health
Department:
Health
REPUBLIC OF SOUTH AFRICA

TOR: Request for Proposal (RFP) for Implementation support to the HPRS Programme of the National Department of Health

Purpose

The purpose of the Request for Proposal is to invite potential bidders to submit a bid proposal for the delivery of ICT Technical Support service at facility levels for the implementation of the Health Patient Registration System (HPRS); functioning under the management of the National Department of Health. This Bid is in relation to the Global Fund grant for Health Information Systems strengthening.

Background and Introduction

The National Department of Health in partnership with Provincial and District Health management has to date implemented the HPRS in 3 093 (as of 2 March 2020) public health facilities throughout 46 Health Districts in 8 Provinces. This implementation has resulted in the successful registration of 44 876 114 million individual's demographic data, and each record has been assigned a Master Patient Index (MPI). The aim is to install, operationalize and institutionalize the HPRS system in all public health facilities in the country.

The importance of maintaining the HPRS system is key to the ongoing success and institutionalization of the system which forms the backbone of the digital platform of the National Health Insurance. It further is the key enabler towards the development and implementation of a shared Electronic Health Record. This maintenance and support at facility level require dedicated and focused ICT Technical support. It is envisaged for this function to be transferred to the Districts and Provinces in the next 2 to 3 years. This programme is on a continued basis capacitating staff at all levels to enable the required support for the implementation and institutionalization of the HPRS at Facilities.

Aim

The National Department of Health NHI Information systems programme aims to continue to provide technical support and training for the rollout and maintenance of the HPRS system. The programme requires an ICT Technical support field team that will work at facility level in 46 identified health districts in 8 Provinces where HPRS has either been implemented or is planned to be implemented.

Objectives

Over the 24-month period 1 April 2020 to 31 March 2022 the service provider will assist the National Department of Health to achieve the following objectives:

- Implement HPRS in identified hospitals and additional PHC facilities following the HPRS implementation maturity model, which has defined steps
- Maintain HPRS in health establishments both PHC and Hospitals where implementation has been completed
- Provide support to the service Centre to attend to service tickets raised by the facilities and hospitals at a facility level
- Provide ad hoc services which may stem from projects within the NHI Information systems programme
- To develop capacity through training and mentoring on HPRS to facility staff at health facilities where needed
- To provide technical assistance for HPRS in health facilities where HPRS was implemented

Requirements

The requirement is for the service provider to provide for:
- 40 Field ICT Technicians allocated to individual provinces (refer to table no.1) and districts as determined by the National Department of Health
- 1 National Implementation Project Manager
- 1 National Technical manager
- Provision of Transport to field technicians to travel to individual facilities (vehicles) as per the agreed travel plan
- Accommodation for the field technicians as required when traveling to facilities when the travelling distance from their home base is more than 300kms (round-trip i.e. 150kms to a facility and 150kms returning to home base). Should the 150kms radius of travel include more than 5 facilities then a more central point for accommodation must be catered for.
- The provision of basic operation equipment to individual team members including – Laptops, External Hard drives, LTE routers with Data (12GB spread over 3 networks (SIM Cards) per month per ICT field technician)

Province	No of Team Leaders	No of Field ICT Technicians
Northern Cape	1	3
Gauteng	1	2
North West	1	3
Limpopo	1	4
Mpumalanga	1	2
Free State	1	3
KZN	1	8
Eastern Cape	1	7
Total	8	32

Table No 1

Communication and Management structure

The National Implementation Project manager can be based at the service provider's offices functioning on a part-time basis, but the National Technical Manager should be seconded to the National Department of Health – NHI Information Systems programme on a full-time basis.

The ICT field technicians will report directly to the National Implementation Technical manager. In turn the Technical manager will report to the programme manager within the NHI Information Systems programme at the National Department of Health for the various projects that involve the ICT field technicians as well as a line management reporting to the National Project manager.

The technical manager will be responsible for the management of time and travel sheets with final sign off done by the project manager. All assignments will be mandated by the National Department of Health NHI Information Systems programme Implementation team through the technical manager.

