

REQUEST FOR PROPOSAL

REFERENCE NUMBER: WCMAS/RFP/202007/MEDICAL_SCHEME_IT

CLOSE **DATE:** Friday, 14 August 2020
TIME: 16:00
PLACE: 2nd Floor, WCMAS Building, cnr Susanna Street and
O.R. Tambo Road, Emalahleni (Witbank)

DESCRIPTION OF BID: Appointment of a Service Provider to Provide ICT
Services to Witbank Coalfields Medical Aid Scheme

GLOSSARY

Award	Conclusion of the procurement process and final notification to this effect to the successful Bidder which is only final when acceptance and signing of contract by both parties is concluded.
B-BBEE	Broad-Based Black Economic Empowerment Act, Act No. 53 of 2003 and the Codes of Good Practice issued thereunder by the Department of Trade and Industry
Bid	A formal submission by a Bidder in response to this RFP document
Bidder	An entity or entities submitting a bid as above in response to this RFP, and includes a Bidder consortium
Board	The duly constituted Board of Trustees of WCMAS
Contractor	Contractor with whom WCMAS will conclude a formal contract and service level agreement subsequent to the final award of the contract based on this Request for Proposal
Consortium or Joint Venture	An association of persons or entities for the purpose of combining their expertise, efforts, skill and knowledge in an activity for the execution of a contract
CPI	The Consumer Price Index Published in its publication P0141 (or any substitute publication) by Statistics South Africa (or its successor in title)
DSP	Designated Service Provider
DTI	Department of Trade and Industry, a national Government department
EME	Exempted Micro Enterprise in terms of the Codes of Good Practice
May be deemed non-responsive	Bidder will not summarily be excluded from further evaluation without consideration of the detail. Clarification may be requested from the bidder in such instance
Original bid	An original document, or copy of an original document, or an electronically delivered PDF of an original document, provided such document is signed in original ink by the Person duly authorised to commit the bidder
PO	Principal Officer

QSE	Qualifying small enterprise in terms of the Codes of Good Practice
RFP	This Request for Proposal for the procurement of Infrastructure, Communication and Technology Services, on the terms and conditions contained in this RFP document
SANAS	South African National Accreditation System
Scheme Rules	The Rules registered by the Council in terms of section 32 of the Medical Schemes Act, 1998
SCM	Supply Chain Management
SCMP	Supply Chain Management Policy
SLA	Service Level Agreement entered into between WCMAS and the preferred Bidder setting out the terms and conditions for the services to be provided by the preferred Bidder
Statistics South Africa	The department contemplated in Section 4(1) of the Statistics Act 6 of 1999, amended from time to time
Successful Bidder	A final award will only be made after conclusion of the procurement process, final notification of award, acceptance and signing of contract by both parties
TOR	Terms of Reference
Trustees	The members of the Board of Trustees of WCMAS, as constituted in terms of the Scheme Rules to manage WCMAS
Valid document	A document containing authentic information conforming to legally binding status and is enforceable by the executing authority on the bidding authority whether in an original, copied, reproduced, photo, faxed or in electronic format and that has bearing to transaction(s) with WCMAS. Such submission must be valid at the closing date and time of submission
WCMAS	Witbank Coalfields Medical Aid being a medical scheme registered under the Medical Schemes Act, 1998 and amendments
Will be deemed non-responsive	Bidder will immediately be excluded from further evaluation

DOCUMENTS IN THIS RFP PACK

Bidders are to ensure that they have received all pages (31) of this document, which consist of the following two sections:

SECTION A

Note: Documents in this section are for information and/ or instruction to Bidders and must not be returned with bids.

Section A-1: Bid Submission Conditions and Instructions

Section A-2: Terms of Reference

Section A-3: Evaluation Process/Criteria

SECTION B

Note: Documents in this section must be completed and returned or supplied with bids.

Section B-1: Proposal Checklist

Section B-2: Conditions of Bid that the Bidder needs to accept

Section B-3: Invitation to Bid

Section B-4: Pricing Schedule

Section B-5: Declaration of Bidder's Past SCM Practices

SECTION A

BID SUBMISSION CONDITIONS AND INSTRUCTIONS

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.

2. BRIEFING SESSION

No briefing session will be held for this request for proposal.

3. CLARIFICATIONS/ QUERIES

Any clarification required by a bidder regarding the meaning or interpretation of any part of the Terms of Reference or any other aspect concerning the bid, is to be requested in writing by e-mail to (address) by not later than (date). A consolidated response document will be circulated by close of business on (date). The clarifying information will be made available to all bidders by e-mail only.

4. SUBMITTING BIDS

Bidders must submit one (1) original hard copy plus a PDF version of the entire signed hardcopy bid document. the original shall be delivered to:

Address: 2nd Floor, WCMAS Building, cnr Susanna Street and O.R. Tambo Road, Emalahleni

The PDF document must be submitted as editable PDF to facilitate data extraction. The electronic version of the bid must be password protected and the password must be emailed to CVanDerWalt@wcmas.co.za by the closing time of the bid.

