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**REQUEST FOR PROPOSAL**

**BID NUMBER: ECIC06P-2023/24**

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**INSURANCE MANAGEMENT SYSTEM INCLUDING SUPPORT AND MAINTENANCE  
FOR A PERIOD OF FIVE (5) YEARS**

**CLOSING DATE: 28 NOVEMBER 2023**

**CLOSING TIME: 17H00 (17:00PM) (SOUTH AFRICAN STANDARD TIME,  
OBTAINABLE FROM TELKOM BY DIALLING 1026)**

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# REQUEST FOR PROPOSAL: INSURANCE MANAGEMENT SYSTEM INCLUDING SUPPORT AND MAINTENANCE FOR A PERIOD OF 5 YEARS

## Terms of Reference

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### **A. INTRODUCTION TO THE REQUEST FOR PROPOSAL (RFP)**

#### **1. Introduction**

- 1.1. The Export Credit Insurance Corporation of South Africa (SOC) Limited (ECIC or Corporation)<sup>1</sup> is a self-sustained state-owned entity listed under Schedule 3B of the Public Finance Management Act 1 of 1999 (as amended) and established in terms of the Export Credit and Foreign Investments Insurance Act 78 of 1957 (as amended).
- 1.2. The mandate of ECIC is to facilitate and encourage South African export trade, by underwriting export credit loans and investments outside the country, to enable South African contractors to win capital goods and services contracts in countries outside South Africa. ECIC is a registered Financial Service Provider and is regulated by the Financial Sector Conduct Authority and Prudential Authority (FSP No: 30656). Currently exempted in terms of FAIS Notice 78 of 2019.
- 1.3. ECIC operates at offices at the following address:  
  
Byls Bridge Office Park  
Building 9, Fourth Floor  
11 Byls Bridge Boulevard  
Highveld Extension 73  
Centurion  
0157

#### **2. Purpose**

- 2.1. Bids are hereby invited for the appointment of a service provider to provide an Insurance Management system, including support and maintenance for a period of five (5) years.
- 2.2. This bid is subject to the Preferential Procurement Policy Framework Act No. 5 of 2000 and the Preferential Procurement Regulations, 2022, the General Conditions of Contract (GCC) and, if applicable, any other special conditions of contract. Where, however, the special conditions of contract conflict with the general conditions of contract, the special conditions of contract prevail.

#### **3. Background**

- 3.1. ECIC's main business is to promote trade with foreign countries or buyers in foreign countries by providing insurance cover in connection with export transactions, investments and loans or similar facilities connected with such transactions. It effectively underwrites any losses as a result of commercial causes of loss (insolvency or non-payment) or political causes of loss (nationalisation, expropriation, change in law or currency risk and other related events). The insurance cover is provided to South African registered financial institutions who provide the necessary funding or loans to finance export transactions, South

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<sup>1</sup> Further information on the ECIC can be found at [www.ecic.co.za](http://www.ecic.co.za)

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African exporters who provide both goods and services to foreign buyers and South African investors who invest in foreign entities.

- 3.2. The Corporation has adopted a digital transformation strategy that seeks to automate key business processes that are currently manual to improve business efficiency. The insurance management business process within the Corporation is currently a manual process hence the requirement for an electronic insurance management system.
- 3.3. The ECIC requires an insurance management system to automate the management of its insurance portfolio catering for its lines of business offered under its short-term insurance (general insurance, property and casualty insurance) license, this includes short term and medium-long term export credit insurance, investment insurance and performance bond products, which will address historical challenges of manual core processes, disintegrated data, duplications, and lack of real time reporting.
- 3.4. ECIC intends to appoint a service provider to provide an insurance management system including support and maintenance for a period of five (5) years.
- 3.5. The scope of services required by the Corporation are outlined in in paragraph 5.

## 4. Pricing

- 4.1. Bidders are required to quote ECIC on the proposed solution as follows:

- 4.1.1. System (software) licensing for a period of five (5) years.

ECIC will renew the licenses on a yearly basis for the duration the contract with the appointed bidder.