Operational Plans will be drawn up for a 6-month period and reviewed every 2 months to ensure that budget spend is aligned to the overall budget allocation.

Expenditure on travel and accommodation will need to abide by the rules set out by the NHI Information Systems programme from time to time and follow the existing process for travel and accommodation approval.

Funding Proposal

The proposal should cover the following budget areas

Salaries: This budget item comprises of:

- 8 ICT Field team leader technicians
- 32 ICT Field technicians
- 1 Technical manager
- 1 Project Manager
- 5% annual increase in salaries

A guideline with recommended competencies and requirements for each position can be found in Annexure A

Equipment: Include as a minimum Laptops, External Hard drives, LTE routers with Data (12GB spread over 3 networks (SIM Cards) per month per ICT field technician)

Travel and Accommodation: This budget item consists of necessary travel and accommodation for province-based staff. Staff on this project are expected to travel extensively. This rate must include fuel, maintenance and rentals for the vehicles used. This item also includes technical site visits in each district to enable quality reviews, problem solving and stakeholder engagements. Please refer to page 2, section requirements for further guidelines on travel and accommodation. It is advised to consider catering for a minimum of 200 nights of accommodation per month for 40 implementers.

Note: That ICT Field technicians should provide for their own accommodation in the district where they will be based

Administration Fee: This includes various supplies such as printing and materials, cell phone and data costs for each staff member, support services costs and various staff development needs.

health

Department:
Health
REPUBLIC OF SOUTH AFRICA

ANNEXURE A

ICT Field Technician

JOB IDENTIFICATION	
Job title:	ICT Field Technician (DPSA Scales: Level 7 Grade 1)
Job purpose:	To implement and support required solutions on behalf of the National Department of Health that will support the department's NHI-IS initiative in South Africa.
Division:	NHI Information System programme office
Reports to:	ICT Field Technician

KEY PERFORMANCE AREAS
1. Build and maintain partnerships with identified District officials and National/Provincial Personnel 2. Build and maintain partnerships with public health facility staff: end users utilising the systems 3. Visit facilities for Assessments, Implementation and Support of NHI-IS Programme activities 4. Support the development and implementation of HPRS work plans. Ensure weekly plans are submitted timeously to ensure achievement of project deliverables 5. Carry out ICT activities at facilities (Assessments, Implementing and Supporting HPRS and other programme related systems) 6. To support national HPRS service centre and provincial helpdesk with troubleshooting on issues 7. To train staff at public health facilities on the implementation of use of HPRS and related systems 8. Timeous submission of project reports – Usage of Reporting tool and submission of Task list Per facility 9. Ensure timeous submission of work plans 10. Participate in team activities

EDUCATION, TRAINING, PROFESSIONAL QUALIFICATIONS AND EXPERIENCE REQUIRED TO DO THE JOB
1. Relevant IT Qualification – minimum CompTIA A+ (hardware) and CompTIA N+ (Networking) 2. At least 2 years relevant experience in software implementation, with IT analysis and management processes 3. IT software and implementation, problem troubleshooting and successful interventions 4. Experience in health and with health systems will be an advantage

COMPETENCIES REQUIRED TO DO THE JOB

The post holder should possess the following competencies (knowledge, skills and abilities) to perform the key performance areas of this job:

1. Dynamic, enthusiastic and proactive, good interpersonal skills
2. Ability to build and work in a team as well as work independently
3. Confident in applying IT knowledge, excellent time management, commitment to equity and cultural diversity
4. Problem solving and analytical skills (especially for defects analysis and reports)
5. A sharp analytical capacity for detail
6. Ability to multi-task and test different applications

ICT Field Team Leader Technician

JOB IDENTIFICATION	
Job title:	ICT Field Team Leader Technician (DPSA Scales Level 10 Grades 6)
Job purpose:	To implement and support required solutions on behalf of the National Department of Health that will support the department's NHI-IS initiative in South Africa. This National Department of Health funded project aims to implement and support HPRS software solution nationally. He/she will be responsible for leading the NHI-IS technicians in his/her respective provinces and districts and managing related project activities for the province. The team lead will also contribute to other initiatives within the organization.
Division:	NHI Information System programme office
Reports to:	Technical Manager

