

REQUEST FOR PROPOSALS

BID DESCRIPTION:

APPOINTMENT OF A SERVICE PROVIDER FOR OUTSOURCED MANAGED MEDICAL
EMERGENCY SERVICES

BID NUMBER:

POLMED006/2025/EMS

COMPULSORY BRIEFING SESSION:

24 October 2025 at 11h00 p.m.

CLOSING DATE:

03 November 2025 AT 12H00 p.m.



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GLOSSARY

Abbreviation	Description
Accredited Limited Administrator	Means an entity that holds a valid certificate of accreditation from the Council for Medical Schemes in terms of Section 58 of the Medical Schemes Act, specifically for providing limited administration services.
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 thereunder 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 as 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
Limited Administration Services	means the administration services as defined by the CMS in the Framework: Accreditation of Administrators providing limited accredited administration services, which include but are not limited to: claims adjudication and submission, pre-authorisation of benefits, and maintaining relationships with healthcare providers on behalf of a medical scheme.
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 the original document signed in ink by the person duly authorised to commit the Bidder.
PO	Principal Officer.
POLMED	Means the South African Police Service Medical Scheme, 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 a legally binding status and is enforceable by the executing authority on the bidding authority, whether in an original, copied, reproduced, photo, faxed or electronic format, and that has bearing to transaction(s) with POLMED. Such submission must be valid at the closing date and time of submission.

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Abbreviation	Description
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: 24 October 2025

Time: 11:00 pm

Venue: Team's Meeting

E-mail Reg: procurement@polmed.co.za

NB: Request for meeting link to be sent to procurement@polmed.co.za no later than 23 October 2025 at 16h00.

1.3 CLARIFICATIONS AND QUERIES

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

1.4 SUBMISSION OF RESPONSES

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

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 entire bid in the format prescribed in section 1.4. the bid document.

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

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

- RFP number: POLMED006/2025/EMS.
- Closing date and time: 03 November 2025
- The name and address of the bidder.
- Indication of whether the envelope/ pack relates to the technical or financial response.

Electronic Bid Submissions

Failure to comply with 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 preserve bids in confidence. Proprietary information should be indicated in each bid.

1.5 LATE SUBMISSIONS

Bids received late will not be considered. A bid will be considered late if it arrives 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 are 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.

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- 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 contract will be for a period of 36 months, renewable annually for three years based on performance. POLMED reserves the right to terminate the agreement of the service provider based on poor performance, giving the service provider sufficient prior notice thereof in writing.

1.9 NEGOTIATING AND CONTRACTUAL OBLIGATIONS

A bid will constitute a binding offer, but such an 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 negotiate with one (1) or more bidders regarding any proposed contract terms and conditions, including price(s).

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

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

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

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

Notwithstanding any other provision herein, no contractual agreement will be

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concluded with any bidder who is not an accredited limited administrator, as defined in this RFP, in full compliance with Section 58 of the Medical Schemes Act. POLMED's obligation to negotiate or conclude an agreement is expressly conditional upon this requirement.

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 their bid status 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 legislation in terms of access to information.

1.12 BIDDER ENQUIRIES

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

1.13 REASONS FOR REJECTION

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

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

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

The bid will be rejected if the Bidder, any proposed subcontractor, or any entity that proposes to perform Limited Administration Services is not an Accredited Limited Administrator as required by the Medical Schemes Act.

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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:

- A valid Certificate of Accreditation from the CMS for the provision of Limited Administration Services, issued in terms of Section 58 of the Medical Schemes Act. In the case of a consortium or a bidder proposing to subcontract these services, this certificate must be provided to the entity legally responsible for performing them.
- Company registration and shareholding information to support the B-BBEE contribution certificate.
- Valid, original tax clearance certificate or equivalent.
- Service Providers must submit Audited financial statements and or independently reviewed financial statements covering a period of three (3) financial years
- B-BBEE status level of contribution certification or affidavit.
- Declaration of interest and declaration of bidder's past SCM practices.
- Investigation by regulatory bodies (Confirmation must be in writing on Company's letterhead).
- Signature by a duly authorised representative of the bidder and all pages of the bid documents initialled for correctness.

