POLMED server infrastructure made up of 9 servers (VMs) as follows:

Server Type	Operating System
POL-DMC: Primary Domain Controller	Windows Server 2019 Datacenter
POL-DMC1: Secondary Domain Controller	Windows Server 2019 Datacenter
POL-OWLAPP: BarnOwl Application	Windows Server 2019 Datacenter
POL-OWLSQL: BarnOWl database	Windows Server 2022 Datacenter
POL-VIP: SAGE/ESS & Database	Windows Server 2022 Datacenter
POL-WHS: Data warehouse	Windows Server 2022 Datacenter
PolmedBEServer: Backup Server	Windows Server 2019 Datacenter
PolmedDev-1: DevOps(D365)	Windows Server 2022 Datacenter
SRV-FPS01-test: File Print Server	Windows Server 2019 Datacenter

3.5.4. Databases

There are 3 Databases (MS SQL Servers) for the following:

3.5.4.1.   Sage VIP
3.5.4.2.   Barnowl application
3.5.4.3.   Data-warehouse

3.5.5. Software Solutions

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

3.5.5.1.   Microsoft SQL Server
3.5.5.2.   Sage VIP
3.5.5.3.   SAS data analytics
3.5.5.4.   BarnOwl

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

    3.5.5.5.   Windows operating system - Windows 10 Professional

    3.5.5.6.   MS Office Suite 365

    3.5.5.7.   MS Teams

    3.5.5.8.   MS Edge and Chrome

    3.5.5.9.   Fortinet VPN

    3.5.5.10.   Adobe reader

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

    3.5.5.11.   MS Visio

    3.5.5.12.   MS Power BI Pro

    3.5.5.13.   Microsoft Project

    3.5.5.14.   SAGE VIP application

    3.5.5.15.   Adobe Pro

    3.5.5.16.   Photo Shop

    3.5.5.17.   Visual Studio

Additional software in other mobile devices used.

    3.5.5.18.   MS Business Basics Licenses

    3.5.5.19.   MS Office Suite 365 applications

    3.5.5.20.   Adobe reader

    3.5.5.21.   Teams

    3.5.5.22.   OneDrive

3.5.6. Cloud Services

    3.5.6.1.   Azure Cloud

    3.5.6.2.   Office 365

    3.5.6.3.   Microsoft Dynamics 365

3.6.   End-User Devices

    3.6.1. Laptops

    3.6.2. iPad

    3.6.3. Desktops

    3.6.4. Cellphone

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3.7. PROPOSAL SPECIFICATION

3.7.1. POLMED requires reputable institutions with vast knowledge, and relevant experience in Azure Cloud services, information security, ICT service management, infrastructure, and ICT operations.

3.7.2. The service provider will be required to provide the following ICT Managed Services but not limited to:

3.7.3. Comprehensive ICT landscape assessment and remediation

Recently, POLMED conducted an ICT governance audit, which revealed several significant areas in need of improvement. These include weaknesses in ICT governance structures, ICT risk management processes, and the alignment of ICT strategy with business objectives.

Key deficiencies identified were the absence of a formal Information Security Policy, insufficient cloud security controls, poor firewall management, and inadequate data management practices, particularly in data classification and access control.

Additionally, vendor security compliance is not enforced, posing significant third-party risks. There is also a lack of coordination between the ICT and legal departments, resulting in misalignment regarding data protection and legal compliance.

This scope of work includes a comprehensive assessment of POLMED's ICT landscape from both security and governance perspectives, along with the remediation of these findings and any new issues that may arise.

3.7.4. ICT Projects and Business Analysis

3.7.4.1. **Business Analysis:** Business analysis to gain in-depth understanding of business requirements.

3.7.4.2. **Project Management Methodology:** Application of PMI or Prince2 Project Management Methodology.

3.7.4.3. **Project Management:** Project management of priority ICT initiatives and projects

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This scope includes facilitation of the implementation of the following discretionary projects. The software licensing and hardware that may be needed will be procured separately, subject to POLMED's SCM policy and processes.

a)   Upgrade of telephony from a PABX analogue system to VOIP
b)   Upgrade of SharePoint to enable document lifecycle management and records center features and capabilities
c)   Mobile device management
d)   Proactive device monitoring
e)   ICT service desk implementation
f)   GRC solution
g)   Board administration system
h)   Business performance monitoring system

3.7.5.   Strategic ICT Planning & Advisory

a)   **Cloud Strategy & Optimisation:** Advise on and implement improvements to the Azure Cloud environment to enhance performance, scalability, and cost-efficiency.
b)   **ICT Roadmap Development:** In consultation with Senior Manager ICT or Executive: Corporate Services, collaborate with internal stakeholders to develop and implement an ICT strategy aligned with business objectives, including emerging technologies.
c)   **Technology Innovation:** Provide recommendations for innovative technologies and solutions that enhance business operations.
d)   **Advisory:** Research and advice on ICT strategic and operational initiatives to be implemented.
e)   **ICT Operational Plan:** Develop and implement 2025 ICT Operational Plan in line with approved business strategy 2024 – 2028 and 2025 ICT key performance indicators.