- 4.1.2. Implementation cost (configuration/development, historical data migration, testing, deployment, and training), once off.

- 4.1.3. Support and maintenance for a period of five (5) year after implementation.

ECIC will renew the support and maintenance on a yearly basis for the duration the contract with the appointed bidder.

- 4.2. In the event that bidder's proposal is in <sup>2</sup>foreign currency, for evaluation purposes, ECIC will convert the quotation provided to the currency of the Republic of South Africa (South African Rand, ZAR) as at the closing date and time of the bid, using rates published by the South African Reserve Bank. Depending on the proposal of the bidder, ECIC will commit to pay the appointed bidder on South African Rands or United States Dollar (USD) for foreign service provider in line with the applicable regulations.

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<sup>2</sup> Any currency other than South African Rand (ZAR).

**B. TERMS OF REFERENCE**

**5. Scope of services**

5.1. The appointed bidder will be required to provide:

5.1.1. An insurance management system.

5.1.2. Training to the end-users.

5.1.3. Support and maintenance of the system.

**6. Requirements for the solution**

6.1. The solution proposed must cater for the following requirements:

**6.1.1. Administration Portal (Backend)**

6.1.1.1. Customer relations management (CRM).

6.1.1.2. Capture and allocate leads and opportunities (pipeline).

6.1.1.3. Maintain account and contact details.

6.1.1.4. Maintain the call history with customers (e.g., interactions via emails, telephonic conversations, notes).

6.1.1.5. Outlook email and calendar integration.

6.1.1.6. Sales performance management (forecasting, projections, etc.).

6.1.1.7. Define and link relationships across accounts e.g., subsidiary, holding company, associated company, ultimate holding company.

6.1.1.8. View the exposure at buyer and/or group level for policies that have been issued.

**6.1.2. Underwriting**

6.1.2.1. Assess the feasibility of new projects / transactions (i.e. new insurance policy).

6.1.2.2. View and adjust the risk profile of buyers, policyholder and track their exposure across all product lines.

6.1.2.3. Submit application/cover requests for approval (approval based on delegation of authority and cover amount).

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- 6.1.2.4. Generate quotations for a requested insurance cover.
- 6.1.2.5. Issue and package final policy documents.
- 6.1.2.6. Obtain a list and history of insured debtors/buyers.
- 6.1.2.7. Retain a history of reviews conducted on buyers, policyholders, countries, projects, claims, etc.
- 6.1.2.8. Automatic emailing of cover limits per insured debtor/buyer.

### 6.1.3. **Product administration**

- 6.1.3.1. Maintain insurance cover products.
- 6.1.3.2. Maintain pricing based on product rules and transactions.
- 6.1.3.3. Configure specific rules and workflows for products.
- 6.1.3.4. Enable delegated approval authority.

### 6.1.4. **Policy administration**

- 6.1.4.1. Generate a policy schedule.
- 6.1.4.2. Maintain the policy lifecycle (Application to closure).
- 6.1.4.3. Maintain and view history of the insured exposure and premiums.
- 6.1.4.4. Administer policy amendments.

### 6.1.5. **Claims administration**

- 6.1.5.1. Administer claims and view claims history.
- 6.1.5.2. Capture costs relating to claims (e.g., legal fees, administration fees).
- 6.1.5.3. Define a workflow for the processing of claims.
- 6.1.5.4. Be able to handle different types of claims (e.g., liquidation, protracted defaults).
- 6.1.5.5. Maintain a history of interactions relating to claims (e.g., emails, telephonic conversations, notes).
- 6.1.5.6. Capture information about salvages or recoveries including related costs.

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- 6.1.5.7. Submit claims requests for approval (approval based on delegation of authority and cover/claim amount).

### 6.1.6. **Broker Portal**

- 6.1.6.1. Submit insurance cover applications on behalf of a customer.
- 6.1.6.2. View and maintain the customer details.
- 6.1.6.3. Monitor the policy portfolio of customers.
- 6.1.6.4. Submit claims on behalf their customers.
- 6.1.6.5. Monitor the status of applications and claims.
- 6.1.6.6. View application and claims history of policyholders.
- 6.1.6.7. Download policy related documents.

