



ADDENDUM 1

APPOINTMENT OF A SERVICE PROVIDER TO FACILITATE THE IMPROVEMENT AND MAINTENANCE OF THE CURRENT STATUS OF IDEAL HEALTH FACILITY REALISATION AND MAINTENANCE PROGRAMME IN CLINICS, COMMUNITY HEALTH CENTRES AND DISTRICT HOSPITAL FOR A PERIOD OF THREE (3) YEARS.

BID NUMBER: NDOH-17(2026/2027)

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1. Attached herewith:

- 1.1 Clarification in terms of pricing: a budget estimate or formal quote is needed
- 1.2 The amended Evaluation Criteria. (Specifically on Track record or Reference letters we combined as one item and the completion letter was added.
- 1.3 The Professional registration is needed only for Facilitators.

5.2.3. Functionality evaluation criteria

CRITERIA	DESCRIPTION	Substantiation/documentations	SUB-WEIGHT	WEIGHT												
A. Experience, track record and reference	A bidder must demonstrate experience and track record in the implementation of the Quality Improvement (QI) Programme in PHC facilities and hospitals	Experience A bidder must provide a comprehensive description of experience in implementing the QI Programme	10	30												
		<table><tr><td>0 to 1 year’ experience</td><td>1</td></tr><tr><td>1 to 2 years’ experience</td><td>2</td></tr><tr><td>2 to 3 years’ experience</td><td>3</td></tr><tr><td>3 to 4 years’ experience</td><td>4</td></tr><tr><td>5 or more years’ experience</td><td>5</td></tr></table>	0 to 1 year’ experience		1	1 to 2 years’ experience	2	2 to 3 years’ experience	3	3 to 4 years’ experience	4	5 or more years’ experience	5	10		
		0 to 1 year’ experience	1													
		1 to 2 years’ experience	2													
		2 to 3 years’ experience	3													
		3 to 4 years’ experience	4													
		5 or more years’ experience	5													
		Track record/ Reference letter A bidder must demonstrate a track record by providing reference letter with clear contactable details of complete project in health sector as example of the previous work conducted at the provincial, district and facility level.														
		<table><tr><td>0 reference letters provided</td><td>0</td></tr><tr><td>1 reference letter provided</td><td>1</td></tr><tr><td>2 reference letters provided</td><td>2</td></tr><tr><td>3 reference letters provided</td><td>3</td></tr><tr><td>4 reference letters provided</td><td>4</td></tr><tr><td>5 or more reference letters provided</td><td>5</td></tr></table>	0 reference letters provided		0	1 reference letter provided	1	2 reference letters provided	2	3 reference letters provided	3	4 reference letters provided	4	5 or more reference letters provided	5	10
		0 reference letters provided	0													
1 reference letter provided	1															
2 reference letters provided	2															
3 reference letters provided	3															
4 reference letters provided	4															
5 or more reference letters provided	5															

CRITERIA	DESCRIPTION	Substantiation/documentations	SUB-WEIGHT	WEIGHT												
		Completion letter A bidder must submit full details of contactable references for previous projects at Province, District, PHC facilities and hospitals which were successfully completed. <table><tr><td>0 completion letter for previous projects</td><td>0</td></tr><tr><td>1 completion letters for previous projects</td><td>1</td></tr><tr><td>2 completion letters for previous projects</td><td>2</td></tr><tr><td>3 completion letters for previous projects</td><td>3</td></tr><tr><td>4 completion letters for previous projects</td><td>4</td></tr><tr><td>5 completion letters or more for previous projects</td><td>5</td></tr></table>	0 completion letter for previous projects	0	1 completion letters for previous projects	1	2 completion letters for previous projects	2	3 completion letters for previous projects	3	4 completion letters for previous projects	4	5 completion letters or more for previous projects	5		
0 completion letter for previous projects	0															
1 completion letters for previous projects	1															
2 completion letters for previous projects	2															
3 completion letters for previous projects	3															
4 completion letters for previous projects	4															
5 completion letters or more for previous projects	5															
B. Key personnel and their qualifications	A bidder must have sufficient personnel with relevant qualification, and technical skills and experience in areas as required for this project:	A Bidders must attach proof of qualifications of all key management, professional and technical personnel, stating their roles in the project, technical expertise and attach their signed CVs. CVs must amongst others reflect the years of experience of individuals various aspect of the QI programme.														

