



ENVELOPE A – TECHNICAL PROPOSAL

TENDER NO: RFP- CLINIC-2025 REQUEST FOR PROPOSAL (RFP) PACK

FOR THE PROVISION OF CLINIC SERVICES IN THE EAST LONDON DEVELOPMENT ZONE

START DATE: 8th August 2025
CLOSING DATE: 1st September 2025

NAME OF TENDERER: _____

TENDERER'S ADDRESS:

RFP PACK CONTENTS

1. **Section A:** General Guidelines
2. **Section B:** Requirements Specification
3. **Annexure 1:** Procurement Handbook
4. **Annexure 2:** Reference Letter



SECTION A: General Guidelines

FOR THE PROVISION OF CLINIC SERVICES IN THE EAST LONDON DEVELOPMENT ZONE

1 EVALUATION CRITERIA AND COMMERCIAL EQUITY GOALS

The East London Industrial Development Zone (ELIDZ) supports national transformation goals and strives to target its procurement to create opportunities for Historically Disadvantaged suppliers and service providers. In awarding this tender, preference will be given to companies with a better rating in terms of contributions towards Broad Based Black Economic Empowerment (BBBEE).

The “tender” will be evaluated in accordance with the ELIDZ Procurement Policy using the 80/20 rule i.e. 80 of evaluation points will be based on price competitiveness and 20 will be based on BBBEE status. The following formula is used:

Calculation of the points for Price:

$$Ps = R \times \left[1 - \frac{Pt - Pmin}{Pmin} \right]$$

Where:

- Ps = Points scored for price of tender under consideration
- R = Percentage of the price
- Pt = Rand value of tender under consideration
- Pmin = Rand value of lowest acceptable tender
- R must be up to a maximum of 80

Score Breakdown:

- Price (R) = 80 points
- Specific goals = 20 points

A maximum of 20 points may be awarded to a tenderer for the specific goal specified for the tender. The points scored for the specific goal must be added to the points scored for price and the total must be rounded off to the nearest two decimal places.

Subject to section 2(1)(f) of the Act, the contract must be awarded to the tenderer scoring the highest points.

Preferential and specific goals shall be as per below may include:

- (a) Historically disadvantaged individuals' companies (51% Black owned)
- (b) Women (51% Black Women Owned) companies.
- (c) Persons with 51% disability owned companies
- (d) SMMEs
- (e) Service providers located in Eastern Cape Province

(f) Youth

(g) Any other RDP goal or preference points in favor of historically disadvantaged individuals, may be added

The tender documents shall stipulate—

(a) the applicable preference point system as envisaged in regulations

(b) the specific goal in the invitation to submit the tender for which a point may be awarded, and the number of points that will be awarded to each goal, and proof of the claim for such goal.

Tenderers are required to submit a Valid original or certified B-BBEE Certificate issued by verification agency accredited by SANS for the Generic Suppliers, for QSE's and EME's Sworn Affidavit signed under oath confirm ownership status. Failure to submit a valid B-BBEE certificate and/or sworn affidavit may result in zero points being awarded for preference.

Unincorporated Joint Ventures are required to compile a consolidated verified BBBEE certificate in order to achieve Preferential Points

The following table shall be used to convert the Specific goals criteria into points.

Table: Specific Goals Points Conversion

Estimated Rand Value inclusive of Vat	Specific Goals and Point allocation
Up to R2000	Not applicable
Above R2000 up to R1 000 000	80 points for price
	10 points - 51% and above Black owned suppliers 5 points - 25% up to 50% Black owned suppliers 0 points below 25% Black owned suppliers
	5 points for Eastern Cape Based suppliers 0 points outside Eastern Cape
	1 point for 51% and above Youth owned suppliers
	1 point for 51% and above Women owned suppliers.
	3 points for SMME's (EME or QSE)

Companies with annual turnover less than R10million (Exempted Micro Enterprises or EME's) are automatically awarded a level 4 contributor status, unless the EME is Black Owned (more than 50% black ownership), in which case the enterprise will have a level 2 contributor status. EME which is 100% black owned qualifies for a level 1 contributor. In awarding the EME status, the ELIDZ shall accept a letter from an accounting firm or SARS confirming a company's turnover as less than R10m as well as a sworn affidavit confirming annual turnover and level of black ownership. B-

BBEE certificates issued by non-accredited verification agencies will not be accepted as valid proof of a company's B-BBEE status.