### 6.1.7. **Customer Portal**

- 6.1.7.1. Register on the portal.
- 6.1.7.2. Apply for insurance cover.
- 6.1.7.3. Monitor their policy portfolio.
- 6.1.7.4. Notify and lodge claims.
- 6.1.7.5. Monitor the status of applications and claims.
- 6.1.7.6. View application and claims history.
- 6.1.7.7. Capture information about the export transaction/project (name, description, currency, transaction amount, country, sector, export goods, contract details, etc.).
- 6.1.7.8. Capture the information of participants involved in a transaction or project (Policyholder, Exporter, Financier, Buyer).
- 6.1.7.9. Capture additional information about the Buyer(s) (trade background, financials, anticipated turnover, sales per country, etc.) to be used assess the risk of the buyer and applicable limits.
- 6.1.7.10. Capture declarations (monthly, yearly, or ad hoc).
- 6.1.7.11. Extract premium invoices (current and historical).

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### 6.1.8. Pricing Engine

- 6.1.8.1. Capability to design, build and maintain pricing models for different products.
- 6.1.8.2. Generate premiums based on the applicable pricing model and application/transaction information captured on the Insurance Management System.
- 6.1.8.3. Maintain an audit of changes to the pricing model and pricing requests made against the engine.
- 6.1.8.4. Provide artificial intelligence and machine learning capabilities to improve pricing models.
- 6.1.8.5. The pricing engine solution should be either a module of the proposed insurance management system or a standalone solution integrated via an API or web service.

### 6.1.9. Reporting

- 6.1.9.1. The system should provide a business intelligence capability for dashboards and reporting.
- 6.1.9.2. The following are a list of reports that will need to be generated regularly:

**Table 1**

| Report/information                | Description                                                                                                                                                                                           | Format      | Frequency |
|-----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-----------|
| Deal Pipeline Report              | Update on the status of leads and opportunities in the pipeline. The report is primarily used by the Business Development and Underwriting Units.                                                     | Excel / PDF | Adhoc     |
| Insurance Portfolio Status Report | Update on the status of the insurance (policy) portfolio including the sum insured, movement of drawdowns, repayments of loans. The report is primarily used by the Underwriting and Portfolio Units. | Excel / PDF | Adhoc     |
| Claims Status Report              | Update on the status of current and expected claims. The report is primarily used by the Portfolio Unit and Legal Units.                                                                              | Excel / PDF | Adhoc     |
| Exposure Report                   | Update on the ECIC exposure (Country, Sector, Project, etc.)                                                                                                                                          | Excel / PDF | Adhoc     |

### 6.1.10. Document management

- 6.1.10.1. Store and maintain any documents related to the activities outlined in the scope of work.

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### 6.1.11. Non-functional requirements

- 6.1.11.1. Hosting – the system should be hosted in a secure cloud environment.
- 6.1.11.2. Security – the application should have role-based access control and preferably with <sup>3</sup>Microsoft Windows/Azure AD authentication.
- 6.1.11.3. Auditing – the application should maintain an audit trail of the activities performed on the system.
- 6.1.11.4. Accessibility – the system should be accessible remotely using a secure connection.
- 6.1.11.5. Encryption – all transit data should be encrypted or transferred via a secured channel.
- 6.1.11.6. Availability – the application should be available 24/7.
- 6.1.11.7. The system should integrate to credit assessment providers to source credit information that can be used to assess the risk of transactions and buyers (e.g., Experian, Debt Source).
- 6.1.11.8. The system should integrate to compliance systems to conduct background checks and due diligence on potential or existing clients, this includes checks on sanctions, debarments, etc. (e.g., LexisNexis).
- 6.1.11.9. The system should integrate to the Companies and Intellectual Properties Commission (CIPC) to assess the compliance status of the entities (e.g., tax status, judgements).
- 6.1.11.10. The system should integrate with the ERP (Microsoft Dynamics 365) to raise invoices (related to premiums, project assessments, etc.) and track payments for settled invoices and claims.
- 6.1.11.11. The system should integrate with Microsoft SharePoint for the storage of documents.
- 6.1.11.12. The system should have an API interface to allow integration from other systems used by the ECIC such as Microsoft Dynamics 365 ERP and Workday Budgeting Tool.

