

**REQUEST FOR PROPOSALS (RFP) FOR
THE PROVISION OF MEDICAL SCHEME
INTERMEDIARY SERVICES TO ENVIROSERV WASTE
MANAGEMENT PTY LTD**

RFP NO: EWM015/2021

DATE OF ISSUE	18 JUNE 2021
CLOSING DATE	08 JULY 2021
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ENQUIRIES	General Enquiries Kamogelo.mogotlane@enviroserv.co.za Technical Enquiries MaxwellJ@enviroserv.co.za Tel No: 011 456 5400
BUSINESS HOURS	08H00 – 16H30

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SECTION A – TECHNICAL INFORMATION

1. INTRODUCTION

With its head office in Meadowdale Germiston Gauteng, EnviroServ is the largest waste management business in South Africa and Sub-Saharan Africa with a rich history of operations spanning over four decades and a national footprint across SA. We offer cost effective solutions to complex hazardous and non-hazardous waste management problems facing the industry and our customers, providing peace of mind with regard to the legal compliance, safe handling, transportation and management of waste. EnviroServ's provides subsidised medical aid membership for its employees and their dependents. Current medical aid membership is 851 members (principal members and dependents) split between three medical aid schemes recognised by the company.

2. INVITATION FOR PROPOSAL

Proposals are hereby invited from suitably qualified medical scheme intermediary services providers to provide services to EnviroServ for a period of three (3) years. This contract will be awarded to one supplier with the best proposal.

3. CONDITIONS OF TENDER

- 3.1. No late tenders will be accepted
- 3.2. A certified copy of the tenderer's Broad-Based Black Economic Empowerment certificate in terms of the codes of good practice and issued by a SANAS accredited rating agency in terms of the BBBEE Act must be included in the tender application.
- 3.3. EnviroServ Waste Management is not under any obligation to submit reasons for acceptance or non-acceptance of a tender.
- 3.4. No tender shall be considered unless it is fully completed and accompanied by sufficient information that makes it possible to judge whether the tendered services meet the specifications or not.
- 3.5. Tenderers are requested not to make any material changes to the format or sequence of this tender document.
- 3.6. The tenderer shall, upon submission of the tender, be regarded to have read and understood the conditions, and the submission of his/her tender shall be assumed to be fully understood.
- 3.7. The tenderer undertakes to ensure that all data and information (including but not limited to any technical, commercial, scientific information, processes, designs, technical specifications, copyright and data in any form) in connection with or arising from this tender document shall be kept confidential and agree not to disclose it to third parties and not to make use of such information other than for the performance of its obligations under this tender document and to release such information to its employees on a "need-to-know" basis only, provided that such employees undertake to be bound by the confidentiality contained herein.
- 3.8. EnviroServ may extend the deadline of submission of offers by issuing an amendment in which case all rights and obligations of EnviroServ and the tenderers previously subject to the original deadline, will then be subject to the new deadline;
- 3.9. The tenderer shall bear all costs associated with the preparation and submission of its tender, and the EnviroServ will not be responsible or liable for those costs, regardless of the conduct or outcome of the RFP/Q process;
- 3.10. EnviroServ will determine the adequacy of the response of each tender to the RFP/Q documents. An adequately responsive tender is one, which conforms to all the terms and conditions of the RFP/Q documents without material deviations. There is no recourse should an tender be disqualified.

- 3.11. EnviroServ will determine to its satisfaction whether a tenderer is qualified to perform the work satisfactorily. The determination will take into account the tenderer's financial, technical, and contractual capabilities. It will be based on an examination of the documentary evidence submitted.
- 3.12. EnviroServ reserves the right to accept or reject any tender, lowest price or otherwise, and or annul the RFP/Q process and reject all tenders at any time prior to contract award, without thereby incurring any liability to the any tenderer.—There is NO APPEAL process and EnviroServ's decision will be final.
- 3.13. This RFP/Q trading terms and conditions supercedes the tenderer's trading terms and conditions.
- 3.14. Tenderers shall not be under administration.
- 3.15. Tenderers shall not be under a declaration of ineligibility for corruption and fraudulent practices.
- 3.16. EnviroServ's employees, committee members, board members and their relatives (spouse and children) are not eligible to participate in this RFP/Q.
- 3.17. Tenderers must have the ability to provide the services on time and in full.
- 3.18. Tenderer's poor service delivery record will adversely affect a its prospects of success.

