



SPECIFICATION FOR PROVISION OF BANKING SERVICES FOR A PERIOD OF 5 YEARS

1. Introduction:

This document contains details of the commercial banking requirements to meet the needs of Legal Aid South Africa.

It is important that the bidders are able to demonstrate their competence to provide the basic commercial banking needs of Legal Aid South Africa as well as working closely with the officials of Legal Aid South Africa as new banking requirements arise.

Bidders must therefore, demonstrate in written submission the financial stability of their organization for detailed evaluation as well as the geographical representation of the bank and its technological and security capabilities.

The proposal should encompass key areas of support and partnering i.e. innovation, high quality, value-added solutions and pro-activity of its service models.

Legal Aid South Africa's national footprint includes 64 Local Offices and Satellite offices, 6 Regional offices and Head Office.

Bidders must provide full and accurate answers to the mandatory questions posed in this document, and where required, explicitly state either "Comply" or "Not Comply" regarding compliance with the requirements. Bidders must substantiate their response to all questions, including full details on how their proposal/solution will address specific functional requirements. All documents as indicated must be supplied as part of the submission.

The Following information is given to assist the bidder to determine its ability to handle the volume and the complexity of the work. The following information is given as a guide only and is relied upon in this context for completing the bid.

Description	Frequency	Total
1. Total Projected Revenue over the contract period	n/a	R12 billion
2. Number of salaried employees per month	4 per month	2869
3. Estimated EFT/ACB per annum	Daily	70 000 per annum
4. Petty cash cards	n/a	75 users

5. Estimated number of petty cash transactions per annum	Daily	2,300 per annum
6. Number of vehicles	n/a	650
7. Estimated number of fuel transaction per annum	Daily	20,000 per annum

2. The requirements of Legal Aid South Africa are that the successful Bidder is able to provide the following:

1. An integrated banking solution for payments and receipts that is cost effective and efficient.
2. A relationship manager/ team based preferably in the same area as the head office.
3. Processes and controls to mitigate operational fraud risk;
4. The phased-in-implementation of the conversion interface with the successful bidder;
5. The provision of appropriate skills training in all spheres of financial services as required by Legal Aid South Africa;
6. The ability to handle very large volume transactions.

3. The proposed solutions should be discussed under the following headings in the bid document requested from Bidders i.e.

- 3.1 Transactional banking Services
- 3.2 Electronic Banking Services
- 3.3 Cash Management Services
- 3.4 Foreign exchange services
- 3.5 Fleet Management Services
- 3.6 Implementation and Training
- 3.7 Rental agreements

The document should be divided into two parts i.e.

1. Services to be provided
2. Value Added / General

Pricing is to be completed on the template provided and all additional cost the Bidder foresees will be incurred by Legal Aid South Africa (Value Added Services) are to be included as an appendix to the bid document.

3. TRANSACTIONAL BANKING , TRUST ACCOUNT AND PETTY CASH MANAGEMENT SERVICES

3.1 Account Categories:

- Main Bank Account
- Petty Cash Accounts
- Credit Card
- Trust Account

- Individual accounts for administering deceased estates were necessary.

3.1.1Accounts requirements:

- Online banking security.
- Identification of unallocated deposits.
- Overdraft facility on the current account.
- A central point for enquiry services that will allow a turnaround time of one business day.
- The bidder must provide solutions to identify and reduce unknown deposits especially in the Trust account.
- The bidder must be able to confirm Legal Aid SA banking to third parties when requested through manual stamping of documents and electronically.
- The bidder must be able to provide an easy solution in managing the opening and closing of individual estate late accounts linked to the Main Trust account.
- The bidder must be able to provide petty cash cards for all the 70 local offices for withdrawals and deposits of replenishments. Linked to main petty cash account.
- Provide a system for confirmation of banking details prior to payments being made. (if necessary)
- Provide a system that is comparable with making/submitting SARS payments(e-filing)
- The bank statement are to specifically reflect charges in respect of electronic transaction service fee and cash deposit and/or funds transfer fees alongside each transaction. Other bank charges can appear as separate line items on the statements

3.2 ELECTRONIC BANKING SERVICES AND SECURITY

Introduction

Legal Aid South Africa expects the successful Bidder to understand and identify its needs and to provide innovation solutions.