An original version of the bid must be submitted. The original version must be signed in ink. Only bids that are submitted as aforesaid will be accepted as valid and responsive.

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

Reference number WCMAS/RFP/202007/MEDICAL_SCHEME_IT

Closing date and time 16:00, Friday, 14 August 2020

The name and address of the Bidder

5. LATE BIDS

Bids received late will not be considered. A bid will be considered late if it arrived even one second after the closing hour or any time thereafter on the closing date. Bids arriving late will not be considered under any circumstances. Bids received late shall be destroyed unopened.

The official Telkom time (Dial 1026) will be used to verify the exact closing time. Bids submitted via any other mechanism other than set out above shall be deemed to be invalid.

6. FORMAT IN WHICH BIDS ARE REQUIRED

Bidders must complete all the necessary documents and undertakings required in this bid document. Bidders are advised that their proposal should be concise, written in plain English and simply presented.

6.1	Part 1: Proposal Checklist
6.1.1	Bidders must complete, sign and return the "Proposal Checklist".
6.1.2	Bids submitted without the Proposal Checklist will be deemed to be non-responsive.
6.2	Part 2: Conditions of Bid
6.2.1	Bidders must sign and return the "Conditions of Bid".
6.2.2	Bids submitted without the signed "Conditions of Bid" will be deemed to be non-responsive.
6.3	Part 3: Invitation to Bid
6.3.1	Bidders must complete, sign and return the full "Invitation to Bid" document.
6.3.2	Bids submitted without the "Invitation to Bid" will be deemed to be non-responsive.
6.4	Part 4: Pricing Schedule
6.4.1	Bidders must complete and return the "Pricing Schedule Addendum".
6.4.2	All costs related to this assignment are to be allowed for in the pricing schedule and in the format prescribed and must be returned as part of the submission.
6.4.4	A Pricing Schedule with any one of the specified elements omitted from the costing will be considered non-responsive.
6.5.5	Value Added Tax (VAT) must be included and shown separately.
6.5.6	Bids submitted without a "Pricing Schedule" will be deemed to be non-responsive.
6.5	Part 5: SARS Tax Clearance Certificate(s)
6.5.1	An original valid SARS Tax Clearance Certificate must accompany the proposal and must be valid at the date of closing of the bid.
6.5.2	In case of a consortium / joint venture, or where sub-contractors are utilised, an original valid SARS Tax Clearance Certificate for each consortium/ joint venture member and/or sub-contractor (individual) must be submitted. Certified copies of the Tax Clearance Certificate will not be acceptable.

6.5.3	Where no tax clearance exists for any party noted above, a letter from SARS needs to be provided for that party, indicating that satisfactory arrangements have been made with SARS to meet the party's tax obligations.
6.5.4	Bids submitted without an original valid Tax Clearance Certificate(s) or proof of arrangements made with SARS for all consortium/ joint venture members and/or sub-contractor(s) (individuals) will be deemed to be non-responsive.
6.5.5	Bidders will also have to provide the PIN number generated by SARS so that the authenticity of the tax clearance certificate can be validated.
6.6	Part 6: Declaration by the Bidder
6.6.1	The Bidder must complete and return the "Declaration by the Bidder" on behalf of all parties to the bid.
6.6.2	Bids submitted without a completed and signed "Declaration by the Bidder" will be deemed to be non-responsive.
6.7	Part 7: Company Registration Certificates
6.7.1	The Bidder must be a South African entity and must submit a <u>copy</u> of its "Certificate of Confirmation" issued by the Companies and Intellectual Properties Registration Office (CIPRO) or Companies and Intellectual Property Commission (CIPC). Other forms of proof that will be regarded as acceptable if the Certificate of Confirmation is not available, are the Certificate of Incorporation or the Certificate of Director Amendments (COR 39) also issued by CIPRO/ CIPC and which also shows enterprise information and active directors and confirms the registration of the company.
6.7.2	In cases where the Bidder, by law, does not require registration, such as sole proprietors, partnerships, etc. a letter to this effect must be provided.
6.7.3	Bids submitted without the required certificate or letter for the Bidder will be deemed to be non-responsive.

