

Sizwe Hosmed Medical Scheme
3 Victoria Link
Route 21 Corporate Park
Irene
0178
www.SizweHosmed.co.za

REQUEST FOR PROPOSAL

RFP NUMBER:	RFP 03/07/2024
DESCRIPTION:	Provision of Information & Communication Technology Services to Sizwe Hosmed Medical Scheme
PUBLICATION DATE:	07 July 2024
VALIDITY PERIOD:	90 days from the closing date
CLOSING DATE:	25 July 2024
CLOSING TIME:	11:00 am
COMPULSORY BRIEFING SESSION DATE:	09 July 2024
BRIEFING SESSION TIME:	14:30pm to 15:30pm; 09 July 2024. Strictly Virtual. The meeting link will be provided on request.
DELIVERY ADDRESS FOR BIDS 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.hlatshtwayo@sizwe-hosmed.co.za

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 **23 July 2024**

- Bidders must submit one (1) Original and
- three (3) Copies of their technical response to the bid.
- Pricing Schedule (Annexure) must be detached and placed in a separate envelope. One (1) copy of the pricing schedule.
- Bidders must also submit a USB drive with the complete submission placed in a separate envelope (clearly marked **electronic submission**) as well as e-mail the submission to **procurement@Sizwe-Hosmed.co.za**

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	
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>	
Name of Joint Venture/ Consortium member	
Registration number	
VAT registration number	
Contact person	
Telephone number	
E-mail address	
Postal address	
Physical address	

If using subcontractors, indicate the following:	
Name of prime contractor	
Percentage of work to be subcontracted	
Registration number	
VAT registration number	
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”), in the 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 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”), 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 the right to withdraw any part of the service requirement.
 - 1.1.1 to ask clarification of their proposals/bids from any one or more of the bidders,
 - 1.1.2 to conduct one or more inspections *in loco* at the venues and facilities offered, and
 - 1.1.3 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 The lowest or any proposal/bid may not necessarily be accepted.
- 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 Principal Officer, 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

2. REASONS FOR DISQUALIFICATION

- 2.1 Sizwe Hosmed reserves the right to disqualify any bidder, which does not comply with any one or more of the following, and such disqualification will take place without prior notice to the offending bidder, however the bidder shall be notified in writing of such disqualification:
 - 2.2 bidders whose tax matters have not been declared by the South African Tax Revenue services to be in order
 - 2.3 bidders who submitted incomplete information and documentation essential for the adjudication of the requirements of this RFP
 - 2.4 bidders who submitted information that is fraudulent, factually untrue or inaccurate, for example memberships that do not exist, work references, experience, etc.
 - 2.5 bidders who received information not available to other vendors through fraudulent means; and/or
 - 2.6 bidders who do not comply with mandatory requirements as stipulated in this RFP
 - 2.7 bidders who made false declarations or misrepresent facts; and/or
 - 2.8 bidders who fail to attend compulsory briefing session (attendance register will be used to verify attendance)
 - 2.9 where the bidder fails to complete the declaration with a signed commissioner’s oath.

3. ORAL PRESENTATIONS AND BRIEFING SESSIONS

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.

4. ADJUDICATION USING SIZWE HOSMED POINT SYSTEM

- The bid shall be adjudicated by Sizwe Hosmed through its appointed committees in line with its procurement policy and delegation of authority.
- Bidders which passed the technical evaluation phase by obtaining a score of 70 or more points shall be evaluated further for Price and BBBEE.
- The evaluation for Price and BBBEE shall be based on the 70/30 weighing principle and the points for evaluation criteria are 70 points for price and 30 points for BBBEE.
- The final award will be at the sole discretion of Sizwe Hosmed, and the lowest price may not necessarily be appointed.

4.1. POINTS AWARDED FOR PRICE

- A maximum of 70 points is allocated for price on the following basis:
 - All bids which passed functionality will be ranked by price with the lowest price submitted on top of the list.
 - The lowest price will get the full 70 points for price allocation
 - The second lowest bid price will get 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 BBBEE

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 Any legal person, including persons employed by Sizwe Hosmed, or persons having a kinship with persons employed by Sizwe Hosmed, including a blood relationship, may not make an offer or offers in terms of this invitation to bid.
 - 1.2 In view of possible allegations of favoritism, should the resulting bid, or part thereof, be awarded to persons employed by Sizwe Hosmed or to persons connected with or related to them, it is required that the bidder or his/her authorised representative declare his/her position in relation to the evaluating/adjudicating authority 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.
 - 1.3 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 _____
 - 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 _____

 - 1.4 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 other particulars: _____

1.5 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 other particulars: _____

1.6 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 other 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

2.4 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 and annexures document is true and correct.