The requirement is the ability to use real-time system that provides cash management, payment and receipts solutions. These solutions must have built in efficiencies where there is a clear reduction in cost and resulting in a reduction of operational fraud risk.

3.2.1 Payments Management

The Bidder should be able to:

- Facilitate the secure and timeous movement of funds- not longer than one business day.
- Meet Legal Aid South Africa's requirements in respect of EFT's for all salaries to be paid on the same day no matter which account the staff member uses and a maximum of one business day for other normal payments and creditors.

The Following are imperatives for management of payments:

- Timeous and secure processing of all transaction maximum of one day
- PC-based lease line or dial up access for internet banking as required by Legal Aid South Africa(user specific)
- Host to Host connection via dedicated line;
- Stringent authorization and security controls;
- Efficient management and reduction of risk processes;
- Enhanced data integrity due to stringent validation controls; and
- Cost efficient processes.

Transaction and Balances

- To provide on-line real –time account balance and transaction enquiries;
- To provide real-time transaction search capabilities; and
- To provide transaction history (list of transactions) storage retrieval up to 180 calendar days.

Electronic Funds Transfers

- Payments to suppliers with the bidder's bank account to be effected on the same day.
- Payments to suppliers at other banks to be effected on a same day value basis and within a maximum of one business day.
- A nominated account facility to ensure that payments are only made to beneficiaries that have been specifically loaded on a payment database which is held on the system;
- Intra-group transfers for transfers between Legal Aid South Africa's own bank accounts maintained by the successful Bidder;
- Allow for payments including salaries to be post –dated;
- Remittance advices; advice of payment can be sent by e-mail
- Referencing is for all transaction simplifying bank reconciliation; and
- Data import capabilities, including salaries and trade creditors.

Statements and reconciliation management

The Bidder should provide for the automatic downloading of electronic banking statements for subsequent import to the Legal Aid South Africa's line of business system

Electronic delivery and system interface

The successful Bidder should ensure that all available options of communicating with the Bank's mainframe are set out with cost in the bid.

A proposed host link option to be made available to Legal Aid South Africa in order to facilitate high volume processing for electronic salary payment, creditor payments, funds transfers, debit collections and electronic statement.

3.3 CASH MANAGEMENT SERVICES

Introduction

The Cash Management System must play a role in optimizing cash balances and reducing costs associated with the management and movement of funds. The system must allow the Legal Aid South Africa to set up accounts and consolidate them at various reporting levels. The consolidation must allow for the set-off of debit and credit balances without the need to transfer balances daily from accounts that have surpluses to those account that are in overdraft.

Comprehensive statement, transaction enquiry and reporting facilities must be available via file transmission for direct interface with respective department's financial and accounting system that will allow the Legal Aid South Africa to keep strong administrative and accounting control over banking accounts.

Movement of fund in the same cash management pool

- The ability to effect real time transfer with built-in security controls which prevents unauthorized movement of fund, including an audit trail report which record all additions, amendments, authorization of transfer and the date and the time of each transaction.
- The ability to effect transfers on request from and to the South African Reserve Bank

Cash Management Reporting

To facilitate administrative and accounting function, online and hardcopy reports must be available that give, amongst other information, the daily net cash position of Legal Aid South Africa (both interim and final balances), the daily and month to date aggregate interest, overdraft limits, individual account transaction history, audit trails, distribution of interest reports, where appropriate.

Management of the Scheme

The management of the cash management scheme must include the maintenance of the account hierarchies of the cash management group, which may be required from time to time based upon the evolving needs of the Legal Aid and its operation.

The Bidder should have competent support office staff to monitor and implement any changes to the schemes that is required to ensure that on an ongoing basis the Legal Aid South Africa's requirements are fully met.

3.4 FOREIGN EXCHANGE SERVICES

The Bidder should be able to provide a service to the Legal Aid South Africa departments whereby international funds transfers can be facilitated as well as foreign currencies be arranged for travel abroad by officials.