The tender will be awarded to the bid with the highest number of points. A tender may be awarded to a bidder that did not score the highest number of points if reasonable and justifiable grounds exist.

Any contract offered by the ELIDZ will be based on the correctness of information submitted by the service providers. Any misrepresentation of facts by a service provider may lead to disqualification. Should such misrepresentation be uncovered after the commencement of the contracted work, the ELIDZ reserves the right to terminate the contract and recover all payments made to that service provider and any costs that may have been incurred in the process.

ELIDZ reserves the right to have the tenderer's Black Economic Empowerment Credentials verified by an independent agency. (Procurement Handbook – Annexure: 1 must be fully completed and supplementary information may be completed by service providers with a turnover of less than R10m and be accompanied by letter from an accounting firm or SARS confirming the company's or sworn affidavit turnover is less than R10m).

2 CONDITIONS OF TENDERING

General Conditions

PLEASE NOTE THE FOLLOWING CONDITIONS ARE APPLICABLE TO ALL TENDERS.

- A Compulsory Briefing with representatives of the Employer will take place at Virtually via Microsoft Teams on **15th August 2025** starting at **14:00**. Kindly click the link below to access the meeting:
https://teams.microsoft.com/l/meetup-join/19%3ameeting_YjQ2YzE2ZTUtOWQxNy00NGVklWE2YTMtZjM1ZjU1OGNhZmFm%40thread.v2/0?context=%7b%22Tid%22%3a%22bd71323e-f0dc-4d06-8e22-af342304bedc%22%2c%22Oid%22%3a%2209174bf1-727b-442f-84bb-83ce732c74d2%22%7d
- Post-compulsory briefing questions relating to the RFP will be accepted until **16:00** on the **26th August 2025**. Responses will be sent no later than **16:00** on the **27th August 2025**.
- There will be no briefing session. Tenderers are encouraged to submit written questions by email to Zandile Mtebele via e-mail to zandile@elidz.co.za
- The closing date for this tender is **12h00** on the **1st September 2025**. All tender documents are to be submitted online at <https://tenderportal.elidz.co.za> before the closing date and time.
- It is a responsibility of the supplier to make a follow on their answers should they not receive responses **16:00** on the **27th August 2025**.
- E-mailed, faxed, late, or incomplete proposals will not be considered;
- ELIDZ is not obligated to accept the lowest or any proposal;
- Any expenses incurred by the tenderer in preparing and submitting the proposal will be for the tenderer's account, as the ELIDZ SOC Ltd will not accept any liability in this regard;

- We reserve the right to correct discrepancies and errors as necessary with the consent of the tenderer; however, the value total of the prices shall remain unaltered;
- Proposals which do not comply with the tender conditions or which are incomplete will, as a general rule, not be considered.
- Tenderers must be registered on CSD database from Treasury.

3 SIGNATURES ON TENDERS

All tenders submitted must be signed by that individual, or by someone on his behalf duly authorized and proof of that authority must be attached. All tenders submitted by a company must be signed by a person duly authorized thereto by a resolution of the Board of Directors, a copy of which resolution, duly certified by the Chairman of the company can be submitted with the tender.

If the tender is submitted by a joint venture of more than one person and/or companies and/or firms it shall be accompanied by:

A certified copy of the original document under which the joint venture was constituted. This document must clearly define the conditions under which the joint venture will function, as well as the duration and participation of the several constituent persons and/or companies and/or firms.

A certificate signed by or on behalf of each participating person and/or company and/or firm authorizing the person who signed the tender to do so.

In instances of a joint venture, each participating person and/or company and/or firm must complete and submit Annexure A (Procurement Handbook) with the tender together with all profit-sharing percentage information.