3.7.6.   ICT Governance

a)   **ICT Governance:** Proactively, implement ICT Governance, Risk and Compliance controls to ensure sustainable ICT systems environment.
b)   **ICT maturity assessment:** Proactively conduct ICT maturity assessment and apply improvement measures.
c)   **ICT Governance Meetings:** Participate in and report at ICT Steercom meetings and any other POLMED governance committee meeting that the service provider may be

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invited to from time to time.

d) **Policy Management:** Proactively and in consultation with Senior Manager ICT or Executive: Corporate Services, define and document new or review existing ICT policies, procedures, and processes in line with industry standards and organizational requirements.

e) **Risk Management:** Identifying, managing, and mitigating risks associated with ICT infrastructure and operations.

3.7.7. ICT Infrastructure and Operations

a) **ICT infrastructure and network:** Establishment, management, support, and maintenance of an ICT environment, that is Operating System, Databases, Network (LAN, WAN, , VPN), Wireless and fixed (Fibre) lines / Wi-Fi, Mobile / Scheme Applications.

b) **Cloud Infrastructure (Azure):** Full management of the Azure environment, including provisioning, scaling, monitoring, and optimization.

c) **Backup & Disaster Recovery:** Implementation and management of backup solutions and disaster recovery plans to ensure business continuity, including verification of successful completion of backups and regular disaster recovery testing.

d) **Storage & Network Management:** Configuration, monitoring, and optimization of Azure storage and networking components.

e) **Capacity Planning:** Perform regular capacity planning (including people and infrastructure)

f) **Performance Monitoring:** Continuous monitoring and reporting of infrastructure performance, including system uptime, response times, and resource utilization.

g) **Patch Management:** Regular patching and updating of cloud-based infrastructure components and software.

h) **Efficient ICT environment:** Proactive involvement in building efficient and effective ICT operational environments.

i) **Information communications and network architecture:** Implement effective technical information communications and network architecture for POLMED. Implement effective network bandwidth and multi-media (data, voice, video) management strategies within POLMED.

j) **ICT assets:** Inventory management (hardware, software, software licenses, etc)

k) **Change Control:** Management of moves and changes, including scheduling of changes.

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3.7.8. IT Service Desk & Support

a) **ITIL:** Management and resolution of technology related incidents following ITIL processes, including follow-up with third-party suppliers where necessary.

a) **Help Desk Support:** Provision of support for end-users through a Service Desk to address ICT-related issues, service requests, and incidents related to hardware, software or business applications.

b) **Incident Management:** Rapid response to critical incidents, minimizing downtime and restoring services quickly.

c) **Problem Management:** Identifying the root cause of recurring issues and implementing long-term solutions to prevent recurrence.

d) **User Access Management:** Managing user accounts, roles, and permissions in accordance with security and compliance requirements.

3.7.9. Security Management

e) **ICT systems:** Maintenance of a robust and secure ICT systems operations environment

f) **ICT security:** ICT Security administration and management.

g) **Cybersecurity Monitoring & Response:** In the absence of a system for real-time monitoring of security threats and vulnerabilities implement measures to close the gap, along with proactive incident response.

h) **Compliance Management:** Ensure that all systems and processes comply with applicable data protection laws (e.g., POPIA) and industry standards (ISO, GDPR, etc.).

i) **Firewall Management & Network Security:** Management and maintenance of network firewalls and security protocols, including secure data transfers and encryption.

j) **Vulnerability Management:** Regular assessments and patching system vulnerabilities and security gaps.

k) **User Access Control:** Management of ICT Security and Access Control (including User Support & Maintenance, Database Access, Software Application User Rights, Network Configuration)

l) **Security Awareness:** Cybersecurity user awareness training

3.7.10. Application & Database Management

a) **Application Support:** Monitoring and maintenance of business-critical applications hosted on the Azure Cloud, ensuring maximum uptime and performance.

b) **Database Administration:** Administration and optimization of cloud-hosted

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databases such as the data warehouse, including monitoring, patching, backup, and performance tuning.

c) **SDLC**: Execution of ICT Systems Development activities aligned to defined ICT Best practices (SDLC).

d) **JAD Sessions**: Conduct Joint-Application Development (JAD) session with business for obtaining their ICT Business Systems requirements.

e) **Alignment**: Development and implementation of business strategy -aligned ICT-business solutions.

