

Witbank Coalfields Medical Aid Scheme (WCMAS)

**REQUEST FOR PROPOSALS (RFP) TO PROVIDE
PHARMACY NETWORK AND MEDICINE MANAGEMENT
SERVICES TO MEMBERS**

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Request for Proposal

REFERENCE NUMBER:	WCMAS-02-2025
CLOSE DATE:	Wednesday 7 May 2025 at 12:00 – no late bids will be accepted
SUBMISSION ADDRESS:	via email to mperestrelo@wcmas.co.za
DESCRIPTION OF BID:	Appointment of a service provider to provide a Medicine Benefit Management and Pharmacy Network Management to the members of Witbank Coalfields Medical Aid Scheme
GENERAL AND TECHNICAL ENQUIRIES:	Ms. Monica Perestrelo Javed CFO E-mail: mperestrelo@wcmas.co.za

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1. INTRODUCTION

Witbank Coalfields Medical Aid Scheme (“the Scheme” or “WCMAS”) seeks to appoint a duly accredited managed healthcare organization (“MCO”), with demonstrable experience and expertise in one or more of the areas specified in section 6 of this RFP. The MCO must be able provide managed healthcare services (“the Services”) to manage key service areas within Medicine Benefit Management and Pharmacy Network Management.

2. BACKGROUND

WCMAS is a restricted medical scheme registered in terms of the Medical Schemes Act of South Africa, No. 131 of 1998, as amended (“the Act” or “MSA”) under registration number 1291. The Scheme is incorporated and domiciled in the Republic of South Africa. WCMAS is self-administered and is concentrated to the coal mining and related industries. We have been in operation for 90 years providing cover for approximately 10,000 members and 26 000 lives. The Scheme offers three (3) registered options to suit a range of member needs.

3. INSTRUCTIONS

All respondents are expected to fully acquaint themselves with the conditions, requirements, and specifications of this RFP before submitting the requested information. Failure to do so will be at the respondent’s own risk and the respondent cannot secure relief on the grounds of any mistakes. WCMAS will not be held liable for any costs incurred by all respondents in connection with their response to this RFP.

To facilitate the review of all submissions, the Scheme requests that all respondents submit comprehensive information. Only the requested information should be provided. The Scheme requires clear, concise, and factual responses. The Bidders can assist in the evaluation process by ensuring that they cross-reference their response to the requirements within the bid.

The proposal submitted by the respondent constitutes an offer. All respondents are required to provide a full written response to this RFP. Bids received late or without the required minimum documents accompanying it will not be considered.

All Bidders are to take note of the implications of contravening the Prevention and Combating of Corrupt Activities Act No 12 of 2004 and any other applicable Acts.

No briefing session will be held. Enquiries can be addressed via email to mperestrelo@wcmas.co.za. The last date for receiving queries is 30 April 2025 at 17h00. The Scheme will reply to queries within 3 business days.

For a set of latest Annual Report or details on the benefit options, we refer you to our website at <https://www.wcmas.co.za/>.

4. CONFIDENTIALITY

This information document may not be used for any purpose by the respondent other than for developing their response to the RFP and all reasonable efforts must be taken by the respondent to ensure the confidentiality of any information provided. This document and any other information of a confidential nature provided to the respondent during this RFP process are and shall be covered by a written undertaking.

WCMAS, however, reserves the right to share the information received from interested parties with its management, legal and financial advisors, and any other entity or person who advises WCMAS on matters relating to the purpose for which this RFP is issued.

5. SPECIFIC QUALIFYING CRITERIA

Due to the complexity and uniqueness of the Medical Scheme Industry and associated legislation, it is a requirement that the following qualifying criteria are both met:

- Provided accredited medicine benefit management services within the last three (3) years, and
- All managed care services proposed are accredited by the Council for Medical Schemes.

6. SCOPE OF SERVICES

6.1 A suitable service provider is required by the Scheme to provide members with services relating to Chronic (including HIV related), Acute, Oncology medicine management and Over-the-counter medicine as per WCMAS' Scheme rules.

