



Bonitas Medical Fund
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www.bonitas.co.za

29 November 2022

Dear Service Provider

REQUEST FOR PROPOSAL: Maternity & Toddler Programme - RFP 010/2022

Introduction

As the existing Maternity Programme Services contract terminates on 28 February 2023 with the current service provider, Bonitas Medical Fund (“the Scheme” or “Bonitas”) has embarked on an open Request for Proposal (RFP) exercise. The process will allow the Scheme to benchmark the current services and pricing against other service providers in the market. This exercise will also ensure that the Scheme continues to apply the principles of good corporate governance by evaluating all service providers at regular intervals.

Background

Bonitas is an open 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 1512. The Scheme is incorporated and domiciled in the Republic of South Africa. Bonitas is one of the top three medical schemes registered in South Africa and one of the top two open medical schemes in the country. The Scheme is administered by Medscheme Holdings Proprietary Limited (“the administrator”). We have been in operation for forty (40) years providing cover for more than 730 000 lives. The Scheme offers twelve (12) registered options and three (3) efficiency discount options (“EDOs”) to suit a range of member needs.

All suitably qualified service providers / respondents / registered / accredited managed care organisations 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. Bonitas 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 requires that all interested, suitably qualified service providers / respondents / registered / accredited managed care organisations submit comprehensive information. Only the requested information should be provided. The Scheme requires clear, concise, and factual responses. The proposal submitted by the respondent constitutes an offer. All respondents are required to provide a full written response to this RFP.

For a set of our Annual Report or details on the benefit options, we refer you to our website at www.bonitas.co.za.

Medical Aid for South Africa

Bonitas Medical Fund registration number: 1512
· Mr L R Callakoppen (Principal Officer) · Mr R Cowlin · Dr P Hill · Mr O Komane ·
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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 the course of this RFP process are and shall be covered by a written undertaking.

Bonitas however, reserves the right to share the information received from interested parties with its administrator, legal and financial advisors, and any other entity or person who advises Bonitas on matters relating to the purpose for which this RFP is issued.

Scope of services

1. Provide telephonic paediatric triage services 24/7
2. Provide general advice and information from clinical care advisors for expectant mothers, new-borns and toddlers 24/7
3. Home care advice as well as the referral to the appropriate level of care facility
4. Continuous engagement and follow up via email, SMS and other mediums
5. Engagement with members who have children under the age of three (3) to provide information on services offered
6. Provide information which will be included into the Bonitas newsletter, magazine and website
7. Provide a dedicated telephone line for the exclusive use of Bonitas members to access the services
8. Provide a registration process onto the Maternity Programme, provide a baby bag with promotional essentials for newborns and delivery of the baby bags
9. Record, analyse and provide feedback in the form of monthly reports to Bonitas
10. Assist with the identification of high-risk pregnancies and inform the Scheme and appointed managed healthcare service provider of same
11. Engage with expectant parents via social media platforms, post relevant and informative content via social media but aligned to the Scheme's Corporate Identity
12. Host monthly seminars, webinars and antenatal classes. Webinars-on-demand to be readily available on the website to members who might have missed webinars.
13. Any other value-added service relevant to this scope of work
14. All the above services are to be rendered within the ambit of the Medical Scheme's Act, No. 131 of 1998 and the registered scheme rules.
15. Risk management - the early detection of high-risk members and referral for enrolment in appropriate disease management program, e.g. DM(GDM), HIV(PMTCT/eMTCT), Early term obesity, MH, etc. and this will be reported on monthly, tracking adherence and clinical outcomes

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16. Categorization of childbirth related complications, iatrogenic preterm birth monitoring, etc
17. To improve - reduction in C/Sec for Uncomplicated pregnancies after 37wks; transfusions within postpartum period; readmissions within postpartum period; LOS to link up with TCP. Introduction of a PROM (patient reported health outcomes) post-delivery surveys similar to PROMIS Global 10.

Submission Instructions

The following items must be provided for in the submission utilizing the sections as:

Section A:

1. Proposals must be made in the official name of the company or individual under which the business is conducted (showing official business address) and **MUST BE SIGNED** by a person duly authorized to legally bind the person, partnership, company or corporation submitting the proposal.
2. The company background and profile. This will include the information relating to the shareholding, the association with the Holding company and / or subsidiaries.
3. The latest BEE rating certificate. An official rating to be done by an accredited ratings agency or DTI.
4. Proof of registration / accreditation / licensing (e.g., valid Certificate of Incorporation).
5. Proven track record regarding the provision of the required services and / or benefit.

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 company (and/or the Holding company where these are available) 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 company's experience and special expertise in providing the type of services identified in the requested services, include resumes of key personnel.
2. Include the relevant accreditation, professional association, registration with relevant authority bodies (where required). Where no such accreditation or registration is required, this is to be clearly stated.
3. Value proposition and/or differentiated service offering to Bonitas.
4. Provide details on the current provincial network presence in relation to the total number of dental service provider per province.

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Section D:

1. Project Approach – provide a brief overview of your project management philosophy, methods, and practices and how they would meet the needs identified in the requested services section.
2. A detailed project timeline utilising a commencement date of 01 March 2023.

Section E:

1. Proposed fee structure aligned to the Scope of Services:

Section F:

1. Proposed service level agreement detailing the services on offer.

Section G:

1. 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 years and accompanying reference letters. The Scheme reserves the right to contact references without prior notification.

Section H:

1. Compliance to POPIA.

Section I:

1. Information Technology (you are not required to produce certificates, policies, plans, etc. on the following, just the company/organisation approach to the each):
 - a. Approach to Cyber Security, including penetration testing, vulnerability assessments or similar.
 - b. Approach to disaster recovery and business continuity.
 - c. Approach to IT System audits - ISAE3402 or similar.
 - d. ISO IT standards.

Section J:

1. A written undertaking regarding the confidentiality of this RFP process is required upon submission of the proposal.

Bonitas 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 the Bonitas Medical Fund offices situated in Melrose Arch, Gauteng. Due to Covid-19 lockdown regulations, the presentation may be conducted via a virtual channel. The Scheme will advise shortlisted providers in advance.

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Bonitas hereby invites you to submit an RFP by 12h00 on **Wednesday, 4th January 2023** All submissions are to be sent by email to RFP.INFO@Bonitas.org.za. Please use subject: MP RFP 010/2022 – “company name”. All inquiries can also be directed to the above email address.

The following disqualification criteria shall be applicable to the RFP process:


- RFP submitted late.
- RFP wherein the minimum required documents listed above have not been submitted.

The service providers who apply for this contract must adhere to and operate within the ambit of all relevant legislations and regulatory standards.

Please note that Bonitas 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 Bonitas.

Bonitas looks forward to receiving your proposal.

Yours faithfully



MR LEE R. CALLAKOPPEN
PRINCIPAL OFFICER

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