



Request for Proposal (RFP)

Human Resources Information System (HRIS) and Payroll Solution.

Question deadline: 1 September 2026 @ 14:00

Mail

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

Closing date: 23 September 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

Address: 3 Kgwebo Street, Mabe Park, Waterfall East, Rustenburg 0299

Private Bag X82081, Rustenburg 0300 | T: (014) 590 1700

E: phclientliaison@platinumhealth.co.za | W: www.platinumhealth.co.za

Registration Number: 29/4/2/1583



1. Introduction

Platinum Health Medical Scheme (PHMS) is soliciting proposals from experienced and qualified software vendors to submit proposals for the **implementation of an integrated Human Resources Information System (HRIS)** with payroll capability and integration with internal and external systems.

The objective is to implement a **modern HR platform** that will support HR operations, employee lifecycle management, payroll processing, workforce management, and integration with medical scheme operational systems.

The system must comply with **South African labour legislation, POPIA**, and support integration with the organisation's **health management systems**.

A detailed description of the products and services required are contained in this RFP. PHMS is open to reviewing proposals from Vendors that provide all modules in scope within a single solution.

It is the Vendor's responsibility to submit proposals by the designated date and time within this RFP. No late proposals will be accepted. PHMS accepts no responsibility for lost or misdirected submittals. PHMS is not liable for any costs incurred by the Vendor before issuance of a contract. All costs incurred in responding to this Request for Proposal are the responsibility of the Vendor.

Proposals submitted will not be considered public information until after the award of the contract to the successful Vendor. All materials and information submitted in response to this RFP become the property of PHMS. Submission of a proposal shall constitute acknowledgment and acceptance of all terms and conditions contained in this RFP and all exhibits and attachments hereto.

Address: 3 Kgwebo Street, Mabe Park, Waterfall East, Rustenburg 0299

Private Bag X82081, Rustenburg 0300 | T: (014) 590 1700

E: phclientliaison@platinumhealth.co.za | W: www.platinumhealth.co.za

Registration Number: 29/4/2/1583



2. Organisation Overview

PHMS is a **South African medical scheme / healthcare administrator** operating within the regulatory framework of the:

- Council for Medical Schemes
- Protection of Personal Information Act (POPIA)
- South African labour legislation

PHMS operates as an HMO delivery system which is a fully fledged Health Maintenance Organisation, which delivers services spanning three broad components:

Health Services – including primary, secondary and tertiary healthcare, dentistry, mental health, physiotherapy and optometry in accordance with medical scheme benefits, chronic disease management, medical scheme administration, case management and client liaison.

Work Based Health Services – including occupational healthcare (medical surveillance), rehabilitation and functional assessment, trauma (casualty), emergency medical services, workplace wellness programs (Voluntary Counselling and Testing (VCT)) preventative and promotive campaigns.

RA Gilbert (Pty) Ltd

Pharmaceutical Services – operates 8 pharmacies at all operations.

Our model can manage large volumes of patients as primary healthcare forms the basis of the service delivery model.

The organisation employs approximately **500–1,000 employees** across 3 provinces, multiple clinics and multiple departments including clinical services, administration, finance, and operations.

Address: 3 Kgwebo Street, Mabe Park, Waterfall East, Rustenburg 0299

Private Bag X82081, Rustenburg 0300 | T: (014) 590 1700

E: phclientliaison@platinumhealth.co.za | W: www.platinumhealth.co.za

Registration Number: 29/4/2/1583



PHMS is interested in receiving responses from all qualified Vendors that can provide software and implementation services which can meet the functional and technical requirements outlined in this RFP. This RFP is part of a competitive procurement process which helps to serve the best interest of PHMS and its stakeholders and will assist PHMS in selecting a qualified Vendor to provide suitable HRIS software and implementation services.

3. Project Objectives

The HRIS solution must:

- Position PHMS to meet their current and future strategic objectives.
 - Centralise HR data management
 - Automate employee lifecycle processes
 - Integrate payroll, time management, and HR
 - Provide workflow automation
 - Support medical scheme operational system integration
 - Provide employee self-service
 - Improve HR reporting and analytics with end user reporting and query tools
 - Enhance compliance and auditability
-

4. Scope of the HR System

4.1 Company Intranet / Employee Portal

The system must provide an **internal HR portal** accessible to employees.

