



Request for Quotations (RFQ)

Appointment of a Service Provider to Provide Insurance Services for Agrément South Africa for a period of 3 years.

RFQ Number	ASA 34/06/2023
Date of Issue	29 June 2023
Closing Date & Time	14 July 2023@12:00PM NO LATE SUBMISSIONS WILL BE ACCEPTED
Submissions	procurement@agrement.co.za

Technical inquiries may be directed to:

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1. BACKGROUND

The Agrément South Africa Act was accented to by the Honourable President of the Republic of South Africa as Act No 11 of 2015 from 1 April 2017. Agrément South Africa was established as a Schedule 3A entity on 1 April 2017. The entity operates under a delegation of authority from the Minister of Public Works.

The main objectives are:

- To provide assurance of fitness-for-purpose of non-standard construction-related products and systems to specifiers and users.
- To support and promote the process of integrated socio-economic development in the Republic as it relates to the construction industry.
- To support and promote the introduction and use of certified non-standardized construction-related products or systems in the local or international market.
- To support policymakers in minimizing the risk associated with the use of non-standard construction-related products or systems; and
- To be an impartial and internationally acknowledged South African centre for assessment and confirmation of fitness-for-purpose of non-standard construction-related products or systems.

2. INVITATION FOR PROPOSALS

Agrément South Africa extends a call for the submission of proposals from suitably qualified service providers to provide insurance services for Agrément South Africa for a period of 3 years.

3. SPECIFICATIONS

The appointed service provider will be expected to provide comprehensive insurance coverage for the office content on the asset register and other related services:

- Insurance brokerage services.
- Claim Management Services.
- Business risks
- Business Interruption and recovery
- Public Liability
- Fidelity Guarantee/Commercial Crime
- Group personal accident
- Office contents

innovative construction product assessments

- Fire section
- Computer/Electronic Equipment

4. SCOPE OF WORK

- 4.1.1.** The bidder must have the necessary skills, knowledge and market relationships to offer innovative and visionary best practice solutions in regard to Agrément South Africa's existing insurance program and to challenge our current approach to risk transfer.
- 4.1.2.** The bidder must be able to negotiate value added and innovative solutions to Agrément South Africa.
- 4.1.3.** The bidder must be able to review and assess Agrément South Africa's current profile of insured risks, including the adequacy of the current insurance program.

5. PERFORMANCE SPECIFICATION

The successful bidder should be able to provide the following general insurance actions in terms of claims handling, maintenance, and administration of the Agrément South Africa insurance portfolio, for example reimbursement of claims and any other necessary requirements:

- 5.1.1. Set up internal and external discussions on the renewal and maintenance Strategy with Agrément South Africa
- 5.1.2. Provide a dedicated Account Manager/Administrator for claims processing.
- 5.1.3. Provide a clear procedure for claim submission and administration.
- 5.1.4. 30 days turn-around time on the processing and outcome of claims.
- 5.1.5. Service structure for day-to-day correspondence and queries.
- 5.1.6. Monitor premium payments and refunds in accordance with accounts and statements.

6. MONITORING PROGRESS ON DELIVERABLES

- 6.1.1. Provide a monthly policy schedule report indicating the deleted and added items for the month under review.
- 6.1.2. Quarterly insurance review meetings.
- 6.1.3. Provide quarterly claim history.
- 6.1.4. Management reporting including the identification of bottlenecks and tracking problems claims amongst other matters.

7. EXPECTED OUTCOMES

- 7.1.1. The provision of cost effective, efficient insurance brokerage services to the Agrément South Africa in line with the best practice, statute requirements and to the satisfaction of Agrément South Africa.
- 7.1.2. Assisting the Agrément South Africa with claims handling, annual policy renewal and reporting obligations and all other aspects pertaining to insurance.
- 7.1.3. The successful bidder must allow for policy considerations by making provisions for ad-hoc adjustments and endorsements due to extending the coverage to include newly acquired assets and the increased value of assets.
- 7.1.4. Update the Agrément South Africa with the latest amendments or legislations on insurance. Stolen or lost report assets will be reported within a period of 30 days by Agrément South Africa to the provider.

7.2 SUBMISSION OF PROPOSALS AND EVALUATION CRITERIA

7.2.1 Submission of procurement documents.

- National Treasury's Central Supplier Database (CSD) report. It must be noted that no contract with a service provider will be entered if such a service provider is not registered on the CSD,
- Completed and signed standard bidding documents, **SBD 4 and 6.1 forms**.
- Signed General Conditions of Contract.
- Completed price schedule.

