



health

Department:  
Health  
REPUBLIC OF SOUTH AFRICA

**APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE PHYSICAL, ELECTRONIC STORAGE AND ELECTRONIC RETRIEVAL OF CLAIMANT AND REVENUE FILES OF THE MBOD/CCOD FOR A PERIOD OF FIVE (5) YEARS**

**NDoH-01(2024/2025)**

**Index**

1. The applicable preference point system for this tender is the 80/20 preference point system.
  - 1.1 SBD 6.1 corrected to reflect 80/20 preference point system. **(ANNEXURE A)**
2. Criteria for Functionality and Points Weight Allocation **(ANNEXURE B)**
  - A - Documentation and Experience heading corrected to 80 points
  - C - Verification of technology heading corrected to 3.75 points each
3. Updated Pricing schedule and responses to questions. **(ANNEXURE C)**

The completed addendum must be submitted together with the bid document on or before the closing date and time of the bid. The department will not be held responsible for bidders not following the amendments made to the bid. Failure to adhere to the terms of this addendum result in your bid being rejected or disqualified.

Initials .....

Bidder'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-01(2024/2025)**

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. ....

Initials .....

Bidder's Signature.....  
Date:.....

DATE :

Initials .....

Bidder's Signature.....

Date:.....

**PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL  
PROCUREMENT REGULATIONS 2022**

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

**NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022**

**1. GENERAL CONDITIONS**

- 1.1 The following preference point systems are applicable to invitations to tender:
- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
  - the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).
- 1.2 **To be completed by the organ of state**  
*(delete whichever is not applicable for this tender).*
- a) The applicable preference point system for this tender is the 90/10 preference point system.
  - b) The applicable preference point system for this tender is the 80/20 preference point system.
  - c) Either the **90/10 or 80/20 preference point system** will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.
- 1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:
- (a) Price; and
  - (b) Specific Goals.

**1.4 To be completed by the organ of state:**

The maximum points for this tender are allocated as follows:

	POINTS
<b>PRICE</b>	80
<b>SPECIFIC GOALS</b>	20
<b>Total points for Price and SPECIFIC GOALS</b>	<b>100</b>

- 1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of



### 3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

#### 3.2.1. POINTS AWARDED FOR PRICE

A maximum of 80 or 90 points is allocated for price on the following basis:

$$P_s = 80 \left( 1 + \frac{P_t - P_{max}}{P_{max}} \right) \text{ or } P_s = 90 \left( 1 + \frac{P_t - P_{max}}{P_{max}} \right)$$

Where

- $P_s$  = Points scored for price of tender under consideration  
 $P_t$  = Price of tender under consideration  
 $P_{max}$  = Price of highest acceptable tender

#### 4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:
- 4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
  - (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,
- then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

*(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.)*

*Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)*

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Percentage ownership equity (To be completed by the tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer)
HDI	8		
Women	6		
People with Disabilities	2		
Promotion of SMMEs	2		
Promotion of South African owned enterprises	2		

#### DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm.....

4.4. Company registration number: .....

4.5. TYPE OF COMPANY/ FIRM

- Partnership/Joint Venture / Consortium
- One-person business/sole propriety
- Close corporation
- Public Company
- Personal Liability Company
- (Pty) Limited
- Non-Profit Company
- State Owned Company

[TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;

- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
  - (a) disqualify the person from the tendering process;
  - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
  - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
  - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
  - (e) forward the matter for criminal prosecution, if deemed necessary.

.....  
SIGNATURE(S) OF TENDERER(S)

**SURNAME AND NAME:** .....

**DATE:** .....

**ADDRESS:** .....

.....

.....



## 5. Functionality evaluation criteria to be used together with weighting

**Criteria for Functionality and Points Weight Allocation** for physical and electronic storage of claimant files of the MBOD/CCOD and daily retrieval of claimant files