Address: 3 Kgwebo Street, Mabe Park, Waterfall East, Rustenburg 0299

Private Bag X82081, Rustenburg 0300 | T: (014) 590 1700

E: phclientliaison@platinumhealth.co.za | W: www.platinumhealth.co.za

Registration Number: 29/4/2/1583



Functional Requirements

- Company policy repository
- HR announcements and communication board
- HR adverts and internal job postings
- Applicant tracking and candidate repository
- Employee self-service portal
- Document management for HR forms

Additional Features

- Mobile accessibility
- Workflow approvals
- Searchable document library

4.2 HR Master Database

The system must maintain a reliable **centralized HR database**.

Employee Master Data

- Personal information
- Job information
- Employment contracts
- Employee history
- Emergency contacts
- Banking details

Address: 3 Kgwebo Street, Mabe Park, Waterfall East, Rustenburg 0299

Private Bag X82081, Rustenburg 0300 | T: (014) 590 1700

E: phclientliaison@platinumhealth.co.za | W: www.platinumhealth.co.za

Registration Number: 29/4/2/1583



- Qualifications and certifications

Organisational Data

- Company Organisational structure
- Cost center structure
- Department hierarchy
- Reporting lines
- Org-chart generation

4.3 Leave Management System

Capabilities required:

- Leave application and approval workflows
- Leave balance tracking
- Leave policies configuration
- Integration with payroll
- Leave calendar and planning tools
- Reporting capabilities
- Sick leave documentation upload

Leave types may include:

- Annual leave
- Sick leave
- Family responsibility leave

Address: 3 Kgwebo Street, Mabe Park, Waterfall East, Rustenburg 0299

Private Bag X82081, Rustenburg 0300 | T: (014) 590 1700

E: phclientliaison@platinumhealth.co.za | W: www.platinumhealth.co.za

Registration Number: 29/4/2/1583



- Study leave
 - Special leave
-

4.4 Performance Management

The system should support a structured **performance management framework**.

Features required:

- Performance goal setting
 - KPI reporting and tracking
 - 360° reviews
 - Performance appraisal workflows
 - Manager, employee evaluations and calibration results
 - Performance improvement plans
 - Performance reporting
-

4.5 Onboarding and Offboarding

Onboarding

The system should automate the onboarding process including:

- New employee record creation
- Contract documentation
- Policy acknowledgement
- Equipment requests

Address: 3 Kgwebo Street, Mabe Park, Waterfall East, Rustenburg 0299

Private Bag X82081, Rustenburg 0300 | T: (014) 590 1700

E: phclientliaison@platinumhealth.co.za | W: www.platinumhealth.co.za

Registration Number: 29/4/2/1583



- IT account provisioning
- Training enrolment

Offboarding

- Exit workflows
- Exit interviews
- Asset return tracking
- Final payroll calculation
- Deactivation of system access

4.6 Expense and Claims Management

The system must support employee expense claims including:

Petrol Claims

- Expense reimbursement
- Fuel reimbursement
- Manager's approvals
- Integration with payroll reimbursement

Expense Claims

- Receipt upload
- Policy validation
- Approval workflow
- Financial reporting

Address: 3 Kgwebo Street, Mabe Park, Waterfall East, Rustenburg 0299

Private Bag X82081, Rustenburg 0300 | T: (014) 590 1700

E: phclientliaison@platinumhealth.co.za | W: www.platinumhealth.co.za

Registration Number: 29/4/2/1583

4.7 Payroll System

The system must include **integrated payroll** or a **secure payroll interface**.

Payroll Capabilities

1. Salary payments
2. Overtime calculations
3. Leave adjustments
4. PAYE, UIF, SDL calculations in line with SARS and DoL
5. IRP5 generation
6. Tax compliance reporting

Integration with:

- South African Revenue Service systems
- Bank payment files

4.8 Clocking / Time & Attendance System

The solution must support real **time and attendance management**.