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<sup>3</sup> Any reference to Microsoft trademarks and the names of Microsoft software, products, and services will refer to trademarks and brands as owned by Microsoft Corporation and/or its affiliates, including how they are supposed to be utilised or identified.

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### 6.1.12. Assumptions

- 6.1.12.1. The proposed system will include take-on (migration) of historical data that may be deemed necessary, including all existing policies, and supporting documents.

## 7. Training

- 7.1. The service provider will be required to provide training to all the identified end users of the system prior to go-live.

## 8. Support and Maintenance

- 8.1. Once the system has been implemented, the service provider will be required to provide 2nd level support and maintenance for the period of the contract.
- 8.2. The support can be provided remotely however where necessary a representative of the service provider may be required to be present at the ECIC office in Centurion.

## 9. Bid/contract conditions

- 9.1. ECIC will not evaluate any bid received from a bidder that does not meet the full requirements as stipulated under the scope of services in paragraph 5 above.
- 9.2. The successful bidder must sign a confidentiality undertaking as part of the service level agreement.
- 9.3. The agreement may be terminated by the ECIC if it has reasonable grounds to do so, with not less than 30 days' prior written notice. A termination clause will form part of the agreement and may include events such as unsatisfactory performance, defining events, departure of key personnel, governance and ownership issues and reputational risks.

## 10. Due diligence/site inspection

- 10.1. At the ECIC's discretion, a due diligence and/or site inspection may be conducted on the identified bidder. ECIC will visit the identified bidders' premises or bidder's client (with permission from the bidder) with the objective of verifying information as contained in their respective bid documents.
- 10.2. Where applicable, the ECIC will issue criteria for the due diligence review or site inspection beforehand to the applicable bidder(s). Should it be discovered during a due diligence visit or site inspection that the information submitted by the identified bidder is inconsistent with what is on their current premises of business, ECIC reserves the right to disqualify such bidder.
- 10.3. ECIC may identify another bidder using the next highest points obtained in the evaluation phase as stipulated in paragraph 11.1.4, taking into consideration the process followed under paragraphs 10.1 and 10.2.

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### **11. Bid evaluation**

11.1. The proposals will be evaluated in phases as highlighted below and detailed in paragraphs 12 to 18 of this document:

#### **11.1.1. Phase One: Compliance**

Verifying if the submitted documents are in line with the requirements of this bid. Failure to submit documents in relation to the requirements of this bid will automatically disqualify the bid offer from proceeding to the next evaluation phase.

#### **11.1.2. Phase Two: Functional evaluation (Desktop evaluation)**

In this evaluation phase, bidders are expected to obtain a minimum of 80 out of 100 points to proceed to the next stage of the evaluation. Failure to obtain the prescribed minimum points will automatically disqualify the bid offer from proceeding to the next evaluation phase.

#### **11.1.3. Phase Three: Proof of concept evaluation (Demonstration)**

In this evaluation phase, bidders are expected to obtain a minimum of 80 out of 100 points to proceed to the next stage of the evaluation. Failure to obtain the prescribed minimum points will automatically disqualify the bid offer from proceeding to the next evaluation phase.

#### **11.1.4. Phase Four: Preference point system**

The 80/20 preference point system shall be applicable to this phase, where 80 points represent maximum obtainable points for the lowest acceptable price and 20 points represents maximum obtainable points for Specific Goals. Points will be awarded to a bidder for attaining the Specific Goals in accordance with the table as listed in the bid documentation (refer to paragraph 15, read together with the table in **page 35 (paragraph 4.1)**).

#### **11.1.5. Phase Five: Objective criteria**

ECIC will apply objective criteria as detailed in paragraph 17.

