

SECTION 2.3: EVALUATION OF BIDS BASED ON FUNCTIONALITY:

All bids received will be evaluated on functionality, **a bidder that scores less than 70 points out of 100 in respect of "functionality" will be regarded as submitting a non-responsive proposal and will be disqualified from the panel appointment.**

2.3.1 Functionality criteria:

Bidder must submit a comprehensive profile, including a detailed exposition of experience / ability in respect of insurance for local authorities and a list of client municipalities, and state whether or not it has a specialist section for municipal insurance management

Full particulars must be provided regarding the services that will be delivered to the Hessequa Municipality. Full details must be provided of personnel (number, position, experience, etc) that will be available to service the Municipality's account

That the company profile should include or incorporate as minimum the following information in order to claim points for functionality and will be awarded at the discretion of the Bid Evaluation Committee.

CRITERIA	VALUE	SCORE
Company Profile Profile must at least include: <ul style="list-style-type: none"> a detailed exposition of relevant experience full information on the services that will be provided names of references at local authorities which are clients of the bidder. 	20	
Ability of the bidder's infrastructure to handle and settle claims <ul style="list-style-type: none"> Details of bidder's infrastructure and resources to handle and settle claims to be attached to bid documents 	15	
Legal support <ul style="list-style-type: none"> Details of support that will be given to Municipality in respect of claims rejected on legal grounds. 	15	
Approach and Methodology <ul style="list-style-type: none"> Details of thorough methodology, with a framework, which shall be evaluated on services as indicated under the scope of works 	30	
Liquidity of insurer underwriting claim settlements <ul style="list-style-type: none"> Details of the ratio based on the latest Annual Financial Statements to be submitted with bid documents 	20	
TOTAL	100	(So)

Initials of Service Provider's Authority:

- 2.3.1.1 The bidder must supply full details on the above criteria.
- 2.3.1.2 Unclear or incomplete information provided will result in no points being allocated.
- 2.3.1.3 Reference to any attached documentation must be clearly indicated.
- 2.3.1.4 Pricing shall not be applicable for evaluation of this bid. Functionality will be used as a basis to appoint a panel of service providers to follow the quotation process after approval of funding per project.

2.3.2 Criteria will be evaluated as follows:

CRITERIA	VALUE	SCORE
COMPANY PROFILE (20)		
Detailed exposition of relevant experience 10		
More than 20 years' experience	10	
More than 15 less than 20 years' experience	8	
More than 10 less than 15 years' experience	6	
More than 5 less than 10 years' experience	4	
Less than 5 years' experience	2	
Information on services that will be provided (5)		
Provide all required services	5	
Provide between 60- 80% of required services	3	
Provide less than 40% of required services	1	
Names of references at local authorities which are clients of the bidder (5)		
More than 10 clients	5	
Between 5-10 clients	3	
Less than 5 clients	1	
ABILITY TO HANDLE AND SETTLE CLAIMS 15		
Electronic claims register with more than two clerks	15	
Electronic claims register with one clerk	10	
Manual claims register with more than two clerks	8	
Manual claim register with one clerk	5	
Manual claim register with no designated clerks	0	
LEGAL SUPPORT 15		
Full legal support available in house	15	
Full legal support available (external)	15	
Legal support available but with limitations	10	
Legal support available but serious limitations	5	
Legal support available but inadequate	2	
APPROACH AND METHOD 30		
Excellent Besides meeting the "Good" rating, the critical components are approached and dealt with in such a way that it indicates the bidder's exceptional knowledge of the industry	30	
Good The approach is specifically tailored to address specific objectives and requirements and is sufficiently flexible to accommodate changes that may be made to the portfolio	20	
Average The approach is too generic and not tailored to address specific objectives and requirements. It does not adequately deal with critical characteristics of the insurance portfolio.	15	
Poor The methodology and framework are poor and unlikely to satisfy the required objectives or requirements. The bidder has misunderstood the scope of work and	5	

does not deal with the critical aspects of the insurance portfolio.		
LIQUIDITY OF UNDERWRITER	20	
Rating: prime	20	
Rating: high grade	15	
Rating: upper medium grade	10	
Rating: lower medium grade	5	
Worse than lower medium grade	0	
TOTAL		

DECLARATION,

I, THE UNDERSIGNED [NAME] CERTIFY THAT THE INFORMATION FURNISHED ABOVE IS CORRECT. I ACCEPT THAT THE MUNICIPALITY MAY EXERCISE DUE CONSEQUENCE MANAGEMENT AGAINST ME SHOULD THIS DECLARATION PROVE TO BE FALSE.

AUTHORISED SIGNATURE:

NAME:

CAPACITY:

DATE:

Initials of Service Provider's Authority: