



# BeyondZero

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## TERMS OF REFERENCE

SUMMARY	
Title	Request for Proposal for the procurement of ePharmacy services
Reference	BZ-GF-2023-02-04
Description <i>(Summary for website - 100 words max)</i>	Appointment of a service provider to implement a project to provide virtual, online, and telephonic clinical service (ePharmacy) for MSM and TG Comprehensive Prevention Programmes for a period of twelve (12) months.
Submission by email only to	<a href="mailto:Tfg-procurement@beyondzero.org.za">Tfg-procurement@beyondzero.org.za</a>
Technical Queries by email	Not later than: 27 February 2023 at 16h00
Submission must include	<ol style="list-style-type: none"><li>1. Valid BBB-EE Certificate (from SANAS Accredited Verification Agency)/Sworn Affidavit</li><li>2. SARS Tax Clearance Status/pin</li><li>3. In bids where consortia /joint ventures / sub-contractors are involved; each party must submit a separate proof of TCS / PIN</li><li>4. Valid VAT registration certificate /Notice of Vat Registration for all expenditure more than R1 million (if applicable)</li><li>5. Signed Global Fund Code of Conduct for Suppliers of Services</li><li>6. Completed and Signed Declaration of Interest</li><li>7. CIPC Registration Documents</li><li>8. Completed and signed bid document</li></ol>
Deadline for submission	<b>09 March 2023 @ 15h00</b>





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## 1. PURPOSE

- 1.1 The purpose of this terms of reference (ToR) is to appoint an experienced service provider to provide virtual, online, and telephonic clinical service (ePharmacy) which is client and care centered, technologically advanced, evidence-based and focused on achieving high levels of treatment initiation and retention in care.
- 1.2 The ePharmacy system comprises of the following components:
  - Services delivery to clients/demand creation for PrEP, HIVSS and psycho-social support.
  - Online ordering and dispensing of commodities and medication to clients in participating districts.
  - support the client's Pre-Exposure Prophylaxis ("PrEP") Continuation and HIVSS targets.
  - Pharmaceutical and commodity component - including the accurate storage and distribution of these products
  - Monitoring and evaluation system to document client enrollment and retention in care, as well as document tracking and tracing parcel delivery, counselling and support of clients, and monitoring adherence to HIV pre-exposure prophylaxis (PrEP).

## 2. BACKGROUND

- 2.1 The South African Global Fund Country Coordinating Mechanism (GF CCM) is responsible for overseeing the implementation of HIV and TB programmes funded by the Global Fund to Fight AIDS, TB and Malaria (GF) in the country. The GF CCM develops priorities for the programmes, determines envelop for disease split (HIV and TB), and ensures that the programme deliverables are met.

The GF CCM has appointed Beyond Zero (BZ) NPO as one of the Principal Recipients (PRs) for the 2022 – 2025 funding cycle. In turn, BZ has appointed sub-recipients (SRs) to implement comprehensive HIV prevention programme activities targeting men who have sex with men (MSM) and transgender (TG) people.

### 2.2 MSM Prevention Programme

- The programme aims to deliver a comprehensive, integrated, peer-led HIV/TB/SRHR package for MSM in line with the NSP package, and the National LGBTI HIV Plan.
- In Year 1, the investment will reach 48 510 MSM with a defined package of services in 12 priority districts (Table 21).



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**Table 1: Districts and provinces where the MSM programme is implemented.**

Province	District
Eastern Cape	OR Tambo
Free State	Mangaung
KwaZulu-Natal	King Cetshwayo
	Ugu
	UThukela
Limpopo	Capricorn
	Mopane
	Vhembe
	Waterberg
	Greater Sekhukhune
Mpumalanga	Gert Sibande
North West	Bojanala