7.2.2 Evaluation

7.2.2.1 Phase 1: Technical Specification and Functionality Evaluation

The bids shall first be evaluated for functionality. A **minimum score of 60%** must be obtained on functionality before a proposal is considered for further evaluation. Details of the functionality scoring and how the points shall be allocated are as follows:

	Description	Weight (%)
1	<p>Company Experience Number of years the company has been in business.</p> <p>Minimum 3 years' experience in insurance brokerage industry.</p> <p>A company profile clearly indicating the number of years in providing insurance services must be submitted as evidence.</p> <ul style="list-style-type: none"> • Has less than 3 years' experience – 0 points • Has 3 – 5 years' experience – 3 points • Has more than 5 years – 5 points 	30
2	<p>References where similar work was done. The service provider must have dealt with various organisations from large to small-scale employees.</p> <p>Reference Letters</p> <p>References where similar work was done. The service provider must have dealt with various organizations from large to small-scale employees. The bidder must provide at least three signed and dated client/company references (with contact numbers) within the past 3 years (<i>Unsigned and undated letters will result in bidder scoring zero</i>)</p> <p>4 and above reference letters = 5 points</p> <p>3 reference letters = 3 points</p> <p>No reference letters = 0 points</p>	40
3	<p>Provide documentary proof of registration with FSCA and current membership with the South African insurance broker Association.</p> <p>Proof of accreditation with the FSCA and current membership with the South African insurance broker Association = 5 points</p> <p>No Proof of accreditation with the FSCA and current membership with the South African insurance broker Association = 0 points</p>	20
4	<p>Proposals elaborating claims process and turnaround times.</p> <p>Proposals elaborating claims process and turnaround times = 5 points</p> <p>Proposals elaborating claims process and turnaround times = 0 points</p>	10

	TOTAL	100
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The following formula will be used to convert the points scored against the weight:

$$P_s = \left(\frac{S_o}{M_s} \right) \times 100$$

Where:

P_s = Percentage scored for functionality by bid under consideration

S_o = Total score of bid under consideration

M_s = Maximum possible score

Service providers will be expected to achieve a minimum threshold score of 60% in order to proceed to Phase 2.

7.2.2.2 Phase 2: Calculation of points

Please note for acquisitions below or equal to R50 Million, ASA evaluates these in terms of the 80/20 preference point system where:

80 points are allocated for price and 20 points will be awarded based on the specific goals.

Points for price will be calculated for all shortlisted service providers in accordance with the following formula:

$$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where:

P_s = Points scored for the price of the quotation under consideration

P_t = Price of the quotation under consideration

P_{\min} = Price of lowest acceptable quotation

Preference points for the specific goals will be allocated as follows:

NO.	SPECIFIC GOALS ALLOCATED POINTS	PREFERENCE POINTS ALLOCATION	SUPPORTING EVIDENCE TO BE SUBMITTED
1.	SMMEs	10 points	<ul style="list-style-type: none"> - A B-BBEE certificate /sworn affidavit as supporting evidence - CSD reports
2.	>50% Black female ownership	5 points	<ul style="list-style-type: none"> - CSD report or, - Company registration certificate, as issued by the CIPC, clearly indicating the percentage shareholding of all owners
3.	>50% Black youth ownership	5 points	<ul style="list-style-type: none"> - CSD report, - Company registration certificate, as issued by the CIPC, clearly indicating the percentage shareholding of all owners, or - Identification Documentation of all owners

The final points will be calculated as follows:

CRITERIA	WEIGHTING POINTS
Price	80
Specific goal	20
TOTAL	100

ASA also reserves the right to conduct an investigation of the bidder's financial position, previous contracts carried out, availability of skills or knowledge, existing workload, etc.

A recommendation for award will then be formulated for approval by the relevant delegated authority.

8. TERMS OF CONTRACT AND SERVICE LEVEL AGREEMENT

Before the bid is awarded, the successful bidder shall be required to enter into a Service Level Agreement (SLA) with Agrément South Africa (ASA). The SLA shall form the contractual basis for the

delivery of the service as well as how performance shall be measured. Contract extensions are at the sole discretion of ASA.

9. PRICE SCHEDULE

Item no	Item Description	Year 1 (R)	Year 2 (R)	Year 3 (R)	Total Price
01	Business all risk				
02	Business interruption				
03	Public liability				
04	Group Personal Accident				
05	Office Contents				
06	Fire Section				
07	Computer/Electronic equipment				
08	SASRIA				
TOTAL AMOUNT (EXCL VAT)					
15% VAT					
TOTAL AMOUNT (ALL INCLUSIVE)					

10. COPYRIGHT AND INTELLECTUAL PROPERTY RIGHTS.

In consideration of the fees paid, the service provider expressly assigns to ASA any copyright arising from the works the consultant produces while executing this contract. The consultant may not use, reproduce or otherwise disseminate or authorise others to use, reproduce or disseminate such works without prior consent from ASA.

