



REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF AN ENTITY TO PROVIDE THIRD-PARTY LOGISTICS AND WAREHOUSING FOR COVID-19 PERSONAL PROTECTIVE EQUIPMENT (PPE) ON BEHALF NATIONAL DEPARTMENT OF HEALTH (NDoH) FOR A PERIOD OF EIGHTEEN (18) MONTHS (BID NUMBER: ISI-2022-WLS (PPE))

PROJECT BRIEF

As Covid-19 cases and deaths continue to surge in South Africa due to the more contagious variant, the country is faced with the need to take some extraordinary measures to mitigate the spread of the virus. The World Health Organization (WHO) declared the Covid-19 virus as a pandemic which informed the South African government to follow and declare the virus as a state of disaster. Under the Disaster Management Act of 2002 certain regulations have been invoked to address the escalation or containing and minimizing the effects of the disaster.

Through the COVID-19 Response Mechanism, the Global Fund has approved funding to mitigate the impact of the pandemic on HIV/AIDS, Tuberculosis, and Malaria. To prevent transmission of infections including the COVID-19 amongst healthcare workers and patients, as well as the urgent need to restock PPE, the NDoH Global Fund Cluster has obtained approval to procure PPE using the appointed sub-recipients and through National Treasury transversal contracts. The PPE will be delivered to a central warehouse (Gauteng) to act as buffer stock for a robust and strategic response.

Prior to delivery to the central warehouse, all stock will be subjected to a quality assurance verification using a quality assurance PPE product vetting checklist. The quality assurance component seeks to verify that the product of PPE received from suppliers conforms to the packaging, design, functionality, claimed intended use by the manufacturer, and technical specifications. The third-party logistics(3PL) and warehousing Service Provider (SP) will be required to coordinate with the appointed Quality Assurance (SP) in inbounding purchased and QA-tested PPE into the central warehouse. The 3PL supplier is to provide warehousing for NDoH PPE commodities and subsequent distribution to provinces, Global Fund (GF) Sub Recipients (SRs), and Principal Recipients (PRs).

LEGAL FRAMEWORK

The following legislation framework informs this request for proposal (RFP):

- a) Constitution of the Republic of South Africa Act No. 108 of 1996.
- b) Public Finance Management Act No. 1 of 1999
- c) Treasury Regulations of 2017
- d) Preferential Procurement Policy Framework Act No. 5 of 2000
- e) Broad-Based Black Empowerment Act No. 53 of 2003
- f) Occupational Health and Safety (OHS) Act No. 85 of 2003
- g) Compensation for Occupational Injuries and Diseases Act No 130 of 1993
- h) Promotion of Access to Information Act No 2 of 2000
- i) Promotion of Administration Justice Act No. 3 of 2000
- j) Occupational Health and Safety Act No. 85 of 1993

- k) Disaster Management Act No. 57 of 2002
- l) Standards Act No. 29 of 1993
- m) Trade Metrology Act No. 9 of 2014

1. PURPOSE

Isibani Development Partners is a Sub-Recipients of the National Department of Health (NDoH) appointed to implement Global Fund TB/HIV programmes from the 1st April 2022 to 31st March 2025. The National Department of Health (NDOH) has appointed Isibani Development Partners, to issue the tender on behalf of the grant.

Isibani Development Partners therefore seeks to appoint an entity to provide third-party logistics and warehousing services for personal protective equipment (PPE) for a period of (18) months.

2. SCOPE OF WORK/ KEY DELIVERABLES

The appointed professional service provider will be expected to render third-party logistics and warehousing services to ensure that the PPE procured is stored and distributed under the legislated conditions.

a. Logistical Service Requirements Overview

Information Systems

- The Service Provider must have an ERP software programme capable of managing products efficiently by Batch and Expiry to manage the PPE buffer stock store and its operations.
- The Service provider must have either a transport management system or establish an interface to its sub-contracted transport Provider(s).
- The service provider will grant NDoH Global Fund Cluster and Isibani Development Partners secure access to the software enabling remote real-time access to supply management data and transactional records. The NDoH Global Fund cluster and Isibani Development Partners must be able to download and export supply management data for analysis and processing through the access granted by the service provider.

b. Customs Clearing in RSA

Although Isibani and NDoH prioritises local procurement, there is a probability that imported PPE procured could be received from overseas which the service provider will be responsible for managing all import formalities including all required paperwork for customs clearing in RSA and securely deliver cleared PPE and Health products to the central distribution point (warehouse). The above-mentioned will also apply for other Health Products donated to NDoH that are zero-rated as per the DOH's import license.

The service provider will be expected to complete and share a Consignment Inspection Report against the following guided checklist/template on each consignment imported:

- Visual inspection of the actual product
- Test report covering the batch/consignment – If Valid.
- Test reports traceable to the manufacturing company.
- If the markings on the product are correct; and

- Workmanship

c. Advanced Shipping Notice

The service provider will be provided with details of all Purchase Orders within 24 hours of the orders being placed and the expected date of receipt which includes the following:

- The exact date of arrival
- List of items by Batch / Expiry Date and quantity to be received
- Name of shipping/transport company

In addition, details of the consignment as captured in the Purchase Order will also be given to the Service provider in the sample format below.

