

**APPOINTMENT OF A
SERVICE PROVIDER TO
PROVIDE UMBRELLA
FUND (PROVIDENT
FUND, RISK BENEFITS
AND MEDICAL AID
CONSULTING) SERVICES
FOR THE NYDA FOR
FIVE (5) YEARS
RENEWABLE FOR THREE
PERIODS OF FIVE (5)
YEARS BASED ON
PERFORMANCE
RFP2023/11/NYDA**



NATIONAL YOUTH DEVELOPMENT AGENCY
OUR YOUTH. OUR FUTURE.

AGENDA

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1. Terms of reference

- **APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE UMBRELLA FUND (PROVIDENT FUND, RISK BENEFITS AND MEDICAL AID CONSULTING) SERVICES FOR THE NYDA FOR FIVE (5) YEARS RENEWABLE FOR THREE PERIODS OF FIVE (5) YEARS BASED ON PERFORMANCE**
- **1. PURPOSE AND OBJECTIVES OF THIS SUBMISSION**

The purpose of this document is to request for tender for the of a service provider to provide umbrella fund (provident fund), risk benefits and medical aid consulting services for the NYDA for five (5) years renewable for three periods of five years based on performance..

The NYDA intends appointing a service provider to render services for the following:

- Provident Fund Administration,
- Risk Benefit Administration, and
- Consulting Medical Aid Services to the Agency

Terms of reference Continues....

2. SCOPE OF WORK

2.2.1 Provident Fund Services

Assistance for the NYDA employees in terms of their provident fund portfolios.

Consulting services which include, but not limited to:

- Regular product presentations and training, and
- Communication, including newsletters, hot topics etc.

Strategic services which should include:

- Year-end revision process,
- Review of Profile of members,
- Fund portfolio and option comparisons,
- Legislative review and updates, and
- Market trend analysis and forecasting.

Reporting which should include, but not limited to:

- Billing results and analysis quarterly (bidder to submit quarterly reports)
- Submit members option reports quarterly,
- Risk management,
- Executive reporting, and
- Benchmarking review.

Membership and contribution management.

Provide unique value-added services.

Submission of annual financial statements for NYDA Provident Fund.

Terms of reference Continues...

2.2.2 Risk Benefit Services

Assistance for the NYDA employees in terms of their risk cover portfolios.

Consulting services which include, but not limited to:

- Regular product presentations and training, and
- Communication, including newsletters, hot topics etc.

Strategic services which should include:

- Year-end revision process,
- Review of Profile of members,
- Risk cover portfolio and option comparisons,
- Legislative review and updates, and
- Market trend analysis and forecasting.

1. Reporting which should include, but not limited to:

- Billing results and analysis,
- Submit members option reports quarterly,
- Risk management,
- Executive reporting, and
- Benchmarking review.

Membership and contribution management.

Provide unique value-added services.

Terms of reference Continues...

3. Health Care Services /Medical aid services.....PT1

Health Care consulting to the NYDA and its employees.

Medical aid membership consulting of the NYDA which should include, but not limited to, time on site, help desk services for the NYDA members, escalated query assistance, face-to-face consultations regarding membership options, site visits to address member's queries.

Consulting services which include, but not limited to:

- Independent broker advice (provide information on relationships with medical aid schemes),
- Assistance for the NYDA employees in terms of their medical aid portfolios.
- One-on-one consultation pertaining to medical aid cover,
- Induction and on-going training,
- Escalated query assistance,
- Regular product presentations and training, and
- Communication, including newsletters, hot topics etc.
- Wellness day services

Terms of reference Continues...PT 2

Strategic services which should include:

- Year-end revision process,
- Review of Profile of members,
- Scheme and option comparisons,
- Legislative review and updates, and
- Market trend analysis and forecasting.

Billing results and analysis,

- Submit members option reports quarterly,
- Risk management,
- Executive reporting, and
- Benchmarking review.