6.8	Part 8: VAT Registration Certificate
6.8.1	The Bidder must submit a certified copy of its VAT registration certificate (VAT103), if applicable. Where the bidder forms part of a consortium or joint venture, a VAT certificate in respect of each of the members of the consortium and/or joint venture must be included.
6.8.2	In cases where the Bidder, by law, does not require to be registered for VAT, a letter to this effect must be provided.
6.8.3	Bids submitted without the required certificate or letter for the Bidder will be deemed to be non-responsive.
6.9	Part 9: Claim in terms of the B-BBEE Act and the Codes of Good Practice and further preferential initiative
6.9.1	Bidders must provide proof, in the form of a certificate, of their level contributor status in terms of the B-BBEE Act and the Codes of Good Practice issued by the DTI or the approved sector codes issued in terms thereof. Such certificate must be issued by a South African National Accreditation System (SANAS) accredited B-BBEE verification agency or an IRBA accredited auditor. If a party to the bid is not a large enterprise as defined in the Codes, it may provide other proof of its status, which proof must be legally allowable and may be in the form of a certificate issued by a registered auditor or an Accounting Officer (as contemplated in the Close Corporations Act, Act No 69 of 1984) or a sworn affidavit (only in terms of the new Codes of Good Practice).
	<u>Note:</u> WCMAS reserves the right to validate the accreditation status of the verification agency used.
	The bidder, or each JV/ consortium member, must provide proof of its level contributor status in terms of the B-BBEE Act and the Codes of Good Practice issued by the DTI in October 2013, as amended. The proof submitted must be valid at the closing date of the submission. All proof which is aligned with the Codes of Good Practice will be considered.
6.9.2	The name of the bidding entity must appear on the certificate.
6.9.3	Should the bidding entity be a consortium or a joint venture, each party to the consortium or joint venture should submit a certificate or such other proof which is legally acceptable and in which case it must be indicated what percentage of work each entity will be responsible for (provided for in the pricing schedule addendum).
6.9.4	to be awarded points for B-BBEE status, the certificate(s) must be valid as at the date and time of the closing of the bid.
6.9.5	Should no certificate(s) or an invalid certificate(s) be submitted for the relevant parties to the bid, zero points will be awarded for B-BBEE status during the evaluation process.

6.10	Part 10: Proof of Financial Soundness
6.10.1	As a minimum requirement, the Bidder is required to submit confirmation of financial soundness to prove that it is a going concern. This should be done by submitting its most recent set of audited financial statements.
6.10.2	Bids submitted without the required proof of financial soundness for the Bidder will be deemed to be non-responsive.
6.11	Part 11: Company Profile
6.11.1	The Bidder must submit an overall company profile including the number of staff and an organogram of senior level staff.
6.12	Part 12: Resources
6.12.1	Bidders must submit a staffing plan that includes the key roles as well as the size of the teams that would be required to supply these services to WCMAS. The plan must also show which of the roles will be dedicated to WCMAS only and which will be shared. The skills and experience of the staff that would be put into key roles should be detailed.
6.12.3	Bids submitted without the required information will be deemed to be non-responsive.
6.13	Part 13: Terms of Reference
6.13.1	Bidders must develop, complete and return their response to the Terms of Reference (TOR) document.
6.13.2	Bidders must respond to all points in the TOR. Bidders must clearly indicate where they have added points in addition to those that are stated in the TOR. There is no restriction on the format of the response.
6.13.3	Bids submitted without a response to the TOR will be deemed to be non-responsive.
6.14	Part 14: Overall Methodology and Approach
6.14.1	Bidders must, in addition to their response to the TOR in Part 13, provide an overall view of the solution proposed and, in particular, address at least the undermentioned, if not covered in this format in the TOR Questions responses. This part of the submission is restricted to a maximum of 10 pages.

6.14.2	<p>Provide details on the bidder's capabilities to take on and set up a Scheme of a similar size to WCMAS. Please also indicate the scalability of the bidder's operations, resources and structures.</p> <p>Please provide a motivation as to why the bidder is suitable to act as a strategic and business partner to WCMAS.</p> <p>Describe and detail any parts of the proposed solution which may be outsourced to other providers and how this will be managed.</p> <p>Describe how quality assurance reviews will be performed objectively against performance by the Contractor.</p>
6.14.3	Bids submitted without the required information will be deemed to be non- responsive.
6.15	Part 15: Project plan
6.15.1	Provide your proposed approach and timelines for service transition, migration and implementation. Please cover all business activities that form part of your proposed solution.
6.15.3	Describe the implementation and migration team that you will provide as part of your solution. Please ensure you provide details of all proposed roles and responsibilities.
6.15.4	Describe how you propose to manage change on an ongoing basis. Include details on and experience of the proposed staff and resources responsible for change management. Also, highlight any project management approaches, techniques that will be applied. Examples should be provided of where this has been done in the past.
6.15.5	Bids submitted without the required project plan will be deemed to be non-responsive.

TERMS OF REFERENCE

1. OBJECTIVE

The objective of the bid document is to require the services of a suitably experienced service provider to provide ICT services to WCMAS in accordance with the objectives set out below. The RFP and the procurement of services will be conducted by WCMAS in line with its procurement policies.

2. BACKGROUND

WCMAS is a non-profit, restricted membership, self-administered medical aid scheme registered in terms of the Medical Schemes Act of South Africa No. 131 of 1998, as amended, and has been serving its members, associated employer groups and the community for over 80 years. The Scheme was founded in 1935 and originated from the amalgamation of a number of “medical clubs” operated by some of the Coal Mines in the Witbank area. With the development in the coal mining industry the Scheme flourished and in 1976 it changed from a benefit society to a medical aid scheme, offering members a wide range of benefits at service providers of their choice.

WCMAS is a steady and stable scheme built on the following core values:

- a member is not a number;
- the member's health and well-being is of great importance to the Scheme;
- the service provided to members and employers are of utmost importance to the coal mining industry in the Witbank area;
- the Scheme strives towards funding quality healthcare at affordable rates, while maintaining a financially viable scheme.

WCMAS' governance structure consists of Board of Trustees that directs the Scheme's activities. The Board of Trustees consists of 10 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.