Supplier Reference	MAA1234567890
Supplier Name	Progress Widget Supply
Purchase Order Number	12345678
Item Number	222000987
Product Description	EXAMINATION GLOVES TYPE-2
Unit of Measure	SMALL (50 in a Box)
Quantity	100 200 000

The service provider will be required to capture this information into their warehouse management system and receive the inbound shipment of all goods against this captured information and record this accordingly.

d. Signing for receipt of the inbound shipment

On receipt of the inbound shipment, the service provider must sign for receipt of the delivery by completing and stamping the shipper's Proof of Delivery (POD) documentation. Taking care to record on the shipper's POD, the number of cartons received, name of the person receiving the shipment, the date and time of receipt, as well as, noting any signs of visible damage or signs of tampering on the pallets/cartons received. On successful receipt of the consignment, the service provider will be responsible for the inventory management of the stock.

e. Quality Assurance framework

Quality Assurance encompasses all activities that the QA Service provider undertakes to monitor and evaluate the quality of the PPE received which includes physical verification as well as quality testing of samples prior to delivery of consignments to the central warehouse. The Warehousing and Logistics service provider should verify that the PPE received from suppliers conforms to the PO's, packaging, design, functionality, claimed intended use by the manufacturer and specifications.

f. Inspecting quantity and quality on receipt

All inbound shipments must be checked and loaded onto the service provider's system within 12 working hours of Receipt. The service provider will be required to check and ensure all goods received match the supplier's invoice with regards to the below and Annexure B-PPE product vetting list.

- Quantity (total number of cartons by units per carton- equals the total number of units of Measure; and

- Description of the item as described on the supplier's invoice/delivery note.

If applicable the following should also be verified for all the consignments received:

Batch Number - matched to what is displayed on the UOM and single item within the handling UOM item against what is described on the supplier's invoice/delivery note

Expiry Date - matched to what is displayed on the UOM and single item within the handling UOM item against what is described on the supplier's invoice/delivery note.

NB: All products with an expiry date of less than 12 months, should be rejected and separately stored away from all the other consignment and reported to Isibani and NDoH immediately.

g. Reporting and Management of discrepancies with all consignment

Receipt Incident Reporting

The service provider will be required to generate an incident reference number and capture all errors against the unique identifier within 48 hours of receiving the stock to Isibani and NDoH unless otherwise stipulated below.

N.B. All information recorded by the service provider as an incident against all the categories listed below will be used by the department to claim for shortages from the supplier.

Possible damages/shortages noted on the POD

The service provider will be required to record all damaged and or tampering of the consignment on the shippers/supplier's delivery note (POD), and report this to Isibani and NDoH within an hour of receipt of the inbound shipment. Additionally, evidence in the form of photographs will be a mandatory requirement that should accompany the incident report to be submitted to NDoH together with the signed POD.

Shortages, Damages

The service provider will be required to report to Isibani and NDoH all shortages and damages to stock identified during the process of fine checking, which must be recorded as an incident and reported to Isibani and NDoH within 12 hours of identifying the shortage. Cartons found to be short must be separated from the inbound shipment and stored in a secure segregated area designated to receive discrepancies. The cartons must be clearly marked with the Incident Reference Numbers. The balance of the consignment must be receipted, put away, and made available for use.

Excess product received

Should the quantity of the inbound shipment exceed the supplier's invoice/ delivery note, then an Incident Reference Number must be generated and recorded on the supplier's invoice/delivery note. Using the Incident Reference Number, the Service provider is to capture the excess stock into its stock management system as a receipt and immediately report this to Isibani and NDoH.

Incorrect Product Received

All items received that are not listed on or differ from the description provided on the supplier's invoice must be put aside in a secure segregated area designated to receive discrepancies. The cartons must be clearly marked with the Incident Reference Number.

The balance of the consignment must be receipted and put away and made available for sale. The item that was mistakenly supplied against the item described on the invoice must be receipted as zero on the system and flagged against the same Incident Reference Number. The service provider must inform Isibani and NDoH of the incorrect supply within 12 working hours.

Expiry Date less than 12 months

All items supplied that have a shelf life of 12 months or less from the date of receipt till expiry must be put aside in a secure segregated area designated to receive discrepancies. The cartons must be clearly marked with the Incident Reference Number. The balance of the consignment must be receipted and put away and made available for distribution. The short-dated item that was supplied, must be receipted as zero on the system and flagged against the same Incident Reference Number. The service provider must inform Isibani and NDoH of the incorrect supply within 12 working hours.

h. Documentation packs

Receiving Documentation Pack

The service provider once a week on a Monday must make up a document pack per receipt and hand over the accumulative receipts for the prior week to Isibani and NDoH. A cover sheet must reference the week number and the date range. The Document Pack must be made up of the following documents:

- A copy of Purchase Order
- The Suppliers original Invoice
- A copy of the system generated GRV detailing:

The items received (Description / Quantity / Batch / Expiry/invoice price matching the Purchase Order)

Incident reference number where applicable, against the line item in dispute.
Copy of the POD, reflecting the service providers Stamp with the name of the person who signed for the consignment

(If no GRV's were generated a blank cover sheet for the period must be generated and handover to the Department).

Return to Supplier Documentation Pack

The service provider once upon an agreed day will be required to make up a document pack per Return to Supplier and hand over the accumulative returns for the prior week (Monday through Friday) on a handover cover sheet referencing all the returns to the supplier for that period. The cover sheet must reference the week number and the date range. (If no returns were generated a blank cover sheet for the period must be generated and handover to the Department).

