

Witbank Coalfields Medical Aid Scheme (WCMAS)

**REQUEST FOR PROPOSALS (RFP) TO PROVIDE
DISEASE MANAGEMENT SERVICES TO MEMBERS**

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WITBANK COALFIELDS MEDICAL AID SCHEME
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Request for Proposal

REFERENCE NUMBER:	WCMAS-03-2025
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 Disease 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 Disease 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 accredited managed care services relating to Disease Management for the following conditions:

- 6.1.1 Cardiovascular conditions (must include hypertension, hyperlipidaemia and cardiac failure).
- 6.1.2 Respiratory conditions (must include asthma and chronic obstructive pulmonary disease).
- 6.1.3 Diabetes (must include Type 1 and Type 2, preferably pre-diabetes).
- 6.1.4 HIV/AIDS.

6.2 Employ adequate number of appropriately skilled, suitably qualified experienced healthcare professionals and other personnel to render the Services.

- 6.2.1 Provide Medical Advisor/s-details/credentials as part of the tender submission;
- 6.2.2 Provider Services personnel details/credentials as part of the tender submission;
- 6.2.3 Ensure management and supervision of the performance of the Services personnel.

6.3 Provide clinical and financial risk assessment and management through the use of both rules-based and clinical management-based processes in rendering the Services.

6.4 Ensure and demonstrate to the Scheme that all standard operating procedures, protocols, and formularies used in the programme are:

- 6.4.1 Based on evidence-based medicine;
- 6.4.2 Evaluated regularly to ensure relevance for funding decisions;
- 6.4.3 Consider both cost-effectiveness and clinical outcomes;
- 6.4.4 Ensure that provision is made for appropriate exceptions where a protocol and/or formulary has been ineffective or causes or would cause harm to a beneficiary, without penalty to that beneficiary; and
- 6.4.5 Medical advisory engagement with treating providers as and when required.

- 6.4.6 Provide access to protocols, formularies and treatment lists to the Scheme, healthcare providers and beneficiaries, upon request.
- 6.5 Registration of members on the disease and treatment programs based on identification or request.
- 6.6 Proactive identification and enrolment of qualifying beneficiaries including:
 - 6.6.1 Integration with the medicine benefit management to obtain medicine claims and authorization.
 - 6.6.2 Integration with the preventative care benefits to obtain screening results for further referrals (e.g. pathology) and enrolment.
 - 6.6.3 Integration with hospital benefit management for enrolment / follow up.
 - 6.6.4 Integration with pathology services to received relevant test results.
- 6.7 Member education and counselling through:
 - 6.7.1 Telephonic contact during and outside of business hours
 - 6.7.2 Written correspondence.
 - 6.7.3 Topical newsletters.
 - 6.7.4 Health and wellness promoting newsletters e.g. flu vaccine.
 - 6.7.5 Targeted health days and health risk screenings at employer groups.
 - 6.7.6 Monthly reporting to the Scheme of members not contactable.
- 6.8 Monitoring of member compliance and adherence to programs through defined processes including:
 - 6.8.1 Medicine compliance
 - 6.8.2 Pathology testing and results
 - 6.8.3 Engagement with nominated primary care service providers (where applicable)
 - 6.8.4 Engagement with employer run clinic staff (where applicable).
- 6.9 Ensure that the Services are fully operational and in accordance with the Service Level Agreement (SLA):
 - 6.9.1 Provide a recommended SLA and Performance Indicators as part of this submission.
 - 6.9.2 Demonstrate the ability to provide best practice service levels and turn-around times in line with WCMAS mandated SLA'S to optimise the member and service provider experience.\
- 6.10 Demonstrate the outcome of the interventions in the form of Savings and report quarterly on Return on Investment compared to the Annual Managed Healthcare Fee. The Service Provider must have this actuarially calculated at their own cost which may be ratified by the Scheme's Actuaries on request by the Scheme.

- 6.11 Demonstrate the outcome of the interventions in the form of outcomes indicators relative to the Scheme's baseline and a suitable benchmark.
- 6.12 Demonstrate the Reporting capability on aspects of Service Delivery, Clinical and Cost Effectiveness and Quality Outcomes. Examples of such reports to be provided as part of the Bid submission.
- 6.13 Provide and load pre-authorisation instructions onto the Scheme's Administration system (MIP).
- 6.14 Provide data extracts as required by the Scheme for regulatory reporting and statistical analysis.
- 6.15 Provide for the investigation and confirmation of non-disclosure of pre- existing conditions and ensure that there is non-payment for the related claims.
- 6.16 Provide projected development and implementation timelines to WCMAS in respect of the Service deployment, subject to services enhancements and required development for WCMAS which shall be agreed to by the parties.
- 6.17 Provide a dedicated account manager responsible for the management of the relationship with WCMAS and resolution of any escalated queries within the agreed upon timelines.
- 6.18 Be willing and able to constructively engage and participate with all other service providers that are contracted by the Scheme. The onus is on the MCO to ensure the appropriate integration of their IT systems with that of the Scheme and any other contracted MCO. The MCO must be able to interface with the Schemes IT administration system (MIP).
- 6.19 Provide support for the resolution of queries and assistance post the roll out of the Services.
- 6.20 Conduct services in full compliance with the Medical Schemes Act, the Regulations of the Act, the registered rules of the Scheme and the principles of sound corporate governance;
- 6.21 Ensure full compliance with POPIA and PAIA, and any other confidentiality obligations as may be necessary in the circumstances.

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:

$$Ps = (Pmin \div Pt) \times Ap$$

Where:

Ps = percentage scored for the price by bid under consideration

Pmin = lowest acceptable bid

Pt = price of bid under consideration

Ap = 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.