Initials

Bid's Signature.....

Date:.....

CRITERIA	DESCRIPTION	Substantiation/documentations	SUB-WEIGHT	WEIGHT																								
	Health Manager/Coordinator: x 1 (Must have relevant qualification in relation to Public Health background, Social Science or Developmental Studies or Policy Studies qualification recognised by SAQA (attach certified copies of relevant qualifications)) Duties: ✓ Coordinate Ideal Clinic Implementation ✓ Quality Improvement Management ✓ Supportive Supervision and Mentorship ✓ Monitor implementation of corrective action plans ✓ Support patient-cantered care initiatives	Qualifications in health Sciences <table><tr><td>No qualification attached</td><td>0</td></tr><tr><td>NQF level 5</td><td>1</td></tr><tr><td>NQF level 6</td><td>2</td></tr><tr><td>NQF level 7</td><td>3</td></tr><tr><td>NQF level 8</td><td>4</td></tr><tr><td>NQF level 9 or higher</td><td>5</td></tr></table> Experience <table><tr><td>Failure to submit CVs with relevant experience</td><td>0</td></tr><tr><td>1 team member with less than 5 years of experience in their field of qualification</td><td>1</td></tr><tr><td>1 team member with 5 or more years of experience in their field of qualification</td><td>2</td></tr><tr><td>2 team members with 5 or more years of experience in their field of qualification</td><td>3</td></tr><tr><td>3 team members with 5 or more years of experience in their field of qualification</td><td>4</td></tr><tr><td>4 team members with 5 or more years of experience in their field of qualification</td><td>5</td></tr></table>	No qualification attached	0	NQF level 5	1	NQF level 6	2	NQF level 7	3	NQF level 8	4	NQF level 9 or higher	5	Failure to submit CVs with relevant experience	0	1 team member with less than 5 years of experience in their field of qualification	1	1 team member with 5 or more years of experience in their field of qualification	2	2 team members with 5 or more years of experience in their field of qualification	3	3 team members with 5 or more years of experience in their field of qualification	4	4 team members with 5 or more years of experience in their field of qualification	5	10 10 10	30
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CRITERIA	DESCRIPTION	Substantiation/documentations	SUB-WEIGHT	WEIGHT				
	IHFRM Improvement Facilitators: x 4 (Must have relevant qualification in relation to NQF Level 7 Qualification in Health science Current Registration with the relevant statutory body such as SANC/HPCSA/FMC/AHPCSA Duties: ✓ Implement the IHFRM programme through the support of the PPTICRM in the provinces; ✓ Collaborate with the other units in the implementation of the four PHC Re-engineering streams (Community Health Workers, District Clinical Specialist Teams, School Health and Health Professionals contracting); Ensure coordination of development or implementing partners supporting DHS Use of IHFRM monitoring system to: ✓ Draw reports, ensuring effective	Expertise/Specialist (only for Facilitators) <table><tr><td>No Valid Proof of registration with statutory body (SANC/HPCSA/FMC/AHPCSA</td><td>0</td></tr><tr><td>Proof of registration with statutory body (SANC/HPCSA/FMC/AHPCSA</td><td>5</td></tr></table>	No Valid Proof of registration with statutory body (SANC/HPCSA/FMC/AHPCSA	0	Proof of registration with statutory body (SANC/HPCSA/FMC/AHPCSA	5		
No Valid Proof of registration with statutory body (SANC/HPCSA/FMC/AHPCSA	0							
Proof of registration with statutory body (SANC/HPCSA/FMC/AHPCSA	5							

