

REQUEST FOR PROPOSAL

RFP NUMBER:	RFP 04/07/2024
DESCRIPTION:	PROVISION OF EMERGENCY MEDICAL SERVICES
PUBLICATION DATE:	28 July 2024
VALIDITY PERIOD:	90 days from the closing date
CLOSING DATE:	23 August 2024
CLOSING TIME:	11:00 AM
COMPULSORY BRIEFING SESSION DATE:	09:00am, 31 July 2024, Virtual. MS link will be shared on request.
DELIVERY ADDRESS FOR BID SUBMISSION:	Sizwe Hosmed Medical Scheme 3 Victoria Link Route 21 Corporate Park Irene 0178
ELECTRONIC SUBMISSION:	procurement@sizwe-hosmed.co.za
ENQUIRIES: For all related enquiries	procurement@sizwe-hosmed.co.za nellie.hlatshwayo@sizwe-hosmed.co.za

INVITATION TO BID

NAME OF BIDDER:	
CONTACT DETAILS:	

The Sizwe Hosmed's Bid Box is generally accessible during working hours (08h00 to 16h00). If the bid is late, it shall not be accepted for consideration.

The closing date for all enquiries/questions is **20 August 2024**

Bidders must submit one (1) Original and three (3) Copies of their technical response to the bid. Pricing must be submitted in a separate envelope and it can be one (1) copy of the price.

BIDDING STRUCTURE

Indicate the type of Bidding structure by marking with an 'X':	
Individual bidder	
Joint venture	
Consortium	
Using Subcontractors	
Other	

If individual bidder, indicate the following:	
Name of bidder	
Registration number	
VAT registration number (If registered for VAT)	
Contact person	
Telephone number	
E-mail address	
Postal address	
Physical address	

If Joint Venture or Consortium, indicate the following: <i>(Completed for each JV/ Consortium member)</i>	
If using subcontractors, indicate the following:	
Name of prime contractor	
Percentage of work to be subcontracted	
Registration number	
VAT registration number (If registered for VAT)	
Contact person	
Telephone number	
E-mail address	
Postal address	
Physical address	
Please note that subcontracting of more than 30% of the work is discouraged.	

GENERAL INFORMATION

1. NON-EXPECTATION:

Notwithstanding anything stated in the Request for Proposals (“RFP”), advertisements published in respect of the RFP, any answers or clarification provided by Sizwe Hosmed as part of the Procurement process or otherwise:

1.1 the procurement of goods or services will be at Sizwe Hosmed’s sole and absolute discretion and Sizwe Hosmed reserves the right, including without limitation: not to accept any proposal/bid and to cancel the RFP and this Terms of Reference (“TOR”) at any time, without prior notice and without liability to compensate or reimburse any person, without awarding any contract; unilaterally to amend/supplement/split the specifications based on which the RFP and this TOR is made, including but without limiting:

1.1.1 the right to withdraw any part of the service requirement;

1.1.2 to ask clarification of their proposals/bids from any one or more of the bidders and any supporting documentary evidence may be requested from bidders in writing. Replies to such requests must be submitted in writing within 3 (three) working days or as otherwise indicated. No additional information will be accepted from any individual bidder without such information having been requested.

1.1.3 to conduct one or more inspections *in loco* at the venues and facilities offered; and

1.1.4 to link any conditions it deems appropriate to its acceptance of any bid.

1.2 The RFP, its advertisement or this TOR does not constitute an offer. The documents intend only to provide enough information for the preparation and submission of comparable proposals by the bidders.

1.3 Sizwe Hosmed shall not be obliged to accept the lowest bid or any quotation, offer or proposal.

1.4 Nothing in the RFP, this TOR or in the advertisements published in respect of the RFP or in the actions of Sizwe Hosmed, the PO, Sizwe Hosmed’s agents, members, officials or employees must be construed as creating any expectation, legitimate or otherwise, regarding matters dealt with in the RFP, the advert for the RFP or this TOR or any other matters.

1.5 The bid and all information in connection therewith shall be held in strict confidence by bidders and usage of such information shall be limited to the preparation of the bid.

