



17 October 2023

Dear Service Provider

REQUEST FOR PROPOSAL: Comprehensive fully integrated Female Health and Toddler Care Programme – RFP 001/2023

Introduction

As the existing Maternity & Toddler Programme contract terminates on 28 February 2024 with the current service provider, Bonitas Medical Fund (“the Scheme” or “Bonitas”) has embarked on a Request for Proposal (RFP) exercise to replace the current Maternity & Toddler Programme with a more comprehensive Female Health and Toddler Care Programme. The RFP is to enable Bonitas to implement a more integrated and comprehensive approach to managing female health and toddler care. This process is also to ensure that Bonitas continues to apply the principles of good governance by evaluating all service providers regularly.

The proposal should be based on the provision of a comprehensive integrated multi-disciplinary Female Health and Toddler Care Programme that provides preventative care from early- to post-reproductive age, for Females, and improves the access to and quality of care for Toddlers. It should include the co-ordination of all Female Health and Toddler Care Scheme benefits including any relevant Scheme care programmes.

The proposal should:

- Improve Female Health education and awareness empowering them to plan appropriately during their reproductive ages.
- Improve Toddler Care education and awareness to parents.
- Improve maternal morbidity and mortality resulting from poorly controlled health conditions during pregnancy through early detection.
- Reduce preventable hospitalisation costs due to maternal and neonatal complications during birth.
- Reduce costs associated with non-communicable diseases such as hypertension, diabetes, mental disorders, cancers, etc.
- Improve Female health clinical outcomes and quality of life.
- Promote preventative care strategies for both Females and Toddlers.
- Improve access for Females and Toddlers to essential care.

Toddler – up to three years of age

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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 majority of the Scheme options are administered by Medscheme Holdings Proprietary Limited (“the administrator”) and the BonCap option by Private Health Administrators Propriety Ltd. We have been in operation for forty years providing cover for more than 730 000 lives. The Scheme offers twelve (12) registered options and three (3) efficiency discount options (“EDO”) to suit a range of member needs.

All suitably qualified service providers / respondents / registered 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 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 Integrated Report or details on the benefit options, we refer you to our website at www.bonitas.co.za.

Confidentiality

This information document may not be used for any purpose by the respondent other than for developing their response to it 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.

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Bonitas Medical Fund registration number: 1512

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Scope of services

The following are the essential services required as a minimum. Any other services deemed to be relevant to the stated objectives of the programme, by the proposer, can be included in the proposal.

1. Female Health and Toddler Care Counselling services, via a dedicated in and outbound call centre 24/7 for Pregnant Females and parents with Toddlers. These supportive services include Paediatric triage, general pregnancy information and counselling for expectant mothers/spouse/partner and newborns.
2. Coordinate and integrate all Scheme Female and Toddler wellness benefits across all options including the maximisation of all Scheme care programmes in terms of Female Health and Toddler care.
3. Engagement with the treating doctor to coordinate and improve the care of high-risk pregnancies, and the ongoing management of these members, with monthly reporting to the Scheme on the impact and effectiveness of the intervention.
4. Provide promotional essentials for newborns and mothers and manage the registrations and deliveries. (Optional)
5. Provide support for Females during pregnancy, who have a non-communicable disease, ensuring registration on any relevant disease management programme.
6. Assist with the identification of high-risk pregnancies and inform the Scheme and appointed service provider of the same.
7. Record, analyse and provide feedback in the form of quarterly reports to Bonitas on the effectiveness of the programme.
8. Make use of innovative digital devices to improve the delivery of healthcare (e.g., mobile ultrasound machines for high-risk pregnancies or digital support tools in addition to the 24/7 call centre). Integration with the Scheme's mobile app, website, and WhatsApp would be preferred.
9. Contact all members who have children under the age of three (3) to provide information on services offered as part of the programme.
10. Value Offering / Proposition for the drive of the following screening tests:

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- 10.1. Regular Physical exam, including Pap smear test and clinical breast examinations.
 - 10.2. Referrals for mammograms and abnormal Pap tests to appropriate Scheme contracted providers.
 - 10.3. Effective early detection intervention and treatment for Sexually Transmitted Infections (STI).
 - 10.4. Testing for HIV/AIDS and other non-communicable diseases.
 - 10.5. Pregnancy testing and genetic screening where indicated.
 - 10.6. Childbirth – screening (eye/hearing), support, immunisations and nutrition for Toddlers up to 3 years of age.
 - 10.7. Annual Female and Toddler health checks/screening.
11. Provide the following educational and awareness services and demonstrate effectiveness:
- 11.1. Reproductive health counselling and education.
 - 11.2. Family planning education and referral.
 - 11.3. Pre-conception and inter-conception health counselling.
 - 11.4. Basic infertility services and counselling.
 - 11.5 Alcohol and Tobacco cessation counselling during pregnancy.
 - 11.6 Home care advice as well as the referral to the appropriate level of care facility.
 - 11.7 Detection and counselling for postpartum depression and in the case of a stillborn or death of a newborn baby.
12. Offer the following communication via various mediums including digital:
- 12.1 Provide information in the form of newsletters to members via the Bonitas newsletter and website on the coordination of the Female Health and Toddler Care Benefit and Scheme Care programmes.
 - 12.2 Engage with expectant parents via social media platforms.
 - 12.3 Host monthly seminars, webinars and antenatal classes.
 - 12.4 All calls are to be followed up via email and/or SMS or in-app notification (where applicable)

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.

Submission Instructions

The following items must be provided for in the submission, which forms part of the evaluation criteria; please ensure that you follow the sections.

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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 must include all the information of all individuals and/or entities (i.e., full name / ID's / shareholding percentage) relating to the shareholding, and the association with the Holding company and/or subsidiaries.
3. Full disclosure of any joint ventures / sub-contracting arrangements.
4. Full disclosure on any pending or current legal matters/proceedings pertaining to the company, Holding company, subsidiaries or individual shareholders.
5. The latest BEE rating certificate. An official rating is to be done by an accredited ratings agency or DTI.
6. Proof of registration/accreditation / licensing (e.g., valid Certificate of Incorporation).
7. Proven track record regarding the provision of the required services and/or benefits.

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 – summarise your company's experience and special expertise in providing the type of services identified in the requested services, including resumes of key personnel.
2. Include the relevant accreditation, professional association, and 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. Proposed business/operational structure to meet the requirements.

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 the commencement date of 1st January 2024.

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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 with 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 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. The Scheme will advise shortlisted providers in advance.

Bonitas hereby invites you to submit an RFP by **12h00 on 6th November 2023**. All submissions are to be sent by email to RFP.INFO@bonitas.org.za. Please use subject: RFP001/2023 – “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.

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- 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 legislation 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.

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