### **12. Phase One: Compliance**

12.1. Verifying if the submitted documents are in line with the requirements of this bid.

12.2. Any proposal received from a bidder, that does not meet the requirements of this bid will be considered an unacceptable bid and will be disqualified from further evaluation.

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### 13. Evaluation Phase Two: Functional

13.1. The proposal submitted by the bidder will be evaluated by the ECIC based on the following criteria and be rated as the factor score over 5 multiplied by the applicable points:

13.2. Factor scores: 0=Poor, 1=Below average, 2=Average, 3=Good, 4=Very Good, 5=Excellent

**Table 2**

| EVALUATION CRITERIA             | EVALUATION CRITERIA DESCRIPTION                                                                                                                                                                                         | DESCRIPTION OF POINTS ALLOCATION                                                  |        | WEIGHT |
|---------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|--------|--------|
|                                 |                                                                                                                                                                                                                         | DETAILS/INFORMATION                                                               | RATING |        |
| 1. Bidder's Experience          | 1.1. The bidder to demonstrate at least 5 years' experience in providing similar solutions.                                                                                                                             | 1.1.1. Less than 2 years experience.                                              | 0      | 20     |
|                                 |                                                                                                                                                                                                                         | 1.1.2. Demonstratable experience above 2 years and below 5 years.                 | 3      |        |
|                                 |                                                                                                                                                                                                                         | 1.1.3. Demonstratable experience of 5 years and above.                            | 5      |        |
|                                 | 1.2. The bidder to provide at least two reference letters from clients where similar services were rendered successfully.                                                                                               | 1.2.1. No letter(s) provided, or letter(s) provided are not for similar services. | 0      | 10     |
|                                 |                                                                                                                                                                                                                         | 1.2.2. One letter of reference provided.                                          | 3      |        |
|                                 |                                                                                                                                                                                                                         | 1.2.3. At least two letters of reference provided.                                | 5      |        |
| 2. Bidder's Capacity to deliver | 2.1. Project Manager / Team Leader has at least 5 years' experience in implementing similar solutions.<br><br>CV and relevant certification of the Project Manager/Team Leader must be provided as supporting evidence. | 2.1.1. Less than five years' experience.                                          | 0      | 20     |
|                                 |                                                                                                                                                                                                                         | 2.1.2. Demonstratable experience of five years and above.                         | 5      |        |
|                                 |                                                                                                                                                                                                                         | 2.2.1. Less than two years' experience.                                           | 0      | 20     |

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| EVALUATION CRITERIA         | EVALUATION CRITERIA DESCRIPTION                                                                                                                                                                                                     | DESCRIPTION OF POINTS ALLOCATION                                                         |        | WEIGHT |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|--------|--------|
|                             |                                                                                                                                                                                                                                     | DETAILS/INFORMATION                                                                      | RATING |        |
|                             | 2.2. The bidder has at least 2 project team members and each has at least 2 years' experience in implementing similar solutions.<br><br>CVs and relevant certification of the team members must be provided as supporting evidence. | 2.2.2. Demonstratable experience of two years and above (including supporting evidence). | 5      |        |
| 3. Approach and Methodology | 3.1. Provide a clear methodology or approach of how the solution will be implemented.                                                                                                                                               | 3.1.1. No clear methodology approach provided.                                           | 0      | 15     |
|                             |                                                                                                                                                                                                                                     | 3.1.2. Not clearly detailed methodology and approach provided                            | 1-2    |        |
|                             |                                                                                                                                                                                                                                     | 3.1.3. Clear detailed methodology and approach provided.                                 | 3-5    |        |
|                             | 3.2. Detailed project plan indicating the timelines.                                                                                                                                                                                | 3.2.1. No detailed project plan provided.                                                | 0      | 15     |
|                             |                                                                                                                                                                                                                                     | 3.2.2. High-level project plan provided.                                                 | 1-2    |        |
|                             |                                                                                                                                                                                                                                     | 3.2.3. Detailed project plan provided for the implementation of the upgrade.             | 3-5    |        |
| TOTAL                       |                                                                                                                                                                                                                                     |                                                                                          |        | 100    |