4 AREA OF SERVICE/POINT OF DELIVERY

The delivery of services will be required at the ELIDZ office, Lower Chester Road, Sunnyside, East London.

5 SPECIAL CONDITIONS APPLICABLE TO THIS CONTRACT

Service Providers must note the following special conditions of contract will apply to this contract:

Modification of any applicable terms of reference of this contract must be mutually agreed between the parties and reduced to writing.

- VAT: Unless otherwise stated all prices will be inclusive of **Value Added Tax**.
- All services provided must comply and be in accordance with pertinent laws and policies of government.

Where the SERVICE PROVIDER has incurred any liability to the CLIENT, whether arising from or under this Agreement or otherwise howsoever arising, the CLIENT may, without notice to the SERVICE PROVIDER set-off the amount of such liability against any liability of the CLIENT to the SERVICE PROVIDER arising from or under this Agreement, whether

either such liability is liquidated or unliquidated, present or future, accrued or contingent, unless otherwise agreed to in writing by the CLIENT.

If the successful Bidder has been awarded the contract with value above R 5 000 000.00 for the same goods/services on a consecutive basis, the successful Bidder will be required to submit a Supplier development plan for SMMEs to be agreed with the ELIDZ.

Where there is no designated sector, ELIDZ may decide to include a specific bidding condition that only locally produced goods or services with a stipulated minimum threshold for local production and content, will be considered, on condition that such prescript and threshold(s) are in accordance with the specific standards determined by the dti in consultation with the National Treasury.

6 COMPANY / FIRM PROFILE

A brief company profile is required, to assist ELIDZ in assessing your capabilities, capacity and competitive advantages.

7 INADEQUATE SERVICE LEVELS AND PERFORMANCE

In instances of transgression of a more serious nature, should the ELIDZ during the contract period for any reason regard the Service provider's service levels and performance against this contract as being inadequate or not to the ELIDZ's satisfaction, the details will be reduced to writing, clearly headed "Inadequate performance" and sent to the service provider. In the event that the service provider is unable to remedy the complaints to the ELIDZ's satisfaction within 14 days of such notice of inadequate performance, ELIDZ reserves the right to immediately cancel this contract and recover costs in terms of the Service Agreement.

8 SERVICE LEVEL AGREEMENT

The successful tenderer will be required to enter into a written Service level agreement with the ELIDZ which will be based on the draft Agreement set out herein in Section C, which will include Section A and B and include such terms and conditions as Management may require or prescribe to give effect to in terms of its legal obligations.

9 PRICE BASIS

ELIDZ requires the tender price to remain firm for the validity period of ninety (90) days after the closing date of the tender. The tender price shall be in South African Rand.

Where prices are subject to variation it must be noted that no prices are to be revised or invoiced, without prior mutual agreement and official modification of the contract.

10 PAYMENT TERMS

A maximum payment processing period of thirty (30) days will be enforced. The thirty-day period is effective from the date a complete claim is received. A complete claim requires the following to be processed:

- Original invoices;
- Original covering letter of approval by the consultant where applicable;
- Original covering letter of approval by the relevant ELIDZ official where applicable.
- Statement of accounts

All information relating to the ELIDZ's customers (and potential customers), systems, operating procedures etc. is confidential and to this end, the successful tenderer will be required to enter into a Confidentiality Agreement with the ELIDZ.

11 SUFFICIENCY OF TENDER

The tenderer shall satisfy itself before tendering, as to the correctness and sufficiency of its tender for the project. The tenderer shall ensure that the rates and prices it has stated in the schedules cover all the obligations included in the tender and sufficient for the proper completion of the project.

12 TENDERER'S CONDITION

All tenderer's shall be deemed to have waived, renounced and abandoned any terms and conditions printed or written upon any stationery used by the tenderer for the purpose of, or in connection with the submission of this tender.

13 DISQUALIFICATION

Respondents are advised that should there be any contact with ELIDZ staff and the Adjudication Team which could in any way be seen or deemed to constitute a conflict of interest, bribe or otherwise influence the process and the outcome thereof, will result in immediate disqualification.

It must be stressed that any queries relating to this tender must be in writing and within the period of one week from the date of the briefing session, and must be addressed to the Project Manager only. Respondents are not to communicate in any manner or form whatsoever with members of ELIDZ personnel about the RFP until the winning service provider has been selected and such selection has been formally communicated to the public. Any such communications by Respondents with ELIDZ personnel or with persons other than the Project Manager may prejudice a Respondent, and may lead to disqualification from consideration for selection. The ELIDZ cannot accept responsibility for the accuracy of any information obtained outside the formal communication process as stipulated.

Any misrepresentation, in particular as it relates to the truthfulness of involvement of HDI's at both ownership level, management and operational level will also result in immediate disqualification.

14 SHEQ COMPLIANCE (IF APPLICABLE)

Before starting work, the successful service providers must produce the following for approval:

1. Project specific Safety, Health & Environmental (SHE) Risk assessments,
 - a. SHE Risk assessments to include activity specific risks, service providers risk to the ELIDZ and the ELIDZ risk to them;
2. SHE plans and safe work procedures must be developed to respond to project specific activities as well as to identified risks: for example (waste management plans, fall protection plans etc.);
3. List of applicable PPE required;
4. Letters of Good standing with workman's compensation where applicable;
5. Applicable legal appointments - as required;
6. List of chemicals and related Material Safety Data Sheets;

All of the above must be included in a SHE file together with:

1. Copy of scope of work;
2. Copy of appointment;
3. PPE issue register;
4. Requisite training / competency certificates where applicable;
5. Medicals as applicable to the nature of the work (for example, there must be medicals for employees who will be working at heights to confirm that they are fit to work at heights);

15 ACCEPTANCE OF TENDER IN WHOLE OR IN PART

The ELIDZ reserves the right to accept the complete tender as submitted by the tenderer or alternatively, to accept only specific "areas of work" (or parts of "areas of work") of the tender as it sees fit.

Accordingly, tenderer's are advised to ensure that all prices submitted against each "area of work" are sufficient to cover the tenderer's entire obligation as defined in these documents, required to provide each specific "area of work".

16 SUPPORTING DOCUMENTATION TO BE SUBMITTED

ITEM	TICK
Accredited Valid Original or Certified B-BBEE Certificate for EMES and QSE's - Sworn Affidavit confirming annual turnover and B-BEE management split of company	
Detailed Company Profile	
Valid Proof of Office Location (eg. Relevant, verifiable municipal utility bill, rental / lease agreement of business location)	
Three Completed and Verifiable Reference Letters for similar work (Annexure 2)	
Detailed CV of Practice Manager with contactable references	
Detailed CV of Professional Nurse with contactable references	

17 COMPULSORY DOCUMENTATION TO BE SUBMITTED

The following documentation is considered as compulsory documentation and is required to be submitted with your tender. Failing to submit the compulsory documentation will lead to disqualification due to non-responsiveness.

ITEM	TICK
Compulsory Documentation To Be Submitted	
Completed and Signed ELIDZ Procurement Handbook with all relevant supporting documentation (Tax clearance etc.)	
CSD Report	
JV Participation Documentation (If applicable)	
Valid proof of good standing for workman's compensation from the Department of Labour Compensation Commissioner, or any other registered workman's compensation insurer.	
MBCHB qualification or equivalent (Doctor Qualification)	
Bachelor of Nursing or Equivalent (Nurse Qualification)	
Nursing Registration with the Health Professions Council of SA	
Doctor Registration with the Health Professions Council of SA	
Proof of professional indemnity insurance to the minimum value of two million rand	
Proof of Public Liability Insurance to a minimum value of two million rand	

18 POPIA

By submitting this tender, the bidder hereby consents to providing the ELIDZ with personal information as provided in the Protection of Personal Information Act 2013 (POPIA).