1.6 Sizwe Hosmed reserves the right to select another preferred Bidder in the event that negotiations with the originally selected preferred Bidder prove unsuccessful and/or are unduly delayed.

2. REASONS FOR DISQUALIFICATION

2.1 Sizwe Hosmed reserves the right to disqualify any bidder which does any one or more of the following, and such disqualification may take place without prior notice to the offending bidder, however the bidder shall be notified in writing of such disqualification:

- bidders whose tax affairs have not been declared by the South African Tax Revenue services to be in order;

- bidders who submitted incomplete information and documentation essential for the adjudication of the requirements of this RFP;
- bidders who submitted information that is fraudulent, factually untrue or inaccurate, for example memberships that do not exist, work references, experience, etc.;
- bidders who received information not available to other vendors through fraudulent means;
- bidders who do not comply with mandatory requirements as stipulated in this RFP;
- bidders who made false declarations or misrepresent facts;
- bidders who fail to attend a compulsory briefing session (attendance register will be used to verify attendance) *(where applicable)*;
- where the bidder fails to complete and commission all the declaration forms;
- bidders who have abused the procurement system of Sizwe-Hosmed; and/or
- bidders who have failed to perform on any previous Sizwe Hosmed contract(s) and the proof of such failure exists.

3. ORAL PRESENTATIONS AND BRIEFING SESSIONS

- 3.1 Bidders who submit Bids in response to this RFP may be required to give an oral presentation, which may include, but is not limited to, service demonstration of their proposal to Sizwe Hosmed. This provides an opportunity for the vendor to clarify or elaborate on the proposal. This is a fact finding and explanation session only and does not include negotiation. Sizwe Hosmed shall schedule the time and location of these presentations. Oral presentations are an option of Sizwe Hosmed and may or may not be conducted.

A compulsory briefing session will be held from 10:00am to 11:00am at a venue that will be confirmed closer to the date of the briefing session. Bid submissions will only be accepted from bidders whose names appear on the attendance register. Failure to attend the compulsory briefing sessions by bidders whose names do not appear on the register, will render the bidder's submission invalid and will not be considered for evaluation. Sizwe Hosmed reserves the right to answer questions at the briefing session and/or to respond formally after the briefing session.

4. ADJUDICATION USING SIZWE HOSMED POINT SYSTEM

- The bids shall be adjudicated by Sizwe Hosmed in line with its procurement policy and delegation of authority framework.
- Bidders who passed the technical evaluation phase by obtaining 70 or more points shall be evaluated further for Price and B-BBEE.
- The evaluation for Price and B-BBEE shall be based on the 70/30 weighing principle with 70 points allocated for price and 30 points for B-BBEE.
- The final award will be at a sole discretion of Sizwe Hosmed and the lowest priced proposal may not necessarily be accepted.

4.1. POINTS AWARDED FOR PRICE

- A maximum of 70 points is allocated for price on the following basis:

- All bids who passed functionality will be ranked by price with the lowest price submitted on top of the list.
- The lowest price will be allocated the full 70 points for price allocation
- The second lowest bid price will be allocated points using the following formula:
 - The lowest bid price divided by the price of the second bidder expressed as a percentage then multiplied by the 70 available points

- Example

Bidders	Submitted bid price	Formula	Final price points
Company A	R800	$(800/800) \times 70$	70
Company B	R1 150	$(800/1\ 150) \times 70$	49
Company C	R1 980	$(800/1\ 980) \times 70$	28

4.2. POINTS AWARDED FOR B-BBEE

- A B-BBEE status level verification certificate issued by a SANAS accredited B-BBEE rating agency or sworn-affidavit must be submitted in order to qualify for preference points for B-BBEE. Failure on the part of a bidder to submit proof of B-BBEE Status level of contributor together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.
- The B-BBEE points shall be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points
1	30
2	20
3	15
4	10
5	5
Non-compliant contributor	0

- A trust, consortium or joint venture, will qualify for points for their B-BBEE status level as a legal entity, provided that the entity submits their B-BBEE status level certificate.

