

Dear Team,

Greetings!

Trust you and your family are well and safe. Stay Safe.

With respect to the RFP Published: Request for Proposal (RFP) for Implementation support to the HPRS Programme of the National Department of Health. We are interested in bidding for the opportunity. Following are some questions for which your quick response will be highly appreciated:

S.N	Section from RFP	Questions	Response
1	Objective	How many identified hospitals and additional PHC facilities are yet to Implement HPRS? Can you share with us data province/district wise?	PHC: +- 300 Hospitals: 450
2	Objective	Can you share ticket volume at each facilities level for maintenance and support of PHC and Hospitals where implementation has been completed?	<u>See Addendum 2</u> Please note that the table only shows issues that were logged and resolved within a 6-month period. This does not represent the entire workload of the current implementers. At best this represents 15-20% of the entire workload. Tickets during this period were deprioritised in favour of specific projects that we run during this period. Majority of the tickets were Server Upgrades (17%); Password reset (42%); HPRS upgrade (20%); New user activation (15%); other (6%)
3	Objective	Under Support requirement are you looking at L1 alone or both L1 and L2 support?	L1 and L2 however, our primary focus is on Level 2. Assistance to provincial teams where they have been established will be coaching on level 1 with our primary focus being L2

4	Objective	<p>What kind of Ad hoc support/services are expected from Vendor? Can you share few examples of Ad hoc requests raised till date?</p>	<p>The team might be required to do work that is deemed of a higher priority than the NHI work due to a crisis – like (1) some of the current team was required to assist with COVID-19 work in preparing phones for a province. (2) The project manager and manager of the implementers might be called to managed specific projects which could be seen as “out of scope” but involve the implementers. We have seen that doing this is the best way to be in a position to manage the workload of the implementers (3) Because preparing South Africa for NHI is uncharted territory they may be odd work requests that will not fall directly within the ‘team’ job description but we will always first engage the management team to determine the correct path and make a collective decision</p>
5	General	<p>Is HPRS a in house product or COT product. Will our team (to be deployed) given product training ?</p>	<p>In-house product – the implementers will have to go through our training programme and that includes passing the various assessments that we have developed. Only successful candidates will be allowed to work with HPRS</p>

6	General	We understand until date HPRS is implemented in 3093 public health facilities across 8 provinces. Can we have province wise break up i.e., how many public health facilities are covered in each province ?	See attached – Addendum 1
7	Reference	Under previous experience section: >4 years' experience has maximum rating. Are you looking at: 1. Individual project/engagement which was/is running for >4 years (or) 2. Overall experience years of vendor in delivering similar projects?	Option 2
8	General	We request for an extension on the submission date, As you understand there was lockdown extension by 2 weeks and generally all vendors will have to make necessary arrangements to work from home during this time. Please provide 2 weeks of extension on the submission date.	Please refer to the Advert.

ADDENDUM 1:

Row Labels	Sum of HPRS Implemented Facilities @ 2020-04-20
ec Eastern Cape Province	752
PHC Facility	751
Hospital	1
fs Free State Province	228
PHC Facility	220
Hospital	8
gp Gauteng Province	263
PHC Facility	261
Hospital	2
kz KwaZulu-Natal Province	605
PHC Facility	601
Hospital	4
lp Limpopo Province	471
PHC Facility	471
mp Mpumalanga Province	306
PHC Facility	289
Hospital	17
nc Northern Cape Province	167
PHC Facility	165
Hospital	2
nw North West Province	301
PHC Facility	301
(blank)	
Grand Total	3093

ADDENDUM 2:

Province	District	Ave No. of tickets (6 month period)
Eastern Cape	Amathole	73
	Buffalo City	70
	Chris Hani	145
	Joe Gqabi	47
	Nelson Mandela Bay	94
	OR Tambo	84
	Sarah Baartman	19
	Total tickets attended to	532
KwaZulu Natal	Amajuba	33
	Ilembe	17
	Ugu	63
	Umkhanyakude	69
	uMgungundlovu	58
	uMzinyathi	41
	Uthukela	49
	Zululand	12
Total tickets attended to	342	
Free State	Fezile Dabi	35
	Lejweleputsa	1
	Thabo Mofotsanyana	60
	Xhariep	12
Total tickets attended to	108	
Nothern Cape	Frances Baard	278
	Namakwa	71
	Total tickets attended to	349
Mpumalanga	Ehlanzeni	121
	Gert Sibande	872
	Nkangala	93
	Total tickets attended to	1086
North West	Bojanala	10
	Dr Ruth Segomotsi Mopati	10
	Ngaka Modiri Molema	129
	Dr Kenneth Kaunda	47
	Total tickets attended to	196
Limpopo	Mopani	15
	Sekhukhune	8
	Waterberg	6
	Total tickets attended to	29
Gauteng	City of Johannesburg	5
	Ekurhuleni	19
	Sedibeng	65
	West Rand	65
	Total tickets attended to	154
All Provinces	Total tickets attended to for all 8 provinces in 6 month period	2796