Requirements

- Integration with time & attendance
- Biometric support
- Shift scheduling
- Overtime tracking

Address: 3 Kgwebo Street, Mabe Park, Waterfall East, Rustenburg 0299

Private Bag X82081, Rustenburg 0300 | T: (014) 590 1700

E: phclientliaison@platinumhealth.co.za | W: www.platinumhealth.co.za

Registration Number: 29/4/2/1583



- Integration with payroll

The system should support **shift-based work environments** and **geographically spread locations**.

4.9 Active Directory (AD) Integration

Integration with **Microsoft Active Directory** is required.

Requirements

At the end of onboarding:

- Automatic prompt for **AD profile creation**
 - Trigger request for **laptop allocation**
 - System access request workflow
 - Automatic role-based access provisioning
-

4.10 Integration with Healthcare Systems

The HR system must support integration with the following systems:

QMed (OHC)

Occupational Health Care system used by doctors.

Simplex (PHC)

Primary Health Care system.

Requirements

- Automated credential creation

Address: 3 Kgwebo Street, Mabe Park, Waterfall East, Rustenburg 0299

Private Bag X82081, Rustenburg 0300 | T: (014) 590 1700

E: phclientliaison@platinumhealth.co.za | W: www.platinumhealth.co.za

Registration Number: 29/4/2/1583



- Role-based system access
 - User provisioning for doctors
 - Secure credential management
 - Interface via API or middleware
-

5. Reporting and Analytics

The system must support:

- HR dashboards
- Headcount reporting
- Workforce analytics
- Budgeting functionality
- Leave utilisation reporting
- Payroll analytics
- Performance reports
- Audit reports

Export capabilities required:

- Excel
 - PDF
 - API data extraction
-

Address: 3 Kgwebo Street, Mabe Park, Waterfall East, Rustenburg 0299

Private Bag X82081, Rustenburg 0300 | T: (014) 590 1700

E: phclientliaison@platinumhealth.co.za | W: www.platinumhealth.co.za

Registration Number: 29/4/2/1583



6. Security and Compliance

The system must comply with:

- Protection of Personal Information Act
 - Role-based access control
 - Audit trails
 - Data Encryption
 - Secure authentication (MFA preferred)
-

7. Implementation Requirements

Vendors must provide:

- Implementation methodology
- Project timelines
- Data migration approach
- System configuration support
- Training of all users, including for HR, Line Managers and employees
- Post-implementation support

Address: 3 Kgwebo Street, Mabe Park, Waterfall East, Rustenburg 0299

Private Bag X82081, Rustenburg 0300 | T: (014) 590 1700

E: phclientliaison@platinumhealth.co.za | W: www.platinumhealth.co.za

Registration Number: 29/4/2/1583



- **Envisaged Project timeline**
- PHMS anticipate the following timeline for this project. This timeline may be adjusted as necessary to support the project.

Activity	Date
Release of RFP	24 August 2026
Vendors questions submitted	1 September 2026
Vendors questions answered	9 September 2026
Proposals due	23 September 2026
Selection of finalists & Site inspections	1 October 2026
Software demos	7 -14 October 2026
Contract Negotiations	19 -29 October 2026
Appointment date	1 November 2026
Handover period	November 2026 – February 2027
Parallel official takeover date	1 December 2026 – February 2027
Official takeover date	1 March 2027

8. Vendor Information Required

Vendors must provide:

- Company overview
- Local footprint in South Africa
- Healthcare or medical scheme clients

Address: 3 Kgwebo Street, Mabe Park, Waterfall East, Rustenburg 0299

Private Bag X82081, Rustenburg 0300 | T: (014) 590 1700

E: phclientliaison@platinumhealth.co.za | W: www.platinumhealth.co.za

Registration Number: 29/4/2/1583



- Implementation partners
- List of customer and references
- System architecture overview

9. Pricing Structure

Pricing should include:

- Software licensing
- Implementation costs
- Integration costs
- Monthly costs
- Adhoc charges
- Training
- Support and maintenance
- Optional modules and associated costs

10. Evaluation Criteria

Proposals will be evaluated based on:

Criteria	Description	Weight
B-BBEE	Level 1 - 4	10%
Functionality	• Breadth of modules - offers all modules required	25%

