



**REQUEST FOR PROPOSAL
FOR THE PROVISION OF HEALTHCARE CLEANING SERVICES
NELSON MANDELA CHILDREN'S HOSPITAL NPC**

Date: 11th October 2021



DOMINY & ASSOCIATES
Capital Project and Facilities Consultants

IMPORTANT DATES:

A online briefing session will be held on 22nd October 2021 at 11h30 via MS Teams, based on the registration process requested within the RFP document.

Bid Submission: 12 noon 3rd November 2021 by email

Version Control

Revision Number	Reference	Primary Author	Date	Issued To
01	Issued for NMCH acceptance	P. Dominy	3 rd September 2021	NMCH Contract Manager
02	Issued for final NMCH acceptance	P. Dominy	29 th September 2021	NMCH Contract Manager
03	Issued for Tender	P. Dominy	4 th October 2021	Market

Table 1 - Version Control

Acronyms & Abbreviations

Abbreviation	Description
Advisor	Dominy & Associates (Pty) Ltd
B-BBEE	Broad Based Black Economic Empowerment
Board	Board of Directors of the Nelson Mandela Children's Hospital NPC
COID	Compensation Fund for Occupational Injuries and Diseases
CSD	Central Supplier Database
CV	Curriculum Vitae
MS Excel	Microsoft Excel
MS Teams	Microsoft Teams
NMCH / Hospital	Nelson Mandela Children's Hospital NPC
NTSG	National Tertiary Services Grant
RFP	Request for Proposal
SARS	South African Revenue Services
VAT	Value Added Tax @ 15%

Table 2 – Acronyms

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1 THE PROJECT

1.1 Project Overview

The Nelson Mandela Children's Hospital NPC (hereafter referred to as NMCH or the Hospital) is a Government aided, 200+ bed academic tertiary and quaternary paediatric referral facility located in Parktown Johannesburg. Founded by the Nelson Mandela Children's Fund and funded by private donors, the Hospital was built from 2014 to 2016 with the intention to serve children of Southern Africa irrespective of their socio-economic standing.

The Hospital serves as a specialised referral facility for both public and private patients (the split between public and private patients is 55% and 45% respectively), with public patients funded by the government through the National Tertiary Services Grant ("NTSG"). It started providing clinical services in a planned phased approach by initially providing out-patient Radiology services in June 2017 and in-patient services in March 2018. The Hospital is in the process of being integrated into the academic platform for the three medical universities in Gauteng Province (i.e., University of the Witwatersrand, University of Pretoria and Sefako Makgatho University) with registrars (specialty trainees) and fellows (sub-specialty trainees) forming part of the service delivery model.

NMCH dedicated the initial three years of its operations on commissioning and ramping up of patients in a phased approach based on best practices given the funding model, availability of clinical resources and ensuring patients safety and minimization of any start up risks. The Hospital has rendered clinical services to public patients to date and started providing clinical services to private paying patients in November 2019. The ramp up of clinical services to private paying patients is a critical component of the funding model to ensure optimal operation of the Hospital.

1.2 Hospital Occupancy

The table below indicates the current bed occupancy at NMCH.

Whilst only 100 beds are considered to be operational, there is a total capacity of 220 beds at NMCH, with the various departments' occupancy expected to increase over time.

Unit	Public	Private	Occupancy
Cardiac Ward (Total)	21	0	21
• Cardiology	7		
• Cardiothoracic Surgery	6		
• Neurosurgery	6		
• Neurology	2		
Day ward	9	5	14

Unit	Public	Private	Occupancy
Renal ward (Total)	21	0	21
• Renal patients	9		
• Paediatric Surgery	8		
• ENT	4		
PICU	7	3	10
Paediatric High Care	2	2	4
NICU	5	3	8
Neonatal High Care	4	2	6
Oncology ward (Private)	0	15	15
Total	69	31	100

Table 3 - Bed Occupancy

In addition, the respective services are required in the following areas:

Radiology & Nuclear Medicine	Full service
Pharmacy	Full service
Dialysis Unit	Full service
Administration	Full service
Rehabilitation	Full service

1.3 Purpose of the RFP

The purpose of this document is to undertake a detailed and transparent procurement process by providing all interested parties with the rules and procurement process required, detailed Scope of Services, incorporating the tasks and responsibilities of the appointed Service Provider as required by NMCH and to seek commercially viable responses from the various selected Bidders.

NMCH is seeking more affordable service offerings from the market as it is undergoing a significant cost reduction exercise currently.

1.4 Required Services & Budgets

NMCH currently has month to month appointments with various services providers and has taken the decision to reprocur the following soft services for an indicative 3-year period.

As a guide, the cost benchmarks provided below are to be targeted as a required budget.

Whilst each Bidder needs to submit their respective financial offer based on the required service levels, the available budgets should be targeted to achieve financial consideration. Scoring shall be based on these benchmark costs.

For clarity, the amounts are exclusive of VAT and expressed as an average monthly amount in 2021 rates.

Service	Service Description	Indicator	Available Budget
Catering	Patient & Staff Catering	100 patient day meals /day ¹	R 138,000 ²
Cleaning	Clinical & Nonclinical cleaning, deep cleaning and consumable management	34 staff	R 215,000
Hygiene services	Equipment Rental and Consumables and Sanitary bin cleaning		R 64,000
Security	External and select internal services including portering	Approx. 34 guards, 4 porters	R 275,000
Laundry	Full service including chemicals	25,000 items with 5 on site staff	R 48,000
Waste Services	Clinical, non-clinical collection and disposal with on-site recycling, bin rentals and consumables	Based on patient volumes	R 80,000

Table 4 – Benchmark Targets

This list may be amended by NMCH prior to finalising and reserves the right to bundle services if it can be demonstrated that this offers a more affordable solution.