3.5 FLEET MANAGEMENT SERVICES

The service provider should:

- Provide and manage petrol cards whose functions will include but not limited to purchasing of petrol, oil and toll gates, (and which will also assist with payment of e-tolls);
- Provide the petrol cards that will assist with excess payments of insurance for accidents;
- The petrol cards should also be able to pay for general maintenance. (Tyres, batteries etc)
- Provide reporting system which will include all transactions with cost analysis;
- Provide the system that will generate exception reports, recording fraud, dormant cards, multi/over/weekend fills and any other exceptions;
- Provide the system that will generate all necessary report relating to the vehicles, e.g. service intervals and confirmation of service of vehicles and amounts thereof, tire changing reports and costs thereof, etc.;
- Provide a system that will allow the user to view the reports in different formats, that which are compatible to the current IT systems of Legal Aid SA;
- Provide the system that will alert the user of vehicle service and maintenance intervals (even aligning with the dealer's specification);
- Providing quotations on maintenance and repairs (or any work) of the vehicles as and when required from reputable and accredited vendors.

3.6 IMPLEMENTATION AND TRAINING

Dedicated team and project Manager for:

All Inclusive seamless installation of all solutions

Transactional Banking Solutions

Electronic Banking Solution

A contractual agreement in the form of Service Level Agreement between LEGAL AID SA and the Bidder should be in place at commencement of the contract.

Sufficient time frames for implementation of the various solutions should be planned by the Bidder.

Identify training requirements and time frames for the implementation of solutions.

Dedicated implementation team to facilitate the smooth transition of banking services to the Legal Aid South Africa.

A dedicated specialist Electronic Banking Manager should attend to the following:

1. Ensure correct set up and optimisation of the Cash Management System structure
2. Identify all additional system (s) interface requirement for electronic statements and electronic fund transfers;
3. Identify Cash Management, Payments Management and Internet Banking additional access requirements across the Legal Aid South Africa departments including the institutional and remote requirements and the installation thereof;

4. Liaise with appropriate officials regarding interfaces into the respective Legal Aid South Africa department's line of business application and text files that can be imported into other applications;
5. Specifically focus on opportunities for EFTs;
6. Identify, in consultation with the Legal Aid South Africa, all access levels, authorities, profiles and limits for user requiring access to the electronic banking system;
7. Attend to the legal documentation and signing thereof;
8. Formalise service level agreements incorporating back up procedures and process particularly with regards to electronic funds transfer;
9. Identify training requirements and arrange the necessary training in consultation with Legal Aid South Africa.
10. Provide manual for all users.

POST IMPLEMENTATION

The bidder must show the ability to provide Key Account Manager(s) for Transactional banking, Trust Account banking, Petty cash services and fleet management services. Demonstrate the speedy resolution of queries and escalation processes.

4. CRITERIA FOR SELECTION OF AN OFFICIAL BANKER

Procurement evaluation process that will be followed:

4.1 Pre-qualification Criteria.

Without limiting the generality of Legal Aid South Africa's other critical requirements for this Bid, bidders must submit documents listed below as proof of registration or accreditation. The bidders proposal will be disqualified for non-submission of any of the documents.

- 4.1.1 The bidder must be an accredited financial institution, registered in terms of the Banks Act, 1990 (Act No 94 of 1990) as amended, (hereinafter referred to as the Banks Act) to provide banking services as the main banker to Legal Aid SA.
- 4.1.2 The bidder must be registered with the South African Registrar of Banks in terms of the Bank Act and the bidder must be a member or sponsored by a member of the Payment Association of South Africa.
- 4.1.3 The bidder must be registered with National Credit Regulator (NCR) as a credit provider.