Annexure A: Declaration of Interest

1 Declaration of interest

1.1 No bid will be accepted from persons in the employment of the Scheme, or its Board of Trustees; an employee, director, officer, consultant or contractor of the administrator of the Scheme, or of the holding company, subsidiary, joint venture or associate of the administrator; or a broker.

1.2 Any legal person, or persons having a kinship with persons employed by Sizwe Hosmed, including a blood relationship, may make an offer or offers in terms of this invitation to bid.

1.3 In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons connected with or related to persons employed by Sizwe Hosmed, including a blood relationship, it is required that the bidder or his/her authorised representative declare his/her position in relation to the evaluating/adjudicating authority where:

- 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.

1.4 To give effect to the above, the following questionnaire must be completed and submitted with the Bid.

- Full name of bidder or his or her representative: _____
- Identity number: _____
- Position occupied in the company (director, shareholder) _____
- Company registration number _____
- Company street address _____

- Tax reference number _____
- VAT registration number (If registered for VAT)

- The names of all directors / trustees / shareholders / members, their individual identity numbers, tax reference numbers and, if applicable, employee numbers must be indicated in paragraph 2 below.

1.5 Did you or your spouse, or any of the company's directors /trustees / shareholders / members or their spouses conduct business with the Scheme in the past?

YES _____ / NO _____

- If so, furnish detailed particulars: _____

1.6 Do you, or any person connected with the bidder, have any relationship (family, friend, other) with a person employed by the Scheme and who may be involved with the evaluation and or adjudication of this bid?

YES _____ / NO _____

- If so, furnish detailed particulars: _____

1.7 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 the Scheme who may be involved with the evaluation and/or adjudication of this Bid?

YES _____ / NO _____

- If so, furnish detailed particulars: _____

2. This section must be completed in full

2.1. In the event where the bidder is a company, please provide full details of the Directors

Full name	Identity number	Other relevant details

2.2. In the event the bidder operates as a close corporation, please provide full details of the members of the close corporation;

Full name	Identity number	Other relevant details

2.3. In the event the bidder operates as a Trust, please provide full details of the Trustees;

Full name	Identity number	Other relevant details

.4 In the event the bidder operates as a subsidiary, please provide the full details of the shareholders;

Full name	Identity number	Other relevant details

3. Declaration

I, the undersigned (name) _____ do hereby declare that the information furnished in this bid document is correct.

I accept that the Scheme may reject the bid or act against me should this declaration prove to be false.

Signature:

Date:

Deponent

Capacity:

Name of bidder:

Thus signed and sworn to before me at _____ on _____ this _____ day of _____ 2024, the deponent having acknowledged that he/she knows and understands the contents of this affidavit, that he/she has no objection to taking the prescribed oath and that he/she considers the prescribed oath to be binding on his/her conscience.

Commissioner of Oath:

Name :

Address :

Area:

Capacity:

TERMS OF REFERENCE FOR THE PROVISION OF SERVICES OF AN EMERGENCY MEDICAL SERVICES

1. PURPOSE

The purpose of this proposal is to appoint a suitable, qualified, and experienced service provider with requisite knowledge, capacity, and expertise to provide Emergency Medical Services to members of Sizwe Hosmed Medical Scheme. The service providers who qualify to bid must adhere and operate within the ambit of all relevant legislations and regulatory standards, including but not limited to the National Health Act, and the Occupational Health and Safety Act, Medical Schemes Act etc. The required service will be for a period of between 36 (Thirty-six) months commencing on the signature date of the contract.

2. SIZWE HOSMED BACKGROUND

Sizwe Hosmed Medical Scheme (Sizwe Hosmed / the Scheme) is a non-profit, open medical Scheme registered in terms of the Medical Schemes Act No. 131 of 1998, as amended (the Act). The registration number is 1486. The Scheme provides health care services to 57 000 members. Our main aim is to provide the most comprehensive cover to our members at affordable rates. Sizwe Hosmed currently has its head office located in Pretoria and is one of the five medical Schemes that participate within the South African Local Government (SALGA) environment.