The ELIDZ undertakes to:

1. It will take all reasonable steps and precautions to preserve the integrity of bidders Personal Information and to prevent any corruption or loss of such data.
2. It will not do any of the following: copy, compile, collect, collate, process, store, transfer, alter, delete, interfere with or in any other manner use the bidders Personal Information as described in the Act for any purpose other than with the express prior written consent of the bidder.
3. Utilize the personal information provided for the purposes of assessment of the tender submitted by the bidder and contracting with the successful bidder as the case may be.
4. It will immediately inform the bidder in writing if any Personal Information relating to it has been compromised. The ELIDZ undertakes to immediately inform the bidder in writing as to how it will manage such compromise and what steps will be taken to rectify the situation.
5. Due and reasonable care of the bidders personal information and not to share the said personal information with any third party unless you have authorised such disclosure or the release of such information is required by law.
6. At all times strictly comply with its obligations under Data Protection Legislation.
7. Subject to legislative, regulatory, contractual and other legitimate conditions, the respective bidder has certain rights in terms of how their information is processed. The bidder can request access to information or guidance on how to lodge a complaint from or direct a request to exercise afforded rights to the ELIDZ Information Officer, or his/her deputy/ies, or the Information Regulator.
8. It will maintain guidelines, policies or procedures for the retention or destruction of data and will retain it only as long as necessary for the identified purposes or to meet legal requirements or policies.
9. It shall implement and maintain, at its cost and expense, appropriate, reasonable technical and organisational measures to prevent loss of, damage to or unauthorised destruction of Personal Information and unlawful access to or Processing of Personal Information.

The ELIDZ shall not incur any liability for costs, loss or damage arising from the use of inaccurate or incomplete data provided by or on behalf of the bidder.

19 METHOD OF SUBMISSION

The RFP document will be available for download at no cost on the **8th August 2025** at **12h00** (Noon) from the East London Industrial Development Zone website: www.elidz.co.za under Opportunities >> Tenders All tender documents are to be submitted online at <https://tenderportal.elidz.co.za> before **12:00** on the **1st September 2025**.

- No late tenders will be accepted.
- Telegraphic, telephonic, telex, facsimile and e-mail tenders will not be accepted.

The ELIDZ reserves the right:

1. To negotiate with the successful tenderer and/or
2. modify the RFP's goods / service(s) and request Respondents to re-bid on any changes;
3. reject any Proposal which does not conform to instructions and specifications which are detailed herein;
4. disqualify Proposals submitted after the stated submission deadline;
5. disqualify Proposals submitted that do not meet the goods or services specifications;
6. disqualify Proposals submitted that do not meet the necessary functionality where required;

7. not necessarily accept the lowest priced Proposal;
8. reject all Proposals, if it so decides;
9. place an order in connection with this Proposal at any time after the RFP's closing date;
10. split the award of the order/s between more than one Supplier/Service Provider; or
11. make no award at all;
12. ELIDZ reserves the right not to award business to the highest scoring bidder/s where objective criteria justify the award to another bidder.
13. The ELIDZ does not bind itself to accept your (or any) proposal, nor will it disclose any information regarded as confidential.



SECTION B: Requirements Specification

FOR THE APPOINTMENT OF CLINIC SERVICE

Table of Contents

1.	Introduction	16
2.	Considerations.....	16
2.1.	Requirements Considerations.....	Error! Bookmark not defined.
	FUNCTIONALITY EVALUATION MATRIX	16
2.2.	Financial Considerations	17
2.3.	Time Constraints	17
2.4.	Area of Service and Facilities	17
3.	Detailed Requirements	17
3.1.	Scope.....	Error! Bookmark not defined.
3.2.	Firm Profile	Error! Bookmark not defined.
3.3.	Qualified and Experienced Resources	Error! Bookmark not defined.
3.4.	On Demand Services	Error! Bookmark not defined.
3.5.	Communication.....	Error! Bookmark not defined.
3.6.	Reporting	Error! Bookmark not defined.
4.	Response Format	21
4.1.	Company / Firm profile	Error! Bookmark not defined.
4.2.	Location evidence	Error! Bookmark not defined.
4.3.	References	Error! Bookmark not defined.
4.4.	Track Record	Error! Bookmark not defined.

