

Call for Quotations - CfQ



Quotation for the provision of Medical Services to ARMS Ltd

Issued by: *ARMS Ltd*

Reference No: ARMS/Q/02/2021

Issue Date: 01/06/2021

Response/Submission Date and Time: 15/06/2021 time: 09:30hrs

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Section A: Instructions

1) Response to this CfQ are to be submitted either through e-mail¹ OR online through the ePPS (electronic Public Procurement System)².

All submissions will be dealt with in strictest confidence.

2) The General Rules Governing Tendering Version 4.1, found through www.etenders.gov.mt/Resources, shall apply in principle to this Call for Quotations.

3) The Estimated Procurement Value for this Call for Quotations has been based on comprehensive research including appropriate financial analysis. In the context of this procurement, the Estimated Procurement Value, based on market research, is that of € 9,999 excluding VAT.

The purpose of this value shall be the guidance of prospective bidders when submitting their offer and is not to be considered as a binding capping price.

Therefore, the published Estimated Procurement Value is not restrictive and final on the Contracting Authority. Economic Operators are free to submit financial offers above or below the Estimated Procurement Value. However, the Contracting Authority reserves the right to accept or reject Financial Offers exceeding the Estimated Procurement Value.

Section B:

General Information

1) Purpose

The purpose of this Call for Quotation (CfQ) is that the Contracting Authority (ARMS Ltd) requires the services of Medical Services to carryout domiciliary visit to ARMS Ltd employees that approximately count to three hundred staff members in Malta and Gozo for the period of two (2) years or until the contract value is reached whichever comes first.

It is at the discretion of the Contracting Authority to decide when home visits are required. The Contracting Authority retains the right to increase or decrease the level of service required. In either case the medical service provider shall provide the service on a same rate and terms and conditions basis.

¹ If the CfQ is below the estimated value of Euro5K exclusive VAT – the CA has the option of using the ePPS or of obtaining three quotations (Regulation 100 of S.L. 601.03)

² If the CfQ's estimated value exceeds the value of Euro5K exclusive of VAT – the CA does not have an option but to published through the ePPS – unless an exceptional approval is provided by DG Contracts (Regulation 102 of S.L. 601.03)

2) Beneficiary

The beneficiary, being ARMS Ltd is the point of contact for this CfQ.

ARMS Ltd
Human Resources
North Block, Triq Hal Qormi, Luqa
Telephone: 2245 2000
E-mail: procurement.arms@arms.com.mt

Any CfQ addenda/updates will be made through the ePPS by not later than 03/06/2021 time 09:30Hrs.

3) Scope and Terms & Conditions

The purpose of this Call for Quotation (CfQ) is that the Contracting Authority (ARMS Ltd) requires the services of Medical Services to carryout domiciliary visit to ARMS Ltd employees that approximately count to three hundred staff members in Malta and Gozo for the period of two (2) years or until the contract value is reached whichever ends first. The commencement date of this contract shall be when the current contract is exhausted, and a commencement order shall be issued by the Contracting Authority. A smooth handing over between the Contractors shall apply during the last weeks of the present contract. Once the bidder is requested to begin the service the contract will be signed to reflect commencement date.

- **Certification of Illness**

As per the Contracting Authority's Collective Agreement, the medical service provider engaged in the execution of this contract must be in a position to conduct home visits and provide feedback on such visits, namely to verify that the employee is on sick leave and such leave is warranted. Such visits should be carried out between 10.30hrs till 19:00 hrs of the same working day.

Doctors carrying out visits are to be provided by mobile telephony arrangements by the service provider to be able to contact the employee or the originator of the request to confirm address details or other arrangements.

Section C

Details of information requested

1) General Economic Operator Information

The Contracting Authority is asking interested Economic Operators to submit a response containing, the following information:

- Declaration concerning exclusion grounds as follows:-

I hereby declare that I do not fall under any of the grounds listed under Part VI of LN352/2016.

I confirm the above

- Declaration concerning Selection Criteria (*Not Applicable*)

2) Specific Project Overview

1. The service provider is to ensure that a doctor visits the employees reporting sick as indicated by authorized persons from the respective HR sections within ARMS Ltd and verify that employee is not in a position to report for work. A report is then issued accordingly. The procedure to be followed is specified in clauses hereunder;
2. Each day by 10:00 am for requests received until then and by 4:00pm requests received thereafter by means of a web-based reporting system (*), the authorized persons from HR Sections within ARMS Ltd. shall provide the name, address and telephone number of the employees whose medical condition is to be verified. The Contracting Authority will not be bound by a maximum and/or minimum number of requests for home visits. The Contracting Authority reserves the right to make urgent requests made outside indicated hours and also that multiple visits may be required on the same person on a particular day. Such requests must be acknowledged to the originator within 30 minutes of being made. Acknowledging a request means that the request is being accepted and attempts to be honoured will be made by the service provider.