Address: 3 Kgwebo Street, Mabe Park, Waterfall East, Rustenburg 0299

Private Bag X82081, Rustenburg 0300 | T: (014) 590 1700

E: phclientliaison@platinumhealth.co.za | W: www.platinumhealth.co.za

Registration Number: 29/4/2/1583



	• Depth of functionality – meets functional and technical requirements	
Integration capability	• Adherence to IT strategy – platform, database, accessibility • Integration to other systems – experience and tools offered • Vendor adoption of technology at reasonable pace	15%
Cost	• Software license costs • Implementation services • Maintenance • Terms and conditions	15%
Vendor experience	• Vendor viability and vision • Organizational strength • Experience with other government entities of similar complexity • References provide of similar entities and complexity	15%
Implementation capability	• Defined and proven implementation methodology • Address installation, requirements review, solution design, configuration, report development, training, testing, data conversion • Proposed project timeline • Staffing resources – availability and experience	15%
Support services	• After implementation services – monitoring and maintenance.	5%

Address: 3 Kgwebo Street, Mabe Park, Waterfall East, Rustenburg 0299

Private Bag X82081, Rustenburg 0300 | T: (014) 590 1700

E: phclientliaison@platinumhealth.co.za | W: www.platinumhealth.co.za

Registration Number: 29/4/2/1583



PHMS expects to select the firm that is best qualified to provide the software and services described in the RFP based upon the evaluation criteria defined above. PHMS reserves the right to reject any or all proposals, and to waive any irregularities or information in the evaluation process. PHMS also reserves the right to re-evaluate Vendors who were not originally short listed at any time before the determination of a finalist is made. The final decision is the sole decision of PHMS, and the Vendors to this request have no appeal rights or procedures guaranteed to them.

Based on the evaluation of the proposals, PHMS will select a shortlist of solutions and invite the Vendors to participate in pre-demo meetings and software demonstrations. The selected Vendors will be notified in writing or by email. Vendors will be provided with a Demo Script document that will be used to guide the software demonstrations.

Pre-Demo Meetings -PHMS will conduct pre-demo meetings with shortlisted vendors. The purpose of the pre-demo meeting is to address any questions about logistics of the online or on-site demos or the PHMS Demo Script.

Software Demos -The functional and technical software demos will be presented to PHMS by the shortlisted vendors according to the Demo Script provided. All Vendors must follow this script during their demo process. The evaluation criteria for the demo process will include adherence to the script as well as the ability to successfully demonstrate the product's ability to meet PHMS's functional and technical requirements. PHMS reserves the right to request additional information, interviews, follow-up demonstrations or any other type of clarification of proposal information it deems necessary to evaluate the finalist Vendors.

11. VENDOR INSTRUCTIONS

Address: 3 Kgwebo Street, Mabe Park, Waterfall East, Rustenburg 0299

Private Bag X82081, Rustenburg 0300 | T: (014) 590 1700

E: phclientliaison@platinumhealth.co.za | W: www.platinumhealth.co.za

Registration Number: 29/4/2/1583



Vendor proposals should be prepared simply and include concise descriptions of the Vendor's ability to address PHMS's functional and technical requirements. Emphasis should be placed on completeness and clarity of content, not total content.

Complete proposals must be submitted via email according to the following guidelines:

- Email the proposal to: Japie Cilliers at Japie.Cilliers@platinumhealth.co.za & luise.scholtz@platinumhealth.co.za by the date and time specified.
- Include one electronic PDF copy of your entire RFP proposal in the order defined in the table below. The PDF document should not exceed 100 pages and not exceed 25 MB in size. If the document is text based, it should not exceed 1 MB for 100 pages, but if it's imaged based (i.e. scanned) it could get up to 200 MB. Do not include marketing literature.
- Provide one electronic copy of the Requirements Section in Exhibit A using the separate Word document provided. Do not change the formatting or file type of this document.

Submission of a proposal shall constitute acknowledgment and acceptance of all terms and conditions contained in this RFP and all exhibits and attachments provided.