Sizwe Hosmed is governed by a Board of Trustees consisting of 13 members. The duties and responsibilities of the Board of Trustees are regulated by the Rules of the Scheme and the Act. The Board of Trustees has a number of Board committees that are designed to allow for every Trustee to play a role in the governance of the Scheme. These committees have their own Chairpersons and meet on a regular basis to deal with relevant issues delegated to them by the Board. Trustees have the fiduciary responsibility of looking after the Scheme's funds on behalf of members.

3. THE SERVICES AND SCOPE REQUIRED

The purpose of this Request for Proposals is to appoint a suitable independent emergency medical services provider . In accordance with the abovementioned objectives, Sizwe Hosmed medical scheme seeks to engage a provider to provide the following service:

Provision of Emergency Medical Services to Sizwe Hosmed Medical Scheme

4. TECHNICAL PROPOSAL / REQUIRED RESPONSE TO THE TERMS OF REFERENCE

This section of the Terms of Reference requires the bidder to demonstrate an understanding of Sizwe-Hosmed requirements. For each requirement described below, the bidder is required to provide concise information relating to how each service will be delivered.

Services required:

Provision of a range of Emergency Medical Services including but not limited to the below listed services.

- Intermediate Life Support (ILS) services as per the Health's Profession Council Legislation
- Advanced Life Support (ALS) services as per the Health's Profession Council Legislation

The prospective service provider/s are expected to:

i. Contact Centre:

- Set up and manage an Emergency contact Centre using advanced technologic that complies with national standards.
- Provide an ambulance authorisation management service, which is staffed with appropriately skilled and trained personnel (including clinical staff).
- Telephonically assess the nature and severity of the emergency event and to provide medical advice and information accordingly.
- Appropriate prioritization of patients according to their medical emergency.
- Arrange for emergency medical response to the scene of the event by road or air.
- Arrange transportation of the patient/beneficiary to an appropriate facility for the required Level of Care.
- Arrange dispatch of emergency service provider to incident location
- Arrange for inter-hospital transfer where specialist diagnostic or therapeutic procedures cannot be performed by an admitting hospital.
- Arrange for repatriation of Scheme beneficiaries who suffered an injury or illness requiring prolonged. In line with Scheme rules.
- Ensure that all employees maintain strict confidentiality in relation to the subject matter of any calls to and from the contact centre.

ii. Provision of Initial Emergency Transportation and Treatment:

- The response unit must be able to provide advanced lifesaving care and/or stabilise a patient/beneficiary.
- Respond to a call-out within the normal prescribed “*golden hour*” rule (The response time to the facility where the call is logged should not exceed 10 minutes minimum and 60 minutes maximum depending on the Priority of the emergency)
- Transport patients/beneficiaries to the appropriate facility based on their emergency
- Transport patients who are referred to the next level of care.
- Provide a patient report form as proof that the patient was received at the next level of care.
- Maintain an appropriate and detailed patient record.
- Patients will be collected from the referring facility and transferred to the appropriate level of care as may be referred by the clinician.

iii. Network Management:

- Maintaining a national footprint of ambulance providers,
- Maintaining a system of locating an ambulance closest to the incident location.
- Always maintaining the estimate arrival time:
 - Emergency response from first contact
 - Primary advanced life support, within 15-20 minutes in metropolitan areas (normal times) 20-25 minutes in peak times,
 - Primary intermediate life support, within 25-30 minutes in metropolitan areas (normal times) 30-35 minutes in peak times,
 - Primary basic life support, within 30-35 minutes in metropolitan areas (normal times) 35-40 minutes in peak times,

- Provider Relations:
 - Have an inhouse ambulance provider management team,
 - Perform regular site visits to the contracted ambulance service provider to confirm they maintain a high level of professionalism and equipment,

iv. Fund Management:

- The appointment of a Fund Manager to manage the relation with the Scheme.
- Provide comprehensive Claims management of all EMS related services.
- Through its employees, refrain from doing anything that may prejudice the Scheme and the member.
- Adhere to all service level agreements signed with the Scheme.
- Provide the Scheme with reports on services by the 15th of each month, in a format agreed upon by both parties.
- Provide the Scheme with reports on monthly quality assurance scores across all services.
- Provision of monthly operational reports, quarterly strategic reports and ad hoc reports as agreed upon with the Scheme.
- Provision of evidence based clinical protocols in the management of transfer of beneficiaries in emergency and non-emergency events.
- Conducting annual EMS tariff negotiations on behalf of the Scheme
- Provide relevant information as requested and participate in the annual benefit design.

v. Fraud Waste and Abuse:

- Implements Fraud awareness initiatives.
- Have the ability to proactively detect and respond to fraudulent activities from members or providers.
- Present the Scheme with updated and frequent reporting on the fraud risk interventions with a monthly report.

