



### Responses to Parliamentary Questions on Shiluvana Frail Care Centre

<b>QUESTION</b>	<b>RESPONSE</b>
<p><b>1. Who have the Department of Social Development recently appointed to manage the Shiluvana Frail Care Centre.</b></p>	<p>Intercity Ambulances JV Makotse Women's club</p>
<p><b>2. Does the recently appointed company have a track record or experience in dealing with severely handicapped patients and patients with mental health problems?</b></p>	<p>The bid was evaluated on four stages as per the Terms of Reference. The stages are as follows:</p> <ul style="list-style-type: none"><li>• Administrative Compliance</li><li>• Technical Evaluation (Functionality)</li><li>• Site Inspection</li><li>• Price and specific goals</li></ul> <p>Under Technical evaluation there were five elements on which bidders were evaluated.</p> <ul style="list-style-type: none"><li>• The first one was Quality of proposal in relation to the service required which includes plan to transfer skills and social responsibility projects. The proposal must be comprehensive and relevant to address all issues in relation to frail care services. The services required as per paragraph 4 of the TOR must form the basis. Contingency plan must also be included.</li><li>• The second one was Company Track Record including evidence of number of projects successfully completed or ongoing with reference numbers.</li><li>• The third one was the Submission of valid proof of financial capacity.</li></ul>

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	<ul style="list-style-type: none"> <li>Letter of intent from NCR (National Credit Regulator) accredited financial institutions to provide funding (letter must be signed and not older than three months) or proof of overdraft facility in the name of business (Bank letter must be signed and not older than three months). NB [only overdraft amount will be considered on the letter], or Proof of company capability to self-fund (i.e., stamped bank statement not older than three months).</li> <li>Fourth one was Proof of Accreditation of developmental programmes including but not limited to Therapeutic, Vocational, Educational including AET, Sports and Recreation as well as Life Skills or an agreement between the bidder and accredited company that will provide the required training services. Valid proof of accreditation must be attached.</li> <li>Fifth one was Proof of Accreditation with the South African Pharmacy council or agreement with an accredited company that will provide the required pharmaceutical services.</li> </ul> <p>The above-mentioned five elements under technical evaluation were all allocated scores.</p>
<p>3. Does the recently appointed company have a track record or experience in operating or managing a specialised chronic care facility for mental health patients.</p>	<p>Track record in operating or managing a specialised chronic care facility for mental health patients was not one of the requirements on the Terms of Reference.</p>
<p>4. Have families of the patients at Shiluvana Frail Care Centre been informed about the change in management at the centre.</p>	<p>The Department is in the process of informing the families of all the 160 beneficiaries of the change of management at the frail care centre. The local social workers will be in contact with the relevant families.</p>
<p>5. What were the reasons for ending the contract with the previous company/organisation that managed the Shiluvana Frail Care Centre.</p>	<p>The contract was for a period of three years (01<sup>st</sup> October 2018 to 30<sup>th</sup> September 2021) The contract was extended from 01<sup>st</sup> October 2021 to 30<sup>th</sup> September 2023. The contract was further extended from the 01<sup>st</sup> of October 2023 to the 31<sup>st</sup> of March 2024.</p>

QUESTION	RESPONSE
6. Is there a commitment from the newly appointed company to retain the staff currently employed at the centre.	In terms of the bid document the successful bidder shall retain the existing staff.
7. How many deaths have been recorded at the Shiluvana Frail Care Centre in each of the last three years.	The centre has had the following 25 deaths cases in the past three years.

  
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 Head of Department

12/02/2024  
 Date