## 2.3 Transgender (TG) Programme

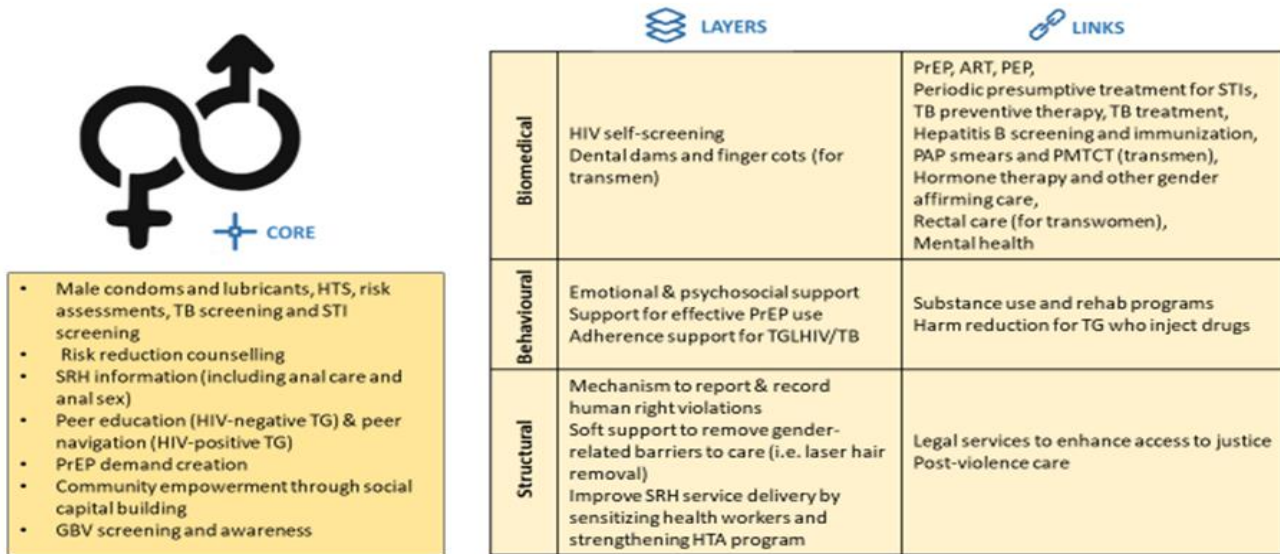
- The programme aims to deliver a comprehensive, integrated, peer-led HIV/TB/SRHR package for TG in line with the NSP package, and the National LGBTI HIV Plan.
- In Year 1, the investment will reach 12 569 TG persons with a defined package of services in 6 priority districts (Table 2).

**Table 2: Districts and provinces where the TG programme is implemented.**

Province	District
Free State	Mangaung
Limpopo	Capricorn
	Vhembe
Mpumalanga	Gert Sibande
North West	Bojanala
Western Cape	Garden Route

2.4 The MSM and TG programme model is delivered through a combination prevention programme approach to reduce the transmission of HIV, STIs and TB by tailoring a combination of biomedical, behavioral and structural interventions and the mode of delivery to the setting and population (Fig 1 below).

**Figure 1: Combination Prevention Package for Global Fund MSM and TG Programme**



### 3. OBJECTIVE

- 3.1 The broad objective is to support Beyond Zero's MSM and TG PrEP and HIVSS targets as well as the PrEP continuation in care targets.
- 3.2 The ePharmacy service provider must therefore have case managers, counsellors and support staff who are sensitized to the needs of MSM, TG persons and other key populations and who can provide the necessary logistical and psycho-social support to this cohort.

### 4. SCOPE OF WORK

- 4.1 All activities must be managed through an established and secure patient management system that should have the ability to provide cohort monitoring and care coordination as well as meet the monitoring, evaluation, and reporting requirements of the programme.
- 4.2 The service provider will be expected to develop, roll-out and maintain the system, as well as provide support to sub-recipients using the system for patient referral. All data stored in the system will be the property of BZ. The service provider shall undertake to use these data only for purposes outlined in this scope of work. The data stored there-in shall be handed over to BZ at the end of the contract.
- 4.3 The ePharmacy service provider must be able to provide both inbound and outbound services and must cater for providing support in all of the 11 official languages in South Africa..
- 4.4 PrEP clients will be required to conduct HIV testing services (HTS) as per national policy guidelines, as well as conduct HIVSS based on risk profile, and the results of which will need to be integrated with the ePharmacy Information and Patient Management system.