1. Introduction

The East London IDZ (ELIDZ) would like to appoint a service provider to provide clinic services, and associated equipment, to the East London Industrial Development Zone, which includes but might not be limited to Specifications outlined in **Section 3 – Scope of work**

2. Considerations

2.1. Requirements Considerations

The services defined are based on the current understanding of the requirements and strategic and business objectives of the ELIDZ. Therefore, as the need arises, the services may be amended (by agreement between the parties) to ensure that they at all times reflects the realities of the relationship between the ELIDZ and the Service Provider.

The service responsibilities stipulated shall not be construed as an exhaustive list and the Service Provider shall be required to provide ancillary services or to comply with ancillary responsibilities to the extent that this may be required to ensure that the ELIDZ aligns to services demand at all times.

In connection with the provision of the clinic services, and without prejudice to any other obligations, the Service Provider will be required to liaise regularly with appropriate personnel and/or contact points, with the ELIDZ, through the ELIDZ SHEQ Manager with the requisite medical practitioners and / or institutions as applicable.

2.2. Requirements for Functionality

The score achieved for quality functionality will be assessed using the following criteria, each of which will be scored individually up to the maximum number of points indicated (failure to submit the relevant information will result in zero score for that section).

FUNCTIONALITY EVALUATION MATRIX

The following evaluation criteria should be read in conjunction with completing and submitting Annexure 2 (Reference Letters).

FUNCTIONALITY EVALUATION MATRIX

FUNCTIONALITY TABLE		
YEARS THE COMPANY HAS BEEN DOING SIMILAR WORK	30	The number of years/periods the company has been doing similar clinic services work (Similar work is determined by the contract period for Primary or Occupational Health Care clinic services provided to a company described in Annexure 2).
2 Years	5	
> 2 to 4 years	15	
>4 to 6 years	20	
>6 years	30	
Experience of Practice Manager	30	Will be determined by relevant CV (CV to contain a cover letter summarizing the previous / current similar work done and contact details of references)
2 years	5	

>2 to 3 years	15	
>3 years to 5 years	20	
>5 years	30	
Experience of proposed Professional nurse	25	Will be determined by relevant CV (CV to contain a cover letter summarizing the previous / current similar work done and contact details of references, qualification and Valid professional body registration)
2 years	5	
>2 to 3 years	15	
>3 years to 5 years	20	
>5 years	25	
REFERENCE SCORE	15	Annexure 2 completed with respective referee contact details and stamp. (Score calculated from a minimum of three score reference letters– (Annexure 2). (Relevant references are those references for contracts with similar / relevant work experience, where primary / Occupational Health Care services were rendered for a Minimum contract period of two years or above.
Sum of Reference Scores	15	
Total Score	100	

NB: Minimum points required to proceed to the next evaluation phase is 70 out of 100.

2.3. Financial Considerations

Payment milestones will be monthly over 3 years according to the commencement date agreed upon in the service level agreement.

2.4. Time Constraints

The East London Industrial Development Zone would like this project to commence during **1st October 2025** after the signing of the service level agreement.

2.5. Area of Service and Facilities

The delivery services will be required at the East London IDZ offices, Lower Chester Road, Sunnyridge, East London or anywhere the service is required.

3. Detailed Requirements

The East London IDZ would like to appoint suitably qualified, legally compliant and competent service provider for the supply of suitably qualified medical, nursing and administrative staff who will provide the following services according to a mutually agreed standard of best practice and subject to regular quality and compliance audits for a period of three years:

- A registered Health Nurse Practitioner/s of a registered Occupational Health Services, service provider who will render primary health care according to their scope of practice, in line with existing services framework,

according to the standards of current of Essential National Drug List (standard Treatment Protocols) and in support of registered primary care providers.

- The service provider must ensure that the services to be rendered meet the requirements of all legal and professional standards.
- The service provider will initiate temporary treatment of conditions as supplementary care recognizing primacy of those requiring treatments of own chosen primary care doctor.
- The identification, monitoring, counseling and referral of medical conditions will be conducted, and all relevant legislators' permits will be complied with.

