Appointment of service providers to provide expert and strategic support including forensic; special and other investigation; in the management of medico-legal matters to the Provinces for a period of 3 years.

RESPONSES TO QUESTIONS FROM BIDDERS

Question 1:

The bid includes the following SBD’s: 1, 2, 3.3, 4, 6.1, 8, 9. Are there any SBD’s missing, such as 3.1, 3.2, 5, 6.2, 7?

Answer 1:

No, the provided SBD’s are what is applicable to this bid.

Question 2:

In SBD 1 Part B: Terms and Conditions for Bidding point 1.4 it states “THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD 7)”. As mentioned in the previous question no SBD 7 is listed in this RFP, is this a mistake or will it be provided to bidders at a later stage?

Answer 2:

It is not a mistake, the bid calls for accreditation of service providers who meet the technical requirements aligned to the published terms of reference, and thus a contract with financial implication will only arise once Request for Quotes are awarded in response to a specific medico-legal matter.

Question 3:

In SBD 2 Tax Clearance Certificate Requirements point 3 it states “The original Tax Clearance Certificate must be submitted together with the bid”. Is this correct, and if so how can this be
expected? As a large company we have obtained a Tax Clearance Certificate but are unable to submit the original.

**Answer 3:**

Paragraph 6.8 of the terms of reference does indicate how the Department will validate the issue of tax compliance status.

**Question 4:**

For SBD 4 Declaration of Interest in the case of a joint venture or a consortium do all individuals have to complete this or only the main bidder?

**Answer 4:**

All parties who are going to derive benefits from this bid should complete SBD 4.

**Question 5:**

The Officials presenting the compulsory briefing indicated that the potential Service Providers would be scored on their competency and skills to deliver the solution for the Department of Health, further indication was made that the “Pricing was not important” yet the Bid document contains a mandatory Pricing Schedule SBD 3.3 (page 5-6 of 53) please indicate if Bidders are to complete the pricing schedule in their submission?

**Answer 5:**

As indicated during the briefing session any aspects relating to the pricing response must be left blank.

**Question 6:**

The Officials noted that a further BID would be submitted for the “Programme Manager” please provide clarity if this BID is scheduled to be advertised and what the criteria would be for the appointment of a programme manager as the respondents to NDOH 29/2018-2019 have already been requested in the Scope of works to present a Multidisciplinary-Team that would be responsible for the Management of Cases (Scope of works clause 3.1 and 3.2 page 40-41 of 53).

NDOH 29/2018-2019 Q&A
Answer 6:

The bid will be advertised and its terms of reference will be different to the ones applicable to NDOH 29/2018-2019, as the bid will be relating to the management of the service providers appointed to handle medico-legal cases on behalf of the Department.

Question 7:

Could you please provide me with details on the expected skills set required for key personnel for the above-mentioned tender, i.e. which technical capabilities, qualifications and work experience would be required for an appropriate skills matrix in order to provide all expected deliverables?

Answer 7:

As indicated during the briefing session, the bid calls for multi-disciplinary and furthermore the skills required must be responsive to the terms of reference of the bid.

Question 8:

The request for the 2 x Originals, - does that require the SBD documents, Contract to also be originals with all signatures - or can that be a photocopy.

Answer 8:

Please refer to Paragraph 5 of the Terms of Reference as it is clearly spelled how submission of bids must be handled.

Question 9:

Section 3.1a – Data Analysis System

i. Is there a common accounting system (ERP) for different levels of the health department (national, provincial, hospital, clinics etc) that the case management / data analysis system should be integrated into? If not, which accounting systems are being used at different levels?

ii. Is there a current national data analysis system, if so what system is it? If not will the development of a national system form part of the tender?
iii. Are data analysis systems currently aligned across Provinces and with a national system? If not, will this form part of the tender?

iv. Are patient case files electronically loaded?

v. What is the state/accuracy of the patient case files?

**Answer 9:**

i. The accounting systems in the National Department is BAS and Logis. Different Provinces have different Patient Administration and Billing Systems in Hospitals.

ii. There is no national data analysis system and the development of the national system is not part of the tender.

iii. No.

iv. No.

v. In varied forms across Health Facilities.

**Question 10:**

**Section 3.1b, d – Conduct Analytics on Cases**

Do we need to have our own data capturers, or should we use Department Data Capturers?

**Answer 10:**

The Service Providers must provide the tools of work and this include the personnel to do the work.

**Question 11:**

**Section 3.1f – Investigating Economic Crimes**

i. Are we expected to conduct the case investigations?

Service Provider is expected to support and assist the Province(s) in the reduction of current backlog of cases. One of the ways of dealing with this is by investigating...
effectively alleged economic crime (fraud, theft and corruption) as well as maladministration in the cases that one will be dealing with. The level of support and assistance depends on a particular province.

ii. Is this tender specific to the current backlog of cases or will new cases be added?