5. PRICING

A separate quotation reflecting the unit price including and excluding VAT should be provided under the pricing schedule below

6. EVALUATION CRITERIA AND METHODOLOGY

- a) The evaluation criteria for the assessment of the proposals will be based on both qualitative and financial aspects of the proposal.
- b) Service Providers will be evaluated on functionality. The bidders that score points which exceed the minimum threshold provided on functionality will continue to the adjudication phase.
- c) The Bid documents will be evaluated individually on a score sheet, as per the evaluation criteria indicated in the Terms of Reference. All bidders who score less than 70 out of 100 points for functionality will not be considered further.
- d) The bid evaluation process shall be carried out in three (3) Phases namely:

Phase 1: Administrative Compliance (Mandatory Requirements)

Phase 2: Functionality Evaluation (100 points)

Phase 3: Price and BBBEE Evaluation

PHASE 1: ADMINISTRATIVE COMPLIANCE/MANDATORY REQUIREMENTS

1. Completed and commissioned declaration form (*self-certification is not allowed and may lead to disqualification*)
2. Proof of Tax compliance with SARS (SARS Pin Number/ Valid Tax Clearance Certificate of Bidder as well as joint venture or consortium where applicable). *These documents must still be valid by the closing date of the RFP.*
3. Company registration documents (e.g. Pty; Trust; CC etc.)
4. Certified copy of valid Operating Licences as an emergency medical service provider in all nine provinces of South Africa (*self-certification is not allowed and may lead to disqualification*)
5. Proof of business address (e.g. lease agreement, rates and taxes bill, rental invoice from landlord, title deed, etc.)
6. In addition to the bidder's information required above, bidders are required to submit their proof of banking details not older than 3 (three months).
7. Proof of valid liability insurance

Kindly take note that:

Should these documents not be included, the bidder may be disqualified on the basis of non-compliance.

PHASE 2: FUNCTIONALITY EVALUATION CRITERIA (100 POINTS)

DESCRIPTION OF CRITERIA	METHOD OF EVALUATION	POINTS ALLOCATION
<p>Company experience = 25 The service provider must demonstrate relevant experience in the provision of emergency medical services for at least five organisations operating in the Medical Schemes' space.</p> <p>Copies of reference letters from organisations with the attributes outlined above must be provided.</p>	0 reference letters	0
	1 – 4 reference letters	10
	5 or more reference letters	25
<p>Existing Contracts with Ambulance Providers = 25 The service provider must demonstrate that they have existing contracts with Ambulance Providers with a national footprint (covering all nine provinces).</p> <p>Attach a listing of all contracted ambulance providers and their national footprint</p>	0 contracted ambulance providers	0
	1 -5 contracted ambulance providers	10
	More than 5 contracted ambulance providers	25
<p>Technical response to the TOR = 50 This section of the Terms of Reference requires the bidder to demonstrate an understanding of the Sizwe Hosmed services and requirements. For services described in the Services and Scope Required section above (point 4), the bidder is required to provide concise information with a methodology and project plan with milestones relating to how the services will be delivered to Sizwe Hosmed. Examples and experience or reference should be specified in the response, where appropriate.</p>	Project plan	5
	Call Centre Management	10
	Dispatch of Ambulances	10
	Management of patient en-route and handing over to the receiving facility, and management of patient during hospital diversion.	10
	Claims management	10
	Reporting	5
TOTAL POINTS FOR FUNCTIONALITY		100
MINIMUM FUNCTIONALITY SCORE TO MOVE TO PRICING & BBBEE PHASE		70

The technical response to the TOR will be evaluated using the following value scale:

Description	Value
Meets and exceeds Sizwe Hosmed functionality requirements	5- Excellent
Above average compliance to Sizwe Hosmed functionality requirements	4- Above Average
Satisfactory and meets Sizwe Hosmed functionality requirements	3- Average
Below average compliance to Sizwe Hosmed functionality requirements	2- Below Average

Unacceptable and does not meet Sizwe Hosmed functionality requirements	1- Poor
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N.B: Only bidders that score a minimum of 70 out of 100 points for Functionality Evaluation will be evaluated further for Price and BBBEE Level of contribution.