¹ This includes 3 meals per day, together with juices and refreshments

² Excludes the recovery of staff tea and coffee, staff meals and rental

1.5 FM Advisor

NMCH has appointed an advisor, Dominy & Associates (the "Advisor"), to assist in the process and the Advisor shall assist NMCH in the procurement, evaluation and appointments.

The Advisor is familiar with the Hospital and has the technical knowledge to ensure the most appropriate service provider is evaluated and ultimately appointed. NMCH shall do all evaluations and the Advisor shall merely assist and advise the evaluation committee.

Please note that no direct contact with the Advisor shall be allowed, other than through the formal channels allowed for in this RFP.

1.6 Legal registrations

Name of the hospital: The Nelson Mandela Children's Hospital NPC

Company Registration Number : 2011/00913/4/08

Tax Registration Number : 9487917164

Vat Registration Number : 48002652243

1.7 Anti-bribery & Anti-Corruption Policies and Procedures

NMCH has instituted and maintains policies and procedures designed to prevent bribery and corruption by its directors, officers, or employees; and to the best of NMCH's knowledge, no such party has engaged or affiliated in any activity or conduct which would violate any anti-bribery or anti-corruption law or regulation applicable to NMCH.

NMCH records that:

- neither NMCH nor any of its subsidiaries, affiliates, nor any director, officer, employee, nor any agent or representative of NMCH or any of its subsidiaries or affiliates ("**NMCH Representatives**"), has taken or will take any action in furtherance of a direct or indirect Bribe, to a Government Official (including any officer or employee of a government or government-owned or controlled entity or of a public international organisation, or any person acting in an official capacity for or on behalf of any of the foregoing, or any political party or party official or candidate for political office) to influence official action or secure an improper advantage; and
- NMCH and the NMCH Representatives have conducted their businesses in full compliance with applicable anti-corruption laws and have instituted, maintain and will continue to maintain policies and procedures designed to promote and achieve compliance with such laws and with the representation and warranty contained herein.

2 BID INSTRUCTIONS

2.1 Objectives of this RFP

The objective of this RFP is to ensure the best value proposition for the supply of a services solution to NMCH, by requesting Service Providers to submit a proposal (or a bundled proposal) which promotes service quality and significant cost saving benefits to NMCH.

2.2 Bid Procurement Process

2.2.1 Who may submit a response to this Bid?

NMCH invites all interested parties who have a desire to submit a compliant bid to participate in this procurement process.

2.2.2 Procurement Process

The following procurement process is envisaged and shall be adhere to by all Bidders.

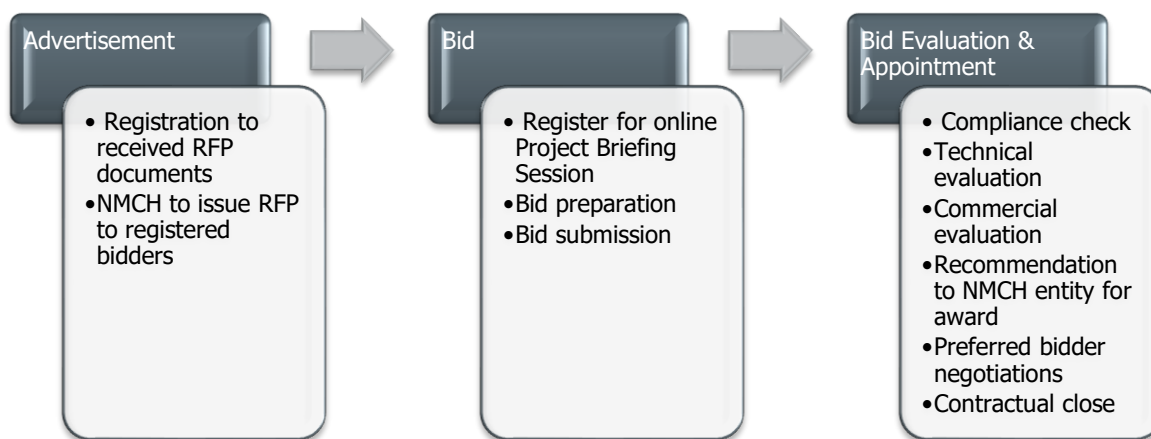


Figure 1 - Procurement Process

2.2.3 Procurement Stages

2.2.3.1 Advertisement

NMCH shall advertise for the required services and all interested parties shall download the RFP document from the advertised website.

2.2.3.2 Bid Stage

On receipt of the RFP, the Bidder shall review the document and submit their interest in attending the online Project Briefing session. Please note that only these interested Bidders shall be invited to the online Project Briefing session as per section 2.4 and receive the balance of the documents.

During this stage all Bidders shall prepare their bid submission and follow all the necessary procurement rules provided herein.

2.2.3.3 Bid Evaluation and Appointment

NMCH shall appoint a Bid Evaluation Committee (“BEC”) to review all the bids received and undertake a full evaluation prior to making any recommendation to the Bid Adjudication Committee (“BAC”). All bids in excess of R 5 million shall also be submitted to the Board for approval.