Answer 11:

i. Service Provider is expected to support and assist the Province(s) in the reduction of current backlog of cases. One of the ways of dealing with this is by investigating effectively alleged economic crime (fraud, theft and corruption) as well as maladministration in the cases that one will be dealing with. The level of support and assistance depends on a particular province.

ii. The tender will deal largely with the current backlog of cases and there will be some new cases that can be referred to the Service Provider.

Question 12:

Section 3.1j – Raising Awareness

Is this the development of the communication plan or does it also include execution of the plan?

Answer 12:

The service provider shall **support and assist** the Province in the reduction of current backlog of cases by raising awareness of economic crime and maladministration to enable Provincial Departments of Health to effectively detect and report on such economic crime and maladministration. What is critical is for the Service Provider to assist and support the Provinces in raising awareness.

Question 13:

Section 3.1k – Independent Expert Advice

Does “Risk Prevention Plan” refer to a fraud/corruption prevention or a risk management plan?
Answer 13:

No. These refer to two different issues as clearly stipulated in the Terms of Reference.

Question 14:

Section 3.2a Develop Case Management System

i. What is the nature of data records being held at departments in relation to treatment events?

ii. Is there a current system that captures all cases from first contact including: all interventions sought; all recommended procedures; check off method on all procedures undertaken; patient follow up to assess conditions or status of recuperation post hospital intervention?

iii. Are there existing risk management protocols in relation to medical claims currently in the Provincial health departments?

iv. Is there an existing costs risk management framework developed at national level and applied by provincial departments? Or are such frameworks developed and applied at Provincial level?

Answer 14:

i. The patient’s information which is paper based and it is at the Hospitals.

ii. No. there is no such system. The information is supposed to be in the patient file.

iii. Yes. However, there is a need for improvement.

iv. No

Question 15:

Section 3.2c – Maintenance of Case Management System

Will the data analysis system form part of the case management system or are these intended to be separate?
Answer 15:

They are two distinct systems but they must be interlinked.

Question 16:

Section 6.6 - Project Plan and Budget/Rates

At the briefing held on 21 September 2018 it was stated that a detailed project plan and rates/budget would not be required for this tender. In place of the project plan a methodology / approach to each aspect of the tender should be included. Can you confirm this is the case?

Answer 16:

Yes, the rates/budgets are not required. However, a detailed explanation of methodology and process to be adopted to fulfill the assignment as indicated in paragraph 7.3 and 7.4 of the Terms of Reference.

Question 17:

What are the Department’s basic functional requirements for the case management system referred to in paragraph 3.2(a) on page 5 of 15 of the Terms of Reference?

Answer 17:

For the purpose of this tender, Service Providers must show their functionality in the Technical Ability; Competency and Profile of Key Personnel; Technical Capacity; Proposed Approach in the Execution of Services and Skills transfer methodology in compliance to paragraph 7.3 of the Terms of Reference.

Question 18:

What are the Department’s basic functional requirements for the data analytics referred to in paragraph 4.2 on page 6 of 15 of the Terms of Reference?

Answer 18:

For the purpose of this tender, Service Providers must show their functionality in the Technical Ability; Competency and Profile of Key Personnel; Technical Capacity; Proposed Approach in
the Execution of Services and Skills transfer methodology in compliance to paragraphs 7.3 and 7.4 of the Terms of Reference.

**Question 19:**

Are service providers expected to travel to various provinces or will the travel be limited to Gauteng?

**Answer 19:**

The tender is not limited to Gauteng. This is the transversal tender for the Provinces. Paragraph 5.12 of the Terms of Reference stipulates that the Bidders must indicate which Province do they have a footprint. Therefore, the Service Providers must have the footprint in the provinces they wish to work in.

**Question 20:**

What will be the Departments preferred mode of transport should a service provider be expected to travel in places that are outside Gauteng?

**Answer 20:**

The Service Providers must have the footprint in the provinces they wish to work in. The Department cannot prescribe the mode of transport however cost efficiency will be a determining factor. Acceptable rates will apply in this regard.

**Question 21:**

Are we expected to sign a once off Service Level Agreement (SLA) or do we need to sign an SLA for each time a project is issued?

**Answer 21:**

The Service Level Agreement will indicate the deliverables from a specific Service Provider. Each Service Provider will sign a Service Level Agreement pertaining to their scope of work to be determined.
Question 22:

Does having associated offices and alliances (where in such cases we won’t possess a lease or utility bill) in other provinces qualify as footprint or do you require a physical office?

Answer 22:

A physical office is what is required to qualify as footprint.

Question 23:

1. In terms of a data analysis system, would providing monthly updates to the department on each matter fulfil this requirement?

2. Should the answer to 1. above be rejected, is the department liable for the costs of setting up and maintenance of the data analysis system?

Answer 23:

1. No. The data analysis system must enable the data analysis on cases referred to the Provincial Departments. The provision of monthly updates is monitoring of progress and purposes not analysis. Therefore, the progress report must include data analysis is still required.

2. The costing of the development and the maintenance of the systems will be addressed in the next phase. Refer to answer on question 5 above.