



**PH026/008 – Supply of Optometry Services to
Platinum Health**

Question deadline: 12 October 2026 @ 14:00
Question Feedback on website: 20 / 21 October 2026

Mail
questions to: luise.scholtz@platinumhealth.co.za & japie.cilliers@platinumhealth.co.za
(ONLY)

Closing date: 30 October 2026

Time: 12:00

Submission method: Mail to:

[Japie.cilliers@platinumhealth.co.za](mailto:japie.cilliers@platinumhealth.co.za) & luise.scholtz@platinumhealth.co.za

**NOTE: If submissions are sent to any Platinum Health employee and not just to above names it
will not be considered and disqualified**

1 EVALUATION PROCESS

The submitted responses will be evaluated as described below.

1.1 PRE-QUALIFICATION REQUIREMENT

- 1.1.1 PHMS will only consider submissions from potential Service Providers with experience in Optometry Laboratory Services who can demonstrate existing functional laboratory that meets all the technical and regulatory requirement where applicable.

1.2 COMPLIANCE WITH TECHNICAL SHORT-LISTING CRITERIA

- 1.2.1 All submissions duly lodged as specified in this Request for Proposals which comply with the pre-qualification requirement noted in paragraph 1.1 above, will be assessed to determine compliance with the technical short-listing requirements and conditions.
- 1.2.2 Submissions with deviations from the stipulated requirements/ conditions may be eliminated from further consideration.

1.2.3 TECHNICAL CAPABILITY

The technical assessment will consider the bidder's overall capability and ability to provide the required services to Platinum Health. The assessment will include:

- **Laboratory capability and capacity** – fully functional and adequately staffed optical laboratory, appropriate equipment, production capacity and available capacity to accommodate Platinum Health volumes.
- **Product quality and range** – quality and range of lenses and frames, appropriate lens materials, indices and coatings, prescription compatibility, product warranties and compliance with applicable quality standards.
- **Service delivery and turnaround times** – ability to meet the required turnaround times, geographic coverage, courier and logistics capability, order tracking and management of urgent orders.
- **Experience and track record** – demonstrated experience in providing optical laboratory and related services of a similar nature and scale, supported by relevant client references.
- **Quality assurance** – appropriate quality-control processes, including inspection procedures, management of defective products, warranties, repairs, remakes and historical remake/rejection rates.
- **Technical and operational support** – ability to provide ongoing technical support to Platinum Health optometrists and efficiently resolve product and service-related queries.
- **Business continuity** – adequate backup power, equipment redundancy and contingency arrangements to minimise service interruption arising from equipment failure, supply constraints or other operational disruptions.
- **Reporting capability** – ability to provide beneficiary-level invoicing and appropriate reporting on utilisation, expenditure, product mix, turnaround times, repairs, remakes and service-level performance.

- **Regulatory compliance** – demonstrated compliance with applicable regulatory requirements and provision of relevant licences, registrations or certifications where required.
- **Implementation capability** – a clear implementation and transition plan demonstrating timelines, responsibilities, logistics arrangements and readiness to commence services without disruption to Platinum Health members.
- **Technical due diligence** – Platinum Health reserves the right to conduct site visits, inspect laboratory facilities and equipment, verify capacity and regulatory compliance, assess product samples and validate references as part of the evaluation process.

1.2.4 **PRICING CRITERIA**

1.2.4.1 **Pricing principles**

Bidders are required to submit a comprehensive pricing proposal covering all products and services required under this RFP, including lenses, frames, fitting, coatings, courier services, repairs and any other associated services.

Pricing must be transparent and structured to enable Platinum Health to undertake a like-for-like comparison between bidders.

All prices must:

- Clearly indicate whether VAT is included or excluded.
- Be quoted on a unit basis using the pricing schedules provided.
- Clearly identify the brand/manufacture and specification of lenses and frames quoted.
- Include all applicable packaging, handling and other charges, with any exclusions separately disclosed.
- Clearly identify courier or delivery charges where these are not included in the unit price.
- Remain valid for the period specified in the RFP.
- Clearly disclose any minimum order quantities, volume requirements or other conditions applicable to the quoted price.
- Details of proposed supply model/s e.g. consignment or wholesaler model.