3.7.11. Service Level Management

a) **Service Level Agreements (SLAs)**: The service provider will adhere to SLAs governing system availability, support response times, and performance metrics. Key SLAs include:
- System Uptime: 99.5% availability for critical infrastructure.
- Response Time: Initial response within 30 minutes for high-priority incidents.
- Resolution Time: Issues resolved within 4 hours for critical incidents.

b) **Reporting & Analytics**: Monthly and quarterly reporting on SLA performance, infrastructure health, and service management metrics.

c) **3rd parties**: Escalation (and management) to other third-party suppliers of incidents that cannot be resolved by the service provider; and liaison with 3rd party services providers.

3.7.12. Data Warehouse

3.7.12.1. Data Warehouse Management

a) **Assessment & Optimization**: Conduct an initial assessment of the current data warehouse architecture, identifying performance issues, data quality challenges, and opportunities for optimization.

b) **Data Integration & ETL**: Manage and optimize the data integration processes (ETL), ensuring seamless, accurate, and timely and automated data flows into the warehouse from various sources.

c) **Data Governance**: Implement and enforce robust data governance practices to ensure data integrity, accuracy, security, and compliance with relevant regulations (e.g., POPIA).

d) **Data Storage & Scalability**: Optimize data storage to support growing data volumes

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while ensuring high performance and scalability.

3.7.12.2.   User Requirements Analysis & Custom Solutions

a)   **User Needs Assessment:** Engage with internal stakeholders, especially Research and Data Analytics team to understand specific user requirements, data access needs, and reporting preferences.

b)   **Custom Solution Design:** Design and implement tailored solutions within the data warehouse and BI platform that align with user needs, focusing on intuitive access, speed, and usability.

c)   **Ongoing Support & Enhancements:** Provide ongoing support and continuous improvement of data solutions, ensuring they evolve with business needs.

3.7.12.3.   Analytics & BI Reporting Platform

a)   **BI Platform Implementation:** Develop and support a centralized BI reporting platform, providing users with real-time, self-service access to key data insights.

b)   **Data Visualization:** Create clear, actionable data visualizations (dashboards, charts, etc.) to aid in decision-making and enhance user experience.

c)   **Reporting Automation:** Implement automated reporting systems to reduce manual effort and increase accuracy, delivering regular performance and business metric reports to key stakeholders.

3.7.13.   Administration

a)   Provide effective account administration, cost control and reporting activities.

b)   Effectively report on all activities.

c)   Timesheets management

d)   Attend weekly operational meetings and recording them

e)   Attend monthly management meetings and monthly management reporting of ICT performance against strategic KPI's, ICT operational plans and overall ICT service delivery.

3.8.   SPECIFIC REQUIREMENTS

a)   Prospective Service Providers must be able to provide fully integrate ICT services as per services indicated above.

b)   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.

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

3.8.1. **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.

3.8.2. **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.

3.8.3. **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

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below.

3.8.4. **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.

3.8.5. **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.

3.8.6. **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 of 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.

3.8.7. **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.

3.8.8. **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

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approvals, escalation, and implementation.

3.8.9. **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.

3.8.10. **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.

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3.9.   RETAINER RESOURCES

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

Role	Qualifications	Experience and Skills
ICT Operations Manager (x1)	Bachelor's degree / Diploma in Information Technology or Computer Science	8+ years of relevant professional industry and previous ICT Infrastructure, ICT Management, or ICT Operations, Cloud computing experience. Strong familiarity with managing Azure Cloud based ICT environment, security management, IT governance, IT continuity, 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 Manager Professional (PMP) or Prince2 Certification, Information Technology Infrastructure Library (ITIL) Certification, Certified Secure Software Lifecycle Professional (CSSLP), Microsoft SharePoint Certification or Microsoft 365 Certified. TOGAF, CoBIT.

| Security Engineer (x1) | Bachelor's degree / Diploma in Computer Science, Information Technology, | Minimum 5 years of hands-on experience in cybersecurity or related IT roles (network security, systems administration, etc.).
Experience with security risk management, incident response, threat modelling, and security assessments.