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

Signature:
Deponent

Date:

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 NETWORK SERVICE PROVIDER

1. PURPOSE

The purpose of this request for proposals is to appoint a suitable, qualified, and experienced service provider with requisite knowledge, capacity, and expertise in related work as outlined in the scope of service, to provide Information & Communication Technology (ICT) Services to Sizwe Hosmed. The required service will be for a period of three (3) years 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 (the Act). The registration number is 1486. The Scheme provides health care services to **58 000** principal members as per the latest management accounts for 2024. In 2022, we achieved an A+ Global Credit Rating, which indicates a strong and stable financial position. Our main aim is to improve member health, drive sustainable membership growth and organisational sustainability. Sizwe Hosmed currently has a head office located in Centurion, Pretoria. Sizwe Hosmed is one of five medical Schemes that participate within the South African Local Government (SALGA) environment.

Sizwe Hosmed is governed by a Board of Trustees consisting of 14 members. The duties and responsibilities of the Board of Trustees are regulated by the Rules of the Scheme and the Medical Schemes Act, 131 of 1998, as amended. The Board of Trustees has several Board committees that are designed to allow 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.

The Scheme currently employs approximately 30 full-time on – site staff.

3. THE SERVICES AND SCOPE REQUIRED

The purpose of this Request for Proposals is to appoint a suitable independent ICT Service Provider.

The appointed service provider will be expected to compile/update inventory of all ICT related assets, assess system architecture and current process and make recommendations for improved IT system performance.

In accordance with the abovementioned objectives, Sizwe Hosmed medical scheme seeks to engage a provider to provide the following service:

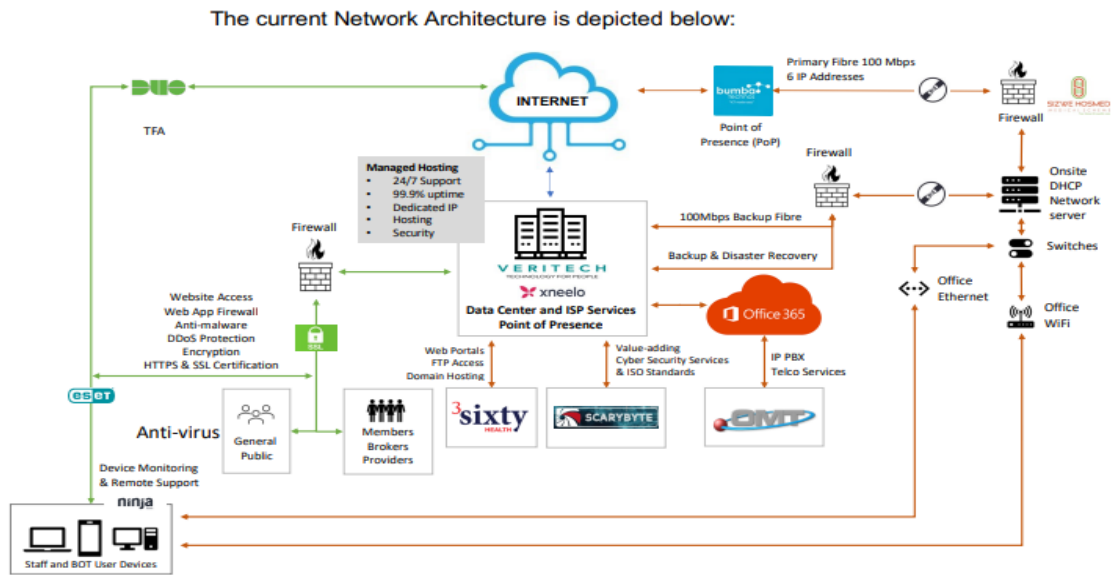
Provision of Information & Communication Technology Services to Sizwe Hosmed Medical Scheme

4. OVERVIEW OF CURRENT ICT ORGANISATION

The Scheme's current ICT requirements are met by contracted outsourced IT services and are provided onsite and remotely based on business needs of the Scheme.

5. ICT NETWORK AND APPLICATION LAYOUT

The network infrastructure is shown in the diagram below.



6. 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 IT services including but not limited to the below listed services.

The appointed service provider will be required to:

a. Infrastructure

- Server room setup and management
- Server Administration
- Workstations (setup, installation, and support)
- Network points (cabling, setup, installation, and support)
- Internet connectivity (Ethernet, WiFi, Routers, extenders, etc.)
- Fibre Connectivity and Firewall
- Telephones (integration)
- Access control (Biometrics, CCTV and alarm system installation, management and support)
- Back-up power supply (UPS and generator) and maintenance of the equipment.

b. Hardware

- Specifications management
- Secure Hardware Storage
- Repairs and Maintenance of equipment under warranty
- New equipment supplies (based on accepted quotes and subject to price competitiveness)
- Integration of 3rd party hardware (printers, copiers, telephones, etc.)