KEY PERFORMANCE AREAS

1. Build and maintain partnerships with identified District officials and National/Provincial Personnel
2. Build and maintain partnerships with public health facility staff: end users utilising the systems
3. Visit facilities for Assessments, Implementation and Support of NHI-IS Programme activities
4. Support the development and implementation of HPRS work plans. Ensure weekly plans are submitted timeously to ensure achievement of project deliverables
5. Carry out ICT activities at facilities (Assessments, Implementing and Supporting HPRS and other programme related systems)
6. To support national HPRS service centre and provincial helpdesk with troubleshooting on issues
7. To train staff at public health facilities on the implementation of use of HPRS and related systems
8. Timeous submission of project reports – Usage of Reporting tool and submission of Task list Per facility
9. Ensure timeous submission of work plans by assigned ICT Field Technicians in their respective team
10. Apply data quality checks of reports of the assigned ICT Field Technicians and ensure accuracy of data entries
11. Capacitate a support assigned ICT Field Technicians where required
12. Perform initial checks on travel requests for the ICT Field Technicians
13. Plan and participate in team activities

EDUCATION, TRAINING, PROFESSIONAL QUALIFICATIONS AND EXPERIENCE REQUIRED TO DO THE JOB

1. Relevant IT Qualification – minimum CompTIA A+ (hardware) and CompTIA N+ (Networking)
2. At least 2 years relevant experience in software implementation, with IT analysis and management processes

3. At least 2 years' experience in managing a team to success
4. IT software and implementation, problem troubleshooting and successful interventions
5. Experience in health and with health systems will be an advantage

COMPETENCIES REQUIRED TO DO THE JOB

The post holder should possess the following competencies (knowledge, skills and abilities) to perform the key performance areas of this job:

1. Dynamic, enthusiastic and proactive, good interpersonal skills
2. Ability to build and work in a team as well as work independently
3. Confident in applying IT knowledge, excellent time management, commitment to equity and cultural diversity
4. Problem solving and analytical skills (especially for defects analysis and reports)
5. A sharp analytical capacity for detail
6. Ability to multi-task and test different applications

health
Department:
Health
REPUBLIC OF SOUTH AFRICA

Technical Manager

JOB IDENTIFICATION	
Job title:	Technical Manager (DPSA Scales: Level 11 Grade 6)
Job purpose:	To assist the NHI Information systems programme Office with programme activities and implementation on behalf of the National Department of Health that is supporting the department's National Health Insurance initiative in South Africa. Will be responsible to provide Technical support to the ICT Field Team Leader Technicians and ICT Field Technicians, assist with HPRS Access control processes Coordination of the ICT Field Team Leader Technicians and ICT Field Technicians, whilst contributing to other initiatives within the organisation as it pertains to implementation of the NHI Information systems programme.
Division:	NHI Information System programme office
Reports to:	NHI Information systems programme manager for various projects within the NHI Information systems programme with a line management reporting to the service provider's project manager
Physical location of job:	NDoH – Civitas building
KEY PERFORMANCE AREAS	

1. Interact with colleagues and project management to ensure fulfilment of project objectives and reporting requirements
2. Build and maintain partnerships with the District officials and National/Provincial Personnel
3. Coordination of the ICT Field Technicians
4. Visit facilities for Assessments, Implementation and Support of NHI Information systems programme activities from time to time
5. Interact with NHI Information systems programme to ensure fulfilment of project objectives and reporting requirements
6. Support the development and implementation of work plans. Ensure weekly plans are submitted timeously to ensure achievement of project deliverables
7. Carry out NHI Information systems programme activities at facilities (Assessments, Implementing and Supporting HPRS and other programme related systems)
8. To support national HPRS service centre and provincial helpdesk with troubleshooting on issues
9. To train staff at public health facilities on the implementation use of HPRS and related systems from time to time
10. Apply data quality checks of reports of the ICT Field Technicians and Team leaders to ensure that quality is aligned to the expectations of the NHI Information systems programme