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The patient management system will therefore need to be able to receive and capture data on HIVSS and HIV tests conducted by sub-recipients or through secondary distribution (i.e., the system should have the capacity to document self-reported HIVSS results performed by the clients and submitted through channels such as WhatsApp or similar messaging services. ,

- 4.5 The service provider must ensure that the patient management system can assign unique identifiers which will be required for client privacy and data protection.
- 4.6 The ePharmacy Information and Patient Management system will need to be inter-operable with existing data systems currently implemented by Beyond Zero. These systems include the Beyond Zero Data system for MSM and TG programmes and the MyHope system for the AYP programme. The technical details of each of these systems can be requested directly from the Strategic Information Unit using the contact details contained in this document.
- 4.7 The service provider will be expected to have case Managers, nurses and counsellors to conduct regular telephonic support to the clients in order to build trusting relationships aimed at increasing continuation in care rates. The frequency of support calls will be guided by each client's needs (at a minimum this should be monthly, but may be increased based on each client's support needs).
- 4.8 Ongoing risk profiling, adherence discussions and psycho-social support must be provided to clients on a regular basis. The service provider will be required to demonstrate high levels of continuation in care rates in other projects.
- 4.9 The service provider will be responsible for ensuring the minimum package of service is provided in line with national policy guidelines and that clinical standard operating procedures are developed at project onset and updated on a regular basis.
- 4.10 All ePharmacy staff must be registered with the necessary regulatory body (HPCSA, SANC, SAPC, SACSSP, etc.) and must be up to date with current PrEP and HIVSS guidelines.
- 4.11 The ePharmacy service provider is responsible for dispensing and distribution of both PrEP and HIVSS across several districts throughout South Africa and therefore must have a proven ability to accurately manage stock, coordinate logistics, and manage the warehousing and packing of stock for distribution via courier.
- 4.12 The service provider must evidence a track record in working with key populations, specifically MSM and TG as well as having an established and strong monitoring and evaluation (M&E) system, required to meet the reporting needs of the programme.
- 4.13 The M&E system must have the capabilities to both receive and transmit data to Beyond

Zero in a secure environment that meets best practice and industry standards (including POPIA).

- 4.14 The service provider will be expected to conduct process evaluations (e.g., acceptability of the model by beneficiaries and other key stakeholders; satisfaction surveys).

The following indicate the proposed Targets for each programme.

**Table 3: HIV Pre-Exposure Prophylaxis (PrEP) Targets – MSM programme**

Province	District	Year 1	Year 2	Year 3
Eastern Cape	OR Tambo	371	513	671
Free State	Mangaung	178	299	394
KwaZulu-Natal	King Cetshwayo	195	329	434
	Ugu	167	282	372
	UThukela	138	234	310
Limpopo	Capricorn	314	459	602
	Mopani	252	406	535
	Vhembe	254	460	610
	Waterberg	130	235	312
	Greater Sekhukhune	240	434	575
Mpumalanga	Gert Sibande	269	415	545
North West	Bojanala	407	699	924

**Table 4: HIV Pre-Exposure Prophylaxis (PrEP) Targets – TG programme**

Province	District	Year 1	Year 2	Year 3
Free State	Mangaung	101	168	207
Limpopo	Capricorn	338	580	718
	Vhembe	121	212	262
Mpumalanga	Gert Sibande	289	486	602
North West	Bojanala	349	611	757
Western Cape	Garden Route	184	320	396

## 5. RESPONSE REQUIREMENT

- 5.1 The service provider must provide a detailed proposal of the methodology/ approach to be used to carry out the scope of work. The service provider must indicate their knowledge of the demonstration of how the bidder will deliver this project in line with the scope of work, include a detailed implementation plan, detailed project plan/timelines, deliverables, reporting, etc.
- 5.2 The costed implementation plan should include the following minimum requirements:



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- Storage of commodities (PrEP medicines, HIVSS, IEC material). This must be aligned to the proposed model of implementation and national policy guidelines.
- Complete dispensing process, including prescribing and dispensing.
- Complete distribution model, including communication to clients, courier services, tracking of delivery etc.
- Complete monitoring and evaluation (M&E) plan, including a robust ePharmacy Information and Patient Management System. This must include a robust process evaluation methodology, including client satisfaction surveys.
- Human resources based on the proposed implementation model.