The Document Pack must be made up of the following documents:

- A copy of the Incident Report
- A copy of the supplier's original Invoice relating to the discrepancy.
- A copy of the system generated return to supplier note, detailing:
The item(s) returned (Description / Quantity / Batch / Expiry / Reference

- Supplier's invoice number and reference to the original GRV number on which the consignment was receipted)
- The Returns Note must also reflect the vehicle registration, the person's name, signature, and date the return was collected.
- A driver's license copies of the persons who collected the returns.
- The Service provider is to keep a copy of all receiving and returns documentation filed in date order.

i. Pallet and Carton storage

The service providers should note that orders for the same product will be placed with multiple suppliers and as such differences in carton and pallet quantities are expected. Therefore, the service provider's warehouse management system must be able to manage multiple cartons and pallet quantities for the same item code. All goods ordered will be in multiples of carton quantities and where possible rounded off to pallet quantities

j. Order Capture/Entry

Isibani and NDoH will provide the service provider with a delivery schedule with detailed quantities of PPE items to be dispatched as one consignment to the provinces and/or health establishments and/or SRs and/or Global Fund Civil Society Organization (CSO) PRs. The Service provider will then round up the quantities to the nearest carton quantity for that item. Should the total quantity (per line) given for the day's orders exceed the available stock on hand for that line, the service provider on behalf of the NDoH Global Fund Cluster will be expected to revise that line on all the orders submitted and communicate such revisions in writing to the Isibani and NDoH.

Orders will be provided to the Service provider for uploading in an agreed format. The following information will be provided per order:

- Healthcare Establishment Reference ID
- Healthcare Establishment
- Product Item Number
- Product Description
- Unit of Measure (UOM)
- Quantity (Number of UOM) Example

k. Picking

Only carton quantities will be requested as per the ordering process described above. Care must be taken to ensure goods are picked on a first expiry, first-out (FEFO) principle. If the product does not have an expiry the first received, first-out (FIFO) methodology must be practiced.

l. Checking and "Invoicing"

All goods must be checked for correctness prior to order dispatch. The batch number and expiry date should be reflected in the invoice. At the time of picking the quantity ordered should match the quantity picked and each carton must be labeled with a label that reflects the following:

- Order number
- The Date the goods were checked
- The Item description
- The carton quantity

- Batch / Expiry
- Carton number count.

Should the number of cartons for that item on the order, make up a full pallet for the item - then the pallet must be wrapped in a stretch wrap and a single label can be applied to the pallet detailing the following information:

- Order number
- The Date the goods were checked
- The Item description
- The carton quantity for a single carton
- Batch / Expiry
- Total number of Cartons on the pallet
- The total quantity of units on the pallet.

Service providers will be required to apply a loose carton labeling process where delivery of pallet configurations is not possible owing to the last mile processes that may not be able to handle/manage such pallet configured consignments. Each consignment must be accompanied by a system-generated Delivery Note.

The Delivery Note for all donated stock must be titled “National Department of Health - Global Fund CR19 RM PPE Buffer Stock” (as there is no debtor’s process required. There will be no need to generate a Tax Invoice). The Delivery note must contain the following information:

- The unique reference number to the delivery note
- Reference to the Order number
- Date the document was generated
- The full address detail of the delivery point.
- List of all the items in the consignment by:
 1. Item code
 2. Item description
 3. Batch / Expiry
 4. Quantity ordered
 5. Quantity supplied
 6. Unit price
 7. Extended price (quantity x Unit price)
 8. Total consignment value.

All PPE delivered must be accompanied by a document pack containing all relevant product specifications, certification, and QA results where relevant.

A place on the delivery notes for the person receiving/checking the goods to record:

1. Name
2. Rank
3. Persal Number/ ID number
4. Date received
5. The total number of cartons received
6. Signature
7. Facility Stamp / or company stamp
8. Number of cartons received damaged

m. Dispatching

Delivery Management Fleet Requirements

Comply with SANS 10231: The transport of dangerous goods by road

Comply with SANS 10232-1/3/4: Transport of dangerous goods – Emergency information systems
Comply with SANS 10299-1/2: The transport of dangerous goods: Packaging and large Packaging for road and rail

Comply with SANS 10230: Inspection requirements for road Vehicles

Delivery Requirements

PPE products will be delivered in varying volumes to the department of health provincial offices and/or health establishments and/or SRs and/or Global Fund CSO PRs:

1. Hospitals (Tertiary, National Central, Regional, District Specialized)
2. Community Healthcare Centers
3. Primary Healthcare Clinics
4. Provincial Depots
5. SR/PR central warehouses
6. SR/PR offices

The service provider will be responsible for arranging and managing the delivery network across all 9 provinces. The expected distribution volumes per province will vary and depend on the needs identified in the provinces and will be communicated to the service provider by NDoH.

n. Order tracking

The service provider must provide NDoH with access to their web-based system to enable visibility of all process orders that have been processed from order receipt through the operational processes to delivery. The operational steps must be dated, and time stamped.

o. POD Management

The service provider will be responsible for ensuring a signed and stamped copy of the delivery note is used as the POD. POD must be scanned and stored on the Service provider's system for easy retrieval.

NDoH will require the Service provider to send the PODs once a week which should include the following information:

- Order number
- Name of the person who accepted the delivery
- Date/time the delivery was made
- Any discrepancy between the number of cartons dispatched and the number of cartons received
- Number of cartons received damaged.

p. Returns / Product Recall

Returns

No returns must be accepted from any Healthcare Establishment without prior confirmation and go-ahead from the NDoH to uplift the stock.

Recalls

If a recall of an item is necessary NDoH will meet with the service provider to plan the recall. All recalled items must be kept in a segregated area in such a way that these goods cannot be allocated for redistribution.

q. Inventory Management

On receipt, the service provider will take over responsibility for the safekeeping storing, care, and QMS of all inventory.