11. Perform final checks on travel requests from the ICT Field Technicians and Team leaders
12. Timeous submission of project reports – Usage of Reporting tool and submission of Task list Per facility
13. Support the development and implementation of work plans to ensure timeous achievement of project deliverables
14. Capacitate and support the ICT field technicians and team leaders
15. Plan and participate in team activities

EDUCATION, TRAINING, PROFESSIONAL QUALIFICATIONS AND EXPERIENCE REQUIRED TO DO THE JOB

1. Diploma in IT Engineering, including A+ and N+, Wireless Networks and Security, Advanced Linux
2. At least 3 years relevant experience in software implementation, with IT analysis and management processes
3. IT software and implementation, problem troubleshooting and successful interventions
4. Experience in health and with health systems will be an advantage

COMPETENCIES REQUIRED TO DO THE JOB

The post holder should possess the following competencies (knowledge, skills and abilities) to perform the key performance areas of this job:

1. Dynamic, enthusiastic and proactive, good interpersonal skills
2. Ability to build and work in a team as well as work independently
3. Confident in applying IT knowledge excellent time management, commitment to equity and cultural diversity
4. Problem solving and analytical skills (especially for defects analysis and reports)
5. With a sharp analytical capacity for detail
6. Ability to multi-task and test different applications
7. Good time management skills and ability to work to tight deadlines

Project Manager

JOB IDENTIFICATION	
Job title:	Project Manager (DPSA Scales Level 12 and Grade 1)
Job purpose:	The primary aim of the role will be to provide project management services which include stakeholder engagement, requirements planning, delivery planning, execution, monitoring, control and close. The project manager will work with a set of projects ranked and prioritized by the Project Portfolio Office. The role will ensure that projects are adequately resources and that all quality, dependencies and risks and managed to delivery projects on time.
Division:	NHI Information System programme office
Reports to:	NHI Information systems programme manager
Physical location of job:	Service Provider Offices

KEY PERFORMANCE AREAS
1. Provide oversight with the coordination of the resources for execution of the projects
2. Ensure that all projects are delivered on-time, within scope and within budget
3. Develop a detailed project plan to monitor and track progress
4. Manage changes to the project scope, project schedule and project costs using appropriate verification techniques
5. Measure project performance using appropriate tools and techniques
6. Formally report and escalate risks and issues to the NHI Information Systems programme manager
7. Perform risk management to minimize project risks
8. Complete as a minimum the required project documentation as specified by the NHI Information Systems programme office and manager
9. Prepare financial documentation on a monthly basis or as required

EDUCATION, TRAINING, PROFESSIONAL QUALIFICATIONS AND EXPERIENCE REQUIRED TO DO THE JOB
1. Post-graduate qualification in Project Management
2. Proven experience I successfully managing complex projects in the public health environment
3. Minimum of 5+ years in general project management experience (both Business and ICT projects)
4. Additional qualifications like APM, PMI or Prince2 qualification or certification would be an advantage

COMPETENCIES REQUIRED TO DO THE JOB
The post holder should possess the following competencies (knowledge, skills and abilities) to perform the key performance areas of this job:

1. Understanding of business and its various aspects, from strategy through to implementation
2. A passion for ICT, new technologies and developments within the ICT industry
3. Technically minded
4. Problem-solving skills – this role also requires excellent problem-solving skills, especially when it comes to directly addressing user issues with software, hardware, and servers
5. Excellent communication skills - strong written and verbal communicators, able to communicate with team members, management personnel, and end users throughout the organisation
6. Effective organisational and time management skills
7. The ability to work independently and as part of a team
8. Drive and self-management skills
9. Resilience
10. Assertiveness; and
11. Ethical behaviour
12. Ability to work in a structured and un-structured environment where initiatives are pioneering with no previous roadmap to access

health

Department:
Health
REPUBLIC OF SOUTH AFRICA

Annexure B: ADMINISTRATIVE AND EVALUATION CRITERIA

1. MANDATORY ADMINISTRATIVE REQUIREMENTS

1.1 It is the responsibility of each supplier to ensure that complete documents are submitted on or before the closing date and time.