Questions about this RFP must be submitted via email to Japie Cilliers at Japie.Cilliers@platinumhealth.co.za & luise.scholtz@platinumhealth.co.za according to the date and time provided on the first page. No formal pre-proposal meeting will be held. Question-and-Answer addenda will be posted to the PHMS website on 9-10 September 2026

From the date that this RFP is issued until a Vendor is selected and the award is announced, there will be no communication to any PHMS staff outside of the process

Address: 3 Kgwebo Street, Mabe Park, Waterfall East, Rustenburg 0299

Private Bag X82081, Rustenburg 0300 | T: (014) 590 1700

E: phclientliaison@platinumhealth.co.za | W: www.platinumhealth.co.za

Registration Number: 29/4/2/1583



outlined in this RFP. PHMS reserves the right to reject any proposal for violation of this provision. No questions other than written questions will be accepted, and no response other than written responses will be binding upon PHMS.

12. Proposal Response Format.

To assist in the fair and equitable evaluation of all responses, Vendors are asked to adhere to the format outlined below. Responses that deviate from this format may be considered non-responsive and subject to disqualification.

Section	Description
1. Cover letter	Introductory letter indicating software and services offered relevant to the scope of work in this RFP. An individual authorized to bind the Vendor must sign the cover letter. Limit to 2 pages.
2. Requirements	Complete the Requirements document provided as a separate Word document and follow the directions provided in this RFP. Each Requirement must have a rating and a comment as to how the item is met with the software. Submit in PDF format and do not make any changes to formatting of this document. Do not provide hyperlinks within your response or refer to other pages or line items in your proposal to address the Requirements. A comment of "Standard Functionality" or something similar does not provide the information we need to evaluate Vendor proposals.

Address: 3 Kgwebo Street, Mabe Park, Waterfall East, Rustenburg 0299

Private Bag X82081, Rustenburg 0300 | T: (014) 590 1700

E: phclientliaison@platinumhealth.co.za | W: www.platinumhealth.co.za

Registration Number: 29/4/2/1583



3. Pricing	Complete the Pricing document provided as Exhibit A of this RFP. Pricing must be comprehensive. Pricing must be valid for at least 180 days. Software: Provide software cost estimates for user counts indicated in the Pricing document. Include pricing for each deployment option including SaaS or On-Premises on a separate Pricing document if applicable. Implementation: Provide an estimate for all costs for implementation services including but not limited to implementation of the software, data conversion, system configuration, report development, testing, and training. List any optional costs separately. Maintenance/Subscription: Indicate the cost of annual Maintenance/ Subscription for 10 years. Note: Additional pricing details can be supplied as backup if it clarifies or provides relevant details to your proposal.
4. Implementation	Provide an overview of the implementation methodology including: a. Project Plan: Sample Project Plan including Phases, Tasks, Timeline

Address: 3 Kgwebo Street, Mabe Park, Waterfall East, Rustenburg 0299

Private Bag X82081, Rustenburg 0300 | T: (014) 590 1700

E: phclientliaison@platinumhealth.co.za | W: www.platinumhealth.co.za

Registration Number: 29/4/2/1583

	b. PHMS resources: Role, responsibilities, estimated time per month c. Vendor resources: Role, responsibilities, estimated time per month, resumes d. Process improvement: Approach to process improvement through implementation e. Data conversion: Methodology proposed and tools provided f. Testing: Methodology proposed and tools provided g. Training: Methodology proposed and tools provided h. Custom report development services i. Integration: Approach, tools, experience
5. Support	Provide an overview of support services recommended including but not limited to: a. System administration: Performance monitoring, tuning, loading of patches and version releases, back-up, redundancy, disaster recovery b. User support: Hours, average/guaranteed response time, ticketing system used, resources available, escalation process c. System enhancements: Approach to user enhancement requests d. Online training resources e. User groups and conferences
6. Technology	Provide an overview of the technology of the proposed solution including: a. Product roadmap b. Technical architecture c. Deployment options d. Technology specifications if on-premises deployment – server, desktop, etc. e. Multi-factor authentication