Both the BEC and BAC shall have representatives appointed by NMCH and shall be inter disciplinary

The following process shall inform NMCH:

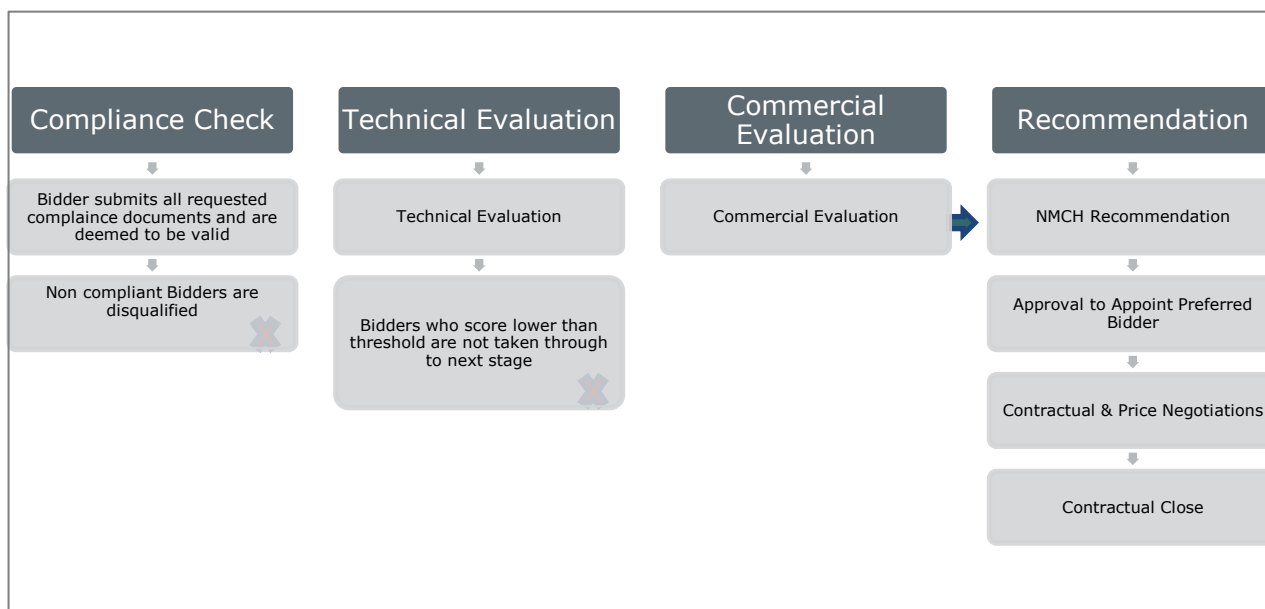


Figure 2 - Evaluation Process

2.3 Evaluation Matrix

The following matrix shall inform the evaluation scoring sheets that shall be used by the members of the evaluation committee.

EVALUATION STAGE		MINIMUM THRESHOLD	AVAILABLE POINTS	
Stage 1:	Compliance Check Bids will be pre-screened in terms of minimum compliance (essential minimum requirements).	100%	N/A	Only those Bidders who achieve the Minimum Score shall be evaluated in the next Stage.
Stage 2:	Technical Evaluation	60%	100	A bid will be disqualified if it fails to meet the minimum threshold of 60 points .
Stage 3:	Commercial Evaluation	No Minimum Threshold	40	Based on the Price Evaluation, Bidders may be shortlisted to be invited to present their

EVALUATION STAGE		MINIMUM THRESHOLD	AVAILABLE POINTS	
				proposal in the next Stage.
Sub - Total			140	
Stage 4:	Presentation The Evaluation Committee may shortlist bidders to be invited to present their proposal for further clarification and evaluation.	No Minimum Threshold	10	Optional step if NMCH deems necessary.
TOTAL			150	

Table 5 - Evaluation Scores

2.4 Project Briefing Session

An online Project Briefing session shall be held at a time indicated on the front cover of this RFP.

For the briefing session to be run efficiently, the following shall apply:

1. All interested parties shall be required to submit their details for them to be invited to the online Project Briefing session. A MS Teams link shall then be shared with these people prior to the briefing session.
2. Only 2 bidder representatives per company shall be allowed to access the online Project Briefing session.
3. All questions from the bidders must be submitted in writing, after the call and any clarification note, deemed necessary by NMCH, shall be emailed to all registered parties.
4. Attendance of this briefing session is not compulsory but by not attending, relevant information may not be forwarded to these Bidders who elect to not attend.
5. No other inspection day will be allowed due to Covid-19 restrictions.
6. Please send your following details to NMCH.tenders@nmch.org.za for Project Briefing registration purposes:
 - Company name and registration number
 - Service(s) interested in bidding for in terms of this RFP
 - Representative's name
 - Representative's email address
 - Representative's cell phone or contact number

2.5 Bid Clarification

During the tender period, Bidders may submit clarification requests to NMCH for a response. The following process is to be followed:

1. All queries may be emailed to NMCH.tenders@nmch.org.za
2. All queries must clearly state the tender, the query, the reference in the RFP and what the implication may be on the tender.
3. NMCH shall review the query, in where NMCH believes its necessary, issue a Clarification Note to all registered Bidders who attended the online Project Briefing session.
4. Queries may be responded to up until the following deadline:

Query Deadline	29 th October 2021	5pm
Clarification Deadline <i>(if required)</i>	1 st November 2021	5pm

2.6 Submission Requirements

All bids are to be submitted in the following manner:

- 1 Electronically via email to NMCH.tenders@nmch.org.za before **12 noon on the 3rd November 2021.**
- 2 Submissions must be in the English language with section headings corresponding to the information requested. Clear and brief responses will be appreciated.
- 3 NMCH will not accept responsibility for any bid submission that is not correctly received or in the described format.
- 4 By submitting a bid, each Bidder fully understands that NMCH reserves the right, in its sole and absolute discretion at any time to amend, deviate from, discontinue, suspend, postpone or terminate this RFP without incurring any liability whatsoever to any interested party and/or Bidder.
- 5 NMCH may, in its sole discretion, provide feedback to Bidders where it deems necessary, but this is not a mandatory requirement from NMCH or the Advisor.
- 6 Emails to be marked as follows:

Email Subject	NMCH - [Soft Service Offered] RFP NMCH CS(FM)003.1
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- 7 Late Bids - where a Bidder's document is received by NMCH's server after the closing date, such a bid document will be regarded as a late Bid. NMCH reserves the right not to evaluate any late Bid response and shall not entertain and submission that a bid was submitted timeously. Please ensure that bids are submitted well before the deadline and that they do not exceed **20 MB** in size.

- 8 No hand delivered bids shall be accepted.
- 9 Bid Validity Period shall be 90 calendar days from the closing date of the tender.

2.7 Undertakings by the Bidder

The following undertakings are to be included in a Covering Letter on the Bidder's letterhead:

- 1 The Bidder has reviewed the procurement process and shall abide by both the process, the procurement rules, and the evaluation outcome.
- 2 The Bidder hereby offers to render all or any of the services described in the attached documents to NMCH on the terms and conditions and in accordance with the Specifications stipulated in the Bid documents (and which shall be taken as part of, and incorporated into, this Proposal at the prices inserted therein).
- 3 Bids submitted by Service Providers must be signed by a person or persons duly authorised thereto by a resolution of their Board of Directors, a copy of which Resolution, duly certified, be submitted with the Bid.
- 4 The Bidder hereby agrees that the offer herein shall remain binding upon him/her during the validity period indicated and calculated from the closing hour and date of the Bid; this offer and its acceptance shall be subject to the terms and conditions contained in this Bid document.
- 5 The Bidder furthermore confirms that he/she has satisfied himself/herself as to the correctness and validity of his/her Bid response that the price(s) and rate(s) quoted cover all the work/item(s) specified in the Bid response documents and that the price(s) and rate(s) cover all his/her obligations under the resulting Service Level Agreement, the standard form of which is included in this RFP (the "Service Level Agreement" ") and that he/she accepts that any mistakes regarding price(s) and calculations will be at his/her risk.
- 6 The Bidder confirms that all information provided in its Bid response is, as at the date of submission, accurate and complete in all material respects after making all relevant enquiries and that all information which may reasonably affect NMCH's assessment of its Bid has been disclosed to NMCH in sufficient particularity to make such assessment.
- 7 The Bidder confirms that it is aware of, and understands, the provisions of the Competition Act, No. 89 of 1998, and has not engaged in any anti-competitive behaviour in the preparation or submission of its Bid.
- 8 Acceptance of NMCH's anti bribery and anti-corruption policies and procedures.
- 9 The Bidder, if successful, hereby accepts full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on him/her under the Service Level Agreement as the principal service provider liable for the due fulfilment of the obligations under Service Level Agreement .

3 Submission Requirements

3.1 Submission Details

The Bidder's submission must have the following structure and requires ONLY the following folders and documents to be returned by each Bidder, with the necessary format and comments included below:

Submission Folder	Format	Comments
Covering letter from the Bidder	A4 PDF	Letter must be signed by the authorised representative and include the "Undertakings by the Bidder" within the letter.
Stage 1: Compliance Documents	A4 PDF	<ul style="list-style-type: none"> • Attached Bidder Details information (Appendix 1). • CSD Report dated within 1 week of bid submission. • Valid SARS issued tax clearance certificate / pin. • B-BBEE certificate (accredited by a South African National Accreditation Systems registered verification agency) valid at date of submission. • Bank issued letter confirming bank account details. • Registration details from your respective service sector association. • Certificate of registration issued by the Companies and Intellectual Property Commission. • Proof of existing Public Liability Cover. • Letter of Good Standing with COID.

Submission Folder	Format	Comments
		<ul style="list-style-type: none"> • Proof of Cover or Letter of Intent for Public Liability Insurance. • Contractors All Risk Insurance.
Stage 2: Technical Proposal	A4 PDF unless otherwise indicated.	Submission of Technical Proposal as detailed in Evaluation Criteria. Constraint: The first 25 pages shall only be evaluated.
Stage 3: Commercial Proposal	A4 PDF unless otherwise indicated.	Submission of Commercial Proposal as detailed in Evaluation Criteria. Please note "Variant Bid" described in section 4 below.

Table 6 – Submission Details

Please note that no other information is required and should not be submitted. This specifically includes marketing material and other documents.

Stage 4 – NMCH may elect to undertake short listed bidder presentations. This shall only be scheduled if there is no clear consensus or if the Board so desires.

