



Request For Proposal: Medical Aid Broker

The South African Council for the Architectural Profession (SACAP) is a statutory body, established in terms of the Architectural Profession Act No.44 of 2000 which is mandated to serving and protecting the public and providing guidance to registered persons in the profession.

SACAP achieve its mandate by regulating the Architectural profession in the Republic of South Africa in aspects pertaining to registration, education and training, professional conduct and ethical behavior, ensuring continuing professional development, and fostering compliance with architectural standards.

SACAP is looking for Medical Aid Broker that will be providing advice and assistance regarding Medical Aid Schemes and benefits. This is generally required when employees are appointed in SACAP, during life events, e.g. marriage, divorce, death of members, birth of children etc., and year-end revision process. In addition, employee's membership information and contributions also need to be managed to ensure correct payments for continuous cover.

SCOPE OF SERVICES

Service providers will be required to render the following services:

Medical Aid Service consulting to employees

1. Advise new and existing employees on the different medical aid schemes options as and when required;
2. Assist existing employees with adding or removal of dependents;
3. Assist employees with medical accounts queries;
4. Provide awareness with regard to medical aid option changes and year end revision changes;
5. Provide one on one consultation pertaining to medical aid cover;
6. Provide monthly consultation (physical and/or virtual) to employees.
7. Provide escalated query assistance;
8. Assist employees with hospital admission authorization as and when required; and
9. Medical Aid Service consulting to SACAP
10. Provide the employer with employee's medical aid option changes and dependent information;
11. Provide the employer with advice on medical aid scheme changes and legislation changes;
12. Assist the employer with required medical aid schemes analysis and surveys;
13. Conduct year-end revision information sessions regarding product options and benefits



MANDATORY REQUIREMENTS:

The service provider must provide amongst its staff, Key Personnel to be allocated to the SACAP account. SACAP considers the Key Personnel crucial to the successful delivery of services. The Service provider's submission must contain/indicate the following for these allocated personnel:

- Valid proof of FAIS registration; and
- Valid proof of Council for Medical Schemes (CMS) accreditation; and
- 5 Years of medical aid brokerage experience.

Should a Service provider require to change or substitute the Key Personnel proposed in its proposal during the term of the contract that such new member of the Key Personnel shall be of the same qualifications and experience as the outgoing member.

The service provider should submit their Tax Compliance Status and BEE Certificate/Affidavit.

SACAP may verify the validity of the above information with the respective accreditation bodies.

MEDICAL AID BROKER CODE OF CONDUCT:

- The Medical Aid Broker should adhere to the highest standards of ethical conduct and comply with all laws, rules and regulations to which he/she is subject.
- Medical Aid Broker should maintain the confidentiality of non-public information about SACAP or its activities or operations to which he/she has access by virtue of his/her engaging with SACAP employees.
- Must be impartial, independent, credible and meet professional standards.

DURATION: The successful Service provider will be appointed for a maximum period of (36) months.

Further provision for an extension of the period by 36 months or a period determined and approved by the management

Proposals and enquiries should be submitted only via email to: **Elelwani.ndou@sacapsa.com**

CLOSING DATE: 11 November 2022

EVALUATION PROCESS:

See the evaluation on functionality or the technical aspect below:



South African Council
for the Architectural Profession

Area of Review	Scoring Guidelines	Maximum Points	Service provider Score								
<p>1. Company profile</p> <p>1.1. The service provider should provide in their response to SACAP, a signed document detailing the following: An indication of years of experience actively involved in the medical aid brokerage industry.</p>	<table><tr><th>Years of experience</th><th>Score</th></tr><tr><td>Below 2 years</td><td>Score = 0</td></tr><tr><td>2 - 4 years</td><td>Score = 3</td></tr><tr><td>5 years or more</td><td>Score = 5</td></tr></table>	Years of experience	Score	Below 2 years	Score = 0	2 - 4 years	Score = 3	5 years or more	Score = 5	20	
Years of experience	Score										
Below 2 years	Score = 0										
2 - 4 years	Score = 3										
5 years or more	Score = 5										
<p>2. Capacity</p> <p>2.1. Service providers must provide in their response, a client list where they are currently providing medical aid broker services, the list should be supported by the reference letters from clients:</p> <p>The reference information for each client provided must include the following:</p> <ul style="list-style-type: none">➤ Company Name;➤ Contact Person;➤ Size of the company;➤ Phone numbers;➤ Business address;➤ Duration of the contract; and➤ Brief description of the services provided. <p>Please note that SACAP may contact the clients for a reference check. It is important to ensure that the clients listed are contactable.</p>	<table><tr><th>Years of experience</th><th>Score</th></tr><tr><td>Below 2 letters relevant to the assignment</td><td>Score = 0</td></tr><tr><td>2 - 4 letters relevant to the assignment</td><td>Score = 3</td></tr><tr><td>5 letters relevant to the assignment</td><td>Score = 5</td></tr></table>	Years of experience	Score	Below 2 letters relevant to the assignment	Score = 0	2 - 4 letters relevant to the assignment	Score = 3	5 letters relevant to the assignment	Score = 5	30	
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2 - 4 letters relevant to the assignment	Score = 3										
5 letters relevant to the assignment	Score = 5										



<p>2.2. The Service providers must provide amongst its staff, Key Personnel to be allocated to the SACAP account. SACAP considers the Key Personnel crucial to the successful delivery of services. The Service provider’s submission must contain/indicate the following for these allocated personnel:</p> <p>➤ Valid proof of FAIS registration; and</p> <p>➤ Valid proof of Council for Medical Schemes (CMS) accreditation; and</p> <p>➤ Years of medical aid brokerage experience.</p> <p>SACAP may verify the validity of the above information with the respective accreditation bodies.</p>	<table><tr><th>Key personnel</th><th>Score</th></tr><tr><td>0 qualifying personnel</td><td>Score = 0</td></tr><tr><td>1 qualifying (FAIS and CMS certified or Accredited or Registered) staff members or more staff with a minimum of 5 years medical broker experience</td><td>Score = 5</td></tr></table>	Key personnel	Score	0 qualifying personnel	Score = 0	1 qualifying (FAIS and CMS certified or Accredited or Registered) staff members or more staff with a minimum of 5 years medical broker experience	Score = 5	20			
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<p>3. Year End Revision Services</p> <p>3.1. The Service provider must submit a comprehensive project plan to cover SACAP for year-end revision facilitation of information sessions and/or presentations regarding product options and benefits, taking into consideration the following:</p> <p>➤ Headcount of employees;</p> <p>➤ Location of SACAP office;</p> <p>➤ Operating hours;</p> <p>➤ Reaching employees at SACAP premise, working from home and remotely from other locations.</p>	<table><tr><th>Comprehensive project plan</th><th>Score</th></tr><tr><td>No plan provided</td><td>Score = 0</td></tr><tr><td>Covers 2 aspects</td><td>Score = 3</td></tr><tr><td>Covers all aspects</td><td>Score = 5</td></tr></table>	Comprehensive project plan	Score	No plan provided	Score = 0	Covers 2 aspects	Score = 3	Covers all aspects	Score = 5	30	
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Total		100									
Threshold Score/Minimum Required Score		70									