13.3. Total points achieved under this evaluation criteria will be rounded to the nearest two decimal places.

13.4. Bidders are expected to obtain a minimum of 80 out of 100 points to proceed to the next evaluation stage of the evaluation. Failure to obtain the prescribed minimum points will automatically disqualify the bid offer from proceeding to the next evaluation phase. The presentation will be on or before the week ending 26 January 2024 for bidders that have passed the functional evaluation. Dates and times will be communicated to the bidders who have passed functional evaluation stage on or before the week ending 15 December 2023.

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### 14. EVALUATION PHASE THREE: PROOF OF CONCEPT (DEMONSTRATION)

14.1. The proposal submitted by prospective bidders will be evaluated by the Bid Evaluation Team based on the following criteria and be rated as follows:

Values: 0=Poor 1=Below average, 2=Average, 3=Good, 4=Very Good, 5=Excellent

**Table 3**

| EVALUATION CRITERIA                                                                                                                          | EVALUATION CRITERIA DESCRIPTION                                                               | DESCRIPTION OF POINTS ALLOCATION             |        | POINTS |
|----------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|----------------------------------------------|--------|--------|
|                                                                                                                                              |                                                                                               | DETAILS/INFORMATION                          | RATING |        |
| 1. Proof of Concept (Demo)<br><br><b>Note:</b> The demo should be in line with the requirements as outlined in paragraph 6 of this document. | 1.1. Demonstrated capability to meet the ECIC Insurance Management system requirements.       | 1.1.1. Capabilities poorly demonstrated.     | 0-2    | 50     |
|                                                                                                                                              |                                                                                               | 1.1.2. Capabilities adequately demonstrated. | 3-5    |        |
|                                                                                                                                              | 1.2. Demonstrated capability to integrate to external services (e.g., Experian, Debt Source). | 1.2.1. Capabilities poorly demonstrated.     | 0-2    | 20     |
|                                                                                                                                              |                                                                                               | 1.2.2. Capabilities adequately demonstrated. | 3-5    |        |
|                                                                                                                                              | 1.3. Demonstrated capability to meet ISO27001 security standard controls or similar.          | 1.3.1. Capabilities poorly demonstrated.     | 0-2    | 20     |
|                                                                                                                                              |                                                                                               | 1.3.2. Capabilities adequately demonstrated. | 3-5    |        |
|                                                                                                                                              | 1.4. Demonstrated capability to host the system on the cloud.                                 | 1.4.1. Capabilities poorly demonstrated.     | 0-2    | 10     |
|                                                                                                                                              |                                                                                               | 1.4.2. Capabilities adequately demonstrated. | 3-5    |        |
| TOTAL                                                                                                                                        |                                                                                               |                                              |        | 100    |

14.2. Total points achieved under this evaluation criteria will be rounded to the nearest two decimal places.

14.3. Bidders are expected to obtain a minimum of 80 out of 100 points to proceed to the next evaluation stage of the evaluation. Failure to obtain the prescribed minimum points will automatically disqualify the bid offer from proceeding to the next evaluation phase.

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### 15. Evaluation Phase Four: Preference point system

- 15.1. The formula below will be used to calculate the preference procurement points for price:

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

Where

*P<sub>s</sub>* = Points scored for price of tender under consideration,

*P<sub>t</sub>* = Price of bid under consideration, and

*P<sub>min</sub>* = Price of lowest acceptable tender.