5.3 The service provider must provide written contactable reference letters that detail track record in working with key populations, specifically MSM and TG as well as having an established and strong monitoring and evaluation (M&E) system, required to meet the reporting needs of the programme.

Reference letters must not be older than five (5) years and must be submitted on the letterhead of the previously serviced clients and should at least reflect name of the clients, title of the related work conducted, contactable reference name and contact number and signed by the appropriate delegate.

5.4 Bidder must attach a brief Curriculum Vitae (CV) for the Case Manager, Nurse and Counsellor roles indicating relevant experience in performing similar work supported by accreditation with regulatory body (HPCSA, SANC, SAPC, SACSSP, etc.).

5.5 Bidders must provide a breakdown of professional fees / cost structure for services to be rendered.

## 6. EVALUATION CRITERIA

The evaluation of proposals will be managed by an Evaluation Committee which will prepare a shortlist of applicants that meet the eligibility for appointment. The evaluation process will be conducted according to the following stages:

- **Stage 1:** Assessment of administrative compliance with eligibility criteria. Applications that do not comply will not be evaluated further.
- **Stage 2:** Assessment on technical/ functional evaluation criteria competency focusing on the ability to fulfil the required scope of work. Service providers need to achieve a score of at least 70 out of 100 points to progress further.
- **Stage 3:** Demonstration and site inspection assessment focusing on the ability to fulfil the required functionality of the system and compliance on infrastructure, receiving and



dispatching processes. Service providers need to achieve a score of at least 70 out of 100 points to progress further.

- **Stage 4:** The final stage of evaluation will be the application of the preference points system Price at 80 points and B-BBEE at 20 points.

## 6.1 STAGE 1: ELIGIBILITY EVALUATION

**Table 1: Eligibility evaluation criteria**

CRITERIA	SUB-CRITERIA	Comply/Not Comply
ELIGIBILITY	Valid BBB-EE Certificate (from SANAS Accredited Verification Agency)/Sworn Affidavit	
	SARS Tax Clearance Status/pin	
	In bids where consortia / joint ventures / sub-contractors are involved; each party must submit a separate proof of TCS / PIN	
	Valid VAT registration certificate /Notice of Vat Registration for all expenditure more than R1 million (if applicable)	
	Signed Global Fund Code of Conduct for Suppliers of Services	
	Completed and signed Declaration of Interest	
	Completed and signed bid document	
	CIPC Registration Documents	
	valid accreditation with regulatory body (HPCSA, South African Council for Social Service Profession (SACSSP)) for the proposed Counsellor.	

## 6.2 STAGE 2: TECHNICAL EVALUATION CRITERIA

Only service providers who score **70 points** or more in stage 2 will be evaluated further in stage.





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Criteria	Sub-Criteria	Description	Weighting
Detailed Proposal	Methodology & Approach	<p>The service provider must provide a detailed proposal of the methodology/approach to be used to carry out the scope of work.</p> <p>The service provider must indicate their knowledge of the demonstration of how the bidder will deliver this project in line with the scope of work, include a detailed implementation plan, detailed project plan/timelines, deliverables, reporting, etc.</p> <p><b>Excellent:</b> Satisfies the requirements The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full = <b>10 points</b></p> <p><b>Acceptable:</b> Satisfies the requirement. The response shows an acceptable level of understanding of the requirement and provides some satisfactory level of details on how the requirements will be fulfilled = <b>5 points</b></p> <p><b>Unacceptable:</b> Does not meet the requirement. Does not comply and/or insufficient information provided = <b>0 points</b></p>	20
	Distribution plan	<p>Complete distribution model, including communication to clients, courier services (valid SLAs to be shared), tracking of delivery etc.</p> <p><b>Excellent:</b> Satisfies the requirements The response is comprehensive, unambiguous</p>	15