Cycle counting

The service provider will implement a daily cycle counting program, whereby all products must be cycle counted over a period of a calendar month. All categories of stock warehoused must be counted and balanced by batch and expiry. By the 5th working day of the new month, the service provider will be required to produce an accumulative report on all count discrepancies for the preceding month and contract period to date. The report must reflect count results by line item by batch/expiry for both positive and negative variances extended by the receipted value of that item.

With the Monthly Cycle Count report, the service provider must provide a set of actions that will be implemented to improve/maintain inventory levels to ensure an inventory accuracy of 99.95% (physical stock vs system theoretical stock)

Stock take

At the end of the contract December 2023, the service provider will be required to conduct a full wall-to-wall stock take under the supervision of NDoH. Should the contract be extended past December 2023 a second full stock take will be required at the end of the extension period. Stock must be counted and balanced by batch and expiry. By the 5th working day after the end of the extension period, the service provider will be required to produce an accumulative report reconciling all products by positive accumulative quantity and value of receipts / Facility returns. Offset negatively by adjustments for damages, sales, and returns to supplier and cycle /stock take count discrepancies for the contract period to date

r. Warehousing

The service provider will be responsible for all warehousing of supplied products from initial receipt until the final point of Delivery. It is envisaged that the procured PPE stock will be housed in one strategically located geographical area to ensure a proposed lead time is met. The service provider must make provisions and have enough storage capacity to meet the estimated pallet capacity plus 10 percent additional capacity. Note no hazardous product (alcohol-based sanitizers) will be part of the Buffer Stock holding.'

s. Delivery of Stock

The Service provider must deliver all products between 08:00 and 16:00 to ensure that the facility can receive the products. The Service provider must enable express and overnight deliveries upon request.

t. Quality management system

The service provider must have a quality management system (QMS) in place and have relevant documents describing the procedures that are in place in the organization. NDoH reserves the right to verify the existence and validity of the QMS.

General issues	Code of conduct Anti-fraud policy Functional organizational chart
Process	Internal process quality control
Legal	Copies of all required documents
Risk management	Pharmaceutical risk management Emergency planning and prevention
Management Information System reporting	PPE supply information dashboard
Administration & Logistics	Contacts Keys and access management Security and guarding of premises Fleet management Management of assets
Human Resources	Staff contracts and job descriptions Working conditions Hygiene and security (Safety of workplace)
Information Technology	Hardware installation and maintenance Software qualification, updates, and daily maintenance IT security & organization of back-ups
Archiving	Paper and electronic archiving
PPE management	Applicable norms and standards Copies of all forms and notes Receipt merchandise Quantitative check receipt merchandise Reporting process (quantitative issues) Inventory
Storage	Customer service, return of products Management of expired, damaged products Batch tracking Product or batch recall Quarantined stock and returned stock
Stock take	Stock take process Variance's report and reconciliation
Transport	Transport conditions: safe & secure Delivery and supply documentation

u.KPI Reporting

The Service Provider must calculate and provide the following KPIs to the Department separated for each commodity category and Healthcare Establishment type. All raw data used in the calculations must also be provided. Complete or partial backorders due to insufficient stock should not be considered when calculating these KPIs. The KPIs must be sent monthly to the NDoH and a monthly KPI meeting must be held between the NDoH and the service provider. A quarterly KPI and physical stock verification will be undertaken by the NDoH.

Process / Activity	KPI	KPI Calculation	Service Definition	Target Performance Level	The period used as Basis for Calculation
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Overall process	% Of orders prepared and delivered in full	The number of approved orders that are prepared and delivered in full divided by the total number of orders prepared and delivered x 100.	<ul style="list-style-type: none"> All orders are delivered in full (i.e., complete: all lines and all units, excluding full or partial backorders). 	99.5%	Daily
	% Of orders prepared and delivered on time	The number of approved orders that are prepared and delivered to the final customer on time divided by the total number of orders prepared and delivered x 100.	<ul style="list-style-type: none"> All orders are prepared and delivered on time 	99.5%	Daily
Product reception	% Of inbound deliveries received on time	The number of inbound replenishment order lines made available in the system in the agreed time divided by the total number of order lines in replenishment order x 100.	<ul style="list-style-type: none"> Replenishment orders are made available in the system within 12 working hours from the time the order arrived in the warehouse. 	99.5%	Weekly
Inventory management	% Of deviation in inventory units	1 - (the number of actual units on hand minus the total number of stock units in the system) divided by the total number of stock units in the system x 100.	<ul style="list-style-type: none"> Units on hand will be equal to units within the system. This metric is measured following the cycle count program agreed with NDoH. 	99.5%	Daily
	% Of deviation in inventory value (ZAR)	Value of actual units on hand divided by value of total stock units in the system x 100. Note: This KPI will be calculated by NDoH based on the % of deviation in inventory units.	<ul style="list-style-type: none"> The value of units on hand will be equal to the value of units within the system. This metric is measured following the cyclical count program agreed with NDoH. NDoH will calculate this KPI using the most recent ex-factory prices. 	100%* Full investigation if >R5,000	Monthly