3. WCMAS MEMBERSHIP

WCMAS has 9,679 members and 24,713 beneficiaries as at 31 March 2020, with an average age of beneficiaries of 29.8 years. The majority of WCMAS's members are concentrated around Emalahleni, Mpumalanga, South Africa and work in the coal mining and related industries.

3.1. MEMBERSHIP DISTRIBUTION BY PLAN

WCMAS currently has four registered benefit plans. The plan distribution of the existing Scheme beneficiaries as at 31 March 2020 is as follows:

Comprehensive	17,381 (70%)
Midmas	565 (2%)
Ntsika	3,251(13%)
Yebomed	3,516(14%)

4. FINANCIAL INFORMATION

Financial information for the year ending 31 December 2019 is as follows:

Net Contribution Income	R 401 872 825
Net Claims Incurred	R 403 265 065
Net Deficit	R (14 055 296)
Solvency	99.79%
Claims ratio	100.03%

5. CURRENT SERVICE ENVIRONMENT

WCMAS has contracted with a number of third-party providers in order to support its strategic goals and service delivery to its members. The current service environment for WCMAS is reflected in the table below.

Main Service Area	Sub-Service Area (Current Provider in Brackets)
Administration	
	Processing Functions (Self administered)
	Claims Processing Ntsika Option (Universal Healthcare)
	Risk Management Functions (Self administered)
	Client Management Services (Self administered)
	IT Platform (Oracle base inhouse developed system)
	IT Infrastructure (Riskcede Solutions)
Managed Care Services	
	Disease Risk Management (Universal Healthcare)
	Medical Advisory Services (Universal Healthcare)
	Network Management (Universal Healthcare)
	Pharmacy Benefit Management (Medikredit Solutions)
	Risk Transfer Agreement in respect of the Yebomed option (Anglo Highveld Coal Hospital)
	Emergency Medical Services (ER 24)
Independent 3rd. Party Providers	
	Actuarial Services (3One Consulting)
	External Auditors (PWC)

6. THIS BID PROCESS

This bid process is open to any medical schemes industry experienced ICT Service provider in the South African market who offers a medical scheme administration platform and related IT and communications support infrastructure that is compliant with the laws and regulations applicable to the Medical Schemes Industry. WCMAS seeks to partner with an ICT Service provider who is committed to an integrated approach to the configuration, provision, and support of its ICT environment. The ICT Service provider needs to provide innovative solutions in an ever-changing environment and assist with ensuring that WCMAS remains sustainable, effective and relevant in catering for its members needs.

7. THE SERVICES AND SCOPE REQUIRED

7.1 Administration System Services

Requires the Bidder to provide and support and administration system to enable WCMAS to conduct the following main functions:

Scope of work and deliverables

WCMAS requires the administration system to fulfil all functions at least at the level of industry standard. The functionality required includes the following (please note that this is not an all-inclusive list). Please indicate your system's capabilities in each case.

Member records

Maintain and operate an effective membership management system that is fully integrated with the Claims administration and Accounting functionality, is accurate and is real-time compliant.

Ensure that proper and robust mechanisms for the registration, maintenance and updating of member records are in place.

Integrate individual member record system with all other administration systems in use, allowing the member records to be fully utilised for contributions, claims and financial management.

Manage member records down to the individual level, including the ability to keep and monitor appropriate dependant details and including the ability to set authorisation and access levels for multiple individuals.

Respond to changes to membership details and update records prior to any claims being made against an adjusted benefit or contribution profile.

Audit trails exist for all changes to member records.

Issue membership cards, certificates of membership and income tax information for members, and support reporting requirements of the Council for Medical Schemes on a quarterly and annual basis.

Contribution management

Establish and maintain contribution management system parameters that comply with the registered benefit option as per the Scheme rules and the Medical Schemes Act.

Integrate membership management and the member billing in one system.

Reconcile all contributions registered in terms of the rules of the scheme at individual beneficiary level.

Ensure accuracy prior to generating a billing run by interfacing the contribution collection system with the individual membership record.

Generate complete and accurate billing runs as a standard feature.

Reconcile the debtor's age analysis (billings ledger) to the general ledger control account on demand.

Member debtor management and suspension/ termination as provided for in the Scheme rules, the guidelines laid down by the trustees and the audit committee. This should include an ability to hold members default status on 'suspend', which is lifted only when contributions are received.

Supply members and employer groups with accurate monthly billing/contribution statements.

Claims management

Establish and maintain claims management system parameters that comply with the registered benefit option as per the Scheme rules and the Medical Schemes Act.

Ensure that the system distinguishes between prescribed minimum benefits and other benefits. The system should also differentiate between designated service providers and allow for provider networks and differentiated reimbursement structures.

Ensure that the system includes the ability to accept and process claims received in paper and electronic format. For electronic claims, please provide evidence of the system interface with existing providers.

Ensure that the system interfaces with the individual member record before paying a claim, to establish the member's entitlement to benefits.

Validation of all claims received by the registered benefit option of the Scheme rules and the Medical Schemes Act.