Cloud security experience is a significant advantage, especially with Azure Cloud.

Network security: Deep understanding of firewalls, VPNs, IDS/IPS, proxies, and secure network architectures.
Operating Systems Security: Experience with securing various platforms (Windows) and associated systems (Active Directory, etc.).
Encryption: Proficiency in encryption protocols, SSL/TLS, key management, and digital certificates.

Familiarity with industry standards like **ISO 27001**, **NIST**, **CIS Controls**, and **OWASP**.
Understanding of compliance regulations such as **GDPR**, **HIPAA**, or **PCI-DSS**.

Certifications (highly desirable):
• Certified Information Systems Security Professional (CISSP)
• Certified Ethical Hacker (CEH)
• Certified Information Security Manager (CISM)
• CompTIA Security+ or CySA+
• Offensive Security Certified Professional (OSCP) |

Role	Qualifications	Experience and Skills
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: ○ Operational role with a strong background on Cisco administration and equipment ○ Vendor management ○ In-depth Understanding of Firewall integration into network services ○ In-depth knowledge of L2 and L3 routing as well as routing protocols with emphasis on OSPF ○ 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) x 1	Degree/ Diploma in information Technology or computer science	3+ years relevant ICT experience, Experience in ICT 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 **Certification** COMPTIA / A+ / N+, MCSE / MCSA / MCP or other MS course, ITIL v3 or v4 Foundation
Data Warehouse SQL Database Administrator x 1	Degree/ Diploma in information Technology or computer science	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 **Certification** Advanced certification as an MCDBA or MCSD

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.

4. REQUIRED ATTRIBUTES AND BIDDER REQUIREMENTS

The following attributes, among others, will be considered by POLMED:

a) Knowledge and experience of Azure Cloud Services

b) Knowledge and experience in ICT Service Management and Operations

c) Conformance to exceptional quality and standard of work, and meticulous attention to detail; and fast turnaround time.

d) Proven track record in the provision of required services (A minimum of five reference letters to be submitted).

e) Necessary acumen and logistics to provide services.

f) Company profile.

5. TECHNICAL EVALUATION

NO	CRITERIA	WEIGHT ALLOCATED
1	EXPERIENCE IN PROVIDING THE SERVICE	
1.1	Bidder must provide comprehensive company profile detailing: • Company's years of experience in ICT Managed Services • Accreditation and company certifications with OEMs. (i.e., Microsoft, HP, Azure Cloud Services)	20
1.2.	EXPERIENCE IN EACH OF THE SERVICES	
	Bidder must provide comprehensive experience in each of the following	
1.2.1.	ICT landscape assessment and remediation	4
1.2.2.	ICT Projects implementation and Business Analysis	4
1.2.3.	Strategic ICT Planning & Advisory	2
1.2.4	ICT Governance	3
1.2.5	ICT Infrastructure and Operations	5
1.2.6	ICT Service Desk & Support	4
1.2.7	Security Management	5
1.2.8	Application & Database Management	4
1.2.9	Service Level Management	3

NO	CRITERIA	WEIGHT ALLOCATED
2.10	Data Warehouse Management	5
2.	**CAPACITY AND CAPABILITY TO DELIVER TO POLMED**	
2.1	• Bidder's experience and exposure within the Medical Scheme/Health sector, and/or corporate environment. • Account Management • Reporting	10
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:** • 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	10
4.	**PROPOSED METHODOLOGY**	
4.1	Approach to service rendering. Project and transitional plan with clear milestones. Demonstrate previous experience in managing ICT Service Level Agreement (SLAs)	20
5.	**TOTAL**	100

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

6. PHASE 2 OF TECHNICAL EVALUATION – PRESENTATIONS

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

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

No	Description of Criteria	Weight
1	Demonstrate using practical examples experience in ICT Managed services.	25
2	Demonstration using practical examples Capacity and Capability to deliver to POLMED.	25
3	Demonstrate using practical examples Resource allocation and Team Expertise.	25
4	Demonstrate using a case study or practical example the approach and methodology for ICT Managed services.	25
5.	TOTAL	100

7. GATE 3: PRICE AND BBBEE EVALUATION

7.1. POINTS FOR PRICE

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

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

$$Ps = 80(1- (Pt – Pmin)/Pmin)$$

Where;

i). Ps: percentage scored for price under consideration.

ii). Pmin: lowest acceptable price

iii). Pt: price under consideration

iv). 80: percentage/weight allocated for price

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

6.1.   PRICING SCHEDULE

YOU ARE HEREBY INVITED TO RESPOND TO A BID OF POLMED	
BID NUMBER	POLMED /2024/ICTMANAGED
DESCRIPTION	Request for Proposals for appointment of a service provider for Outsourced ICT Managed Services
VALIDITY	90 DAYS

6.2.1. Service Providers must indicate a proposed costing model, on a total cost of service to POLMED basis, to deliver the above scope of work.