In addition, the scope of services includes but might not be limited to:

1. Treating minor ailments (headaches, stomach cramps, back aches, etc.),
2. Family planning (issue condoms, stat doses, counseling),
3. Wound care (cuts, punctures, lacerations, fractures and bruises),
4. Blood pressure measuring and monitoring,
5. Administering of STAT doses:
 - a. The service provider will be responsible for the procurement, stocking and dispensing of medicines, according to the applicable Essential Drug List for South Africa Primary Health Care and the keeping of associated records, in line with relevant legislation and best practices,
 - b. Unless the responsible person is in possession of a valid dispensing license, the service provider may only dispense medication that does not require a dispensing license;
 - c. If it should occur during the course of the services contract, that the ELIDZ requires the service provider to fulfil the function that requires the person responsible to have a dispensing license, it will be required of the service provider to make provision to comply with this requirement within a reasonable timeframe as per legislated protocol in this regard.
6. Referrals to doctors or hospitals for diagnoses or treatment,
7. Support on site emergencies by deploying emergency medical services (paramedic / ambulance support) when applicable,
8. Record keeping and reporting (monthly, quarterly and annual reporting as required by the ELIDZ),
9. The service provider must provide appropriate systems and resources to ensure comprehensive data gathering, analysis, graphical representation, storage and electronic report submissions of services rendered,
10. The service provider will submit monthly, quarterly & annual reports based on ELIDZ specific requirement to the ELIDZ SHEQ Manager no later than 10 days into the beginning of each new monthly, quarterly & annual reporting frequency cycles,
11. Presenting reports when required by the ELIDZ,
12. Compile and present subject matter specific reports, presentations and the like, when required by the ELIDZ,

13. The service provider will be responsible for the management, performance and professional conduct of their medical, nursing and administrative staff,
 - a. The service provider will ensure that all their staff conduct themselves as required under the professional code of conduct, by relevant legislation and in accordance with ELIDZ code of conduct and policies,
14. The service provider will be required to provide services from 08H00 to 16H30 Monday to Friday.
 - a. The service provider will be required to align operating hours of the clinic when changes to ELIDZ operational or other activities warrant such changes, as directed by the ELIDZ.
 - i. Cost implications to changes in operating hours will be agreed to by both parties in writing.
 - b. Where the clinic is required to operate over weekends or public holidays, the service provider must be in a position to provide services during these times.
 - i. When applicable cost of service provision over weekends or public holidays will be separately invoiced as well as aligned to tendered rates and therefore overtime rates will not apply.
15. The service provider will be required to submit a contingency plan, to be approved by the ELIDZ, to ensure consistent service delivery continuity during service delivery times.
16. The service provider will promote and protect the physical, mental and social health of all utilizing the ELIDZ Clinic Services by using appropriate and proactive systems, programs and processes,
17. On request from the ELIDZ, the service provider will support the ELIDZ wellness program.
 - a. Any costs incurred for this support will be agreed to by both parties in advance.
18. Where applicable, the service provider will be required to develop a research-based proposal, recommend, facilitate and consult on any expansion to the scope of Clinic Services within the ELIDZ,
19. The service provider will form part of all ELIDZ SHE committees and will therefore be required to have representation at these committee meetings on request, including but not limited to, the ELIDZ Hazardous Chemical Substances Management committee, as part of the process to manage hazardous chemical substances of the ELIDZ,
 - a. The service provider will be required to implement relevant decisions taken in the above-mentioned committees.
20. The service provider will render general primary health care as well as primary health care for injuries on duty of all operating in the ELIDZ, including necessary referrals, according to their scope of practice, in line with the COID Act and according to the standards of best clinic practice,
21. Diagnoses and treatment, including the supply of medication for the immediate treatment of illnesses occurring at work will be conducted by the Health Nurse Practitioner/s on duty.
 - a. This will be done in accordance with the standard of the Health Act, the Medicines and Related Substances Control Act and the medical Schemes Act, as well as to all applicable legal and other requirements.