Demonstrate the ability to incorporate the correct tariff codes, e.g. ICD10 coding, medicine pricing, etc.

Maintain a claims history at the individual member level and allocate valid claims payments.

Ensure that members receive regular, detailed and accurate claims statements with reporting in the event of claims being queried or rejected.

Provide for claims in respect of motor vehicle accidents and injuries on duty.

Financial Management

Ensure strict compliance with the Medical Schemes Act and other relevant legislation and establish appropriate measures to monitor the scheme's financial position.

Reporting functionality, as required by the Board of Trustees, for all aspects of the benefit option including billing and enrolment, claim processing and payment, savings accounts and where applicable, medical management and managed care.

Comply with section 37 of the Medical Schemes Act by producing all reports, as required for completion of the statutory returns, in the format required by the Council for Medical Schemes.

Ensure that audit trails exist for all entries processed through the system.

Demonstrate ability to prevent and detect fraudulent cases.

Integrate with membership and claims management modules.

Data control and Information Management

Maintain the confidentiality, security and integrity of data and information.

Provide measures to ensure that the system complies with international retrieval capacity practices.

Integrate with any outsourced service provider that is contracted by the Scheme. Please include a list of the accredited managed care providers with which the system currently integrates.

Provide comprehensive off-site data storage, backup and disaster recovery process in compliance with accepted industry norms and standards.

All the information management and data controls described above should be linked to provide:

- Payments toward Prescribed Minimum Benefits
- Contribution Schedules and control over collections including reconciliations
- Debtors Schedules and complying with measures introduced to control collections and reconciliations
- Timely settlement of all claims including interfacing with banks for electronic settlement.
- System and claim checking, for example, duplicate payments and general compliance with the rules of the scheme
- Analyses and reports by date of service as well as date of payment
- Claims advices, income tax information and other advices to providers and members.
- Analyses and Reports – Demographic, by member, by provider, by age of member or dependant, by tariff, by employer group or category of benefit. The ability to provide customised reporting per the requirements of the Scheme should be demonstrated.
- Audit trails and year-end audited accounts.
- Analyses and reports of costs per member per month by date of service as well as date of payment.

- Analyses and reports showing key indicators such as the number of admissions to hospital per thousand beneficiaries, number of consultations by general practitioners and specialists per thousand beneficiaries, the incidence of caesarean sections per scheme population covered and the like. All reports must be capable of drilling down to different levels.
- Financial reporting and statutory data for return to the Registrar of Medical Schemes.
- Budgets and assessment of benefit revisions.
- Measurement against service level criteria.

7.2 ICT Services

WCMAS seeks to appoint a service provider to Provision, Implement and Support the ICT environment for ABC. The following products and services are required

Hardware

Replacement of hardware at the end of their useful lives, as needed and to operate a medical scheme office employing 30 members of staff, and will include laptops, desktops, headsets.

Server Environment catering for the following functionality:

- Relevant domain controllers
- File and Print servers
- Web server
- Active Directory
- Exchange
- Antivirus
- Procurement system (production and test)
- Internet (production and test)
- FTP
- Telephony (production and test)

Telephony System:

- PBX solution
- IVR/call centre application
- Call recording
- Call Quality Assurance capability and reporting
- Social Media and/or Web Integration capability

Network:

- Local Network and network infrastructure to support ICT functional requirements
- Fibre connected WAN inclusive of redundancy on WAN links
- Secure Wi-Fi network inclusive of a restricted Guest network and an unrestricted corporate network. To include guest voucher generating portal.
- Interfacing functionality with externally hosted platforms
- Radio link
- APN Bundle and data
- Firewall and proxy services

Services:

- All services relate to an operational environment consisting of approximately 30 staff
- Full redundancy of the operational environment inclusive of UPS
- Video conferencing facilities for meeting rooms
- Email functionality including archiving, security and continuity capability (preferably Mimecast solution)
- Hardware encryption on all laptops (preferably Bitlocker)
- Central document storage repository
- Domain hosting
- Support/ Help desk call logging portal
- Back and Restoration Services with associated protocols
- 10 seat Business Continuity and Disaster Recovery Facility inclusive of connected service
- Web accessibility (including monitoring and reporting capability)
- Print management capability
- Anti-virus services
- MS office software
- MS Project and Visio (up to 5 users)
- Business information and analytics tool and creation of standard reporting models

7.3 Innovation

Please provide information on any new innovations that would differentiate your service from your competitors that are not covered in the sections above and that would be suitable for managing the scheme or its members.

EVALUATION PROCESS

The phases of evaluation will be as noted below and in the order described.

1.1 COMPLIANCE WITH MINIMUM REQUIREMENTS/ SHORTLISTING CRITERIA

1.1.1 All bids duly lodged as specified in this RFP will be examined to determine compliance with procurement requirements and conditions. Bids with deviations from the stipulated requirements/conditions will be eliminated from further consideration.

1.2 EVALUATION OF FUNCTIONALITY

1.2.1 All remaining bids will be evaluated functionally as per the evaluation criteria and weights in the table in paragraph 2. WCMAS reserves the right to determine technical sub-criteria and to weigh each of those criteria; ultimately adding up to, the overall weight noted in paragraph 2.