3.2 Evaluation Criteria

Bidders will be judged on their ability to provide an efficient and effective proposal that delivers a sustainable and affordable service solution.

ITEM	CRITERIA	SCORE
STAGE 2: TECHNICAL EXPERTISE		100
<i>Minimum Pass Threshold</i>		<i>60</i>
1.	<p>Project Experience in meeting the requirements the Service Level Specifications.</p> <p><i>This is an essential criterion, and the Bidder must demonstrate the following experience:</i></p> <ol style="list-style-type: none"> <i>1. Submission of the Healthcare experience table, which must demonstrate the healthcare sector experience in their respective service offering. [10 points]</i> <i>2. Experience in delivering the respective service offering over the last 5 years in other sectors. [10 points]</i> 	25

ITEM	CRITERIA	SCORE
	<p>3. A full CV and experience schedule for the proposed "Key Resource" in healthcare. This individual should be in an operational role and be the client contact for NMCH. [5 points]</p>	
2.	<p>Operational Capacity to meet the requirements the Service Level Specifications.</p> <p><i>This is an essential criterion, and the Bidder must demonstrate the following key issues:</i></p> <ol style="list-style-type: none"> 1. Organogram of the Bidder including all first line subcontractors, clearly showing the roles and responsibilities of all name entities. [7 points] 2. Proposed service delivery response to the relevant Service level Specification and proposed performance management requirements (maximum 3 x A 4 pages). [10 points] 3. Additional schedule of proposed resources (maximum of 4), each with a one-page CV. A maximum of 1 resource may be supervisory and head office based, with the balance focused on service delivery at NMCH. [8 points] 	25
3.	<p>Transitional Plan to take over the service.</p> <p><i>This is an essential criterion, and the Bidder must demonstrate the following key understandings:</i></p> <ol style="list-style-type: none"> 1. Mobilisation Plan, including specific details to mobilise the service [15 point] 2. Key Issues for successful transition [5 points] 3. Day Zero – risk plan and mitigation [5 points] 	25
4.	<p>Project Innovation.</p> <p><i>This is a value-added proposal in which the Bidder should demonstrate any project innovation that can be offered outside of this proposal, which offers improved service and long-term savings. No additional cost innovation shall be evaluated.</i></p>	15
5.	<p>Contractual Acceptance</p> <p><i>Points to be assigned based on the willingness to accept the proposed Service Level Agreement included in this RFP. All material proposed amendments shall impact the points allocated.</i></p>	10
	Minimum Threshold to proceed to Stage 3	60
STAGE 3: COMMERCIAL OFFER		40
6.	<p>Price</p> <p><i>Refer to "Technical & Commercial Requirement" details in section 3.3.10</i></p>	30
7.	B-BBEE Status & Offering	10

ITEM	CRITERIA	SCORE
	<i>Refer to "Technical & Commercial Requirement" details in section 3.3.11</i>	
TOTAL		140
STAGE 4: PRESENTATION		
8.	Shortlisted Bidders Presentation – if requested by NMCH	10
TOTAL		150

Table 7 - Evaluation Criteria

3.3 Technical & Commercial Requirements

3.3.1 Healthcare Experience

A requirement is to submit a table of healthcare experience. This table shall be in the following format based on the applicable service the Bidder is responding to. Please do not submit experience that does not relate to the Service Level Specification.

Project Name	Service Offered	Contract Period	Client Contact	Client Contact Details
Eg Project X	Name the service	Start – End dates	First + Surname	Tel number and Email address

Table 8 - Healthcare Experience

3.3.2 Project Experience

A requirement is to submit a table of service experience relevant in size and scope. This table shall be in the following format based on the applicable service the Bidder is responding to. Please do not submit experience that does not relate to the Service Level Specification.

Project Name	Service Offered	Contract Period	Client Contact	Client Contact Details
Eg Project X	Name the service	Start – End dates	First + Surname	Tel number and Email address

Table 9 - Service Experience

3.3.3 Key Resource

Bidders are to submit a full and detailed CV relating to the key resource who shall be responsible for the day-to-day service delivery and interaction with NMCH.

For the avoidance of doubt, this is not the salesperson or the financial manager. Bidders may substitute this person with a detailed job description providing the minimum experience of such a person.

3.3.4 Operational Capacity - Organogram

Bidders are to submit an organogram including all first line subcontractors and suppliers included in their proposal.

The roles and responsibilities of all such entities are to be clearly detailed for NMCH to fully understand how the service shall be managed and delivered.

3.3.5 Operational Capacity – Service Delivery

A service delivery response is required for NMCH to evaluate how the Bidder shall be able to deliver the service against the Service Level Specifications and the provisions contained in the Service Level Agreement, specifically the performance management requirements.

3.3.6 Operational Capacity – Resource Plan

Where required, please provide 1-page short CV of 4 additional resources that shall be utilised in the delivery of the service. These resources should be clearly identified in the organogram included above.

3.3.7 Transitional Plan

This has been identified as a key risk in the successful transition from the existing service provider to the proposed new service provider.

As this is an existing and operational healthcare facility, “day zero” is critical and will need to be appropriately managed based on each service type.

The Bidder is to provide a clear mobilisation plan and transition of the full service. Some services may have a transfer of consumables and equipment, whilst others not. The response is to clearly detail the exact steps for a smooth transition, what is to be managed by the new service provider together with NMCH responsibilities.

A risk plan is recommended, and mitigation options should be provided.