(* Requests for verification of sick leave would be made online. The service provider provides a system where to log such requests, normally giving details such as Identity Card Number, name, full address and contact numbers of the person on whom verification is to be made. The system would cater for amendments to be made (so as to cater for changes especially in the address fields as a person may be spending convalescence not at his home address and therefore verification would be required on a different address, or has a holiday home address). Once the request for verification is submitted, the system will automatically send

an acknowledgement by e-mail of the requests made to the service user. Likewise, the service provider will send feedback of requests honoured on the same e-mail address on which the acknowledgement would have been sent. Also, the service provider will at the end of the month, send a generated report of requests honoured. This will in turn be used for verification purposes of payment of invoices.

3. The medical staff conducting visits to employees as specified above are to invariably carry identification means issued by the service provider when carrying out the visit. This identification is to be approved by the Contracting Authority.
4. Doctors carrying out the visits must be able to communicate in the Maltese and English languages and be in possession of a warrant issued by the competent authorities to practice the medical profession in the Maltese Islands as well as registered with the Medical Council Register.
5. The service provider must deploy doctors to visit all employees whether morning or afternoon as indicated by the Contracting Authority in order to verify their sickness after which a report has to be submitted to the same unit by not later than 8.00 am of the following day. Such visits are to be carried out between 10.30 hrs and 19.00hrs of the day the request is made.
6. Doctors carrying out visits are to be provided by mobile telephony arrangements by the service provider in order to be able to contact the employee or the originator of the request to confirm address details or other arrangements.
7. If the service provider fails to provide such services in accordance with the preceding paragraphs, the Contracting Authority, shall be empowered to terminate the contract and/or to obtain these services from other source available.
8. In cases of disciplinary action against sick leave defaulters, the visiting doctor who carries out the sickness verification on the employee may be required to attend disciplinary hearings as a witness when asked by the Contracting Authority to do so. The rate payable for each disciplinary hearing session shall be double the rate per visit (quoted in Financial Bid.)
9. The Contracting Authority shall retain the right, to obtain medical services from other service providers during the contract period, whenever this is considered necessary.
10. The Contracting Authority reserves the right to terminate the contract at any time by giving 30 days' notice in writing to the service provider.

3) Response Format and Award Criteria

Responses are to be straightforward, clear, concise and specific to the information requested. In order for submissions to be considered complete, Economic Operators must provide all the requested information mentioned in this document as well as any other comments, observations or suggestions which potentially may assist the Contracting Authority in the Call for Quotations.

The award criteria for this Call for Quotations is the Price

Section D

1. Confidentiality

The service provider recognises its obligation of strict confidentiality under the law in relation to the nature of the business conducted by the company. A GDPR data sharing agreement is to be signed and abided to by the service provider. The service provider recognises that unless previously authorised, no document is to be copied or distributed to any unauthorised persons and no information is to be disclosed to third parties concerning all matters that may come, or will come to the service provider's knowledge or attention during the course of its duties. This obligation shall outlive the duration of this contract, indefinitely, the service provider will be held responsible according to law for damages should they infringe this condition.

2. Other Information

The bidder is to upload a duly filled and signed the Key Expert Form together with a duly filled and signed copy of this quotation document.

Section E

Financial Bid Form

FEE-BASED CONTRACTS

N.B. - Three decimal points do not exist in the Euro currency; therefore such offers cannot be accepted. All amounts quoted in the financial bid are to be submitted up to two decimal points.

All prices offered are exclusive of VAT.

Description	*Estimated quantity of visits in 2 years	Fee per visit (<i>to be indicated by bidder</i>)	Total price excluding VAT and other duties
Fee for the provision of Medical Services to ARMS Ltd as outlined in the Quotation Document, ref Number ARMS/Q/02/2021	500		
GRAND TOTAL EXCLUDING VAT - CARRIED FORWARD TO FINANCIAL SECTION OF ONLINE TENDER RESPONSE FORMAT			

* Period of two (2) years or until the contract value is reached whichever comes first.

Signature

Name of Company