No	Criteria	Points Weight Allocation (100 points)
<b>Elements and weighting for functionality</b>		
<b>A</b>	<b>Documentation and Experience (80 points)</b>	
	1. Vendor site specifications providing verified site storage in cubic meterage (minimum of 5000 cubic metres) and rodent, fire, and security documentation. (Please provide photographs, floor plan and municipal documents / certificates for cubic meterage and other certificates as requested above).  *If proof is not provided as listed above you get 0 points	20
	2. Documentation showing compliance with requirements for file storage and management of <b>health records</b> including both physical and electronic storage and management of files as well as meeting POPIA requirements.  Bidder to provide any of the following documentation <ul style="list-style-type: none"> <li>• Data Protection Policy.</li> <li>• Application, Software or Website Privacy Policy.</li> <li>• Operator Agreement / Data Processing Agreement.</li> <li>• Registration of an Information Officer.</li> <li>• PAIA Manual (Promotion of Access to Information)</li> <li>• Data Breach Policy</li> </ul> *If no documentation is provided as stated above 0 points will be allocated	15
	4. Bidder to provide the technical documentation on scanning software and scanning hardware and electronic information systems including that covering Chest X-rays to be scanned and retrieved in DICOM format.  *If no documentation is provided as stated above 0 points will be allocated	20
	5. Bidder to provide documentation on hosting platforms / software that facilitates use of electronic documents.	15

	<p>*If no documentation is provided as stated above 0 points will be allocated</p> <p>1. CV and Bachelor's Degree / NQF level 7 post qualification experience for Key Account Manager and Information Technology Manager personnel assigned to this activity. Qualification must be supported by a CV.</p> <p>Key Account manager qualification requirement – NQF level 7 in Archives/ Record Management / Information Management or related qualification</p> <p>Information Technology Manager qualification requirement – NQF level 7 in Information Technology or related qualification</p> <table border="1" data-bbox="351 665 1176 858"> <tr> <th colspan="2">Key Account Manager experience</th> </tr> <tr> <td>5 years or more experience</td> <td>5 points</td> </tr> <tr> <td>3 to 4 years' experience</td> <td>4 points</td> </tr> <tr> <td>2 years' experience</td> <td>3 points</td> </tr> <tr> <td>1 year experience</td> <td>2 points</td> </tr> <tr> <td>No experience / No qualification</td> <td>0 points</td> </tr> </table> <table border="1" data-bbox="351 880 1176 1072"> <tr> <th colspan="2">Information Technology Manager experience</th> </tr> <tr> <td>5 years or more experience</td> <td>5 points</td> </tr> <tr> <td>3 to 4 years' experience</td> <td>4 points</td> </tr> <tr> <td>2 years' experience</td> <td>3 points</td> </tr> <tr> <td>1 year experience</td> <td>2 points</td> </tr> <tr> <td>No experience / No qualification</td> <td>0 points</td> </tr> </table>	Key Account Manager experience		5 years or more experience	5 points	3 to 4 years' experience	4 points	2 years' experience	3 points	1 year experience	2 points	No experience / No qualification	0 points	Information Technology Manager experience		5 years or more experience	5 points	3 to 4 years' experience	4 points	2 years' experience	3 points	1 year experience	2 points	No experience / No qualification	0 points	10
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<b>B</b>	<p><b>References (20 points)</b></p> <p>The Prospective bidders must provide signed reference letters from their clients for file storage and Record management services with a letterhead if available or applicable.</p> <p>1. A total of four (4) signed reference letters by contactable clients of the prospective bidder for file storage and record management services undertaken in the last ten (10) years with a minimum of two (2) reference letters being for health record storage and management services including both electronic and physical storage of files with the following requirements:</p> <ul style="list-style-type: none"> <li>• Name of the client</li> <li>• Contact person at client, telephone number/s, e-mail address, and physical address.</li> <li>• Date(s) work was performed</li> <li>• Type of work conducted</li> <li>• Value of contract or attach signed appointment letter as proof of contract value.</li> </ul> <table border="1" data-bbox="366 1727 1187 1860"> <tr> <td>2 Health and 2 other storage and record management services reference letters</td> <td>20 points</td> </tr> <tr> <td>2 Health and 1 other storage and record management services reference letter OR</td> <td>15 points</td> </tr> </table>	2 Health and 2 other storage and record management services reference letters	20 points	2 Health and 1 other storage and record management services reference letter OR	15 points	20																				
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	1 Health and 2 other storage and record management services reference letters	10 points	
	2 other storage and record management services reference letters OR 2 health storage and record management services reference letters OR 1 Health and 1 other storage and record management services reference letter		
	1 health storage reference letter OR 1 other storage and record management services reference letter	5 points	
	No reference letter	0 points	

**Note that the minimum threshold is 70 points out of possible 100 points in order to advance to the physical site inspection phase or C evaluation stage.**

<b>C</b>	<b>Site Inspection (30 points)</b>			
	<b>Note that the minimum threshold is 21 points in order to advance to the final evaluation stage of Price and Specific goals (Price + Preference Points system).</b>			
	1. Site inspection verifying the storage space, rodent, fireproof and security.			15
	2. Verification of technology (3.75 points each)			15
	Digital management user interface	3.75 points		
	Digitisation, data capture & quality control of documents	3.75 points		
Quality of scanned X-rays in DICOM format	3.75 points			
Functionality of integration with other systems by API Cybersecurity testing and penetration	3.75 points			
*If verification for any of the above mentioned is not met the bidder will score 0 points.				

