



Part B: - SCOPE OF WORK - SAT TENDER NUMBER 210/22 ALL-RISK COMPREHENSIVE INSURANCE

Bid Description	
ALL-RISK COMPREHENSIVE INSURANCE for South African Tourism	
Bidder Name:	
CSD MAA number	MAAA
Tender Number:	SAT Tender Number 210/22
Closing Time:	12h00
Closing Date:	12 August 2022 (No late submission will be accepted)
Compulsory Briefing Session:	No
Contact Person	Raymond Mabuela
Bid Submission Address	https://forms.gle/Ke29Lqa18trRNxD17 Should bidders encounter any issues, queries must be directed in writing to tenders@southafrica.net Bidders are required to complete all the fields before making a submission, on the link before uploading a PDF version of the full proposal, the details are as follows: Bidder/Company name, bidder's representative, contact details (email and mobile) then a fully completed bid documents, signed and initial page, relevant supporting documents for uploads. No tenders transmitted by telegram, hand delivery telex, facsimile, e-mail, or similar apparatus will be considered.
Contact Person	Raymond Mabuela
Email Address	tenders@southafrica.net

ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS - (NOT TO BE RE-TYPED)

THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC), AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF THE CONTRACT

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1 CLOSING DATE

The closing date for submitting proposals is **12 August 2022 at 12:00 pm** No late submissions will be accepted.

2 TENDER SUBMISSION LINK

2.1 Bidders must submit their proposal using the below link.

<https://forms.gle/Ke29Lqa18trRNxD17>

Should bidders encounter any issues with the submission link, queries must be directed in writing to tenders@southafrica.net

Bidders are required to complete all the fields before making a submission, on the link before uploading a PDF version of the full proposal, the details are as follows: Bidder/Company name, bidder's representative, contact details (email and mobile) then a fully completed bid documents, signed and initial page, relevant supporting documents for uploads.

No tenders transmitted by telegram, hand delivery telex, facsimile, e-mail, or similar apparatus will be considered.

2.2 Failure on the part of the tenderer to sign/mark this tender form and thus to acknowledge and accept the conditions in writing or to complete the attached forms, questionnaires, and specifications in all respects, may invalidate the tender.

- 2.3 Tenders may be completed in black ink where mechanical devices, e.g., typewriters or printers, are not used.
- 2.4 Tenderers will check the numbers of the pages and South African Tourism satisfy themselves that none are missing or duplicated. No liability will be accepted regarding claims arising from the fact that pages are missing or duplicated.

3 CONTACT AND COMMUNICATION

- 3.1 A nominated official of the bidder(s) can make inquiries in writing to the specified person, [Raymond Mabuela](#), via email at tenders@southafrica.net. Bidder(s) must reduce all telephonic inquiries to writing and sent to the above email address.
- 3.2 Bidders are to communicate any technical inquiries through the nominated official in writing no later than 29 July 2022.

All responses will be published by 02 August 2022 on the following links:

<https://www.southafrica.net/gl/en/corporate/page/tenders>; and

3.3. VALIDITY PERIOD

The tender proposal must remain valid for Five (5) months after the tender due date. All contributions/prices indicated in the proposal and other recurrent costs must remain firm for the contract period.

3.4. DURATION OF THE CONTRACT

South African Tourism intends to enter into a thirty-six (36) month contract and service level agreement with the successful bidders who form part of the panel of service providers. The individual contracts will also be subject to a periodic performance evaluation on agreed terms and conditions with each successful bidder unless the parties agree otherwise.

4 GENERAL OVERVIEW

5. SCOPE OF WORK

SA Tourism requires services for the provision of all-risk comprehensive insurance and brokerage services for a period of 36 months.

The prospective bidder's proposals should cover the requirements set herein for provision services from a licensed financial services provider to cover all-risk comprehensive insurance and brokerage:

- a) The Insurer
- b) Policy Number
- c) Cover
- d) The Insured
- e) Period of Insurance
- f) Broker
- g) Annual Price Breakdown
 - a. Year 1 (26 August 2022 - 25 August 2023)
 - b. Year 2 (26 August 2023 - 25 August 2024)
 - c. Year 3 (26 August 2024 - 25 August 2025)
- h) Proposed Payment Mechanism
 - a. Specified Property, Plant, and Equipment
 - b. Insurance premium by the insurer (monthly or annually)
 - c. SASRIA
 - d. Broker Fees
 - e. Insurer Administration Fees
- i) Limitations and Exclusions
- j) Policy Schedules of Insured Assets
- k) Compliance with the relevant code of conduct which forms part of the Financial Advisory and Intermediary Services.

- l) Proof of membership with relevant associations and bodies.
- m) Anonymous Report Line for insurance fraudulent activities
- n) Public Liability, Passenger Liability.
- o) Conduct a thorough on-site annual insurance risk survey
- p) Claims to handle (11 Stolen Laptops - Number of claims by Client/SOUTH AFRICAN TOURISM 2020 - 2022)
- q) Proposed value add service offering

1. Background

- 1.1. South African Tourism (SAT) invites bids for the customised all-risk commercial insurance services located at SA Tourism Head Office, 90 Protea Road, Bojanala House in Sandton. The bidder shall provide policy schedules as per the official asset registers (Appendix A) of South African Tourism (SAT).