1.16 COMPANY REGISTRATION AND SHAREHOLDING INFORMATION

The Bidder must be a South African entity and 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 on

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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 is mailed to the relevant party to the bid and thus printed by the party to the bid. The tax certificate must be 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 the date of measurement.
- Where no valid tax clearance exists for any party noted above, a letter from SARS must be provided, 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 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 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.

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1.20 DECLARATION OF BIDDER'S PAST SCM PRACTICES

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

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

1.21 INVESTIGATIONS BY REGULATORY BODIES

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

1.22 SIGNATORY BY DULY AUTHORISED REPRESENTATIVE

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

1.23 FINANCIAL SOUNDNESS

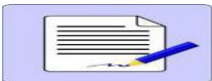
Service Providers must submit Audited financial statements and or independently reviewed financial statements covering a period of three (3) financial years. (POLMED reserves the right to request supporting information for Audited financial statements and or independently reviewed financial statements after submission of bids).

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1.24 EVALUATION PROCESS

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

Stage 1	Stage 2	Stage 3	Stage 4
ADMINISTRATIVE COMPLIANCE  RETURNABLE DOCUMENTS 	TECHNICAL EVALUATION  70% THRESHOLD 	PRICE & B-BBEE EVALUATION Price = 80 B-BBEE = 20 WEIGHTED SCORING / 100 	FINAL AWARD Post-tender negotiation (if applicable) requesting the best & final offer.  Negotiation of the final terms & conditions of the 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 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 Bidders' bid will be disqualified for non-submission of any of the documents.

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.		
2	Valid, original tax clearance certificate or equivalent.		
3	B-BBEE status level of contribution certification or affidavit.		
4	Declaration of interest and Declaration of bidder's past SCM practices.		
5	Investigation by regulatory bodies.		
6	Service Providers must submit Audited financial statements and or independently reviewed financial statements covering a period of three (3) financial years.		
7	Signature by a duly authorised representative of the bidder and all pages of the bid documents initialled for correctness.		
8	Valid CMS Accreditation Certificate for Limited Administration Services.		

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STANDARD BID DOCUMENTS

i). INVITATION TO BID

YOU ARE HEREBY INVITED TO RESPOND TO A BID OF POLMED					
BID NUMBER	POLMED006/2025/EMS	CLOSING DATE	03 November 2025	CLOSING TIME	12:00
DESCRIPTION	Request for Proposals for appointment of a service provider for outsourced managed medical emergency services				
VALIDITY	90 Days				
The successful Bidder must complete 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 to the correct physical address and email address before the closing date and time. 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				

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SUPPLIER INFORMATION			
NAME OF BIDDER			
POSTAL ADDRESS			
STREET ADDRESS			
TELEPHONE NUMBER	CADE		NUMBER
CELLPHONE NUMBER			
FACSIMILE NUMBER	CADE		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 <i>PROOF MUST BE SUBMITTED</i>		
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ B-BBEE STATUS LEVEL SWORN AFFIDAVIT	TICK APPLICABLE BOX ☐ Yes ☐ No <i>PROOF MUST BE SUBMITTED</i> <i>A B-BBEE STATUS LEVEL VERIFICATION CERT/FICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED</i>		
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DECLARATION	
I/ We have examined the information provided in your bid documents and offer to undertake the work prescribed in accordance with the requirements as set out in the bid document. The prices quoted in this bid are valid for the stipulated period. We confirm that this bid will remain binding upon us and may be accepted by you at any time before the expiry date.	
Signature of the bidder	
Position	
Date	
Duly authorised to commit the Bidder.	TICK APPLICABLE BOX ☐ Yes ☐ No <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 must submit their Unique Personal Identification Number (PIN) issued by SARS to enable POLMED to view the Bidders' profile and tax status.