1.2.2 Bidders that score less than **70%** of the points available for functionality will be eliminated from further consideration. Points will therefore not be awarded for their cost proposals or for preference.

1.3 DETERMINATION OF OVERALL SCORE FOR FUNCTIONALITY, PRICE AND B-BBEE STATUS

1.3.1 In this last phase of evaluation, the points for price and B-BBEE for all remaining bids will be added to the functional points to obtain a total score.

1.4 PRESENTATIONS

1.4.1 WCMAS or its authorised representatives reserve the right to call any shortlisted Bidder for a presentation regarding any aspect of its bid.

1.4.2 Should WCMAS decide to call for presentations, shortlisted Bidders invited to present will be notified of the date, time, venue and their allocated time slot at least three (3) days in advance.

1.4.3 Under no circumstances will a presentation by any Bidder constitute an award or promise / undertaking to award the contract.

EVALUATION CRITERIA AND FORMULAE

2.1 MAIN EVALUATION CRITERIA

2.1.1 The main criteria and weights referred to in paragraph 1 above, are as follows:

CRITERIA	OVERALL WEIGHT
Functionality	70%
Price	20%
B-BBEE	10%
TOTAL	100%

2.2 FUNCTIONAL EVALUATION CRITERIA AND MAIN BREAKDOWN

2.2.1 The functional sub-criteria and their importance are as follows:

FUNCTIONAL SUB-CRITERIA	OVERALL WEIGHT
Team skills, experience and qualifications and their relevance	20%
Technical response to Terms of Reference questions	50%
Overall methodology and approach	20%
Project plan suitability	10%
Total:	100%

2.3 DETERMINATION OF POINTS FOR PRICE

2.3.1 ABC reserves the right to request either a total price or various prices for various elements informing the evaluation of the price and to weigh each of those price components; ultimately adding up to the overall weight noted in paragraph 2.1.

2.3.2 The percentage scored for price shall be calculated by applying the undermentioned formula to each price component:

- The lowest acceptable bid/proposal (adjusted or not), will obtain the maximum points allocated for the price/ price component. The other bids/proposals with higher prices (adjusted or not) for that element/ price component, will proportionately obtain lower points based on the following formula:

$$P_s = \frac{P_{\min}}{P_t} \times A_p$$

where

P_s = points scored for price/ price component by bid/proposal under consideration

P_{\min} = lowest acceptable price/ price component of bid/proposal

P_t = price/ price for that component of bid/proposal under consideration

A_p = percentage/weight allocated for price/ price component

2.4 DETERMINATION OF POINTS FOR B-BBEE STATUS

2.4.1 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**² on, as required in Section A-1 of this bid document, will be evaluated. Information is available at www.dti.gov.za.

Bidders will be allowed to score up to a maximum of 20% depending on the bidder's level contributor status as per the evaluation criteria and weights in the table in paragraph 2.4.2 below. To determine the final score in the case of a joint venture/ consortium, the score for each party to the bid will be determined and pro-rated based on the percentage of the contract that the party will execute.

2.4.2 The B-BBEE scores will be allocated as noted below. The maximum score of 5 will achieve the full 10%.

B-BBEE	SCORE	WEIGHT
Level one Scores obtained for large and QSE organisations respectively	5	20%
Level two Scores obtained for large and QSE organisations respectively	4.5	
Scores obtained for at least 51% black owned QSEs and at least 51% black owned EMEs respectively	5	
Level three Scores obtained for large and QSE organisations respectively	4	
Level four Scores obtained for large and QSE organisations respectively as well as EME with less than 51% black ownership	3	
Level five to six Scores obtained for large and QSE organisations respectively	2	
Level seven to eight Scores obtained for large and QSE organisations respectively	1	
Non-compliant contributor	N/A	

SECTION B

PROPOSAL CHECKLIST (Return with proposal as Part 1)

NOTE: This page reflects a summary of the requirements of the bid document. Information not submitted in the relevant part, may not be considered for evaluation purposes.

Part in which information must be returned	Part Description	Have you structured your bid in the required format? Tick ✓ in the relevant block below	
		YES	NO
1.	Proposal Checklist		
2.	Conditions of Bid		
3.	Invitation to Bid		
4.	Pricing Schedule		
5.	Original, valid SARS Tax Clearance Certificate(s)		
6.	Declaration by the bidder		
7.	Company Registration Certificates		
8.	VAT Registration Certificate(s)		
9.	Valid B-BBEE certificate or other valid documentary evidence		
10.	Proof of Financial Soundness		
11.	Company Profile		
12.	Resources		
13.	Terms of Reference		
14.	Methodology and Approach		
15.	Project Plan		

I/we declare that the accompanying documentation contains all the documents as listed in the parts above. I/we acknowledge that any part or document not submitted may render my/our bid to be deemed non-responsive and may therefore be rejected for evaluation purposes at the sole discretion of ABC.

