



Part B: - SCOPE OF WORK - SAT Tender 317/25 CUSTOMISED BUILDING, FLEET AND OFFICE CONTENTS INSURANCE FOR 36 MONTHS

Bid Description	
CUSTOMISED BUILDING, FLEET AND OFFICE CONTENTS INSURANCE FOR 36 MONTHS for SOUTH AFRICAN TOURISM	
Bidder Name:	
CSD MAA number	MAAA
Tender Number:	SAT Tender Number SAT 317/25
Closing Time:	12:00PM
Closing Date:	06 November 2025 (No late submission will be accepted)
Non-Compulsory Briefing Session:	Date: 13 October 2025 Time: 10:00 AM (South African Time) Briefing Link: BRIEFING SESSION - SAT 217-25 - INSURANCE Meeting-Join Microsoft Teams Meeting ID: 338 142 648 935 5 Passcode: Vs7Qu7mM
Bid Submission Address	https://e-procurement.southafrica.net Should bidders encounter any issues, queries must be directed in writing to tenders@southafrica.net No tenders transmitted by telegram, hand delivery, telex, facsimile, e-mail, or similar apparatus will be considered
Contact Person	Francina Tlali
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, 2022, THE GENERAL CONDITIONS OF CONTRACT (GCC), AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF THE CONTRACT

1 CLOSING DATE

The closing date for submitting proposals is **06 November 12:00 pm**. No late submissions will be accepted.

2 TENDER SUBMISSION

2.1 TENDER SUBMISSION LINK

South African Tourism have developed and implemented an online e-procurement Portal, enabling bidders to respond to procurement opportunities as and when they are issued by South African Tourism.

The portal is the official portal for South African Tourism, which ensures an open, transparent, and competitive environment for any person participating in the procurement processes.

The portal enables a bidder to register as a supplier on the system to RSVP to tender briefings, and to submit tender responses on the portal.

The Portal's URL (<https://e-procurement.southafrica.net>) is compatible with Google Chrome, Microsoft Edge, Internet Explorer, FireFox, and Safari. Interested bidders should, with immediate effect, consider registering and submitting their bid proposals on the portal, which has specifically been developed and implemented for this purpose.

The supplier user manual can be viewed and downloaded on South African Tourism's website at <https://www.southafrica.net/gl/en/corporate/page/tenders>

All bidders should, therefore, take note that the physical drop-offs and courier of bid responses to South African Tourism's physical address are no longer permitted.

Prospective tenderers must periodically review both <http://www.southafrica.net/gl/en/corporate/page/tenders> and <https://e-procurement.southafrica.net> for updated information or amendments about this tender before due dates.

Tenderers will check the numbers of the pages and 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.

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 must 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 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 enquiries in writing to the specified person, [Francina Tlali](#) via email at tenders@southafrica.net. Bidder(s) must reduce all telephonic enquiries to writing and send to the above email address.

3.2 Bidders are to communicate any technical inquiries through the nominated official in writing no later than 15 October 2025 @12h00pm.

All responses (addendum with Questions and Answers) will be communicated with all attendees of the Non-compulsory briefing sessions on or before 20 October 2025.

3.3. VALIDITY PERIOD

The tender proposal must remain valid for at least 150 days 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

4.1. Background

4.1.1. South African Tourism (SAT) invites bids for the customised building, fleet & office contents 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).

4.1.2. The prospective bidder's proposals should cover the requirements set herein for provision services from a licensed financial services provider to cover customised building, fleet & office contents and broker public liability, Business property, plant and equipment (machinery, building fixtures, installations, contents, portable equipment, vehicles, etc).



Office building aerial view

SCOPE OF WORK

SA Tourism requires services for the provision of customized building, fleet & office contents 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 customised building, fleet & office contents insurance and brokerage:

- a) The Insurer
- b) Policy Number
- c) Policy Schedules
- d) Cover
- e) The Insured
- f) Period of Insurance
- g) Monthly Broker Fee
- h) Annual Price Breakdown as per the contract period below.
 - Year 1 (01 February 2026 – 31 January 2027)
 - Year 2 (01 February 2027 – 31 January 2028)
 - Year 3 (01 February 2028 – 31 January 2029)
- 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) Conduct a monthly, where possible annual insurance cover review
- o) Seamless claims handling
- p) Proposed value add service offering
- q) Proposed Payment Mechanism

- Specified Property, Plant and Equipment
- Insurance premium by insurer (Monthly)
- SASRIA
- Broker Fees
- Insurance Claim Settlement

USER SERVICE REQUIREMENTS

4.2.Scope of Work – Summary of Current Insured Assets – (Appendix A) of SA Tourism Asset Register

- 4.2.1. This information is deemed necessary for all bidders to be able to furnish SA Tourism with a comprehensive and accurate proposal. The information must be considered provisional, as the asset register is updated periodically.
- 4.2.2. SA Tourism will furnish all prospective bidders with available claim history information (**see Annexure N**) and the municipal market value of the property (see **Annexure M**). The information provided is deemed sufficient for bidders to prepare a comprehensive and accurate proposal.
- 4.2.3. Ensure adequate insurance cover for the 36 months' duration of the contract.
- 4.3. Conduct risk management surveys and assist South African Tourism on risk financing options as and when required.
- 4.4. Negotiate competitive and reduced premium terms on behalf of South African Tourism and ensure premiums remain commensurate to risk.
- 4.5. In case of broker, facilitate insurance for South African Tourism for all assets, including new assets portfolios.
- 4.6. Monitor premium payments, refunds and pay-outs.
- 4.7. Reports regularly on the progress on all claims, risk control issues and other general matters.
- 4.8. Ensure a quick turnaround of documentation and interpret the insurance jargon for South African Tourism.
- 4.9. Engage with South African Tourism on insurance portfolio renewals.
- 4.10. Prospective bidders' proposals should be accompanied by a detailed summary of the salient features of their recommended insurance structure and detailed premium calculation for each class of insurance as specified.
- 4.11. Prospective bidders must disclose the insurer and/or consortium of insurers on each portfolio of insured assets.

5. 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.

- 5.1. 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.

6. Cover

The customised building, fleet and office contents insurance cover and brokerage services to be rendered according to SA Tourism's needs over the prescribed period.

7. Membership

Prospective bidders must be registered with relevant recognised bodies and associations within the Republic of South Africa non-life insurance industry.

Documentary proof of membership must be attached.

8. 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.

9. Pricing Schedule

It is, however, important to note that South African Tourism will contract based on a Rate card model that will be fixed and used for evaluation purposes. There will be no retainer. Please refer to **Annexure H**, the pricing schedule to be completed and submitted along with your tender submission.

END.