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

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

In bids involving consortia/ joint ventures/ sub-contractors, 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 to persons connected with or related to them, it is required that the Bidder or their authorised representative declare their position in relation to the evaluating/adjudicating authority and/or take an oath declaring their interest, where:

- the Bidder is employed by POLMED; and/or

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- 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 involved with the evaluation and or adjudication of this bid?	Yes ☐	No ☐
If so, provide particulars:		

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4. Do you or any of the company's directors/ trustees/ shareholders/ members have any interest in 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	

iv). **DECLARATION OF INTEREST**

POLMED will use this declaration 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, has:

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

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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 <i>audi alteram partem</i> 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 and 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 the facsimile number 012-3235445.	Yes ☐	No ☐
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:		

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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	

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 for the work performed under this Agreement. However, if subcontractors are 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 apply 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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TERMS OF REFERENCE – MANAGED OUTSOURCED EMERGENCY MEDICAL SERVICES

1. PURPOSE OF THE RFP

- 1.1. POLMED wishes to appoint a Service Provider to provide Emergency Medical Services for three (3) years, renewable annually based on performance.

2. BACKGROUND ON POLMED

- 2.1. The South African Police Service Medical Scheme (POLMED / the Scheme) 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, as amended. The Scheme is a non-profit restricted medical scheme registered in terms of the Medical Schemes Act, Act No. 131 of 1998, as amended ("MSA") and its rules ("Rules") are registered with the Council for Medical Schemes in terms of the MSA.
- 2.2. The duties and responsibilities of the Board of Trustees ("Trustees") are regulated by the Rules of the Scheme and the MS Act. The Board of Trustees has several Board Sub-Committees that are designed to allow each Trustee to play their fiduciary role in the governance of the Scheme. The Sub-Committees have their own dedicated Chairpersons and meet frequently to deal with issues that are relevant to them and issues that have been delegated to the Board Committee by the BoT. Trustees are responsible for looking after the Scheme's funds on behalf of members of the Scheme ("members").

3. SCOPE OF WORK AND DELIVERABLES

- 3.1. The Bidder will be expected to provide the following key activities.
 - 3.2.1. Emergency medical services.
 - 3.2.2. Pre-Authorisation
 - 3.2.3. Emergency response by Road Operations
 - 3.2.4. Patient transfer services for upgrade of care
 - 3.2.5. Patient Transfer services for emergency medical services
 - 3.2.6. Claims adjudication and transfer files to the Administrator
 - 3.2.7. Maintain the relationship with providers on behalf of the Scheme



4. PROJECT DURATION

- 4.1. The project duration is 36 months. The contract will be renewed annually based on performance.

5. MINIMUM REQUIREMENTS

5.1. Threshold/ Mandatory Accreditation Requirement

- 5.1.1. The Bidder must be an Accredited Limited Administrator as defined in this RFP. The accredited entity must be a party to the bid and will be subject to the full evaluation process. Failure to meet this requirement will result in the bid being declared non-responsive and disqualified.

5.2. Emergency Medical Services

- 5.2.1. Provide a national toll-free emergency contact centre service, available 24 hours a day, 7 days a week in all South African Official Languages.
- 5.2.2. Assess an Emergency medical condition and determine the most appropriate evacuation means.
- 5.2.3. Provide non-emergency medical information where necessary.
- 5.2.4. Keep records of calls relating to emergencies and non-emergencies (pre-authorisations).
- 5.2.5. Maintain an acceptable call rate and maintain a competent contact centre.
- 5.2.6. Provide telephonic pre-arrival emergency medical advice according to relevant and acceptable medical and clinical standards and best practices, where necessary to Scheme Members.
- 5.2.7. Ensure the contact centre provides appropriate, qualified, skilled, and trained staff to assist with the relevant and necessary medical telephonic advice regarding all emergency medical conditions.
- 5.2.8. Ensure the receipt and dispatch of calls is done fairly and transparently to all other Emergency Service Providers.
- 5.2.9. Ensure availability of emergency medical services at POLMED key events on an as-and-when-required basis.