c. MS365 and MS Exchange

- License Management and Admin
- Office Applications
- Emails (User Mailboxes and Shared Accounts) and Alias Accounts
- Email Signatures
- Sharepoint, Azure, Teams, Devices, Adobe Acrobat pro Licenses

d. Website Development

- Web Development
- Online forms and hyperlinks
- Website Audits
- Website Analytics
- Staff Intranet
- POPI, PAIA and terms of use

e. Security

- Identity and Access Management (IAM)
- Security Engineering: Network and Computer Operations (router and switch security, firewalls, intrusion-detection and prevention, host-based security tools, email filtering,

- vulnerability scanning)
- Business Continuity and Disaster Recovery
- Compliance to internal and external regulations
- Cryptography
- Physical Security (Building Access and Device Security)
- SW Development Security
- 3rd Party Software Security
- Security Operations
- Remote Monitoring

f. Data

- Storage, Data Warehousing
- Data Security
- Data Analytics

g. Software (3rd party and custom-developed)

- Contract Management and Meeting Management System
- HR MIS
- MS365 Admin Droid
- Helpdesk Software
- Board and EXCO (Integrated Declarations of Interest and Apologies System)

h. IT Governance

- IT Architecture
- Governance Framework
- Disaster Recovery
- IT Policies and Procedures
- Committee Meetings
- Meetings with 3rd parties

7. PRICING

A separate quotation reflecting the unit price (hourly rate), monthly fees, annual fees, as well total contract price over 3 years including VAT should be provided. All bidders are expected to use their own pricing schedules. Further guidance is provided on the pricing annexure.

8. 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 score sheet, by a representative evaluation panel 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) Evaluation will be conducted in accordance with Sizwe Hosmed procurement policy; 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 BBEE Evaluation

PHASE 1: ADMINISTRATIVE COMPLIANCE/MANDATORY REQUIREMENTS

1. A completed and commissioned under oath declaration form (self-certification is not allowed)
2. Proof of Tax compliance with SARS Pin Number of Bidder as well as joint venture or consortium where applicable.
3. Copy of Company Registration documents (e.g. Pty; Trust; CC etc.)
4. Proof of business address (valid lease agreement or invoice from landlord or rates and taxes bill or title deed).
5. B-BBEE Sworn Affidavit or valid B-BBEE Certificate rated by a SANAS Accredited agency.

Kindly take note that:

- Should these documents not be included, the bidder will be disqualified on the basis of non-compliance.
- The Scheme reserves the right to verify the information provided. (FICA)
- The Scheme reserves the right to do a site visit

PHASE 2: FUNCTIONALITY EVALUATION CRITERIA (100 POINTS)

DESCRIPTION OF CRITERIA	METHOD OF EVALUATION	POINTS ALLOCATION
<p>Company experience and References =20 The service provider must demonstrate relevant experience and expertise in providing similar ICT services. The service provider must attach copies of positive reference letters from clients with contactable references and clearly indicate ICT services rendered to those clients.</p>	Less than 2 years' experience and 2 or less clients & reference letters	7
	3-5 years' experience and 3 to 5 clients & reference letters	13
	Above 5 years' experience and more than 5 clients & reference letters	20
<p>Qualifications of key personnel (Team) =5 The service providers must demonstrate that the Team allocated to Sizwe Hosmed has the relevant qualifications and competencies in ICT work by attaching an <i>organogram that reflects each member's qualifications including any accreditation/Certification by professional bodies (e.g. IITPSA)</i></p>	Below a degree	0
	Undergraduate Degree	3
	Post graduate degree	5
<p>Experience of key personnel (Team) = 20 The service providers must demonstrate that the Team Leader and the team to be used for the assignment has capability, knowledge and ICT experience by attaching an <i>organogram that reflects each member's experience</i>. Also attach a concise CV of each team member.</p>	3-5 years' experience	7
	6-10 years' experience	13
	More than 10 years' experience	20
<p>Technical response to the TOR = 55 As a minimum the service provider must demonstrate:</p> <ul style="list-style-type: none"> ○ Work Flow Process - Their methodology, scope of work, change management and service transition plans with clear milestones, and communication plan and risk and issue management plan. (55) 		55

Each panel member will rate the Technical Response to the TOR 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

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 SIZWE HOSMED POINTS EVALUATION SYSTEM

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

Principle and the points for 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 above.

ANNEXURE: PRICING SCHEDULE

Name of bidder:

Bid number: **RFP 03/07/2024**

Closing Time **11:00 am, 25 July 2025**

PLEASE NOTE:

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

OFFER TO BE VALID FOR 90 DAYS FROM 25/07/2024 (THE CLOSING DATE OF BID).

The bidder must provide the total price for the ICT Services

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.

2 **NOTE:** All prices must be **VAT inclusive** and must be quoted in South African Rand (**ZAR**).

3 Are the rates quoted firm for the full period of the contract?

YES	NO
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4 **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 03/07/2024**, 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 service to provide for/to the Scheme, including but not limited to the supply of all required. 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 this 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