PH026/008

Supply of Optometry Services to Platinum Health

Questions & Answers

1. **What is the proposed duration of the contract?**
    - Platinum Health is looking to go into a 3-year contract with the successful bidder, renewable once to a total maximum of 6 years.

2. **Will the contract be awarded to a single supplier or to multiple suppliers?**
    - Platinum Health reserves the right to award the contract to a single or multiple suppliers. This will be determined based on the commercial offerings and the ability of suppliers to provide the requisite services in full.

3. **What escalation mechanism or benchmark should suppliers use when pricing?**
    - Platinum Health is seeking to obtain cost efficiency through contracting with a cost-effective supplier. Prices offered will be assessed via a scoring matrix to determine the most cost-effective offer, among other scoring criteria.

4. **What are the payment terms?**
    - 30 days from invoice date

5. **Will training be required for staff on any new products?**
    - Yes. Support from the supplier, including but not limited to training on new products, will be required from time to time. Platinum Health will request such training when necessary.

6. **Must frames be supplied on a consignment basis only?**
    - Platinum Health will consider all supply models proposed by the bidders. Key criteria for determining the award have been included in the RFP and will be used to assess the bids.

7. **Does Platinum Health require alternative premises for receiving and selecting frames?**
    - Platinum Health operates its own optometry practices where frames are displayed, and the members of the medical scheme select the frames they would like to receive. The addresses of the different practices have been included in the RFP and part of the requirement is that the successful bidder will deliver the spectacles (frames and lenses), as well as "top up" frames for selection or consignment stock to these addresses within stipulated turnaround times in keeping with the requisite service level.

8. **Would alternative products also be considered?**
    - Yes. Platinum Health will explore alternative products on offer and conduct a cost vs benefit analysis, and quality.

9. **Remedy mechanism, will downgrade from MF to B/F or S/V be Pt. own cost or lab cost?**

   - Downgrading from MF to BF – Lab cost.
   - Downgrading from BF to SV – Lab cost

10. **Clarify what is meant by "No. of styles" in relation to frames**? Does this refer to the number of different frame styles (different shape and designs) or frame type (Rimless, nylon, plastic, metal)

    - Yes, this refers to the frame styles as well as the frame types including the materials used. If possible, the bidder should include a catalogue with images of the frames and details of the materials used.

11. **Clarify what is meant by "brand" in relation to lenses?** Does this refer to the lens manufacturer/brand, a specific lens product, or another classification?

    - The word "brand" in the table refers to lens description and manufacturer, e.g SV stock clear, SV stock AR, SV stock B/control and SV Photo and SV Surfaced