6.2.2. The costing model must clearly distinguish between once-off costs and monthly costs.

6.2.3. 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.

Item	ONCE- OFF FEES	Price in RSA Currency (Exclusive of VAT)
	Bidders are required to complete the below price schedule for once-off fees	
1	Comprehensive ICT landscape assessment and remediation	
1.1	Review of current security and ICT governance findings reports to get as sense of gaps already identified	
1.3	Conducting a comprehensive ICT landscape assessment to cover areas not covered by audits already conducted	
1.4	Remediation of findings (Indicate labour pricing that will be required. Any software or hardware that may be required is not included and will be procured separate from this scope).	
2	ICT projects implementation (Costs relating to requirements analysis and facilitation of implementation will be covered by ICT Resources hours covered in ANNUAL RECURRING	

Item	ONCE- OFF FEES	Price in RSA Currency (Exclusive of VAT)
	FEES. TABLE BELOW. The software licensing and hardware that may be needed will be procured separately, subject to POLMED's SCM policy and processes.	
2.1	**Labour costs:** Any other labour costs that may be required for the implementation of ICT projects in section 3.7.4 but not covered by ICT Resources hours covered in ANNUAL RECURRING FEES TABLE BELOW.	
3	Other (if applicable- please specify detail):	
TOTAL COST EXCLUDING VAT		R………………………………. (Total inclusive of all costs)
VAT @ 15%		
TOTAL INCLUDING VAT		

Item	ANNUAL RECURRING FEES			Price in RSA Currency (Exclusive of VAT) for first 12 months
Service Providers must quote for the purpose of bid evaluation, the retainer fee must be based on an estimate of 160 hours per month for the entire Resource pool. (Lunch time excluded)				
1	ICT Resource Required	Rate per hour	Number of hours required per month	Annual Fee
1.1	ICT Operations Manager (x1)			
1.2	Security Engineer (x1)			
1.3	ICT Systems and Network Administrator (x1)			
1.4	ICT Technician (Desktop and Service Desk) x 1			
1,5	Data Warehouse SQL Database Administrator x 1			
2	SLA Management (Other 3rd Party Management) & Reporting			
4.	Account Management			
2.	Other resources required to execute the full scope (please list below): **(Not all lines need to be completed if unnecessary)**			
2.1				
2.2				
2.3				

TOTAL COST EXCLUDING VAT	R............................
	(Total inclusive of all costs)
VAT @ 15%	
TOTAL INCLUDING VAT	

RESOURCE RATE CARD	
BID NUMBER	POLMED--/2024/ICTSERVICES
DESCRIPTION	**Please list all resources who will be needed to execute the full scope of services, for both the once-off and recurring items**
VALIDITY	**Duration of the contract, subject to annual CPI adjustment.**

Item	Resource Title (Not all lines need to be completed if unnecessary)	Hourly Rate in ZAR Currency (**Inclusive** of VAT)
1		
2		
3		
4		
5		
6		
7		
8		

9		
10		
11		
12		

MARKUP ON PROCUREMENT OF SOFTWARE LICENSING AND HARDWARE	
BID NUMBER	POLMED--/2024/ICTSERVICES
DESCRIPTION	**Please provide your markup % for the procurement of any software licensing or hardware via resellers or distributors that may be required during the term of the project. Please note that procurement of software and hardware that will be required during the course of the contract will be done according to POLMED SCM policy and processes.**
VALIDITY	**Duration of the contract, subject to annual CPI adjustment.**

Item	Resource Title **(Not all lines need to be completed if unnecessary)**	Proposed percentage markup
1	Markup percentage on software / licensing	
2	Markup percentage on hardware	
3	Other: Specify	
4		

8. B-BBEE STATUS

7.1. 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.

7.2. 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.

7.3. 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	9
3	6
4	5
5	4
6	3
7	2
8	1
Non-Compliant Contributor	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

8. ADJUDICATION OF THE BID

8.1.   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.

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