11. FINAL APPROVAL

ASA reserves the right not to accept the lowest bid. ASA also reserves the right to reject any or all of the proposals, and/or not to appoint any service provider.

12. PROCEDURE FOR SUBMISSION OF PROPOSALS

12.1 All proposals must be submitted electronically to procurement@agrement.co.za.

12.2 Respondents must use the RFQ number as the subject reference number when submitting their bids.

12.3 All documents submitted electronically via e-mail must be clear and visible.

12.4 All proposals, documents, and late submissions after the due date will not be evaluated.

NB: NO HARD COPIES OR PHYSICAL SUBMISSIONS WILL BE ACCEPTED

13. VALIDITY PERIOD OF PROPOSAL

Each proposal shall be valid for a minimum period of **three (3) months** calculated from the closing date.

14. APPOINTMENT OF SERVICE PROVIDER

14.1 The contract will be awarded to the bidder who scores the highest total number of points during the evaluation process, except where the law permits otherwise.

14.2 Appointment as a successful service provider shall be subject to the parties agreeing to mutually acceptable contractual terms and conditions. In the event of the parties failing to reach such agreement, ASA reserves the right to appoint an alternative supplier.

14.3. Awarding of contracts will be announced on the National Treasury website, and no regret letters will be sent to unsuccessful bidders.

15. ENQUIRIES AND CONTACT WITH ASA

15.1 Any inquiry regarding this RFQ shall be submitted in writing to ASA at kmadzivha@agrement.co.za with **RFQ No: ASA 34/06/2023** "The provision Insurance Services for Agrément South Africa for a period of 3 years" as the subject.

15.2 Any other contact with ASA personnel involved in this Quotation is not permitted during the RFQ process other than as required through existing service arrangements or as requested by ASA as part of the RFQ process.

16. MEDIUM OF COMMUNICATION

All documentation submitted in response to this RFQ must be in English.

17. COST OF PROPOSAL

Tenderers are expected to fully acquaint themselves with the conditions, requirements, and specifications of this RFP before submitting proposals. Each bidder assumes all risks for resource commitment and expenses, direct or indirect, of proposal preparation and participation throughout the RFP process. ASA is not responsible directly or indirectly for any costs incurred by tenderers.

18. CORRECTNESS OF RESPONSES

- 18.1 The bidder must confirm satisfaction regarding the correctness and validity of their proposal and that all prices and rates quoted cover all the work/items specified in the RFP. The prices and rates quoted must cover all obligations under any resulting contract.
- 18.2. The bidder accepts that any mistakes regarding prices and calculations will be at their own risk.

19. VERIFICATION OF DOCUMENTS

- 19.1 Bidders should check the numbers of the pages to satisfy themselves that none are missing or duplicated. ASA will accept no liability concerning anything arising from the fact that pages are missing or duplicated.
- 19.2 Only one electronic copy of the proposal must be submitted via email to procurement@agrement.co.za. If the bidder sends more than one proposal, the first submission shall take precedence should it not have been recalled/withdrawn in writing by the bidder.

20. ADDITIONAL TERMS AND CONDITIONS

- 20.1 A tenderer shall not assume that information and/or documents supplied to ASA, at any time prior to this request, are still available to ASA, and shall consequently not make any reference to such information document in its response to this request.
- 20.2 Copies of any affiliations, memberships and/or accreditations that support your submission must be included in the tender.
- 20.3 An omission to disclose material information, a factual inaccuracy, and/or a misrepresentation of fact may result in the disqualification of a tender, or cancellation of any subsequent contract.
- 20.4 Failure to comply with any of the terms and conditions as set out in this document will invalidate the proposal.

21. ASA RESERVES THE RIGHT TO

- 21.1 Extend the closing date.
- 21.2 Verify any information contained in a proposal.
- 21.3 Request documentary proof regarding any tendering issue.
- 21.4 Appoint one or more service providers, separately or jointly (whether or not they submitted a joint proposal).
- 21.5 Award this RFQ as a whole or in part.
- 21.6 Cancel or withdraw this RFQ as a whole or in part.

22. DISCLAIMER

This document is only an RFQ and a request for proposals only and not an offer document. Answers to this RFQ must not be construed as acceptance of an offer or imply the existence of a contract between the parties. By submission of this proposal, tenderers shall be deemed to have satisfied themselves with and to have accepted all Terms & Conditions of this RFQ. ASA makes no representation, warranty, assurance, guarantee or endorsements to tenderer concerning the RFQ, whether with regard to its accuracy, completeness or otherwise and ASA shall have no liability towards the tenderer or any other party in connection therewith.