1.2 The supplier must submit all required documents indicated hereunder:

    1.2.1 Declaration of Interest.

    1.2.2 B-BBEE Status Level Verification Certificate (where preference points are claimed) (Original or Certified Copy).

    1.2.3 Certified copy of registration certificate with CIPC or proof of ownership/ shareholding.

1.3 The supplier must submit the Tax Clearance Certificate for confirmation of Value Added Tax (VAT) and other Tax related matters.

1.4 The supplier must submit a profile of the entity which includes but is not limited to the following:

    1.4.1 Name, structure and strategies,

    1.4.2 Names and identity numbers of all directors, chief operating officers,

    1.4.3 Business; products and/or services which the entity is trading,

    1.4.4 Risk management strategy to mitigate against any risk that might arise for the duration of the contract,

    1.4.5 Three (3) testimonials/ references from previous contractors/clients.

1.5 Proposed project implementation plan.

1.6 Document detailing technical experience and roles and responsibilities of main team members.

1.7 Financial stability - stamped original bank rating letter with grading.

1.8 Suppliers must submit two sets (one original signed copy, one electronic copy-PDF) of bid documents according to the instructions below:

    1.8.1 The signed original hard copy of the bid document will serve as the legal bid document.

    1.8.2 All pages in the bid submission must be initialed by the same person with black ink.

    1.8.3 Where certified copies of documents are required, the person certifying such documents must not be associated with the bidder in any way.

    1.8.4 The use of correction fluid is not acceptable. Any change/s must be clearly indicated and initialed.

    1.8.5 All bid documents must be submitted on or before the closing time of the bid (date and hour specified in the bidding documents).

    1.8.6 Incomplete bids will be deemed non-responsive.

2.. SPECIAL CONDITIONS

2.1. The contractor reserves the right to award according to the most economical service option

submitted.

2.2. The contractor reserves the right to stop the contract partly or as a whole, temporarily or indefinitely, in which event neither claim nor liability whatsoever shall lie against the contractor either due to non-compliance, non-performance, by the supplier.

2.3 The contractor reserves the right to not make an award.

2.4. The contractor reserves the right to conduct price negotiations, where deemed necessary.

2.2. All suppliers are bound to protect the confidentiality of all data (including the protection of personal information) and information gathered and accessed through the work on assignment. Information and data received and accessed through this project may only be used to meet the objectives outlined in these specifications.

2.6. The contractor reserves the right to request any relevant documentation at any stage of implementation.

2.7. All records, data and information relating to the programme are owned by the contractor and remain the intellectual property of the contractor and as such must be treated as confidential by the supplier.

2.8. At the end of the contract period, the supplier shall make available to contractor a record of all the data and information relating to the contractor to enable the new supplier to sufficiently and properly take on that data and information in a manner which would enable the new supplier to commence delivering services to the contractor.

2.9. The contractor reserves the right to conduct supplier due diligence prior to final award or at any time during the contract period. This may include site visits.

3. BID EVALUATION CRITERIA

3.1. PREVIOUS EXPERIENCE AND CAPABILITIES-RELATED REQUIREMENTS (50%):

	1.	Demonstrated Organizational Experience required to fulfill the objectives of this RFP.
Substantiate or provide relevant document		Provide at least 3 duly signed reference letters from previous or current clients for similar work done within the past years, including details of the nature of the project. The company profile including the history of operation.

3.2 COMPETENCY AND SKILLS (30%):

2.	Proposed Implementation Plan and organizational technical capacity and expertise for required project staff.
Substantiate or provide relevant document	Provide the technical expertise of the team regarding the broad specific ICT expertise required. Availability of personnel to replace. Include previous history of maintenance, capacity building, skills transfer and how they were monitored. Proposed project implementation plan.