6.2 The Service Provider will be required to create for and provide the Scheme with a Network of Pharmacies with a national footprint which shall ensure the provision of the following:

- 6.2.1 Chronic,
- 6.2.2 Oncology and adjunct products,
- 6.2.3 Acute and
- 6.2.4 Over the counter medicines.

In addition to the key areas listed above, the contracted MCO is required to:

- 6.3 Ensure that services are rendered diligently, expeditiously and with professional skill and care by suitably skilled and appropriately experienced personnel.
- 6.4 Manage of high cost/risk beneficiaries.
- 6.5 Perform drug utilization reviews.
- 6.6 Identify and remove network pharmacies who fail to meet the contractual obligations.
- 6.7 Implement formularies and reference pricing to enhance quality of spend and aligned to benefit design strategy.
- 6.8 Implement an approved medicine distribution initiative that lowers cost of medication and its distribution to the beneficiaries.
- 6.9 Implement the utilisation of selected pharmacies as the preferred provider for the supply of all Specialised Medicines.
- 6.10 Manage the National Pharmaceutical Product Index products.
- 6.11 Negotiate and contract dispensing fees on behalf of the Scheme.
- 6.12 Integrate with WCMAS's Managed care provider(s) in order to ensure alignment with its Disease risk and Chronic medication authorisation processes.

- 6.13 Integrate with WCMAS's Managed care provider(s) in order to ensure alignment with its Oncology management authorisation processes.
- 6.14 Integrate with WCMAS's Managed care provider(s) in order to ensure alignment with its Hospital benefit authorisation processes.
- 6.15 Integrate with WCMAS's IT System (MIP) to ensure alignment with all administrative processes such as membership confirmation and data warehousing of all information, which is the property of the Scheme.
- 6.16 Service Providers must be able to demonstrate through examples the following reports:
 - 6.16.1 Monthly, Quarterly, and annual statistical and trends reporting.
 - 6.16.2 Reporting on Drug Utilization reviews for the high-cost Beneficiaries
- 6.17 Value Added Services
 - 6.17.1 In the provision of their services to the Scheme, the Service provider is invited to propose cost saving initiatives and managed care interventions that are clinically appropriate, cost effective and maintain a high standard of service to the beneficiaries.

6. SUBMISSION INSTRUCTIONS

The following items must be provided for in the submission utilising the sections as:

SECTION A

1. Proposals must be made in the official name of the entity under which the business is conducted (showing the official business address) and **MUST BE SIGNED** by a person duly authorized to legally bind the entity submitting the proposal.
2. The entity background and profile. This will include the information relating to the shareholding and management of the entity.
3. The latest B-BBEE rating certificate. An official rating to be done by an accredited ratings agency.
4. Proof of registration, accreditation and licensing.
5. Proven track record, experience and reputation of the team.
6. Declaration on independence from any activities that could result in a conflict of interest.
7. Declaration to maintain the confidentiality of this RFP process.

SECTION B

1. The latest South African Revenue Services Tax Compliance Certificate (or exemption) or letter of good standing.
2. The audited financial statements of the entity for the last financial year. Where audited financial statements are not available, the management accounts for the last twelve (12) months, accompanied by a letter from the accountant or financial manager explaining why there are no audited financial statements.

3. Valid Insurance Certificate for Professional Indemnity.

SECTION C

1. Experience – summarize your entity's experience and special expertise in providing the type of services identified in the requested services, including resumes of key personnel.
2. Include the relevant accreditation, professional association, and registration with relevant authority bodies (e.g. Council for Medical Schemes).
3. Value proposition and/or differentiated service offering to WMCAS.
4. Documented success in servicing your client's specific needs.
5. If subcontracting is envisaged, the Bidder must clearly indicate in the proposal which parts of the work will be subcontracted and to whom.

SECTION D

Approach – provide a brief overview of your philosophy, methods, and practices and how they would meet the needs identified in the requested services section.

SECTION E

Competitiveness of management and applicable fees for our organization. Significant consideration will be given to the proposed fee structure and estimated costs, but price indicating the full scope of fees together with a breakdown thereof, including VAT. Also, describe the payment terms and schedules, including any proposed conditions thereof.