No additional or undisclosed charges will be accepted after appointment.

1.2.4.2 **Evaluated annual cost**

For purposes of commercial evaluation, Platinum Health will calculate an Evaluated Annual Cost using the estimated utilisation volumes provided in this RFP together with the bidder's submitted unit prices.

The evaluation may include, where applicable:

Evaluated Annual Cost = Lens Costs + Frame Costs + Fitting Costs + Coatings
+ Courier Costs + Repairs/Other Services

The estimated volumes are provided solely for bid evaluation and planning purposes and do not constitute guaranteed minimum volumes or expenditure by Platinum Health.

Platinum Health reserves the right to use its historical utilisation profile and expected product mix to construct a representative basket for purposes of evaluating the total cost of each bid.

1.2.5 **Like-for-like price comparison**

Bidders must quote against the specifications contained in the pricing schedule. Where alternative products are proposed, these must be clearly identified and accompanied by sufficient technical information to allow Platinum Health to assess equivalence.

For lenses, bidders must specify, as applicable:

- Manufacturer and brand;
- Lens material and index;
- Coating and treatment;
- Product specification;
- Warranty; and
- Any other information necessary to establish product equivalence.

1.2.6 **Price escalation**

Bidders must specify the proposed pricing period and any annual price escalation methodology applicable over the contract term.

The proposal must clearly state:

- The period for which initial prices will remain fixed;
- The proposed escalation date;
- The index or methodology to be used for future increases; and
- Any proposed maximum annual escalation.

Platinum Health reserves the right to negotiate the escalation methodology and/or establish an agreed annual escalation cap as part of the contracting process.

1.3 **COMPLIANCE WITH ADMINISTRATIVE SHORT-LISTING CRITERIA**

1.3.1 All remaining submissions will be examined to determine compliance with the administrative short-listing requirements and conditions.

1.3.2 The administrative short-listing criteria will include the following:

- A valid Tax Compliance System PIN/ PIN document and/or the proof demonstrating the compliance status of the applicant.
- Proof of professional indemnity insurance
- Proof of public liability insurance
- Completion of the technical due diligence requirements

- Confirmation of experience in the requested area of work required.
 - Minimum of two (2) written reference letters
- Valid B-BBEE certificate or sworn affidavit
- Declaration of conflicts of interest

1.3.3 Compliance with regulatory requirements:

- Please note that manufacturers, distributors, and wholesalers dealing exclusively in Class A medical devices (non-measuring and non-sterile) are exempt from the requirement to obtain a licence. Notwithstanding this exemption, such entities may still elect to apply for a licence on a voluntary basis. As Class A, non-sterile and non-measuring devices, they would generally qualify for the Class A licensing exemption. However, the requirement for an establishment licence depends on whether the optical laboratory's processing activities are regarded by SAHPRA as manufacturing, and this should be determined based on SAHPRA's written guidance.
- To determine whether the Class A exemption is applicable, you are required to classify the prescription lenses in accordance with the South African risk classification guideline, available at the following link: [SAHPRA Guidelines for the Classification of IVDs](#)
- The bidder must demonstrate compliance to regulatory requirements as stipulated in the SAHPRA guidelines.
- Where the required laboratory operations to service Platinum Health's requirements require licencing, the successful bidder must obtain relevant licencing before an award can be made. Where the laboratory operations to provide the requisite services to Platinum Health as per the TOR require a SAHPRA manufacturing license, the bidder must commit to obtaining such relevant licensing within 6 months of the award.

1.4 ADJUDICATION OF THE SUBMISSIONS

- 1.4.1 The Board of Trustees of PHMS or its delegate will consider the recommendations and make the final award, based on its discretion.