Order preparation	% Of orders prepared in full	The number of orders prepared and shipped without any preparation errors divided by the total number of orders prepared and shipped x 100.	<ul style="list-style-type: none"> All orders are prepared completely. Potential errors include picking, delivery documentation, package labels, etc. 	99.75%	Daily
	% Of order lines prepared in full	The number of order lines prepared and shipped without any preparation errors divided by the total number of order lines prepared and shipped x 100.	<ul style="list-style-type: none"> All order lines are prepared completely. Potential errors include picking, delivery documentation, dispatch labels, etc. 	99.9%	Daily

Process / Activity	K P I	KPI Calculation	Service Definition	Target Performance Level	The period used as Basis for Calculation
	% Of order lines prepared on time	The number of order lines received by cut-off time and prepared on time divided by the total number of order lines received by cut-off time x 100.	<ul style="list-style-type: none"> All order lines are prepared on time (refer to timing requirements) 	99.9%	Daily
Order delivery	% Of orders delivered in full	The number of orders delivered without any transportation errors divided by the total number of orders delivered x 100.	<ul style="list-style-type: none"> All orders are delivered with no errors. Potential errors include damaged or broken products, late deliveries, delivery to the wrong address, dispatch labels, etc. 	99.75%	Daily
	% Of orders delivered on time	The number of orders delivered on time divided by the total number of orders	<ul style="list-style-type: none"> All orders are delivered at the agreed time (refer to timing requirements). 	99.9%	Daily

		delivered x 100.			
Proof of delivery (POD)	% POD's scanned against the delivery	The number of POD's scanned on time divided by the total number of orders delivered x 100.	<ul style="list-style-type: none"> All PODs are scanned at the agreed time (refer to timing requirements). 	99.5%	Weekly
Returned product handling	% Of returns managed on time	The number of return instructions managed in the agreed time divided by the total number of return instructions scheduled by NDoH x 100.	<ul style="list-style-type: none"> All returns will be processed within 24 hours from product receipt. For returns with the potential for reintegration (picking/supply errors), the Service Provider must submit the Quality Inspection Document to NDoH by email within 48 hours from product receipt. 	99.5%	Monthly

The KPI report should also include the following in addition to the above:

- Stock on hand (SOH) which includes the rand value of the stock at the end of the reporting month.
- Shelf-life expiration date (SLED) for all stock in the warehouse.
- Summary of all incident reports that occurred in the reporting month.

3. EXPERTISE REQUIREMENTS

The prospective service provider should be of reputable standing with documented credentials of undertaking assignments of comparable nature, scale, and complexity. Isibani will consider bids from a single firm and or from multiple firms in joint ventures/ consortiums/ subcontracting arrangements working as a team through a lead contractor.

Experience in undertaking projects of a similar scope of work is required in this project. This should be supported by letter/s of testimonials on the letterhead of the client in which similar services were rendered.

Company and staff requirements must have sound knowledge and verifiable experience of the scope of work determined in this bid.

Company profile and testimonial/ contact details of previous similar scope of work with contactable references (this should be provided on the letter of the company serviced before)

4. BRIEFING SESSION REQUIREMENTS

There will be a briefing session for this bid.

Any clarity-seeking questions should be sent by email to enquiries@isibani.org.za The closing date for receipt of all enquiries is five (5) days before the closing date of the bid. All enquiries received after will not be considered.

5. DURATION OF THE PROJECT

OUTPUT	PERIOD
Provisioning of third-party logistics and warehousing for Covid-19 personal protective equipment (PPE) for a period of 18 months	Eighteen (18) Months

The deliverables that are envisaged have been detailed in the preceding paragraphs based on the project implementation plan to be finalised after the inception meeting and contracting stage.

6. MANDATORY REQUIREMENTS

NB: Failure to submit/attach proof of the following requirements with the bid lead to the disqualification of the bidder's proposal:

1. Declaration of Interest SBD4. <https://etenders.treasury.gov.za/content/tender-documents>
2. Declaration of Bidder's past Supply Chain Management Practices SDB8. <https://etenders.treasury.gov.za/content/tender-documents>
3. The winning suppliers should complete the certificate of independent bid determination (SBD 9) <https://etenders.treasury.gov.za/content/tender-documents>
4. B-BBEE Status Level Verification Certificate (where preference points are claimed) (Original or Certified Copy).
5. Certified copy of registration certificate with CIPC or proof of ownership/ shareholding.
6. The supplier must submit the Tax Clearance Certificate for confirmation of Value Added Tax (VAT) and other Tax-related matters.
NB: When submitting the tax clearance certificate (tax pin status, please also submit a report (proof) not older than one (1) month generated from SARS website that confirms that your entity is compliant.
7. The supplier must submit a profile of the entity which includes but is not limited to the following:
Name, structure, and strategies,
Names and identity numbers of all directors, chief operating officers, Business: products and/or services which the entity is trading.
8. Risk management strategy to mitigate against any risk that might arise for the duration of the contract.
9. Three (3) testimonials letters (contactable) (which should be linked to this bid from previous contractors/clients clearly demonstrating contract value and quantities.)
10. Stamped Bank Confirmation Letter.
11. License from National Department of Health to operate as a Distributor
12. License from Pharmacy Council/SAHPRA to operate as a distributor or wholesaler
13. Proof of a Warehouse and Inventory Management System
14. Proof of a Quality Management System inclusive of a Waste Management Process
15. Proof that the service provider premises have adequate storage capacity

16. Proof that the service provider has adequately qualified and trained personnel to undertake quality management activities for the PPE, in addition to the warehousing and third-party logistic activities.
17. Plan of how the products will be delivered to various provinces with respective lead times (Project/Implementation Plan).
18. A monitoring and evaluation framework that details how they will follow up and measure progress with the warehousing services
19. Proof of logistics and commodity tracking systems.
20. Compliance with all Tax Clearance requirements: Attach Valid Tax Clearance Certificate/ Tax Compliance Status Pin, Central Supplier Database Number, where consortium/joint ventures/ sub-contractor are involved, each party to the association must submit separate Tax Clearance requirements.
21. A resolution authorising a particular person to sign the bid documents. The letter should be on the letterhead of the company where applicable.