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Criteria	Sub-Criteria	Description	Weighting
		<p>and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full = <b>10 points</b></p> <p><b>Acceptable:</b> Satisfies the requirement. The response shows an acceptable level of understanding of the requirement and provides some satisfactory level of details on how the requirements will be fulfilled = <b>5 points</b></p> <p><b>Unacceptable:</b> Does not meet the requirement. Does not comply and/or insufficient information provided = <b>0 points</b></p>	
	<b>M&amp;E Plan</b>	<p>Complete M&amp;E plan, including a robust ePharmacy Information and Patient Management System</p> <p><b>Excellent:</b> Satisfies the requirements The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full = <b>10 points</b></p> <p><b>Acceptable:</b> Satisfies the requirement. The response shows an acceptable level of understanding of the requirement and provides some satisfactory level of details on how the requirements will be fulfilled = <b>5 points</b></p> <p><b>Unacceptable:</b> Does not meet the requirement. Does not comply and/or insufficient information provided = <b>0 points</b></p>	20
<b>Reference</b>		The service provider must provide written	10



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Criteria	Sub-Criteria	Description	Weighting
<b>Letters</b>		<p>contactable reference letters that detail track record in working with key populations, specifically MSM and TG as well as having an established and strong monitoring and evaluation (M&amp;E) system, required to meet the reporting needs of the programme.</p> <p>Reference must not be older than five (5) years, and the written reference must be submitted on the letterhead of the previously serviced clients and should at least reflect name of the clients, title of the related work conducted, contactable reference name and contact number and signed by the appropriate delegate.</p> <p><b>Scoring Matrix</b></p> <p>3 or more written reference letter attached = <b>20 points</b></p> <p>2 written reference letter attached = <b>10 points</b></p> <p>1 written reference letter = <b>5 points</b></p> <p>No reference letter attached = <b>0 points</b></p>	



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Criteria	Sub-Criteria	Description	Weighting
<b>Resource Experience and Accreditation</b>		<p>Bidder must attach a brief Curriculum Vitae (CV) for the <b>Case Manager (Professional Nurse advising on the biomedical aspects of the project)</b> role indicating relevant experience in performing similar work supported by accreditation with regulatory body (SANC).</p> <p><b>Scoring Matrix:</b></p> <p>5 years' relevant experience and more = <b>10 points</b></p> <p>3 to 4 years' relevant experience = <b>5 points</b></p> <p>1 to 2 years' relevant experience = <b>2 points</b></p> <p>No relevant experience = <b>0 points</b></p>	10
		<p>Bidder must attach a brief Curriculum Vitae (CV) for the <b>Nurse</b> role indicating relevant experience in performing similar work supported by accreditation with regulatory body (HPCSA, SANC, SAPC, etc.).</p> <p><b>NB:</b> Certified copies must not be older than six (6) months.</p> <p><b>Scoring Matrix:</b></p> <p>5 years' relevant experience and more = <b>10 points</b></p> <p>3 to 4 years' relevant experience = <b>7.5 points</b></p> <p>1 to 2 years' relevant experience = <b>5 points</b></p> <p>No relevant experience = <b>0 points</b></p>	10
		<p>Bidder must attach a brief Curriculum Vitae (CV) for the <b>Counsellor</b> role indicating relevant experience in performing similar</p>	10



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Criteria	Sub-Criteria	Description	Weighting
		<p>work supported by accreditation with regulatory body (HPCSA, SANC, SAPC, etc.).</p> <p><b>NB:</b> Certified copies must not be older than six (6) months.</p> <p><b>Scoring Matrix:</b></p> <p>5 years' relevant experience and more = <b>10 points</b></p> <p>3 to 4 years' relevant experience = <b>7.5 points</b></p> <p>1 to 2 years' relevant experience = <b>5 points</b></p> <p>No relevant experience = <b>0 points</b></p>	
<p><b>Service Provider's Accreditation/ Licensing</b></p>		<p>There will be commodities in circulation, the bidder is to provide accreditation, inspection and/or licensing of the storage area complying with all requirements, standards and legislation including but not limited to GPP, Medicines and Related Substances Act 101 of 1965, as amended, and licensing etc. Dispensing licenses relevant to staff and related to professional scope of work within the setting of the service provider and as outlined in their proposal must be highlighted.</p> <p><b>Scoring matrix</b></p> <p>Valid accreditation of the storage facilities and appropriate staff requirements = <b>5 points</b></p> <p>Does not meet the requirement. Does not comply and/or insufficient information provided = <b>0 points.</b></p>	<p>5</p>

### 6.3 STAGE 3: DEMONSTRATION AND SITE INSPECTION

Service Providers that have successfully met the minimum of 70 points in technical evaluation on stage 2 will be evaluated on stage 3 (Demonstrations/site inspection).