2 EVALUATION CRITERIA

- 2.1 The criteria and weights for the RFP adjudication are as follows:

Category	Evaluation criterion	What will be assessed	Weight
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Technical Capability	Laboratory capability & capacity	Fully functional laboratory; equipment; staffing; production capacity; ability to accommodate PH volumes; operational readiness	10%
Category	Evaluation criterion	What will be assessed	Weight
	Product quality & range	Lens quality/specifications; frame quality and range; prescription compatibility; coatings; warranties; applicable standards	8%
	Service delivery & turnaround	Ability to meet required turnaround times; courier/logistics model; geographic coverage; order tracking; urgent orders	6%
	Quality assurance & after-sales support	Quality controls; remake/rejection management; repairs; warranties; query resolution; technical support to PH optometrists	5%
	Experience & track record	Relevant experience; comparable contracts; scale; client references; demonstrated performance	4%
	Business continuity & supply resilience	Backup power; equipment redundancy; alternative production arrangements; stock and supply-chain contingency	4%
	Reporting & data capability	Beneficiary-level invoicing; utilisation, expenditure and SLA reporting; reporting systems and data availability	3%
	Implementation & transition	Implementation plan; timelines; readiness; logistics and ability to transition without service disruption	5%

	Regulatory compliance	Relevant regulatory compliance, licences/certifications and applicable product standards	0%
Technical subtotal			45%
Category	Evaluation criterion	What will be assessed	Weight
Pricing / Commercial	Evaluated total cost	Total evaluated annual cost based on PH's representative basket and expected volumes	30%
	Price competitiveness & transparency	Unit pricing; completeness of pricing; ancillary charges; courier, fitting, repairs and other costs	10%
	Price sustainability	Price validity period; escalation methodology; proposed escalation cap and overall commercial sustainability	5%
Pricing subtotal			45%
B-BBEE	B-BBEE status	Valid certificate/affidavit and applicable B-BBEE level	10%
TOTAL			100%

3. Service Level Agreement

The service level agreement based on the terms of reference of this RFP will be concluded and signed with the successful service provider.

TERMS OF REFERENCE
FOR THE PROCUREMENT OF Supply of optical services to Platinum Health
Optometry Practices

1. OBJECTIVES

To identify suitable, qualified optometry laboratory service providers to supply frames, lenses and cutting and fitting services to Platinum Health Optometry Practices.

2. BACKGROUND

Platinum Health provides access to optometry services for Platinum Health Medical Scheme members via 8 optometry practices, staffed by Platinum Health Optometrists. Platinum Health required an external service provider for the cost-effective supply of frames and lenses as well as the laboratory services of cutting and fitting. There is a need to ensure that the service to members is provided at a cost-effective price, in line with current market related prices and high standards of quality.

3. THE PROVIDER MUST HAVE THE FOLLOWING SKILLS AND INFRASTRUCTURE AVAILABLE.

3.1 A fully functional, adequately staffed, and compliant optometry lab providing cutting and fitting services.

3.2 Sufficient staff and equipment to provide a reliable service to Platinum Health members across the various geographic regions within the service level agreement and acceptable turnaround times.

3.3 Demonstrated history of providing optometry laboratory services with at least 2 references.

4. TECHNICAL REQUIREMENTS

4.1 Ability to supply a wide range of affordable frames, of high quality and to accommodate choice in style. The provider must update the frames according to demand and changes in style from time to time, in collaboration with PH optometrists.

4.2 Ability to provide appropriate lenses of high quality according to the prescription provided by Platinum Health Optometrists. Lenses must be A grade quality and be classified by material specification (for e.g. CR-39, Polycarbonate, High-index).

Lenses to comply with ISO 8980 standards. Certificate of compliance to be provided.

4.3 Ability to bill the Platinum Health at a beneficiary level and provide timely invoicing for the reconciliation of claims.

4.4 Ability to cut and fit stock and prescription lenses, observing a high standard of quality and accuracy.

If the prescription is outside the stock range the lenses to be custom surfaced for best optics.

4.5 Post supply services and support to PH optometrists and beneficiaries to address queries related to the supply of spectacles.

4.6 Ability to supply frames and lenses, including packaging (cases and cloths) cost-effectively.

4.7 Ability to courier frames and lenses to and from Platinum Health Practices located at the branches indicated in the Table 1 below within the service levels indicated and any additional practices that Platinum Health may procure from time-to-time.