Address: 3 Kgwebo Street, Mabe Park, Waterfall East, Rustenburg 0299

Private Bag X82081, Rustenburg 0300 | T: (014) 590 1700

E: phclientliaison@platinumhealth.co.za | W: www.platinumhealth.co.za

Registration Number: 29/4/2/1583



	f. SQL access to data g. System updates – timing, frequency, user adoption h. Compatibility with Simplex Himes and QMED systems.
7. References	Complete the References document provided as Exhibit B of this RFP. Provide three references for current customers and two references for prior customers.
8. Performance	Indicate if at any time during the past five years Vendor has had a contract terminated for convenience, non-performance, or any other reason, or has entered legal action with a customer. Describe the situation.
9. Contract samples	Provide sample contract documents as applicable: a. Statement of Work b. Perpetual Software License or SaaS License Agreement c. Maintenance or Support Agreements d. Service Level Agreements e. Data Breach Policy
10. Reports	Provide a list and description of the standard reports delivered with the proposed software.

General terms and declarations

- The Platinum Health Medical Scheme reserves the right to accept or reject any proposal
- The Scheme is not bound to accept the lowest-priced proposal
- All information provided by the Scheme must be treated as confidential
- Service providers must disclose any potential conflicts of interest

Address: 3 Kgwebo Street, Mabe Park, Waterfall East, Rustenburg 0299

Private Bag X82081, Rustenburg 0300 | T: (014) 590 1700

E: phclientliaison@platinumhealth.co.za | W: www.platinumhealth.co.za

Registration Number: 29/4/2/1583



- The successful service provider will be required to enter into a formal service level agreement

Address: 3 Kgwebo Street, Mabe Park, Waterfall East, Rustenburg 0299

Private Bag X82081, Rustenburg 0300 | T: (014) 590 1700

E: phclientliaison@platinumhealth.co.za | W: www.platinumhealth.co.za

Registration Number: 29/4/2/1583



Exhibit A – Pricing summary

Use this template as Section 9 of your response to provide pricing for the software in scope. Provide a separate pricing sheet for on-premises and Hosted/Cloud options if available. Supporting detail may also be provided. Pricing must be comprehensive and list any available discounts.

Platinum Health Medical Scheme		
HRSIS Software		
Software	R-Value	Assumptions
Human Resources		
Time & Attendance		
Payroll		
Other		
Sub-total Software		
Implementation	R- Value	Assumptions
Implementation		

Address: 3 Kgwebo Street, Mabe Park, Waterfall East, Rustenburg 0299

Private Bag X82081, Rustenburg 0300 | T: (014) 590 1700

E: phclientliaison@platinumhealth.co.za | W: www.platinumhealth.co.za

Registration Number: 29/4/2/1583



Data conversion		
Training		
Report Development		
Integration		
Travel		
Other		
Subtotal Implementation		
Maintenance/ subscription	R-Value	Assumptions
Year 1		
Year 2-10		
Subtotal Maintenance/Subscription		
Total		

Address: 3 Kgwebo Street, Mabe Park, Waterfall East, Rustenburg 0299

Private Bag X82081, Rustenburg 0300 | T: (014) 590 1700

E: phclientliaison@platinumhealth.co.za | W: www.platinumhealth.co.za

Registration Number: 29/4/2/1583



Exhibit B

Customer References – Current

Item	Response
Current Customer #1	
Name	
Employee Count	
Contact Name	
Contact telephone and email	
Software and services provided to customer	
Implementation duration and go live	
System replaced	
Current Customer #2	
Name	
Employee Count	
Contact Name	
Contact telephone and email	

Address: 3 Kgwebo Street, Mabe Park, Waterfall East, Rustenburg 0299

Private Bag X82081, Rustenburg 0300 | T: (014) 590 1700

E: phclientliaison@platinumhealth.co.za | W: www.platinumhealth.co.za

Registration Number: 29/4/2/1583



Software and services provided to customer	
Implementation duration and go live	
System replaced	
Current Customer #3	
Name	
Employee Count	
Contact Name	
Contact telephone and email	
Software and services provided to customer	
Implementation duration and go live	
System replaced	

Address: 3 Kgwebo Street, Mabe Park, Waterfall East, Rustenburg 0299

Private Bag X82081, Rustenburg 0300 | T: (014) 590 1700

E: phclientliaison@platinumhealth.co.za | W: www.platinumhealth.co.za

Registration Number: 29/4/2/1583