SECTION F

References: include a list of references (including contact names, telephone numbers, and email addresses) of at least three (3) recent or current clients within the last four (4) years and accompanying reference letters. The Scheme reserves the right to contact references without prior notification.

7. EVALUATION CRITERIA

The Proposal will be evaluated in terms of the following criteria:

- Functionality – 70
- Black Economic Empowerment (BEE) status – 10
- Price and Costing Model – 20

Therefore, the total score is a 100.

7.1 Functionality

The functional evaluation criteria will be as follows and carries a weight of 70 towards the Total Score. A score of less than 80% for functionality will disqualify the Bidder.

Criteria	Weight
FUNCTIONAL EVALUATION CRITERIA	
Approach, methodology and take-on implementation project plan	30
Company experience in performing this service	15
Key personnel experience in performing this service (as per CVs submitted)	15
Capacity, Technical Capability and relevant infrastructure of the bidding entity	30
Reporting	10
Total for Functionality	100

The Technical Response to this Specification will be rated using the following value scale:

Rating	Assessment	Description
5	Excellent	Exceeds the required standard. Response answers the question with precision and relevance. Includes improvement through innovation/ added value.
4	Good	Meets the standard required. Comprehensive response in terms of detail and relevance to the question.
3	Acceptable	Meets the standard requirements in most aspects but fails in some areas. Acceptable level of detail, accuracy and relevance.
2	Limited	Fails the standard in most aspects but meets some. Limited information, only partially addresses the question.
1	Inadequate	Significantly fails to meet the standard. Inadequate detail provided, question not answered, answers not directly relevant to the question.
0	Not eligible for consideration	Completely fails to meet the standard. Response significantly deficient/ no response.

7.2 Black Economic Empowerment (BEE) status

The BEE evaluation criteria will be as outlined below and carry a weight of 10% towards the Total Score. Evaluation will be in accordance with the code of good practice on black economic empowerment, issued in terms of Section 9(1) of the Broad-Based Black Economic Empowerment Act. The applicable levels are shown in the following table.

Criteria	Indicator	Score
B-BBEE	Level One	10
	Level Two	8
	Level Three	7
	Level Four	6
	Level Five to Six	5
	Level Seven to Eight	2
	Non-compliant contributor	0

7.3 Price

The price evaluation formula will be as follows and carries a weight of 20% towards the Total Score.

The price quoted must be inclusive of VAT.

The percentage scored for price shall be calculated as follows:

The lowest acceptable bid will obtain the maximum percentage allocated for price. The other bids with higher prices will proportionately obtain lower percentages based on the following formula:

$$P_s = (P_{min} \div P_t) \times A_p$$

Where:

P_s = percentage scored for the price by bid under consideration

P_{min} = lowest acceptable bid

P_t = price of bid under consideration

A_p = percentage/weight allocated for price.

8. BID AWARD AND ADJUDICATION

The Scheme is not obliged to accept or award the bid to the lowest price and retains the right to award the bid in the best interest of the Scheme members. Notwithstanding the foregoing, the Scheme reserves the right to accept a Proposal with minor deviations, which will not influence the provision or supply of the Services required. The decision by the Scheme regarding the awarding of a contract shall be final, and the Scheme shall not be obliged to give reasons for its decision to unsuccessful Bidders.

WCMAS reserves the right to engage in a second phase which may require further proposals from other interested service providers.

Shortlisted providers may be invited to present to the Scheme at its offices situated Emalahleni, Mpumalanga. The Scheme will advise shortlisted providers in advance.

WCMAS reserves the right to carry out site visits or call for supporting documentation in order to confirm any information provided by a Bidder. It will be the responsibility of the Bidder to ensure access to such premises within a reasonable time. The site visit results will be used to confirm the validity of the technical scores.

The service providers who apply for this contract must adhere to and operate within the ambit of all relevant legislation and regulatory standards.

Please note that WCMAS reserves the right to terminate this process, extend it, or otherwise amend or vary any aspect thereof in its sole discretion. Participation in this process does not mean that any participant will be guaranteed any commercial or other relationship with WCMAS.