Membership and contribution management.

Medical aid bill consolidation services.

Provide unique value-added services.

Terms of reference Continues...

PROPOSAL CONTENT

- **Company Structure / Profile / National Servicing Reach**
- **Employment Equity / B-BBEE / Corporate Social Investments (CSI)**
- **Corporate Governance**
- **Reputational Issues / Clients Lost / References / Illegal Practices**
- **Main Focus Area / Target Market / Experience**
- **Human Capital / Retention Plans / Succession Planning**
- **Staff Education / Knowledge Resources / Participation in Industry Forums**
- **Contribution to The Industry / Involvement / Innovation**
- **Achievements / Recognition / Awards / Distinguishing Factors / References / Competitive Advantage**
- **Fund details**
 - **Fund Management**
 - **Fund investments**
 - **Contributions**
 - **Insured Risk Benefits**
 - **Communication**
 - **Day-To-Day Consulting Standards and Turnaround Times**
 - **Benefit Consulting**
 - **Risk Benefit Consulting**
 - **Secretarial Services**
 - **Transitional Arrangements**

Terms of reference Continues...

ACCREDITATIONS COMPANY AND INDIVIDUALS

- The Bidder must be accredited with the Council for Medical Schemes (CMS) and bidders are required to provide proof of registration / CMS accreditation (for the Company).
- The Key Individuals of the Bidder must be fully and validly accredited with the Council for Medical Schemes and bidders are required to provide proof of registration / CMS accreditation (full Broker/ Apprentice).
- The Bidder must be registered as a Financial Service Provider with the health benefits product and must provide proof of registration / Financial Sector Conduct Authority (FSCA) previously known as Financial Service Board (FSB) - and as well as:
- Pension Funds Act Section 13B of the Pension Funds Act of 1956 requires persons who administer the investments of a pension fund on that fund's behalf to obtain the approval of the Registrar, and to comply with such conditions as the Registrar may prescribe. Valid Section 13B license (Key Individual (KI) accreditation and relevant consultants' accreditation)
- FSCA Licences (Key Individual (KI) accreditation and relevant consultants' accreditation)
- FCSA/FSB (Rep register) – manage updated register.
- Record of Advice System/Compliance.
- Regulatory Exams (RE) Accreditation - National Qualification Framework (NQF) Level 5 (minimum) - (Key Individual (KI) accreditation and relevant consultants' accreditation).

2. OBJECTIVES, CONDITIONS AND REQUIREMENTS OF THE TENDER PROCEDURE

- All participating bidders must indicate their company name and company representative in Teams chat with contact details (email & number)
- Bidders are reminded: Telephonic request for clarification will not be accepted. Any clarification required by a bidder regarding the meaning and interpretation of the Terms of Reference or any aspect concerning the bid must be requested in writing via email from SCM (tenders@nyda.gov.za).
- Written questions of clarification must be sent on or before the 4th of July 2023 at 16h00
- A reply to all questions and answers is intended to be sent by email to all prospective bidders as follows:
 - Tuesday: 7th of July 2023
 - The bid number (RFP2023/11/NYDA) should always be quoted in all correspondence.

OBJECTIVES, CONDITIONS AND REQUIREMENTS OF THE TENDER PROCEDURES CONTINUES...

- A submission of **one original hardcopy version** must be the original submission, clearly marked "**Original**" and a softcopy/electronic version in PDF-Format digital copied versions of the original (Flash-drive/USB/Memory Stick)
- The original and a copy must contain the same information and must be clearly marked and professionally presented.
- Bids should be submitted in a sealed envelope, marked with:
 - Bid number: RFP2023/11/NYDA
 - Bid Description: APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE UMBRELLA FUND (PROVIDENT FUND, RISK BENEFITS AND MEDICAL AID CONSULTING) SERVICES FOR THE NYDA FOR FIVE (5) YEARS RENEWABLE FOR THREE PERIODS OF FIVE (5) YEARS BASED ON PERFORMANCE
- The name and address of the bidder
- Bids must be submitted on or before **11h00, on Thursday, 20th of July 2023.**
- **Bids which are submitted after the closing date and time will not be accepted.**
- Bidder's representative are encouraged to share the information with the person who will be compiling the bid document to ensure that the requirements of the tender are understood.