Initials

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CRITERIA	DESCRIPTION	Substantiation/documentations	SUB-WEIGHT	WEIGHT						
	data submission, management and use for planning and decision-making; ✓ Support and secure procedures for user accounts and data analysis; ✓ Implement effective data management practices ; ✓ Establish data sharing rules, and troubleshoot IHFRM data-related issues; and Contribute to the overall success of the IHFRM Programme.									
C. Approach and methodology	The bidder must provide a comprehensive proposal outlining the approach and methodology to demonstrate the ability to achieve all the deliverables within the required timeframes. The following aspects/deliverables must be clearly marked in the proposal: • Workplan outlining operational capacity to implement the IHFRM Programme; • Status Determination by PHC Facility Managers and hospital CEOs, PPTICRMs, PR and PRUs reports, outlining operational	The bidders proposal must demonstrate comprehensive understanding and the ability to achieve all the deliverables within the required timeframes The proposal outlining the approaches, methodologies and tools to tackle the scope of work must be attached (clearly marked proposal) <i>(Evaluation- overall understanding of IHFRM Programme, scope of the project and deliverables).</i> <table><tr><td>Proposal does not address 5 deliverables and does not indicate ability to complete the project within the required time frames</td><td>0</td></tr><tr><td>Proposal addresses 1 deliverables and indicates ability to complete the project within the required time frames</td><td>1</td></tr><tr><td>Proposal addresses 2 deliverables</td><td>2</td></tr></table>	Proposal does not address 5 deliverables and does not indicate ability to complete the project within the required time frames	0	Proposal addresses 1 deliverables and indicates ability to complete the project within the required time frames	1	Proposal addresses 2 deliverables	2	40	40
Proposal does not address 5 deliverables and does not indicate ability to complete the project within the required time frames	0									
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Proposal addresses 2 deliverables	2									

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CRITERIA	DESCRIPTION	Substantiation/documentations			SUB-WEIGHT	WEIGHT
	efficiency of technology and Business Continuity Plan (BCP) in Supply Chain Management; • IHFRM Programme linkage with other programmes, with clinical governance and health outcomes improvement. • Functionality of PPTICRMs at the national, provincial, district and sub-district level, demonstrating an improvement in: - Infrastructure and equipment availability and maintenance, Asset management, Medicines and supplies, Human Resources management and development, Patient Experience of Care and waiting times; and • Maximisation of IHFRM System and User Management to enable the status achieved is maintained (Status Maintenance Strategy with Quality Improvement tracking mechanism). • Monitoring and Evaluation reports	and indicates ability to complete the project within the required time frames				
		Proposal addresses 3 of deliverables and indicates ability to the project within the required time frames and indicates additional value adds	3			
		Proposal addresses 4 deliverables and indicates ability to the project within the required time frames	4			
		Proposal addresses 5 deliverables and indicates ability to complete the project within the required time frames	5			
Total weight						100
Minimum functionality threshold (failure to meet the minimum threshold will result to your bid not to be considered for further evaluation.					70	

Initials

Bid's Signature.....

Date:.....

ACCEPTANCE AND INCORPORATION OF ADDENDUM

I/We accept that Addendum No 1 forms part of the Tender Documents.

I/We confirm that I/we -

- (a) have noted the contents of this Addendum
- (b) have fully considered this Addendum
- (c) have incorporated the amendments and additions contained in this Addendum in my/our Tender for Tender No. **Bid number: NDOH-17(2026/2027)**

SIGNED ON BEHALF OF THE TENDERER..... :

NAME OF SIGNATORY (BLOCK LETTERS)..... :

NAME OF TENDERER (BLOCK LETTERS)..... :

TENDERER'S ADDRESS :
.....

TENDERER'S TEL NO :

TENDERER'S FAX NO :

SIGNATURES OF WITNESSES : 1.
2.

NAMES OF WITNESSES (BLOCK LETTERS) : 1.
2.

DATE :