5.3. Pre-Authorisation

- 5.3.1. Pre-Authorise the Emergency medical transportation in accordance with POLMED Scheme rules.
- 5.3.2. Manage the appropriate risk associated with road and air primary and inter-facility transfers in conjunction with the Scheme's managed care provider.



- 5.3.3. Manage appropriate quality care, including the risk associated with road and air primary and inter-facility transfers in conjunction with the Scheme's managed care provider.
- 5.3.4. Provide ground-based primary emergency medical response and backup to operational pre-hospital emergency care providers.
- 5.3.5. Manage medical transfers by road or air transport of patients to the most appropriate medical facilities.
- 5.3.6. Transfer unaccompanied minors from primary response to a place of safety and adult supervision.
- 5.3.7. Ensure initial validation of the authorised claims.

5.4. Emergency Response by Road Operations

- 5.4.1. The successful Service Provider must respond/react from Beneficiary log-in time to care delivery.
- 5.4.2. The service provider shall facilitate road operations throughout all nine provinces in South Africa.
- 5.4.3. The Service Provider must be well capacitated with emergency medical vehicles, equipment, and qualified staff for acute trauma and medical care for all medical emergencies, including Basic, intermediate, paediatric, or advanced life support levels as required under the Emergency Care Regulations.
- 5.4.4. All vehicles must be properly licensed in terms of the applicable laws and ensure road safety and roadworthy requirements.

5.5. Patient Transfer for non-emergency medical services

The appointed Service Provider will be expected to provide the following services for patient transfer for non-medical services:

- 5.5.1. Medically justified transfers to special care centres/inter-facility transfers.
- 5.5.2. Transfer beneficiaries from their residence to a medical facility or from one medical facility to another for specialist diagnostic or therapeutic procedures or for repatriation as per the POLMED Scheme rules and benefits.
- 5.5.3. Ensure that the transfer of a beneficiary is made through the call centre and is medically justifiable. The Service Provider will be expected to determine whether a non-emergency transfer is medically justifiable. The Service Provider must conduct a test to determine whether the Beneficiary requires medical intervention in transit.
- 5.5.4. Repatriation of patients if hospitalised far from home in line with POLMED Scheme rules.
- 5.5.5. Companionship and/or care of stranded minors. The Service Provider must ensure that minors



are not left unattended at a scene where an emergency medical condition is attended to. Where possible, the minor must be transported together with the parent and handed over to the appropriate childcare agency, hospital personnel or related adult.

- 5.5.6. Transportation of life-saving medications and blood. The Service Provider must ensure transportation (excluding standard routine delivery and/or changes for blood) of any lifesaving emergency medication or emergency blood products.

6. REQUIRED ATTRIBUTES

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

- 6.1.1. Extensive knowledge, practical experience and understanding of managed emergency medical services of clients of a Similar size as POLMED.
- 6.1.2. Knowledge and application of the Medical Scheme and Health regulatory framework.
- 6.1.3. Conformance to exceptional quality, standard of work and meticulous attention to detail.
- 6.1.4. Quick turnaround times.
- 6.1.5. Ability to adapt quickly to POLMED's needs.

- 6.2. The following must be submitted as part of the bidder's technical proposal:

- 6.2.1. Company's profile.
- 6.2.2. Proven track record in the provision of required Services (five) (5) reference letters to be submitted).
 - Client Name on the Client letterhead.
 - Similar services undertaken and length of service.
 - Value of the Project/services.
 - Level of satisfaction for the provision of services by Client.
 - Contact details of the Client.
- 6.2.3. Company's experience in providing Emergency Medical services.
- 6.2.4. Resources to be deployed to manage the POLMED Account and their area of expertise (Detailed CVs to be provided).
- 6.2.5. Other resources and logistics to provide the services.
- 6.2.6. An outline of project risk management and mitigation factors.