4. TENDER SPECIFICATIONS

The following provides the minimum information required to be contained in the tender. All the aspects must be addressed

- 4.1. An organisation profile including among others:
 - 4.1.1. Organisation profile and structure
 - 4.1.2. Valid B-BBEE certificate/ Affidavit
 - 4.1.3. Confirmation of contracts in place with all the large medical schemes and ancillary product providers.
 - 4.1.4. Accreditation and registration with the Council for Medical Schemes and Financial Services Board
 - 4.1.5. Accessibility to Executive team including frequency of interactions.
 - 4.1.6. Provide the the following information on each team member that will form part of the tenderer's team that will service the EnviroServ account:
 - Name and Surname
 - Position
 - CMS Number
 - Accreditation
 - Qualifications
 - Industry experience
 - 4.1.7. Minimum of (3) current client references required.
 - 4.1.8. Provide a list of the last five (5) client terminations the company has received. Complete the information listed below:
 - Client Name
 - Duration of contract
 - Size of company
 - Contact details of decision-maker
 - Reason for termination.

5. SCOPE OF SERVICES REQUIRED

5.1. Strategic services, including but not limited to

- 5.1.1. Year-end revision process
- 5.1.2. Review of member profile
- 5.1.3. Scheme and option comparisons
- 5.1.4. Legislative review and updates
- 5.1.5. Market trend analysis and forecasting
- 5.1.6. Industry developments
- 5.1.7. Performance of recognised Medical Schemes
- 5.1.8. Review of recognized medical schemes
- 5.1.9. Assistance with development of Wellness strategy
- 5.1.10. Analysis and development of wellness initiatives
- 5.1.11. Coordinate Wellness days
- 5.1.12. Holistic advisory services
- 5.1.13. COVID-19 Business support
- 5.1.14. Facilitation of provider tenders (EAP/GAP).

5.2. Operational Management and support

- 5.2.1. Implementation and execution of EnviroServ's servicing strategy
- 5.2.2. Reporting in relation to EnviroServ's employees
- 5.2.3. Relationship development
- 5.2.4. Administrative duties
- 5.2.5. Formulating and executing a communication and education strategy
- 5.2.6. Enhancing and maintaining the day-to-day efficiencies
- 5.2.7. Wellness day and provider coordination and integration.

5.3. HR/Payroll support

- 5.3.1. Billing support
- 5.3.2. Discrepancy reports
- 5.3.3. Payment/Payroll schedules
- 5.3.4. Membership reports
- 5.3.5. Trail reporting
- 5.3.6. Tracking membership and financial changes
- 5.3.7. Year-end option changes, consultations and review.

5.4. Member advisory services

- 5.4.1. Induction and training
- 5.4.2. Communication in various mediums, including access to a device app (Android/Apple)
- 5.4.3. Assistance with all onsite training and education queries
- 5.4.4. Year-end review training and education
- 5.4.5. Proactive consulting exercises
- 5.4.6. Query handling and resolutions
- 5.4.7. Escalated query process

- 5.4.8. Ongoing query resolution and appropriate claim compensation
- 5.4.9. Claims analysis
- 5.4.10. Personal financial planning and advice.

5.5. General administration

- 5.5.1. Handling of membership queries
- 5.5.2. Chronic Illness Benefit queries and education.
- 5.5.3. In and outbound query resolutions
- 5.5.4. Industry queries - legislative or industry updates education
- 5.5.5. Contribution management
- 5.5.6. Membership change queries
- 5.5.7. Induction and application tracking and reporting
- 5.5.8. Member pack deliveries and education
- 5.5.9. Product or Provider queries - benefit and price comparisons

6. PREQUALIFICATION CRITERIA

EnviroServ has defined minimum pre-qualification criteria listed in the table below that must be met by the tenderer to be considered for RFP/Q.

I/We have attached to this document:	Tick if submitted	
	Yes	No
Proper completion and signing and initialling (each page) of the proposal document	Yes	No
Certificate of Good Standing: Compensation Commissioner	Yes	No
SARS Tax Clearence Certificate	Yes	No
Proof of VAT registration	Yes	No
Proof of Bank Account or confirmation letter from the bank not older than 3 months	Yes	No
Minimum level 4 BBBEE contribution status with 51.00% Black Ownership	Yes	No
Share Certificates	Yes	No
Company Registration Documents	Yes	No
Proof of Proxy (Resolution to sign the Offer)	Yes	No
Proof of Professional Liability Insurance	Yes	No
Registration with Financial Services Board	Yes	No
Audited Financial Statements (2 years)	Yes	No
Submission of one (1) original proposal document.	Yes	No
Tender Submission Form (Attached)	Yes	No

7. EVALUATION CRITERIA

The evaluation of the functional/technical detail of the proposal will be based on the following criteria:

No	Evaluation criteria	Weighted score
1.	Broker's experience in providing medical aid brokerage services The bidder must submit a proposal clearly indicating their knowledge of the industry, applicable legislation and how they have contributed to the industry	10
2.	References Broker's demonstrated expertise in negotiating medical aid on behalf of clients of similar size as the EnviroServ. Indication of number of corporate clients	5
3.	Infrastructure Details of information technology system which the Healthcare Consultants use to provide the above services; Call Centre; Healthcare Website; Electronic tools/communication as a minimum.	10
4.	National Footprint The bidder must provide evidence of their capability to service EnviroServ regionally	5
5.	Ownership Black or Black women ownership	20
6.	Value add services The bidder is expected to provide in detail their additional value-add offering	10
7.	Methodology and approach The bidder must provide ideas, strategic initiatives and innovative approach on how the account will be managed. The approach clearly indicates how the bidder will deliver to the required scope. The approach must also include how the bidder will integrate with EnviroServ's EAP programme and EAP service provider.	40
	TOTAL	100

- 7.1. Proposals with functionality / technical points of less than the pre-determined minimum overall percentage of 80 % will be eliminated from further evaluation.
- 7.2. Shortlisted tenderers will be invited for presentations and shall be notified thereof no later than four (4) days before the actual presentation date.

SECTION B – TERMS AND CONDITIONS

8. EVALUATION PROCESS

8.1. Evaluation of proposals

All proposals will be evaluated by an evaluation team for functionality and based on the results of the evaluation process and upon successful negotiations, EnviroServ will approve the awarding of the contract to successful tenderer.

9. PRICING PROPOSAL

- 9.1. No pricing proposal is required for this RFP/Q
- 9.2. All payments to successful tenderer will be based on Regulation 23(2) published in terms of the Medical Schemes Act.

10. VALIDITY PERIOD OF PROPOSAL

Each **proposal** shall be valid for a minimum period of three (3) months calculated from the closing date.

11. APPOINTMENT OF SERVICE PROVIDER

- 11.1. The contract will be awarded to the tenderer who scores the highest total number of points during the evaluation process, except where the law permits otherwise.
- 11.2. Appointment as a successful service provider shall be subject to the parties agreeing to mutually acceptable contractual terms and conditions. In the event of the parties failing to reach such an agreement EnviroServ reserves the right to appoint an alternative supplier.

12. COST OF PROPOSAL

Tenderers are expected to fully acquaint themselves with the conditions, requirements and specifications of this RFP before submitting proposals. Each tenderer assumes all risks for resource commitment and expenses, direct or indirect, of proposal preparation and participation throughout the RFP process. EnviroServ is not responsible directly or indirectly for any costs incurred by tenderers.

13. SUB-CONTRACTING

- 13.1. A tenderer will not be awarded points for B-BBEE status level if it is indicated in the tender documents that such a tenderer intends sub-contracting more than 25% of the value of the contract to any other enterprise that does not qualify for at least the points that such a tenderer qualifies for unless the intended sub-contractor is an exempted micro enterprise that has the capability and ability to execute the sub-contract.
- 13.2. A tenderer awarded a contract may not sub-contract more than 25% of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level than the person concerned, unless the contract is sub-contracted to an exempted micro enterprise that has the capability and ability to execute the sub-contract.

Company name _____

Physical Address _____

Postal Address _____

Landline Number _____

E-mail Address _____

14. DECLARATION

I.....confirm that the information given this RFP/Q is correct, accurate and I understand that any false information will lead to automatic disqualification without any further notice. I also understand that EnviroServ Waste Management (Pty) Limited reserves the right to conduct references with the our current and or previous clients. I also declare that we have not engaged in any fraudulent practice or offered inducement to any member of procuring entity for purpose of this RFP/Q.

Authorized signature..... Date.....

Name of signatory.....

15. TENDER SUBMISSION FORM

DESCRIPTION OF SERVICE : PROVISION OF MEDICAL SCHEME INTERMEDIARY SERVICES

TENDER NUMBER : EWM015/2021

TENDER CLOSING DATE : 08 JULY 2021

BIDDER INFORMATION			
COMPANY NAME			
NAME OF REPRESENTATIVE			
DESIGNATION OF REPRESENTATIVE			
SIGNATURE			
DATE OF SUBMISSION			
METHOD OF SUBMISSION (PLEASE TICK)	E-MAIL	WEBSITE	HAND DELIVERY
RECEIVED BY (NAME & SURNAME)			
DATE RECEIVED			
SIGNATURE			
DESIGNATION			