3.3.8 Project Innovation

This section relates to any innovative idea, within the respective service, that can offer NMCH operational savings. Please do not provide for additional costs or bundled service savings here.

3.3.9 Contractual Acceptance

Whilst NMCH is not imposing the Service Level Agreement, which is included in this RFP, the Service Level Agreement shall form the base for the negotiations and contains the minimum legal obligations and commercial/service undertakings which NCMH will require from the service provider. Each Bidder may issue a table indicating any proposed changes to this Service Level Agreement.

This shall be in the following form:

Clause No	Concern	Proposed Amendments	Impact
Cl xxx	Please indicate your concern	Please indicate proposed drafting amendment	List likely impact eg cost, service, risk etc

Table 10 - Contractual Commentary

Please do note that all material amendments and legal deviations from the Service Level Agreement shall affect the scoring and the timeline to transition.

3.3.10 Commercial Offer

The Bidders are to return the MS Excel spreadsheet for their commercial offer by completing the provided Pricing Model attached as Appendix 4.

This Pricing Model must be in sufficient detail to adjudicate the costs during the Transition and Service periods per line item e.g. mobilization costs, cost of service, management fees, inflationary adjustments and other similar items.

It's important to use the NMCH summary tabs as these shall be used for adjudication.

Note that it is upon the Bidder to respond with an annual mechanism to adjust the price each year on the anniversary of service commencement. This will be incorporated into the Inflationary Price Adjust Provisions of the Service Level Agreement.

Please use the template attached as Appendix 4 and follow the instructions carefully. The Bidders must ensure that all formulae and totals are correct as NMCH is not able or willing to accept any liability in this regard.

The Pricing Model is a monthly model, separated into Mobilisation and Service periods. The price scoring will be based on an adjudication of the various cost models and management fees to determine the one that offers the greatest value to NMCH. Please note that price evaluation shall be based on the benchmark costs provided. In other words, those that offer a higher price will score less points on a sliding scale.

The Pricing Model must clearly demonstrate how the overall price shall deviate with any variance in hospital bed occupancy from the existing baseline occupancy rates.

3.3.11 **B-BBEE Status & Offering**

NMCH is committed to furthering B-BBEE within South Africa, and must ensure that all Service Providers comply, and are measured in terms of their applicable Codes of Good Practice, as amended.

The current scorecard provided in the compliance stage, shall be used for evaluation.

The evaluation will however look beyond the scorecard and Bidders are encouraged to present their best approach to maximizing the opportunities for enterprise development, skills transfer, learnerships and other social initiatives within the overall cost saving business drivers of NMCH.

3.4 **Preferred Bidder Status**

Once NMCH has selected their recommended bidder, these recommendations shall be approved by the relevant governance structure within NMCH, which may include the Board.

On approval, each recommended bidder, shall become the Preferred Bidder and shall be issued a letter of confirmation, together with any alternate Preferred Bidder, who shall become known as the Standby Bidder.

A period of commercial negotiations shall follow with the Preferred Bidder to ensure that the best price is obtained for the final service specification. These documents will then be updated and included in the final Service Level Agreement for signature by the Preferred Bidder. Should there be no closure of this process within a month, NMCH reserves the right to commence negotiations with the Standby Bidder.

4 Variant Bid - Bundled Service Offerings

NMCH believes that significant cost savings can be offered if services are bundled together.

NMCH will not be prescriptive in the bundling, except to state that Security shall ideally be a stand-alone appointment. This does not then preclude a bidder from bidding on Security plus other services, but these will just be a separate appointment.

Any bundle service shall be considered as a compliant "**Variant Bid**" conditional on separate bids being submitted for each selected service. Each bidder needs to submit a separate bid for each of their chosen individual services to ensure the compliance and technical thresholds are met. A variant bid would only relate to the commercial proposal and shall be in the form of an overall saving.

In other words, if a bidder wishes to bundle 3 services together, they need to submit 3 separate service proposals (compliance, technical and commercial) and meet the minimum technical threshold (60%), and then include a new folder called "**Variant Commercial Proposal**" in which it provides a separate pricing model showing these consolidated savings.

The overall commercial model would then be, for example:

$$\text{Variant Commercial Proposal} = \text{Service Cost A} + \text{Service Cost B} + \text{Service Cost C} - \text{Variant Saving proposal}$$

5 Variant Bid – Service Level Specification Proposal

Where a Bidder has identified savings in the Service Level Specifications (Appendix 2), these are to be proposed for further discussions during negotiations.

These shall only be discussed with the Preferred Bidder subject to detailed amendments being proposed by the Bidder with an expected savings proposal.

6 Scope of Services

6.1 Service Level Specifications

The full scope of service is included in Appendix 2 and shall be delivered in terms of the Service Level Agreement contained in Appendix 3.

Please note: All Service Level Specifications have been included in this Request for Proposal – Soft Services. Only those services that you bid for, are naturally relevant.

6.2 Supplementary Information for select services

This section provides additional information for relevant services.

6.2.1 Architectural Drawings

Various architectural layouts have been provided in Appendix 6 to assist in pricing purposes.

6.2.2 Security

6.2.2.1 Security Staff

The table below is the current staff complement, but NMCH would prefer for a full security audit to be undertaken to ensure the correct staff complement based on your service offering.

Innovative solutions are required to reduce the staff complement yet maintaining the security standards.