# NDOH 01/2024-2025 PRICING SCHEDULE

Objective	Cost (ZAR)	Cost Monthly (ZAR)
Take-on of 1 150 000 physical and electronic files		
Take-on of 20 000 miscellaneous files		
Take-on of 1 000 revenue files		
TOTAL		
VAT		
<b>GRAND TOTAL (A)</b>	<b>Annual Cost (ZAR)</b>	<b>Cost Monthly (ZAR)</b>
Storage of 1 150 000 physical files		
Electronic storage and hosting of files		
Scanning 7 500 files per month as per specification		
Provision of an API to MBOD/CCOD systems as per specification		
Access to the electronic files including licensing fees		
Access to the information technology platforms and dashboards		
Costs of audit files will be ad-hoc as it is not known how many files will be requested by internal and external auditors and valuers		
Costs of disposal of files will be on an ad-hoc basis		
Costs of training of personnel at Braamfontein and one other site in the Johannesburg area.		

## NDOH 01/2024-2025 PRICING SCHEDULE

Objective	Cost (ZAR)	Cost Monthly (ZAR)
TOTAL COST		
VAT		
<b>GRAND TOTAL (B)</b>		

NB: THE BID AMOUNT ON THE GRAND TOTAL (B) WILL BE USED FOR THE PRICE EVALUATION PURPOSES. PRICE ESCALATIONS WILL ONLY BE CONSIDERED FROM YEAR 2 ONWARDS BASED ON THE CONSUMER PRICE INDEX (CPI).

**APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE PHYSICAL, ELECTRONIC STORAGE AND ELECTRONIC RETRIEVAL OF CLAIMANT AND REVENUE FILES OF THE MBOD/CCOD FOR A PERIOD OF FIVE (5) YEARS NDoH-01(2024/2025).**

#	QUESTION FROM BIDDERS	DATE	RESPONSE TO THE BIDDERS
1	Page 28 - Commissioner to confirm Preference Points – is it 80/20 or 90/10	28 June 2024	Preference Points is 80/20
2	Page 36 1.11 and 1.12 – is this for access to view status of stored files, or access for digital files?	28 June 2024	Both – access to status of stored files as well as access to digitised copies of miscellaneous and revenue files
3	Page 36 1.15e - please elaborate further on the separate databases	28 June 2024	The MBOD/CCOD database needs to be a separate database that can be backed up separately and supplied to the MBOD/CCOD/NDoH if required. This does not mean that the front-end software used to access the database cannot be a shared platform.
4	What are the X-Ray dimensions in the files and are they all the same size?	28 June 2024	Standard film X-Rays all the same size - 35 cm X 43 cm
5	Can the quote be worked on an average of 30 pages?	28 June 2024	Yes
6	Please provide an example of the Tech Platform you mentioned in the Scope of work	28 June 2024	This would be the service providers proprietary front end software and database management.
7	Can you please confirm the current condition of boxes, if there's boxes that will need to be replaced.	28 June 2024	Current files and boxes for storage are in a satisfactory conditions, but depending on the vendor's storage system and process to digitisation of files, new files / storage boxes may be required.
8	Can you provide an average number of files/boxes that will be destroyed on a monthly basis?	28 June 2024	Destruction would be an ad hoc request and will not occur on a monthly basis. The provider should quote on a per file rate for destruction
9	You mention scanning on a monthly basis, do you want the total pricing to be monthly then annually? If so, can we add a column?	28 June 2024	A revised pricing schedule has been issued.
10	1.5 C on the digitization of files is not catered for on the pricing schedule, how do we accommodate this cost?	28 June 2024	Please include the urgent scan on demand costing as part of 1.5B

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#	QUESTION FROM BIDDERS	DATE	RESPONSE TO THE BIDDERS
11	There was mention of the PPE, is this normal PPE or specific PPE that is required?	28 June 2024	Specific PPE for the handling of biological matter in a limited number of files would be required as mentioned during the briefing