22. The service provider will be part of simulated emergency preparedness exercises that include emergency response from paramedics or associated services for the management of medical emergencies and a report in this regard must be submitted to the ELIDZ SHEQ manager,
 - a. The above-mentioned emergency procedures must be aligned to the ELIDZ emergency preparedness procedures,
23. The service provider will ensure emergency response to medical emergencies for all operating at the ELIDZ is according to standard guidelines for qualification and response time, where the costs of the emergency response and care will be for the patient's medical aid account, the patient's own account or covered under the COID Act.
24. The service provider will be responsible for appropriate cleaning of the clinic facility, infection control processes and relevant waste management in accordance with applicable legal and other requirements,
25. The service provider will be responsible for the supply and maintenance of cleaning agent requirements, as well as hand towel, toilet roll, air freshener, for use by the professional nurse on duty,
26. The service provider will be required to implement best practice primary as well as occupational health and related standards and processes for the ELIDZ clinic services rendered,
27. The service provider will be responsible for ensuring preparedness for ELIDZ internal and external Legal Compliance Audits as well as Safety, Health, Environmental & Quality, (SHEQ) Management System Audits, in accordance with the requirements of the following respective ISO Standards:
 - a. ISO 45001:2018 Occupational Health & Safety Management System;
 - b. ISO 14001: 2015 , Environmental Management System; and
 - c. ISO 9001:2015 Quality Management System;
28. The service provider will be obliged to meet with the ELIDZ SHEQ Manager at a frequency mutually agreed to.
29. The service provider will be responsible for sourcing and maintaining (including calibration where applicable) of all clinic equipment, including but not limited to:
 - A diagnostic set.
 - A blood pressure machine with appropriate cuffs.
 - Stethoscope.
 - Baumanometer.
 - Thermometers.
 - Scissors.
 - Forceps.
 - kidney bowls.
 - ENT set.
 - Scale for adults.
 - Measuring tapes for height and circumference.
 - Hemoglobin meter, glucometer, pregnancy test, and urine test strips.

- Speculums of different sizes.
- Emergency transport available reliably when needed (contacts to be provided).
- An oxygen cylinder and mask of various sizes.
- Male and female Condom dispensers placed where condoms can be obtained with ease.
- A sharps disposal system and sterilization system.
- Nebulizer.
- Equipment and containers for taking blood and other samples.
- Fully equipped emergency response bag.
- 2 desks.
- 1 table.
- 4 drawer lockable cabinet.
- Examination bed & Linen.
- Double door lockable cabinet.
- Basin holder.

4. Response Format

4.1 Company profile

- Provide an overview of your company establishment and operational history.

4.2 Practice Manager skills competency

- Detailed CV of Practice Manager with relevant qualification, health professions registration and contactable references

4.3 Professional nurse skills competency

- Detailed CV of Professional nurse with relevant qualification, professional body registration and contactable references

4.4 Company Similar work experience

- Minimum of 3 Valid reference letters (annexure 2) must be completed; stamped and / or signed and dated by the referee.
- Reference letters that do not satisfy the following requirements shall be deemed invalid and will not be considered:
 - Minimum contract periods of two years per contract for clinic primary / occupational health care services were rendered to:

- Industrial parks;
 - Office parks;
 - Organizations;
 - Factories;
 - Ports.
- The scoring provided by the referee will be used in the functionality evaluation. (minimum of three letters)

4.5 B-BBEE

Accredited Valid Original or Certified B-BBEE Certificate or Letter from an Accountant confirming Annual Turnover for EMES - Sworn Affidavit confirming annual turnover and B-BEE management split of company.

Please forward any queries to: Zandile Mtebele at the following contact details:

E-mail: zandile@elidz.co.za

Tel: (043) 702 8200

Fax: (043) 702 8251



ANNEXURE 1

PROCUREMENT HANDBOOK



ANNEXURE 2

REFERENCE LETTER



ANNEXURE 3

TRACK RECORD