2. Purpose

- 2.1. The prospective bidder's proposals should cover the requirements set herein for provision services from a licensed financial services provider to cover all-risk comprehensive insurance and brokerage:
- 2.1.1. Public liability
 - 2.1.2. Employers' liability
 - 2.1.3. Professional indemnity
 - 2.1.4. Business property, plant, and equipment (machinery, building fixtures, installations, contents, portable equipment, vehicles, etc)
- 2.2. The appointment will be for three (3) consecutive years commencing on the date prescribed in the Letter of Award and a signed Service Level Agreement.

3. Scope of Work - Summary of Current Insured Assets - Appendix A of SA Tourism Asset Register

- 3.1. This information is deemed necessary for all bidders to be able to furnish SA Tourism with comprehensive and accurate proposals. The information must be considered provisional since the asset register gets updated from time to time.
- 3.2. SA Tourism will furnish all prospective bidders with available claim history information, the municipal market value of the property, and the existing insurance cover. The information supplied is deemed sufficient for bidders to put together a comprehensive and accurate proposal.
- 3.3. Ensure adequate insurance cover for the 36 months duration of the contract.
- 3.4. Submit proof of insurance industry membership and FSP license
- 3.5. Submit proof of membership in the South African Financial Intermediaries Association (FIA)

- 3.6. Submit proof of proposed team credentials, experience, and qualifications including proof of FSB Regulatory Examination (FAIS) Certificates of the team members to be involved in the day-to-day service of SA Tourism.
- 3.7. Submit details of the 5 largest claims handled by the prospective bidder until final settlement by the insurer over the past 2 years.
- 3.8. Appendix A

Asset Description	Sum Insured	All-Inclusive annual premium Year 1	All-Inclusive annual premium Year 2	All-Inclusive annual premium Year 3
Building, Property, Plant & Equipment at 90 Protea Road, Bojanala House - Brand & Marketing Material Stored Outside - Office Contents - Guard House - Geysers - Buildings - Glass Internal & External - Power surge - Undercover Parking	R270 000 R6 500 000 R40 000 R10 000 R60 000 000 R269 000 R60 000 R150 000			
Motor Vehicles while parked and in motion. - Toyota Corolla 1.6 Professional (2010) - Toyota Corolla 1.6 Prestige (2015) - Toyota Corolla 1.6 Professional (2009) - Chevrolet Utility 1.8 A/C P/U (2015) - Toyota Corolla 1.6 Prestige (2015) - Volkswagen Caravelle 2.0 BITDI Highline DSG4Motion (2016)	R90 000 R150 000 R90 000 R170 000 R150 000 R420 000			
Minor Assets (R0.00 - R5 000)	R600 000			
Electronic Equipment - Laptops - Tablets, iPads, Cellphones (excl laptops) - Restoration Data - ICT Hardware (excl laptops)	R3 853 527 R430 000 R250 000 R7 200 000			
Business All Risk	R5 000 000			
- Theft - Locks and Keys - Malicious damage - Personal effects of employees	R200 000 R10 000 R500 000 R50 000			
Goods in Transit				
- Property of business	R1 000 000			
- Public liability	R50 000 000			
- Legal defence costs - Wrongful arrest & defamation	R5 000 000 R5 000 000			

- Employers liability All employees	R10 000 000			
- Group personal accident Death/Permanent Disability	R5 000 000			
Board Directors and Officers' liability	R15 000 000			
Professional Indemnity	R20 000 000			
Cyber-Security				
Broker Annual Services Fees				
SASRIA				

- 3.9. Conduct risk management surveys and assist South African Tourism with risk financing options as and when required.
- 3.10. Negotiate competitive premium terms on behalf of South African Tourism and ensure premiums remain commensurate to risk.
- 3.11. Facilitate insurance for South African Tourism for all assets, including new assets portfolios.
- 3.12. Monitor premium payments, refunds, and pay-outs.
- 3.13. Reports regularly on the progress of all claims, risk control issues, and other general matters.
- 3.14. Ensure a quick turnaround of documentation and interpret the insurance jargon for South African Tourism.
- 3.15. Engage with South African Tourism on insurance portfolio renewals.
- 3.16. Prospective bidders' proposals should be accompanied by a detailed summary of the salient features of their recommended insurance structure and a detailed premium calculation for each class of insurance as specified.
- 3.17. Prospective bidders must disclose the insurer and/or consortium of insurers on each portfolio of insured assets.

4. Service Levels and Applicable Penalties

Service Description	Target	Penalty
Provide insurance cover per asset in the event of a claim.	100% provision on the date as agreed.	10% deduction of the total invoice amount, per incident.

- 4.1. The maximum penalties will be limited to 10% per month of the total monthly invoice amount, per incident. If annual upfront payment arrangement, the monthly invoice amount will be calculated as per the agreement.

5. Cover

The all-risk comprehensive insurance cover and brokerage services are to be rendered according to SA Tourism's needs over the prescribed period.

6. Membership

Prospective bidders must be registered with relevant recognised bodies and associations within the Republic of South Africa.

Documentary proof of membership must be attached.

7. Claims handling

Bidders must provide a clear, user-friendly, and concise claims procedure with a turnaround time of approximately twenty (20) working days once the claim is submitted for losses or damages.

8. Company Profile

Bidders' company profile must be submitted indicating salient factors such as:

- Date business started
- Shareholders and directors, registered and committed
- Trade references (approximately 3 official letterhead references)

End