DAY SHIFT (MONDAY – FRIDAY)	DAY SHIFT WEEKEND & PUBLIC HOLIDAYS	NIGHT SHIFT (MON-SUN)
1. Site Manager	1. Site Supervisor	1. Site Supervisor
2. Site Supervisor	2. CCTV Controller	2. CCTV Controller
3. CCTV Controller	3. Access Control (Main Gate)	3. Access Controllers (Main Gate)
4. Access Control (Main Gate entrance) x 2	4. Access Control (Main Gate)	4. Patrollers (Perimeter)
5. Reception	5. Reception	5. Paediatric Ward
6. Staff Entrance	6. Patrollers (Perimeter)	6. Neonatal Ward
7. Paediatric Ward	7. Paediatric Ward	7. Cardiac Ward
8. Cardiac Ward	8. Neonatal Ward	8. Porter-Reception
9. Neonatal Ward	9. Cardiac Ward	9. Staff Entrance
10. Parkade	10. Staff Entrance	

DAY SHIFT (MONDAY – FRIDAY)	DAY SHIFT WEEKEND & PUBLIC HOLIDAYS	NIGHT SHIFT (MON-SUN)
11. Delivery Yard Service Gate	11.Porter	
12. Pharmacy		
13.Patroller		
14.Porter - Reception		
15.Porter - Reception		
16.Porter - Theatre / Day ward		
+ 2 casual posts	+1 casual post	0 casual post

Table 11 - Security Staff

6.2.2.2 Parking Equipment

The following existing parking equipment needs to be managed by the Security service provider but any maintenance costs shall be treated as an Additional Cost.

- Boom gate = 6, 4 main gate and 2 staff entrances(in and out)
- Pay station = 1
- Monitoring system

6.2.3 Catering

6.2.3.1 The following kitchen equipment is owned by NMCH and is currently in use in the NMCH kitchen. This is provided merely for information and the full asset register shall be handed over with verified quantities and condition, prior to the commencement of the service:

CATERING EQUIPMENT
1. Ovens / Steamer x 2
2. Gas Stove x 1
3. Tilting Pan x 1
4. Deep Fryer x 1
5. Food Processor x 1
6. Ice Machine x 1
7. Meat Slicer x 1
8. Cake Mixture x 1
9. Preparation Tables x 11
10. Bain Marie x 3
11. Insert Stainless Steel 1/4

CATERING EQUIPMENT
12. Insert Stainless Steel 1/3
13. Insert Stainless Steel 1/2 x 1
14. Insert Stainless Steel Full x 12
15. Flat Toaster (Broken) x1
16. Pots Casserole 6 litres x 2
17.Pots Casserole 10 Litres x1
18. Pots Casserole 16 Litres
19. Pans
20. Ice Buckets
21. Stainless Steel mixing bowls Zinc x 5
23. Food Blender / processor x 1
24. Dishwasher x 1
25. Pot Rack x1
26. Boiler x 1
27. Shelves x 13
28. Heat on demand x 1
29. Heat on demand lids x 283
30. Heat on demand bottoms x 286
31.Stainless steel insert strainer full -17
32. Food Trolley (20) x 3
33. Food Trolley (30) x 7
CATERING UTENSILS
1.Chefs Knives (Chipped needs replacements) x 3
2. Paring Knives
3. Cutting Board (Need replacement) x 12
4. Portioning Spoons x2
5. Basting Spoons
6. Whisks
7. Egg Lifters x 1
8. Tongs
9. Bread Knife x 1
10. Grater
CROCKERY
1 . Fish Plates x 90
2. Side Plates x 30
3. Soup / porridge bowls x 8
4. Finger / Cereal bowls x 6
5. Tea Cups & Saucers
6. Pasta bowls x 16

CATERING EQUIPMENT
GLASSWARE
1. High Ball Glass -6
2. Water Jugs
TRAYS
1. Food serving trays x 361
2. Tea trays x 386
3. Cutlery trays x 55
Cutlery
1. Forks x 10
2. Knives x 15
3. Spoons
4. Teaspoons

Table 12 - Catering Assets

6.2.3.2 The staff canteen is approximately 105 m2 and there is an expected rental paid from the Service Provider to NMCH monthly, for the rental of the canteen space. The canteen shall be used solely for the staff catering service.

6.2.4 Linen & Laundry

6.2.4.1 There is an existing on-site laundry facility and the assets approximately 5 years old and are listed as:

- Washing machines
 - Girbau Sn-2150958 • Girbau Sn-2150915 • Girbau Sn-2150966 • Alliance (small machine) Sn-1607036975
- Drying machines
 - Speed Queen. Sn-1607058341 • Speed Queen Sn-1607058343 • Speed Queen Sn-1609018690
- Ironing Machines
 - Girbau Iron Sn-2190912/16 • Eunsung (Hand iron) Sn-131359
- Linen weighing scale
 - AE Adam Sn-TNMCH07703
- Trolleys
 - 46 Roundabout's trolleys • 11 Linen collection trolleys (White) • 2 Brown trolleys (Big) • 26 Clean trolleys

Bidders are to note that whilst there is an existing laundry facility, Bidders may propose an off-site service should this offer better value for money. Naturally the linen management shall be solely for the Service Provider risk.

6.2.4.2 Linen Stock Control

The schedule that forms part of Appendix 5 is the current linen stock control sheet (August 2021). The existing service provider shall hand over this stock to the new service provider, who shall thereafter, be responsible for all stock as described within the Service Level Specification.