7. EVALUATION CRITERIA

Bids will be evaluated in a four (4) phase stage:

Phase 1: Bidders must satisfy the mandatory administration criteria for them to be evaluated further. Bidders who do not meet the criteria will be disqualified and will not be eligible for further evaluation.

Phase 2: Bid Scoring – Evaluation process to assess technical competencies (Technical Evaluation)

	Criterion	Weighting
1	Company profile including the history of operation.	15%
2	Technical Excellence	25%
3	Relevant Experience of Personnel	15%
4	Previous Experience with Similar Project	15%
5	Registration with the relevant bodies	5%
	Total	75%

The bidders will be required to achieve a minimum threshold score of 55% out of 75% to proceed to the presentation phase.

Phase 3: Bidders who meet the minimum functionality thresholds will be subjected to a compulsory site inspection aimed at determining the ability, technical expertise, and or infrastructural and human resource ability and qualifications to undergo the full scope of the project.

	Criterion	Weighting
1	Alignment between submitted proposal and oral presentation with regards to facts and details	15%

2	Ability to respond fully to questions raised by the BEC and provide additional requested information	10%
PRESENTATION SUBTOTAL		25%
TECHNICAL COMPETENCY		75%
GRAND TOTAL		100%

The bidders will be required to achieve a minimum threshold score of 70% out of 100% to be considered to the next phase.

Phase 4: Financial Evaluation:

1	Costing (All costing should be included and itemized in the proposal as per the table below)	80%
2	B-BBEE Status only Level 1 or 2	20%

Fee Proposal

Warehouse capacity: 8000 -10 000 pallet storage capacity.

The Service provider must provide the total expected cost for each of the defined activities below: Please note that all pricing submitted must be inclusive of the legislated 15% VAT

Activity	Unit of measure	Cost per unit (ExVAT)	Cost per unit (including VAT)
Clearing of inventory			
Transporting Cleared freight from Port (Air/Sea) to Service providers Warehouse			
Receiving of inventory			
Storage			
Picking full pallet loads			
Picking lose Cartons			
Checking and producing of delivery note			
Dispatching			
Order Tracking and Reporting			
Returns and recalls			

Inventory Management			
Insurance			
Other (Specify)			
Total bid Price VAT excluding:			
Total bid Price VAT including:			

Preferential points (Points will be allocated according to **B-BBEE** Rating) NB: Points will be allocated to all those who submit their valid original or certified copy of **B-BBEE** certificate, affidavit. In case of a joint venture, consortium, or partnerships the consolidated valid BBEE certificate or certified copy.

B-BBEE Status Level of Contributor	Number of points (90/10 system)	Number of points (80/20 system)
1	10	20
2	9	18
3	6	14
4	5	12
5	4	8
6	3	6
7	2	4
8	1	2
Non-compliant contributor	0	0

8. SUPPLIER DUE DILIGENCE

Isibani and NDoH reserves the right to conduct supplier due diligence prior to final award or at any time during the contract period and this may include preannounced/ non-announced site visits. During the due diligence process, the information submitted by the bidder will be verified and any misrepresentation thereof may disqualify the bid in whole or parts thereof.

- The Department of Health and Isibani reserves the right to reject any product/ service that is not compliant with the specifications and any other legislative framework related to PPE products/ items.
- The Department and Isibani reserves the right to terminate the contract at any stage if there is substantive proof of inefficiency in the delivery of the product/ items

9. PENALTIES/ WARRANTIES

If is shown that errors or shortcomings exist within the service provided, the appointed service provider shall be notified in writing and shall be required to perform corrective services within seven (7) days to remedy such errors at no cost to the Department.

The Department of Health and Isibani reserves the right to inspect or audit any document pertaining to this contract within one year of the date of expiry of the contract. This may also include queries and complaints.

Should any audit or inspection reveal that the contractor has not complied with any of the terms of this contract will be liable for the cost.

Reporting of Service Levels

All service levels which are required to be reported by the service provider will be calculated at the frequency specified in the column headed "Calculation Frequency". KPIs calculated daily will be reported daily and those calculated on a weekly or monthly basis are reported monthly.

For all KPIs, with a special focus on preparation and delivery errors, the service provider will demonstrate their continuous effort to improve their performance and reach the specified target levels.

Exceptions

The service provider shall not be liable for any failure to achieve a Service Level and any Service Credits to the extent such failure is caused by any of the following:

- A Force Majeure Event.
- Any act or omission of NDoH, including NDoH's failure to perform its obligations pursuant to this Agreement.

All order picking incidents will be investigated and included in the KPI calculation if applicable. Unless there is strong evidence of the service provider's fault, the service provider will not be held financially accountable for order picking incidents reported by NDoH more than 72 hours from the time of order delivery.

NDoH will allow for a 0.5% deviation in inventory units (not to exceed R50,000 for the contract period, calculated at receipted cost) due to losses and shrinkage in the warehouse and transportation during the contract period. This reconciliation will be done every three (3) months. Any other losses, damages, or inventory adjustments in the warehouse due to service provider negligence will be reimbursed to NDoH at receipted cost. Additionally, any other losses and damages during transportation due to the service provider's negligence will be reimbursed receipt cost, including all charges related to the new replacement order.