4.2 Functionality criteria

No.	Criteria	Weight
1	Transactional banking, trust account and petty cash management services. (par. 3.1) <i>1.1 Accounts requirements</i> <ul style="list-style-type: none"> • <i>The bidder must outline the online banking security.(3)</i> 	42 25

	<ul style="list-style-type: none"> • The bidder to provide overdraft facility on the current account.(1) • The bidder must have central point for enquiry services that will allow a turnaround time of one business day.(2) • The bidder must provide solutions to identify and reduce unknown deposits especially in the Trust account.(3) • The bidder must be able to confirm Legal Aid SA banking to third parties when requested through manual stamping of documents and electronically.(2.5 for each option total 5) • The bidder must be able to provide an easy solution in managing the opening and closing of individual estate late accounts linked to the Main Trust account.(3) • The bidder must be able to provide petty cash cards for all the 70 local offices for withdrawals and deposits of replenishments. Linked to main petty cash account.(3) • Provide a system for confirmation of banking details prior to payments being made. (if necessary)(2) • Provide a system that is comparable with making/submitting SARS payments(e-filling/ easy file)(2) • The bank statement are to specifically reflect charges in respect of electronic transaction service fee and cash deposit and/or funds transfer fees alongside each transaction. Other bank charges can appear as separate line items on the statements(1) <p>1.2 The bidder must indicate how the Main Account will be setup. 5</p> <p>1.3 The bidder must indicate how Petty Cash Account will be setup considering the 70 local office mentioned in 1.1. 5</p> <p>1.4 The bidder must indicate how the Trust Account (Including opening Individual or Other Accounts) will be setup. 5</p> <p>1.5 The bidder must indicate how the Business Credit Card will be setup. 2</p> <p><u>Note: Failure to address a criterion will result in 0 points awarded</u></p>	
2	<p>Electronic banking services and security (par. 3.2)</p> <p>2.1 Payments management</p> <ul style="list-style-type: none"> • Timeous and secure processing platform all transaction maximum of one day(1) 	24 7

	<ul style="list-style-type: none"> • <i>PC-based lease line or dial up access for internet banking as required by Legal Aid South Africa(user specific)(1)</i> • <i>Host to Host connection via dedicated line(1)</i> • <i>Stringent authorization and security controls(1)</i> • <i>Efficient management and reduction of risk processes (1)</i> • <i>Enhanced data integrity due to stringent validation controls; and (1)</i> • <i>Cost efficient processes.(1)</i> 	3
	<p>2.2 Transactions and balances</p> <ul style="list-style-type: none"> • <i>To provide on-line real –time account balance and transaction enquiries. (1)</i> • <i>To provide transaction history (list of transactions) storage retrieval up to 180 calendar days.(1)</i> • <i>To provide transaction detail for salary/ salaries batches processed in the past 180 calendar days.(1)</i> 	12
	<p>2.3 Electronic funds transfers</p> <ul style="list-style-type: none"> • <i>Payments to suppliers with the bidder's bank and at other banks to be effected on a same day value basis and within a maximum of one business day.(2)</i> • <i>A nominated account facility to ensure that payments are only made to beneficiaries that have been specifically loaded on a payment database which is held on the system. (1)</i> • <i>Intra-group transfers for transfers between Legal Aid South Africa's own bank accounts maintained by the successful Bidder. (1)</i> • <i>Allow for payments including salaries to be post –dated. (3)</i> • <i>Remittance advices; advice of payment can be sent by e-mail. (1)</i> • <i>Referencing for all transaction simplifying bank reconciliation. (1)</i> • <i>Data import capabilities, including salaries and trade creditors. (3)</i> 	1
	<p>2.4 Statement and reconciliation management</p> <ul style="list-style-type: none"> • <i>The Bidder should provide for the automatic downloading of electronic banking statements for subsequent import to the Legal Aid South Africa's line of business system. (1)</i> 	1
	<p>2.5 Electronic delivery and system interface</p> <ul style="list-style-type: none"> • <i>The successful Bidder should ensure that all available options of communicating with the Bank's mainframe are set out with cost (if any)in the bid.(1)</i> 	
	<u>Note: Failure to address a criterion will result in 0</u>	