Criteria	Descriptions	Weighting
<b>System Presentation/ Demonstrations (65 points)</b>	Confidential on Patient Management System	<b>10 points</b>
	Management System regarding ePharmacy component	<b>15 points</b>
	Dispatching and Tracking System	<b>10 points</b>
	Calls/Incident allocation System	<b>10 points</b>
	Monitoring and Evaluation System	<b>20 points</b>
<b>Infrastructure Site visit (35 points)</b>	Storage Facilities	<b>10 points</b>
	Quality Management Processes' (receiving, storing, and dispatching processes)	<b>15 points</b>
	Occupational Health and Safety Management	<b>5 points</b>
	Distribution and transport capabilities and systems	<b>5 points</b>

### 6.4 STAGE 4: PRICE AND B-BBEE EVALUATION

Service Providers that have successfully met the minimum of 70 points in demonstrations/ site inspection on stage 3 will be evaluated on stage 4 (Price and B-BBEE). It is recognised that it is difficult for a prospective service provider to be firm about the extent of the work based solely on the terms of reference.

Price and B-BBEE	Weighting
Price	80
B-BBEE	20
Total	100

**Price evaluations will be conducted using the following formula:**

$$\text{Lowest bid price} = 80$$

$$\text{Price under calculation} = 80 \left( 1 - \frac{\text{Price under consideration} - \text{Lowest bid price}}{\text{Lowest bid price}} \right)$$



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**BBEE evaluations will be conducted in accordance with the following table:**

<b>B-BBEE Status</b>	<b>Number of Points (80/20 system)</b>
Level 1	20
Level 2	18
Level 3	12
Level 4	10
Level 5	8
Level 6	6
Level 7	4
Level 8	1
Non-compliant	0





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## 7. PRICING SCHEDULE

7.1 The costing must be aligned to the below:

#	Description	Qty	Unit Price	Total
1	Storage of commodities (PrEP medicines, HIVSS, IEC material). This must be aligned to the proposed model of implementation and national policy guidelines		R	R
2.	Complete dispensing process, including prescribing and dispensing		R	R
3.	Complete distribution costing, including communication to clients, courier services, tracking of delivery etc.		R	R
4.	Complete M&E plan, ePharmacy Information and Patient Management System (IPMS). Please include costs associated with the development, roll-out and maintenance of the IPMS; any software licensing; data storage and security; ensuring interoperability with existing BZ systems; submission of reports to BZ; process evaluation of the system; training of SR staff on referral of clients; training of SR staff on accessing data on retention and client tracking; etc.		R	R
5.	Human resources based on the proposed implementation model		R	R
6.	Skills transfer and training to internal BZ staff. Please include costs associated with training BZ and SR staff on continuing the service beyond the initial 12 months; including support and maintenance of the system; storage and security of the data; etc.		R	R
7.	Any additional costs based on the model proposed		R	R
<b>Total Vat Exclusive</b>				<b>R</b>
<b>VAT @15% (if applicable)</b>				<b>R</b>
<b>Total VAT Inclusive</b>				<b>R</b>

7.2 The project will run for an initial period of twelve (12) months. The service provider should quote to provide 40% of the above Year 2 targets in each of the districts above. Please note that BZ reserves the right to adjust the above targets based on operational needs and regulatory approvals.



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7.3 The pricing that Service Provider it should be based on year 2 (table 3 and 4).

7.4 Furthermore, Service Provider should structure their Pricing as follow:

**Option 1.** The service provider should quote to provide **40%** of the above Year 2 targets in each of the districts above provided in section 4.1.4 (table 3 and 4)

**Option 2.** The service provider should quote to provide **50%** of the above Year 2 targets in each of the districts above provided in section 4.1.4 (table 3 and 4)

**Option 3.** The service provider should quote to provide **60%** of the above Year 2 targets in each of the districts above provided in section 4.1.4 (table 3 and 4)