Penalty-applicable KPIs

Process / Subprocess	KPI	KPI calculation frequency	Performance levels		
			Target	Penalty applicable	Contract termination applicable
Overall process	% Of approved orders prepared and delivered in full	Daily	99.5%	<input type="checkbox"/> 97.5%	<input type="checkbox"/> 95.0%
	% Of approved orders prepared and delivered ontime	Daily	99.5%	<input type="checkbox"/> 97.5%	<input type="checkbox"/> 95.0%

Contractual penalties will not apply during the first 2 months of this Agreement. Contractual penalties for each performance indicator will be 1% of total monthly fees during the second

half of the first 6 months and 2% of total monthly fees thereafter should the contract be extended. These penalties are additive up to a maximum of 2% of annual fees. These penalties are calculated and paid monthly

Non-penalty applicable KPIs

Process / Subprocess	KPI	KPI calculation frequency	Performance levels		
			Target	Critical	Contract termination applicable
Order preparation	% Of approved orders prepared in full	Daily	99.75%	☐ 0.90%	☐ 2%
Order delivery	% Of approved orders delivered in full	Daily	99.75%	☐ 0.85%	☐ 1.5%
Returned product handling	% Of return orders managed on time	Monthly	99.5%	☐ 95.0%	n/a
Product reception	% Of replenishment order lines received on time	Weekly	99.5%	☐ 95.0%	n/a
Inventory management	% Of deviation in inventory units	Daily	99.5%	☐ 97.0% (incl. allowance)	n/a
	% Of deviation in inventory value (ZAR)	Monthly	100% (Full investigation if > R5,000)	☐ 97.0% (incl. allowance)	☐ 90.0%
Incident management	% Of incidents solved on time	Monthly	99.5%	☐ 90.0%	n/a

Annexure A: PPE Items to be procured

PRODUCT	PRODUCT DESCRIPTION	GLOBAL FUND MINIMUM STANDARDS
Apron, Disposable	Single-use straight sleeveless protective apron, for use in healthcare settings Seamless liquid proof and stain resistant Comfortable to wear, apron has back- and neck-band strips attached (4 in total) Both back- and neckband can be adjusted/fastened. Colour: white Material: polyethylene (PE) or biodegradable or compostable material Size: 85 x 145 cm (w x l) (+/- 15%) Thickness, at not less than: 50 um Can resist water and disinfectant (ethanol 70% and chlorine solution 0.5%)	Product performance testing if biodegradable, <ul style="list-style-type: none"> • EN 13432, • ASTM D6400

Bio-hazardous bag	<p>Disposable autoclavable bag for biohazard waste. Material: High Density Polyethylene (HDPE) or Polypropylene (PP) Colour: red or yellow Autoclave ability (temperature resistant upto 121°C) Printed with a sterilization patch that darkens when subject to steam Puncture, tear and leak resistant Leak proof flat bottom seal Black imprint "Biohazard" and tri-sickle logo according to U+2623 on one side Capacity: Approximately 20L or 50L Thickness: min 0.038mm (1.5mil) Sizes: - width (45 cm), length (50 cm) (±10%) - width (60 cm), length (82 cm) (±10%)</p>	<ul style="list-style-type: none"> • ASTM 1922 Tear Resistance. • ASTM 1709 Dart Impact Test. • Temperature Resistance test at 121°C
Gown, surgical	<p>Single use, disposable, nonwoven material, length mid-calf, sterile or non-sterile. Critical zones may be more fluid resistant than non-critical zones. Or Single use, woven material, length mid-calf, sterilizable. Critical zones may be more fluid resistant than non-critical zones.</p>	<ul style="list-style-type: none"> • EU PPE Regulation 2016/425 Category III, CE Notifying Body must be declared • EU MDD (directive) 93/42/EEC Class I • FDA class 2, • EN 13795 any performance level, or • AAMI PB70 all levels acceptable, • ASTM F2407 • AAMI PB70 • ASTM F2407 • EN 13795 • EN 13034 - Type PB [6] (stitched gown), with minimum hydrostatic head of 50 cm H₂O • YY/T 0506 • EN 556
	<p>reaching above the wrist, minimum thickness 0.05mm.</p>	<p>Category III, CE Notifying Body must be declared</p> <ul style="list-style-type: none"> • FDA Class 1 • EN 455 • EN 374 • ASTM D6319 • EN 455, • EN 374, optional additional: • ASTM D6319, D3578, D5250, D6977