6.2.5 Clinical Waste

The following table is the current waste equipment being utilised and may be used for the current bed occupancy:

Description	Quantity
20l Stainless Steel pedal bin	70
50l Stainless Steel pedal bin	14
60l Red Pedal bin	21
85l Red Pedal bin	14
180l Recycling bin	9
240l Red Wheelie bin	40
90l Stackable bin	450
240l Green Wheelie bin	4
240l Black Wheelie bin	13
6m3 Skip	2
Nurse trolley	22
Brackets	143
Sanitary bins	43

Table 13 - Waste Containers

All waste liners and consumables shall be reconciled and paid as an Additional Cost.

APPENDIX 1: FULL DETAILS OF BIDDER

COMPANY NAME AND REGISTRATION
NUMBER

CONTACT PERSON

E-MAIL ADDRESS

TELEPHONE NUMBER

CELLULAR NUMBER

PHYSICAL ADDRESS

POSTAL ADDRESS

SIGNATURE OF BIDDER

DATE

APPENDIX 2: SERVICE LEVEL SPECIFICATION

[TO BE ISSUED TO REGISTERED BIDDERS]

APPENDIX 3: SERVICE LEVEL AGREEMENT & SCHEDULES

[TO BE ISSUED TO REGISTERED BIDDERS]

APPENDIX 4: PRICING MODEL

The pricing model has been included in MS Excel format and each Bidder **MUST** submit their price in this format. You may separately submit your detailed costings and resource schedules in the tabs provided. These totals must then be linked through to the NMCH summary for evaluation purposes.

[TO BE ISSUED TO REGISTERED BIDDERS]

APPENDIX 5: LINEN STOCK CONTROL

NMCH LINEN STOCK COUNT	CARDIAC	DIALYSIS	DAYWARD	OUTPATIENT	PICU/HC	NICU/MHC	Rehab	SURGICAL	RENAL	ONCOLOGY	MEDICAL/PUI	New Linen Laundry Store	Dirty Linen	TOT COUNT (formula adds individual ward counts)
Linen bags	6	6	6	10	9	10	3	9	14	8	13	66	30	190
Fitted sheets	59	75	18	19	109	4	12	47	67	90	58	755	124	1437
Flat sheets	49	26	21	51	60	5	19	57	59	91	33	595	98	1164
Cot sheets	26	11	11	25	25	45	8	21	15	9	9	379	46	206
incubator fitted sheets	21			9	9	27		5	22	9	5	173	12	484
incubator sheets				14	14	24		10	25	5	5		25	276
Pilows standard	24	35	11	14	15	6	10	33	18	92	11	27	3	299
Pilows juvenile	8		4	15	20	27	5	7	21	30	4	99	7	247
Pillow cases PVC standard	28			2	9	4	4	15	7			649		718
Pillow cases PVC juvenile						2	4	1	7			337		351
Pillow cases standard	31	41	15	18	25	5	6	36	33	25	25	700	108	1043
Pillow cases juvenile	28		11	10	18	23	7	63	21	12	12	700	151	1044
Feeding pillows						7						66	1	74
Cellular blankets white	10	24	45	21	28	15	11	65	38	65	22	104	48	496
Cellular blankets yellow	30		25		15	35	14	20	23	25	22	42	71	322
Bunny blankets	13				4		5	11	7		4		7	51
Receiving blankets single fold					8	164		23	24	15	5	156	97	492
bedspread	18	39	13	17	18	4	5	25	18		11		62	230
Navy blankets	11	7	27	5	11		4	20	17	65	18	144	28	357
Baby nests						50						292	3	345
Pressure pads						3						20		23
Bath towels navy	8	8	27	3	11	13	5	10	15	92	11		38	241
receiving blanket single fold														
Hooded towels white														
Biente	16				4	58		5	29		10		18	140
Vest with poppers short sleeve	3				9	54		7	12	40	25	45	17	212
Vest with poppers long sleeve	6				9	43		4	6	60	29	147	5	309
Long sleeve vest	8				5	21		2	14		15	114	10	189
Short sleeve vest	6				4	8		2	6		7	65	2	100
Sleeveless vest	6				3	14		3	4		7	61	3	101
Short tons	1				9	8		5	5		13			41
Long tons	4				10	15		8	6		15			58
Baby Gowns	3				21	44		5	9	28	30	163	14	317
patient gown blue 3 arm	8		3	5	7			8	11		4		21	67
patient gowns toddler	11		10	9	25			8	15		7		21	106
Duvet inners													19	
Pillowcases PVC STD													649	

THEATRE LINEN											PREVIOUS COUN
Abnormal sheets	4										3
Adult ear sheets	5										5
Cardiac sheets	5										5
Drs' Tops	43										44
Dr's Pants	40										41
Leggings	10										188
Maxilla sheets	2										2
Neoro criotomy	4										4
Theatre caps	65										66
Trolley Covers	10										10
Mayo Covers	14										14
Laundry bags	19										20
Barrier Gowns (Scrub)	203										141
Children sheets	1										
Epidural split sheets	4										3
Tonsils	4										2
Green surgical with back(gowns)	38										20
Theatre lotions large	270										271
Theatre lotions Medium	38										24
Theatre lotions small	142										144
Outside blue gowns	8										312
Plain theatre gowns	205										

APPENDIX 6: ARCHITECTURAL DRAWINGS