Name of Bidder: _____

Signature of Bidder: _____

Date: _____

CONDITIONS OF BID THAT THE BIDDER NEEDS TO ACCEPT (Return as Part 2)

1	GENERAL
1.1	Bidders must clearly state if a deviation from these “Conditions of Bid” are offered and the reason therefor. If a deviation is offered, the paragraph reference must be indicated in a supporting appendix.
1.2	Proposals submitted without the full “Conditions of Bid” with the completed and signed last page may be considered non-responsive.
1.3	WCMAS shall not be liable for any expense incurred in the preparation and submission of a bid.
2	CONDITIONS AND INSTRUCTIONS AND EVALUATION PROCESS
2.1	The “Bid Submission Conditions and Instructions” as well as the “Evaluation Process” as per Sections A-1 and A-3 have been noted.
3	CONDITIONS OF BID
3.1	The “Conditions of Bid” as per Section B-2 of this RFP must be accepted.
3.2	Non-adherence to this requirement may deem your bid non-responsive.
4	NEGOTIATION AND CONTRACTING
4.1	A bid will constitute a binding offer which offer will be deemed not to have been accepted and no agreement will be deemed to be reached with any Bidder, unless and until a definitive Agreement and other related transaction documents are concluded between WCMAS and the preferred Bidder.
4.2	WCMAS will only enter into negotiation with one Bidder regarding any terms and conditions, including price(s), of a proposed contract.
4.3	ABC shall not be obliged to accept the lowest or any quotation, offer or proposal.
4.4	Negotiation with the preferred Bidder will take place subsequent to the relevant stakeholders in WCMAS considering the bid.
4.5	Upon final selection and notification of the preferred Bidder, a process of final negotiations will commence. Negotiations will be used to agree the SLA in an effort to arrive at a comprehensive binding SLA that will govern the relationship between WCMAS and the Successful Bidder.

5	ACCESS TO INFORMATION
5.1	All Bidders will be informed of the status of their bid once the procurement process has been concluded.
6	REASONS FOR REJECTION
6.1	WCMAS shall reject a proposal for the award of a contract if the Bidder has committed a corrupt or fraudulent act in competing for the particular contract.
7	CONTRACT PERIOD
7.1	The contract term shall be for a duration of one year. The contract shall commence on 1 January 2021 or any other date agreed in writing between the parties during negotiations.
7.2	Prior to the expiration of the contract period, WCMAS may elect to renew this Agreement for a period determined by it.
8	LEGISLATIVE COMPLIANCE
8.1	Bidders must be compliant with all legislation impacting on this environment covered by the scope of the project and not only the Medical Schemes Act.
9	PRICE ADJUSTMENTS
9.1	Should the contract still proceed after the first year, the fees and rates for the subsequent years shall be adjusted year-on-year with not more than the average annual CPI for the month, three months preceding the starting month of the contract of the renewed contract (i.e. should the renewed contract start in January, the CPI for the previous October) shall be used as per Statistical Release P0141, Table B. Such adjusted fee and rate shall then be fixed for the further period of twelve months.
10	ADDITIONAL INFORMATION REQUIREMENTS
10.1	During evaluation of the bids, additional information 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.
10.2	No additional information will be accepted from any individual bidder without such information having been requested.
11	CONFIDENTIALITY
11.1	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.

12	INTELLECTUAL PROPERTY RIGHTS
12.1	All intellectual property created during the execution of this contract as part of its deliverables shall belong to WCMAS, but the bidder shall however retain all of its intellectual property rights in respect of any and all of its models, methodologies or the like of a common or generic nature supplied or developed by the bidder in the conduct of its business, before, during or after the Agreement established as a result of this bid process. This paragraph shall survive termination of this Contract.
13	COPYRIGHT
13.1	Copyright of all documentation relating to this bid belongs to WCMAS. No bidder may disclose any information or documentation to other persons without the written approval of the Principal Officer or their delegate.
14	PREFERENTIAL PROCUREMENT
14.1	WCMAS fully endorses and supports the Government B-BBEE program.
14.2	WCMAS is a responsible corporate citizen and implements a preferential procurement process designed to empower specific categories of Bidders.
14.3	Bidders should provide proof, in the form of a certificate, of their B-BBEE level contributor status in terms of the B-BBEE Act, 2003 as well as the old and new Codes of Good Practice issued by the dti. Such certificate must be issued by a SANAS accredited B-BBEE verification or rating agency.
14.4	Bidders must be in possession of a valid certificate at the time of bid submission.
14.5	Should the Bidder be an EME in terms of the B-BBEE Act and the Codes of Good Practice the Bidder may submit a letter from an auditor providing its status. The letter must cover the last financial year of the Bidder.
15	OWNERSHIP AND TRANSFER OF DATA
15.1	The Bidder acknowledges that all raw claims and other related data remains the property of WCMAS.
15.2	All data that can reasonably be deemed to be the property of WCMAS and data that should be considered necessary for WCMAS to conduct its business must be handed over to and by the successful Bidder as and when required by WCMAS.
15.3	Data must be transferred in agreed formats to and from the successful Bidder with corresponding quality standards.
15.4	The Bidder must allow WCMAS access to data within reasonable periods through relevant project and execution plans.
15.5	The handover period for data to a successful Bidder will be determined during the contracting stage but will be for a period not exceeding six (6) months.