Gloves, examination Sterile	Gloves, examination, nitrile, powder-free, non-sterile. (e.g., minimum 230mm total length. Sizes, minimum thickness 0.05mm,	<ul style="list-style-type: none"> • EU MDD (directive) 93/42/EEC Class I, • EU PPE Regulation 2016/425 Category III, CE Notifying Body must be declared • FDA Class 1 • EN 455, • EN 374, • ASTM D6319, • EN 455, • ASTM D3577, Sterility <ul style="list-style-type: none"> • United States Pharmacopeia, • EN ISO 11607
Goggles, glasses protective	<p>Good seal with the skin of the face, Flexible PVC frame to easily fit with all face contours with even pressure, enclose eyes and the surrounding areas, accommodate wearers with prescription glasses, Clear plastic lens with fog and scratch resistant treatments, Adjustable band to secure firmly so as not to become loose during clinical activity, Indirect venting to avoid fogging, May be reusable (provided appropriate arrangements for decontamination are in place) or disposable.</p>	<ul style="list-style-type: none"> • EU PPE Regulation 2016/425 Category III, CE Notifying Body must be declared • EN 166, • ANSI/ISEA Z87.1 • EN 166, • ANSI/ISEA Z87.1,
Particulate respirator, grade N95 higher	<p>N95 or higher</p> <p>Good breathability with design that does not collapse against the mouth (e.g., duckbill, cup-shaped)</p>	<ul style="list-style-type: none"> • EU PPE Regulation 2016/425 Category III, CE Notifying Body Must be declared • EU MDD (directive) 93/42/EEC Class I, • FDA Class 2 • Minimum "N95" respirator according to, under NIOSH 42 CFR 84, • Minimum "FFP2" according to EN 149 Fluid resistant respirator: <ul style="list-style-type: none"> • NIOSH 42 CFR 84, FDA minimum "surgical N95" • EN 149, minimum "FFP2" and EN 14683 Type IIR <ul style="list-style-type: none"> • GB 19083, minimum "Grade/Level 1

Mask, Medical Healthcare worker	Medical mask, good breathability, internal and external faces should be clearly identified	<ul style="list-style-type: none"> • EU MDD (directive) 93/42/EEC Class I, • EU PPE Regulation 2016/425 Category III, CE Notifying Body must be declared • FDA Class 2 • EN 14683 Type II, IIR • ASTM F2100 minimum Level 1 Fluid resistant masks: • EN 14683 Type IIR, • ASTM F2100 Level 2 or 3, • YY 0469, with at least 98% bacterial droplet filtration
Mask, medical Patient	Medical mask, good breathability, internal and external faces should be clearly identified	<ul style="list-style-type: none"> • EN 14683 any type including Type I • ASTM F2100 any Level • EN 14683 Type I, • ASTM F2100 Level 1,
Gown, isolation	<p>Single use, disposable, made of nonwoven material, length mid-calf. Sizes S, M, L May also be reusable, woven, length mid- calf, sizes S, M, L.</p> <p>Critical zones may be more fluid resistant than non-critical zones.</p>	<ul style="list-style-type: none"> • EU PPE Regulation 2016/425 Category III, CE Notifying Body must be declared • EU MDD (directive) 93/42/EEC Class I • FDA class 2, • EN 13795 any performance level, or • AAMI PB70 all levels acceptable, • ASTM F2407 • AAMI PB70 (Level 1-3), • ASTM F3352 • EN 13034 - Type PB [6] (stitched gown), with minimum hydrostatic head of 50 cm H₂O • AAMI PB70 Level 4 or • ISO 16604 Class 5
Gloves, examination – non sterile	Gloves, examination, nitrile, powder-free, non-sterile. Cuff length preferably	<ul style="list-style-type: none"> • EU MDD (directive) 93/42/EEC Class I, • EU PPE Regulation 2016/425

Annexure B: PPE Product Vetting Guidance Checklist

Section A: Details of Consignment Comparison of the advanced shipping notice, against invoice and Proof of Delivery	
1. Name of PPE Product	
2. Quantity of PPE Product received	
3. The supplier has a copy of the Purchase order	<input type="checkbox"/> Yes <input type="checkbox"/> No
4. The invoice by the supplier meets the minimum requirements and specifies the PPE Item, PPE quantity, Batch Number, and Expiry date	<input type="checkbox"/> Yes <input type="checkbox"/> No
Section B: Details of the Supplier	
Name of Manufacturer/ Distributor/ Wholesaler	
Address of Manufacturer:	
5. Does the Supplier have a SAHPRA medical device License? If no, specify if the product is exempt? If the product offered is a sterile option a SAHPRA medical device license for Class B and a sterilization certification are required.	<input type="checkbox"/> Yes <input type="checkbox"/> No
6. Does the Supplier have NRCS LOA? Only applicable for respirator masks and disinfectants	<input type="checkbox"/> Yes <input type="checkbox"/> No
Product	
7. Does the product name align with the NDOH / Global Fund product names as published on the WHO Web site ? NDOH PPE specification document ? Provide name:	<input type="checkbox"/> Yes <input type="checkbox"/> No
8. Is the product locally manufactured or imported?	<input type="checkbox"/> Local SA Manufacturer – complete Section C <input type="checkbox"/> Imported - complete Section B
9. Do the technical specifications align with Global Fund Minimum Standards for PPE defined as published on the WHO website? List the Product Specifications:	

Annexure C: Comparison Certificate of Compliance from Supplier and Quality test results

Quality control results by an external laboratory

Product name:

Batch number:

Expiry date:

Thursday 28 April 2022 @ 10:00am

<https://zoom.us/j/98601627713?pwd=eU94MUJDbmFEVVI5RFYydm5YRnZZZz09>

Meeting ID: 986 0162 7713

Passcode: Fh7pv4

For Technical and Admin enquiries you may use email address enquiries@isibani.org.za Only open from 21 April 2022 closing on 6 May 2022 @ 10:00am.

6. SUBMISSION PROCEDURES AND CLOSING DATE:

All bid documents that address the requirements must be emailed to rfpwls@isibani.org.za by **11 May at 16h00 South African time**. Subject line states "Application for PSA Installation Technical Support": Bid Number: **BID NUMBER: ISI-2022-WLS (PPE)**. Late submissions will not be considered, and only selected applicants will be contacted and/or advised of the outcome.

Note that the overall responsibility for the deliverables will remain the responsibility of the procured company.