3. THREE (3) STAGE EVALUATION PROCESS

- **Mandatory criteria (Stage one)**

- ✓ During the administrative/eligibility assessment, failure to provide any mandatory information as requested on page 20 and 21 will result in the proposal being deemed non-responsive.

- **Functionality criteria (Stage two)**

- ✓ Bidder's experience in the Insurance industry (Max 45 points)
 - ✓ Signed positive testimonial letters. Three references for each scope of work in similar service rendered from current or previous clients with contact details. (3 letters and above for each service to obtain full points)
- ✓ Bidder's proposed administrator's experience and proof of registration (Max 25 points)
 - ✓ Detailed CVs of the Umbrella Fund Administrator
 - ✓ Detailed CVs of the Senior Administrator for Medical Aid Portfolio
 - ✓ Risk Cover Administrator
- ✓ No points will be allocated for Administrators who did not provide CVs and qualifications of the respected fields (Max 20 Points)
- ✓ Bidders proposed of items listed under item 3.1 (Max 30 points)

NB: Bidders who fail to obtain a minimum threshold on functionality of 80% will be disqualified from Further Evaluation

3.TWO(2) STAGE EVALUATION PROCESS CONTINUES....

▪ PRESENTATION

Presentation criteria to the NYDA Evaluation Committee by short-listed bidders will be based on the following

ITEM	EVALUATION CRITERIA	DETAILED DESCRIPTION
1	Understanding of the Medical Aid industry and its trends.	Thorough understanding of the medical aid processes and functionality. Kept abreast of the latest development in the industry.
2	Understanding of the Retirement Fund industry and its trends.	Thorough understanding of the Retirement Fund processes and functionality. Kept abreast of the latest development in the industry.
3	Understanding of the Risk Cover industry and its trends.	Thorough understanding of the Risk Cover processes and functionality. Kept abreast of the latest development in the industry.
4	Methodology – Medical Aid	The proposed tried and tested approach and methodology of managing Medical Aid options and changes.
5	Methodology – Retirement Fund	The proposed tried and tested approach and methodology of managing Retirement Fund options and changes.
6	Methodology – Risk Cover	The proposed tried and tested approach and methodology of managing Risk Cover options and changes.
7.	Success evaluation criteria	A clear plan of how to educate and advise staff on medical aid benefits, Provident Fund and Risk Cover.

3. THREE (3) STAGE EVALUATION PROCESS CONTINUES....

- **Sage Three – Price and Special Goals**

- **Price instruction**

- ✓ Bidders will be evaluated based on 80/20 preferential points system, where 80 points will be used for price including all applicable taxes and 20 points are allocable to Specific Goals. (SBD 6.1)
- ✓ Bidder must price according to the price schedule provided;
- ✓ Breakdown on costs should be provided, where necessary;
- ✓ The price schedule must be completed in non-erasable ink and the use of correction fluid/tape is not permitted;
- ✓ All prices quoted will remain fixed and firm for the first twelve (12) months, after anniversary date, the estimated price increase and percentage for remaining years will be fixed at 7% for bidding purposes, however, the actual increase will be determined by Consumer Price Index (CPI) or negotiated with the successful bidder.
- ✓ Prices tendered must be valid for 120 days and must be for 3years including provision for price increase
- ✓ Bidders are to bring the total amount from the pricing schedules above to the final summary
- ✓ Pricing should include VAT and must be in South African Rand.

NB: Bidders must comply with the price instruction as indicated on page 24

4. QUESTIONS / CLARITY / COMMENTS

Thank you.