7. REQUIREMENTS AND CONDITIONS

- 7.1. The successful Bidder will be required to:

- 7.1.1. Provide the details of the entity's geographical footprint/networks, infrastructure, and resources.



7.1.2. Provide confirmation of the premises from which it conducts its business.

7.2. Further, the successful Bidder will be expected to declare to POLMED any conflict of interest that may impact them in providing the services referred to above, irrespective of when it may arise.

7.3. The successful Bidder warrants that it will maintain valid accreditation as a Limited Administrator with the CMS for the entire duration of the contract. It shall immediately notify POLMED of any suspension, revocation, or investigation by the CMS that may affect its accredited status. Failure to maintain accreditation shall constitute a material breach of contract, granting POLMED the right to terminate immediately.

7.4. It is at the sole discretion of POLMED to review any contract of appointment annually or at any point, if deemed necessary.

7.5. POLMED reserves the right to use an alternate Service Provider as and when it deems necessary. The appointment in terms of this Bid will therefore not be exclusive to a Service Provider.

7.6. Notwithstanding anything else in this Bid, and without limiting its rights at law or otherwise, POLMED reserves the right of appointment of any bidder.

7.7. A bid without proof of accreditation shall be non-compliant and not proceed to Gate 2.

GATE 2: TECHNICAL EVALUATION

7.8. EVALUATION CRITERIA

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

NO	TECHNICAL CRITERIA	WEIGHT
1	The capacity and experience of the Project Leader on a similar project	30 Points
	The bidder must provide a CV that will be used as evidence to substantiate the number of years of experience.	
2	Contactable Reference	30 Points
	The bidder is to submit five (5) reference letters from clients who have acquired the same type of service from the bidder. Reference letters must include the organisation's name, contact person, and contact details, and they must be signed and, on the client's letterhead.	
3	Methodology and Approach	30 Points
	The bidder must demonstrate the approach, methodology and implementation plan, including a risk management approach. The methodology and approach must include a detailed response plan for different services, as outlined in the scope of work)	
4	Qualification of the Project Leader	10 Points
	Certified copies of applicable formal qualifications must be submitted.	



5	TOTAL POINTS	100
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7.9. MINIMUM THRESHOLD

Service Providers must meet a minimum threshold of **70%** on technical evaluation to proceed to Gate 3, i.e., Price and BBEE Evaluation.

GATE 3: PRICING AND B-BBEE EVALUATION

7.10. POINTS FOR PRICE

7.10.1. Bidders must include in their responses fee proposals with respect to the amount and nature of their expected remuneration for the services they provide. 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.

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

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

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

7.10.4. The lowest acceptable bid will obtain the maximum percentage allocated for the price/ price component. The other bids with higher prices for the price component will proportionately obtain lower percentages based on the above-indicated formula. POLMED shall not be obliged to accept the lowest price bid.

7.11. PRICING SCHEDULE

Service Providers must quote for the purpose of bid evaluation, the fixed monthly fee per Beneficiary per month.

7.11.1. The monthly Management Fee must be fixed for at least the first 12 months of the contract.

7.11.2. The monthly Management Fee must include a standard call-out service fee.

7.11.3. The monthly Management Fee must be exclusive of transportation fees.

7.11.4. Bidders must submit a detailed risk management plan demonstrating their financial and operational capacity to manage the risk associated with a capitated model, as required by Regulation 15F of the Medical Schemes Act Regulations."



8. 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 on 11 October 2013, as amended, will be evaluated. Information is available at www.dti.gov.za.

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

The following table will be used to allocate points for B-BBEE, where the 80/20 rule applies to the Request for Quotations 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

9. 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 providers or not to award the contract at all.