	<u>points awarded</u>	
3	<p>Cash Management Services (par. 3.3)</p> <p>3.1 Movement of funds in the same cash management tool</p> <ul style="list-style-type: none"> The ability to effect real time transfer with built-in security controls which prevents unauthorized movement of fund, including an audit trail report which record all additions, amendments, authorization of transfer and the date and the time of each transaction. (2) The ability to effect transfers on request from and to the South African Reserve Bank. (1) <p>3.2 Cash management reporting</p> <ul style="list-style-type: none"> To facilitate administrative and accounting function, online reports must be available that give, amongst other information, the daily net cash position of Legal Aid South Africa (both interim and final balances), the daily and month to date aggregate interest, overdraft limits, individual account transaction history, audit trails, distribution of interest reports, where appropriate.(2) <p>3.3 Management of the scheme</p> <ul style="list-style-type: none"> The Bidder should have competent support office staff to monitor and implement any changes to the schemes that is required to ensure that on an ongoing basis the Legal Aid South Africa's requirements are fully met.(2) <p><u>Note: Failure to address a criterion will result in 0 points awarded</u></p>	<p>7</p> <p>3</p> <p>2</p> <p>2</p>
4	<p>Foreign Exchange Services and Bank guarantees (par. 3.4)</p> <p>4.1 The Bidder should be able to provide a service to the Legal Aid South Africa departments whereby international funds transfers can be facilitated as well as foreign currencies be arranged for travel abroad by officials.(4)</p> <p><u>Note: Failure to address a criterion will result in 0 points awarded</u></p>	4
5	<p>Implementation; training and post implementation services (3.6)</p> <p>5.1 Dedicated implementation team (5)</p> <p>5.2 Identification of training requirements and time frames for the implementation.(2)</p> <p><u>Note: Failure to address a criterion will result in 0 points awarded</u></p>	7
6	<p>Fleet Management Services (par. 3.5)</p> <ul style="list-style-type: none"> Provide and manage petrol cards whose functions will include but not limited to purchasing of petrol, oil and toll gates. (2) Provide the petrol cards that will assist with excess payments of insurance for accidents.(2) 	16

	<ul style="list-style-type: none"> • <i>The petrol cards should also be able to pay for general maintenance. (Tyres, batteries etc)(2)</i> • <i>Provide reporting system which will include all transactions with cost analysis. (2)</i> • <i>Provide the system that will generate exception reports, recording fraud, dormant cards, multi/over/weekend fills and any other exceptions. (2)</i> • <i>Provide the system that will generate all necessary report relating to the vehicles, e.g. service intervals and confirmation of service of vehicles and amounts thereof, tire changing reports and costs thereof, etc. (2)</i> • <i>Provide a system that will allow the user to view the reports in different formats. (2)</i> • <i>Provide the system that will alert the user of vehicle service and maintenance intervals (2)</i> <p><u>Note: Failure to address a criterion will result in 0 points awarded</u></p>	
	Total	100

4.3 Bidders who score less than 80% of the 100 points of the functional criteria will be disqualified, and thus will not be evaluated further. The bids that would have achieved 80% or more from the Functionality Evaluation will be further evaluated on the 80/20 points system, where 80 points are for pricing, and 20 points are for preferential procurement requirements. Preferential points will be awarded in terms of the B-BBEE status level of contribution which must be substantiated as follows (please refer to Form SBD 6.1 for more details):

Bidders must submit a valid B-BBEE status level verification certificate, which must be issued by a Verification Agency accredited by SANAS or a sworn affidavit confirming annual turnover and level of black ownership in case of an EME and QSE.

5. SPECIAL INSTRUCTIONS TO BIDDERS

No bid will be awarded to suppliers who have not provided the following documents: -

5.1 The bidder must be an accredited financial institution, registered in terms of the Banks Act, 1990 (Act No 94 of 1990) as amended, (hereinafter referred to as the Banks Act) to provide banking services as the main banker to Legal Aid SA.

5.2 The bidder must be registered with the South African Registrar of Banks in terms of the Bank Act and the bidder must be a member or sponsored by a member of the Payment Association of South Africa.

5.3 The bidder must be registered with National Credit Regulator (NCR) as a credit

provider.