16	AGREEMENT TO BE CONCLUDED
16.1	No agreement to amend or vary a contract or order or the conditions, stipulations or provisions thereof shall be valid and of any force and effect unless such agreement to amend or vary is entered into in writing and signed by the authorised contracting parties. Any waiver of the requirement that the agreement to amend or vary shall be in writing, shall also be in writing.
16.2	The Agreement and SLA will be negotiated with the preferred bidder. The fee schedule, based on the Pricing Schedule in this Bid document, will be included in the formal contract between ABC and the successful Bidder.

I/we **offer/do not offer** a deviation. I/we **attach/do not attach** our deviation as an appendix to this Part 2 of my/our bid. I/we agree that if no appendix detailing our deviation is attached to this Part 2 of my/our bid, it will be construed that I/we accept all the above- mentioned "Conditions of Bid".

Name of Bidder: _____

Signature of Bidder: _____

Date: _____

INVITATION TO BID (Return as Part 3)

1	VALIDITY
1.1	Offer to be valid for 90 days from the closing date of the bid.
2	CONTRACT
2.1	The successful Bidder will be required to fill in and sign a written Formal Contract and SLA
3	DETAILS REQUIRED FROM THE BIDDER
3.1	Company name and registration number
3.2	Income tax reference number
3.3	Company UIF number
3.4	Company PAYE number
3.5	VAT number
3.6	SARS Tax Clearance
4	DETAILS REQUIRED FROM THE CONSORTIUM OR JOINT VENTURE
4.1	In case where the bidder is part of a consortium / joint venture, provide the following details for each party to the consortium / joint venture:
4.1.1	Company name and registration number
4.1.2	Income tax reference number
4.1.3	Company UIF number
4.1.4	Company PAYE number
4.1.5	VAT number
4.1.6	SARS Tax Clearance
4.2	Postal, physical addresses, telephone numbers and web addresses
5	DETAILS REQUIRED FROM THE BIDDERS SUB-CONTRACTOR
5.1	In case where the bidder has sub-contractors, provide the following details for each sub-contractor:
5.1.1	Company name and registration number
5.1.2	Income tax reference number
5.1.3	Company UIF number
5.1.4	Company PAYE number
5.1.5	VAT number
5.1.6	SARS Tax Clearance
5.2	Postal, physical addresses, telephone numbers and web addresses

PRICING SCHEDULE (Return as Part 4)

NAME OF BIDDER:

1. The bidder must complete and submit the pricing schedule below based on benefit plans:
2. Price Component 1: Functions within the scope of work as per the Terms of Reference for Year 1
FOR THE PERIOD 1 JANUARY 2021 TO 31 DECEMBER 2021

NUMBER OF REGISTERED PRINCIPAL MEMBERS IN GOOD STANDING AT THE END OF EACH CALENDAR MONTH	FEE PER MEMBER PER MONTH EXCLUDING VAT	VAT @ 15%	FEE PER MEMBER PER MONTH INCLUDING VAT
Up to xxxxx members			
xxxxx to yyyyyy members			
zzzzzz members			

PRICING SCHEDULE

(RETURN AS PART OF PART 4)

The information below is required to inform the calculation of the bidder's B-BBEE score and will form the basis for work breakdown on which WCMAS will contract.

Only in the event that the bidder is a joint venture/ consortium, the following information must be furnished in order to be entitled to be awarded points for B-BBEE.

No	Name of consortium/joint venture member	Percentage (%) of the contract value managed and/or executed by the consortium/ joint venture member
1		
2		
3		
4		

NOTE: Should no breakdown per entity to the bid be submitted where the bidder is a joint venture/ consortium, zero points will be awarded for B-BBEE.

- All prices or other costs contained in a Proposal shall be in South African currency.
- Bidders shall ensure that all prices are inclusive of Value-Added Tax (VAT).
- WCMAS is not obligated to accept the lowest of any proposal received.
- Pricing must be based on a per user, per item, per month basis.
- It is preferred for prices to be fixed and firm for one year. If unable to do this, it must be clearly detailed as to which prices and cost elements will be fixed, and which will be variable. If variable, the relevant indices and/ or adjustment factors that could be applied must be specified.

DECLARATION BY THE BIDDER (Return as Part 6)

The Bidder hereby submit the RFP on the terms and conditions and in accordance with the specifications stipulated in this RFP at the prices inserted therein. The laws of the Republic of South Africa shall govern the contract created by the acceptance of the bid. The Bidder chooses the domicilium citandi et executandi as indicated below.

The Bidder confirms that they have satisfied themselves as to the correctness and validity of the submission and that the price covers all the work specified in the submission. We accept full responsibility for the proper execution and fulfilment of all obligations and conditions under this RFP.

The Bidder certify that the information furnished in this declaration is true and correct. I accept that, in addition to cancellation of a contract action may be taken against us should this declaration prove to be false.

Postal Address:	Physical Address:
Telephone Number:	E-mail Address:
Web Address:	

Name and Surname

Capacity

Signature

Date