3.3 FINANCIAL CAPABILITY (20%):

3.	Project Budget and financial capability.
Substantiate or provide relevant document	Project Budget. Provide Original Bank Rating from registered Financial Institution (Bank Letter must be stamped by the bank after the bid advert) and prior year audited financial statements.

health

Department:
Health
REPUBLIC OF SOUTH AFRICA

Criteria	Weighted %	Scoring Criteria
Previous Experience and Capabilities-Related Requirements	**50%**	
Demonstrated Experience in ICT Systems Support Supplier to provide: · At least 3 duly signed reference letters from previous or current clients for similar work done within the past years including details of the nature of the project. · Letters must be signed by the Chief Executive Officer or Financial Director. . The company profile including the history of operation. Supplier to be assessed on years of experience providing similar services.		> 4 years =5 3 years= 4 2 years =3 1 year = 2 <1 year = 0
Competency and Technical Skills	**30%**	
Project Implementation plan and Staff CVs. Supplier to provide: ● Proposed detailed project implementation and how performance will be monitored. ● The technical expertise of the team demonstrating the skills and experience required for the allocated position. Attach relevant CVs.		Excellent = 5 Good = 4 Average = 3 Below average = 2 Poor = 1 No information = 0
Financial capability and Cost	**20%**	Category A = 5 Category B = 3 Category C = 2 No information = 0
Supplier to provide ● Detailed Project Budget inclusive of all costs. ● Prior year audited financial Statements. ● Original Bank Rating from registered Financial Institution (Bank letter must be stamped by the bank after the bid advert) A Rating B Rating C Rating		

7. DETERMINATION OF EVALUATION THRESHOLD:

NB: The bidders will be required to achieve a minimum threshold score of **70%** out of **100%** to be eligible for the next state of evaluation.

THE SCORING CRITERIA FOR EVALUATION OF FUNCTIONALITY

SCORE	CLASSIFICATION	DEFINITION
0	No response (complete non-compliance)	No response at all or insufficient information provided in the response such that the solution is totally unassessable and/or incomprehensible
1	Unsatisfactory response (potential for some compliance but very major areas of weakness)	Substantially unacceptable submission which fails in several significant areas to set out a solution that addresses and meets the requirements: little or no detail may (and, where evidence is required or necessary, no evidence) have been provided to support and demonstrate that the Supplier will be able to provide the services and/or considerable reservations as to the Supplier's proposals in respect of relevant ability, understanding, expertise, skills and/or resources to deliver the requirements Would represent a very high-risk solution for the Department
2	Partially acceptable response (one or more areas of major weakness)	Weak submission which does not set out a solution that fully addresses and meets the requirements: response may be basic/ minimal with little or no detail (and, where evidence is required or necessary, with insufficient evidence) provided to support the solution and demonstrate that the Supplier will be able to provide the services and/or some reservations as to the Supplier's solution in respect of relevant ability, understanding, expertise, skills and/or resources to deliver the requirements May represent a high-risk solution for the Department
3	Satisfactory and acceptable response (substantial compliance with no major concerns)	Submission sets out a solution that largely addresses and meets the requirements, with some detail (or, where evidence is required or necessary, some relevant evidence) provided to support the solution; minor reservations or weakness in a few areas of the solution in respect of relevant ability, understanding, expertise, skills and/or resources to deliver the requirements Medium, acceptable risk solution to the Department

SCORE	CLASSIFICATION	DEFINITION
4	Fully satisfactory /very good response (fully compliant with requirements).	Submission sets out a robust solution that fully addresses and meets the requirements, with full details (and, where evidence is required or necessary, full and relevant evidence) provided to support the solution; provides full confidence as to the relevant ability, understanding, expertise, skills and/or resources to deliver the requirements Low/no risk solution for the Department
5	Outstanding response (fully compliant, with some areas exceeding requirements)	Submission sets out a robust solution and, in addition, provides or proposes additional value and/or elements of the solution which exceed the requirements in substance and outcomes in a manner acceptable to the Department; provides full confidence as to the relevant ability, understanding, expertise, skills and/or resources not only to deliver the requirements, but also exceed it as described Low/no risk solution for the Department