5.4 Bidders must comply with the Finance Intelligence Centre Act of 2001 (Act No. 38 of 2001), as amended.

5.5 The bidders must complete and sign Annexure 2 (Desktop evaluation technical scorecard and compliance checklist)

5.6 The bidder must fully comply with Protection of Personal Information Act (POPIA) Act No 4 of 2013

5.7 Bidder must provide a brief summary of their company profile, key personnel and evidence of experience relevant to the requirements.

5.8 Legal Aid South Africa reserves the right to contact references provided by the recommended bidder as part of the bid evaluation process.

6. BID CONDITIONS

6.1 Bidders are encouraged to submit their bids in line with any attached annexures and detailed specifications, in order to facilitate a simplified fair and efficient evaluation process.

6.2 The bidders are required to submit one printed copy of the entire proposal and pricing as a separate file, accompanied by the exact same electronic copy of the entire submission and the pricing on a USB flash drive.

6.3 USB Flash Drive must include a protective cover and be labeled with Proposer's name and RFP number. Should the information on the USB not be consistent and identical to the hard copy, the hard copy shall prevail for purposes of evaluation.

6.4 Both printed submission and USB must be placed in the tender box on or before the closing date and time.

6.5 Legal Aid SA reserves the right to award the bid to one or more service providers.

6.6 Legal Aid SA reserves the right to award the bid in whole or only partially.

6.7 The General Conditions of Contract as stipulated by the National Treasury will be applicable.

6.8 Legal Aid SA reserves the right not to award the bid.

7. OBJECTIVE CRITERIA

7.1 In the event the recommended bidder is found to not satisfy/meet the conditions or requirements set hereunder, Legal Aid SA shall exercise its right in awarding the bid using applicable prescripts as provided for under the PPPFA, section 2(1)(f), which states, *"the contract must be awarded to the tenderer who scores the highest points, unless objective criteria in addition to those contemplated in paragraphs (d) and (e) justify the award to another tenderer"*

7.2 The recommended bidder must have a positive/good reputation which shall not jeopardize the reputation of Legal Aid SA.

- 7.3 The recommended bidder must have the financial ability to carry out the services as per the RFP requirements. Audited financials (will be requested from the recommended bidder prior to appointment), must be of sound applicable financial prescripts/industry standards.
- 7.4 The recommended bidder or its directors/shareholders must not have any pending criminal/civil cases instituted against them which may hinder the rendering of services if appointed to Legal Aid SA as per RFP requirements.
- 7.5 The recommended bidder or its personnel must not have a history of poor performance (e.g. negligence) or unethical conduct or employees who were dismissed/sanctioned for misconduct.
- 7.6 Legal Aid SA, like any other business, relies greatly on suppliers for most services, therefore, the interaction with suppliers/contractors/consultants can have a substantial impact on Legal Aid SA operations. Legal Aid SA can be negatively impacted by a supplier who does not have a good reputation or has been implicated in unethical activities, by association. To mitigate this reputational risk, Legal Aid SA will investigate any negative and positive news on the particular supplier/contractor/consultant before doing any business and will make an informed decision about its association.
- 7.7 In the event that the reference checks or processes conducted during a due diligence exercise for the recommended bidder, prior to appointment, should they yield negative feedback or operational risk to Legal Aid SA, the highest-scoring bidder may not be awarded the bid, and the second highest scoring bidder will be recommended for appointment provided its proposal meets the RFP requirements in all its respects.

15. BIDDERS MUST COMPLETE THE FOLLOWING REFERENCING INFORMATION TABLE.

Item	Requirement	Description	Annexure/Reference Page on Proposal
1)	Office	The head office must be registered in South Africa	
2)	Bank	The bidder must indicate the full banking details.	
3)	Management & Servicing	<p>The bidder must provide their organisational structure/organogram, names of individual position holders in the organisation including management, supervisors, administration, guards and other services.</p> <p>The bidder must provide details of qualifications and selection process with regards to management/supervisory expertise in the company.</p>	

Item	Requirement	Description	Annexure/Reference Page on Proposal
		Bidders must indicate if the personnel are employed on a full-time basis. If not, provide details.	
4)	Experience	The bidder must indicate the number of years in the business and the major incidents that they had to manage with any of the clients	
5)	Accredited financial institution	The bidder must be an accredited financial institution, registered in terms of the Banks Act, 1990 (Act No 94 of 1990) as amended, (hereinafter referred to as the Banks Act) to provide banking services as the main banker to Legal Aid SA.	
6)	Registered with the South African Registrar of Banks	The bidder must be registered with the South African Registrar of Banks in terms of the Bank Act and the bidder must be a member or sponsored by a member of the Payment Association of South Africa.	
7)	National Credit Regulator	The bidder must be registered with National Credit Regulator (NCR) as a credit provider.	
8)	Financial Intelligence	Bidders must comply with the Finance Intelligence Centre Act of 2001 (Act No. 38 of 2001), as amended.	
9)	Compensation Commissioner	The bidders must provide proof of valid registration as an employer with the Compensation Commissioner	
10)	Public Liability Insurance	Bidders must arrange the necessary public liability insurance cover in its own name with a reputable insurance company and submit documentary proof that such policy is in effect. Confirmation of Public Liability Insurance must be submitted thirty (30) days after the awarding of the bid. Failure to comply will lead to termination of the contract.	
11)	Terms and conditions of contract	By submitting the bid, the company accepts all the conditions of contract approved by National Treasury and special conditions to be determined by the Legal Aid SA and that the bidder might be required to sign an acceptance of confidentiality.	
12)	Capacity to deliver	Demonstrate how they have managed various major incidents with the current clients, and how they execute operations	

Item	Requirement	Description	Annexure/Reference Page on Proposal
13)	Transitional arrangements	The bidder must indicate how they will take over from the existing service provider	

Annexure A: Reference Letters

Bidder's Experience

Tender No: _____

Name of Bidder: _____

Authorized Signatory: _____

The bidder must provide the following information:

Table (a) Details of the bidder's current and previous relevant experience in the provision of Banking Services tender.

Table (a)

Bidders experience-							
No.	Name of Client	Contact Person	Position Held	e-mail address	Services Rendered	Contract Start Date	Contract End Date
1							
2							
3							
4							
5							

LEGAL AID SOUTH AFRICA RESERVES THE RIGHT NOT TO MAKE ANY APPOINTMENT AND SHALL NOT ENTERTAIN ANY CLAIM FOR

COSTS THAT MAY HAVE BEEN INCURRED IN THE PREPARATION AND THE SUBMISSION OF THE PROPOSALS.

COST STRUCTURE – To be used as a guide when compiling the pricing

	PRODUCT / SERVICES	No. of items	Fee/ cost per item	Total cost
1	On line banking			
1.1	EFT set up fee -once off	1		
1.2	EFT Payments & Salary payments	70 000 per year		
1.3	Secondary user fees	8		
1.4	Summary of balances	2750 per year		
1.5	Transaction History	2300		
1.6	Transaction History Search	1500		
1.7	Interbank Transfers	300 per year		
1.8	Installation - once off	1		
1.9	Monthly subscription	12 months		
2	Fleet Management (Business Cards)	619 cars per year		
2.1	Monthly Petrol Card fee			
2.2	Card Replacement monthly fee (lost or damaged)			
2.3	Fuel transaction fee per transaction	20 000		
2.4	Corporate petrol card membership fees	619 cars		
2.5	Invoice Scrutiny fee	619 cars		
3	Petty cash/Corporate cards	70 users		

3.1	Petty Cash / corporate card monthly fee	70 cards		
3.2	Petty cash card transaction fee per transaction	1600 per year		
4	Interest on Credit balances	Average R5 million daily balance		
5	Interest Charges on Debit balances			
6	Managing the credit card			

ANNEXURE B

- 1) The pricing will be calculated over the contract period based on the current pricing projected at CPI over 5 years.
- 2) Instances where there are no current charges indicated the highest prices for that item indicated by other bidders will be used.