4.7.1 Turnaround Times:

- Stock Lenses -3 working days from order.
- Surfaced or special design lenses up to 7 working days.
- Repairs up to 2 days

4.8 Ability to provide periodic reports on utilisation and trends to Platinum Health.

4.9 Ability to support optometrists with selection of frames and lenses and address optometrist queries.

4.10 Ability to provide repairs, including transfers, soldering, complete realignment and drill outs.

4.11 Lab should be able to provide guarantee of back up services to ensure no or limited interruption of services.

4.12 Where required based on the activities of the laboratory, the bidder must demonstrate compliance to regulatory requirements as stipulated by SAHPRA: [SAHPRA Guideline for Classification of Medical Devices and IVDs](#) .

Table 1: Platinum Health Optometry Practices

Practice	Address	Frequency of courier
Platinum Health Medical Centre-Rustenburg	175 Beyers Naude Drive, Rustenburg, 0300	Daily (weekdays)
Amandelbult Consulting	1 Hospital Street, Tumela Mine, Chromite, 0362	3 times a week
Setaria Consulting Rooms	33 Merensky Street, Farm Zondereinde, Setaria Village, 0383	3 times a week
Thabazimbi Consulting	Medicum Building, 9 Watson Street, Thabazimbi, 0387	3 times a week

Union Hospital	Hospital Street, Swartklip, 0370	3 times a week
Burgersfort Clinic	Tubatse Crossing, Eddie Sedibe Street, Burgersfort, 1150	Daily
Jane Furse Consulting	Stand 84 Zambezi, Vergelegen C, Jane Furse, Limpopo, 1085	3 times a week
Brits Clinic	Madibeng Mall, Cnr Crocodile Street & Hendrik Verwoerd drive, Brits ext 91	2 times a week

5. PRICING SCHEDULE

5.1 Supplier to provide pricing schedule for lenses as per schedule below:

5.1.1 Prescription Lenses

As per below estimated annual volumes:

Single vision: 12 000 units per annum

Bifocal lenses: 6 000 units per annum

Multifocal Lenses: 2 000 units per annum

	Index	Brand	Price Per Lens		
			Clear	With Anti-reflective coating	With Blue Control
Single Vision	1.50				
	1.50				
	1.50				
	1.50				
Bifocal	1.50				
	1.50				
	1.50				
	1.50				
	1.56				
	1.56				
	1.56				
	1.56				
Multifocal	1.50				
	1.50				
	1.50				
	1.50				

5.1.2 Stock Lenses

Specification	Brand	Price Per Lens	Price Per Pair
1.5 Single Vision Uncoated			
1.59 Polycarbonate			
Finished Single Vision 1.56 Hard Coated			
Finished Single Vision 1.56 Hard Multi Coated			
Finished Single Vision with Blue Light/UV protection			
1.56 Photochromic Hard Coated			
1.56 Photochromic Hard Multicoated			
1.5 Pre-tinted Hard Coated with UV protection			

5.2 Cost of services

5.2.1 Fitting

Frame Type	Per Lens		
	Single Vision	Bifocal	Multifocal
Full Frame			
Semi Rimless			
Rimless			
Other			

5.2.2 Other Services

Service	Price Per Lens
Courier Fees	
Transfers	
Soldering	
Tinting	
Other	
Courier Fees	

5.3 Cost of frames

Price of frames	No of styles (provide Images)	Material	Prescription Compatibility
up to R500			
>R500 up to R1 000			
>R1000			

Supplier to demonstrate the full range of frames they are able to supply within each pricing tier above, with the following criteria demonstrated:

1. Structural quality and durability
 - Hinge function
 - Material integrity: indicate the materials used e.g. acetate, titanium, stainless steel.
 - Finish: assessment for rough edges, mold line for plastics frames and burrs on metal frames.
2. Prescription compatibility
 - Availability of frames to accommodate high Rx prescriptions (higher than +/- 5.00 diopters).
 - Vertex distance.
3. Fit and comfort
 - Ability to supply frames that accommodate a range of bridge fit requirements including frames suitable for children.
 - Variable frame widths.
 - Range of temple length and pressure.
4. Aesthetic and lifestyle alignment
 - Variable styles and shapes to accommodate face shape, skin tone and lifestyle (e.g. flexible materials for sport or subtle designs for professional environments) to allow for range of choice for members.