PHASE: 3 PRICE AND BBBEE POINTS EVALUATION SYSTEM

The evaluation for Price and BBBEE shall be based on Sizwe Hosmed Point system as described earlier (see point 4). The evaluation criteria are as follows:

Evaluation Criteria		Points
1.	Price	70
2.	Black Economic Empowerment	30
	Total	100

A valid BBBEE Level of Contribution Certificate issued by a SANAS accredited B-BBEE rating agency or an affidavit must be submitted in order to be considered for the above.

ANNEXURE: PRICING SCHEDULE

Name of bidder:
Bid number: RFP 04/07/2024
Closing Time 11:00

PLEASE NOTE:

Bidders should attach a detailed price/commercial proposal – in a separate envelope

OFFER TO BE VALID FOR 90 DAYS FROM 23 August 2024 (THE CLOSING DATE OF BID).

The bidder must provide the total price for the Emergency Medical Services

Description	Rate Per Principal Member Per Month Incl. VAT	
	First 12 Months	Second 12 Months
EMS - Ground		
EMS - Air		
Personal Health Advisor (PHA)		

This annexure should be completed and signed by the Bidder’s authorised personnel as indicated below: If applicable each year

- 1 Please indicate your total bid price here: R..... (Incl. of VAT) – Bidders are required to submit a schedule where the total bid price above is split into its components/activities indicating number of hours and hourly rates per resource) including all expenses **(Mandatory)**
- 2 Any additional relevant costs e.g. innovation, etc must indicated as such in the schedule **(Optional)**.
- 3 **NOTE:** All prices must be **VAT inclusive** and must be quoted in South African Rand (**ZAR**).
- 4 Are the rates quoted firm for the full period of the contract?

YES	NO
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5 **Mandatory:** If not firm for the full period, provide details of the basis on which adjustments shall be applied e.g. CPI, and details of the cost breakdown.

6.

No price adjustments that are 100% linked to exchange rate variations shall be allowed.	Comply	Not comply
Substantiate / Comments		

7.

All additional costs must be clearly specified.	Comply	Not comply
Substantiate / Comments		

Price Declaration Form

Dear Sir/Madam

Having read through and examined the Tender Document, Tender no. **RFP 04/07/2024** , the General Conditions, The Requirement and all other Annexes to the Tender Document, we to provide
 (*goods or services to be provided*), for the total tendered contract sum of
 R _____ (including VAT). In Words: R _____ (including VAT)

We confirm that this price covers all services to provide for/to the Scheme, including but not limited to the supply of all required services. We confirm that Sizwe Hosmed will incur no additional costs whatsoever over and above this amount in relation with the services related to the provision of these services. We undertake to hold this offer open for acceptance for a period of 90 days from the date of submission of offers. We further undertake that upon final acceptance of our offer, we will commence with delivery when required to do so by the Client.

Moreover, we agree that until formal Contract Documents have been prepared and executed, this Form of Tender, together with a written acceptance from the Client shall constitute a binding agreement between us, governed by the terms and conditions set out in this Request for Proposals.

We understand that you are not bound to accept the lowest or any offer and that we must bear all costs which we have incurred in preparing and submitting this tender.

We hereby undertake for the period during which this tender remains open for acceptance not to divulge to any persons, other than the persons to which the tender is submitted, any information relating to the submission of this tender or the details therein except where such is necessary for the submission of this tender.

SIGNED _____ **DATE** _____

(Print name of signatory)

Designation _____

FOR AND ON BEHALF OF: **COMPANY NAME** _____

Tel No _____

Fax No _____

Cell No _____