- 15.2. Depending on the bidder's level of Specific Goals, a maximum of 20 points may be allocated to a bidder. The points scored by a bidder for Specific Goals will be added to the points allocated for price.
- 15.3. The table below reflects the number of points to be allocated to a bidder for Specific Goals:

Table 4

| Specific Goals                                 | Number of points (80/20 system) |
|------------------------------------------------|---------------------------------|
| B-BBEE Procurement Recognition Level of 135%   | 20                              |
| B-BBEE Procurement Recognition Level of 125%   | 10                              |
| B-BBEE Procurement Recognition Level of 110%   | 5                               |
| Any other B-BBEE Procurement Recognition Level | 0                               |

**[BIDDERS ARE REQUIRED TO INDICATE, IN ONE BLOCK, THE NUMBER OF POINTS THEY ARE CLAIMING FOR SPECIFIC GOALS IN THE TABLE IN PAGE 35 (PARAGRAPH 4.1). IN THE EVENT WHERE A BIDDER MAKES A MARK (ONE MARK), ECIC WILL CONSIDER THE CORRESPONDING POINTS TO BE THE ONE WHICH THE BIDDER IS CLAIMING FOR. WHERE A BIDDER MAKES MULTIPLE MARKS OR DOES NOT MAKE ANY MARK OR INDICATION AT ALL IN THE TABLE, THE BIDDER WILL BE ALLOCATED ZERO (0) POINTS FOR SPECIFIC GOALS, NOTWITHSTANDING EVIDENCE PROVIDED.]**

- 15.4. The total points achieved under this evaluation criteria will be rounded to the nearest two decimal places.

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### 16. Document(s) required to substantiate claims for Specific Goal

- 16.1. For this bid, bidders are requested to provide the following documents in substantiation for their claim of Specific Goals in line with the 2022 Preferential Procurement Regulations:

**Table 5**

| Specific Goals                       | Document required to substantiate the Specific Goals claim          |
|--------------------------------------|---------------------------------------------------------------------|
| B-BBEE Procurement Recognition Level | Copy of a valid B-BBEE Certificate or Copy of valid Sworn Affidavit |

- 16.2. Any bid received from a bidder who did not provide the document requested in this paragraph 16.1 shall be awarded zero points for Specific Goals.
- 16.3. Points for Specific Goals will be allocated as indicated in paragraph 15.2 of this RF and in the SBD 6.1 Form. Bidders are required to indicate how they claim points for each preference points on the SBD6.1 Form, **in the table on page 35 (paragraph 4.1)**. In the event that a bidder does not indicate the preference points they are claiming, the bidder will be awarded zero (0) points for Specific Goals.

### 17. Phase Five: Objective criteria

- 17.1. In this evaluation stage, ECIC will check if the bidder has a person who meet the following criteria in awarding the bid:
- 17.1.1. The bidder has a significant shareholder or owner (or equivalent) (directly or indirectly) who is classified or can be classified as a Prominent Influential Person (PIP) in accordance with Financial Intelligence Centre Act, 38 of 2001 (FICA).
- 17.1.2. The bidder has a shareholder or member or owner or director (or equivalent) who has questionable integrity status.
- 17.1.3. The bidder has a director or equivalent who is classified or can be classified as a PIP in accordance with FICA.
- 17.2. Should it be found during this evaluation stage, that the bidder who has attained the highest points under Evaluation Stage Four (Preference Point System) has persons listed in paragraphs 17.1.1 to 17.1.3, ECIC reserves the right to conduct further due diligence on the person(s). Should the outcome of a further due diligence not be satisfactory to ECIC or such a person(s) poses an unacceptable high risk reputation and/or integrity of the person(s) be questionable, ECIC reserves the right not to award the bid to that bidder. This process may be repeated to the next bidder if so required.

# REQUEST FOR PROPOSAL: INSURANCE MANAGEMENT SYSTEM INCLUDING SUPPORT AND MAINTENANCE FOR A PERIOD OF 5 YEARS

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### 18. Standard bidding documents

- 18.1. Bidders are required to complete and attach the following Standard Bidding Documents:

**Table 6**

| DETAILS                                                                                                                                                                                             | REFERENCE NUMBER |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| Invitation to bid                                                                                                                                                                                   | SBD 1            |
| Declaration of Interest                                                                                                                                                                             | SBD 4            |
| Preference Points Claim Form for Preferential Procurement Regulations 2022<br><b>Should a bidder not complete and sign the SBD6.1, the bidder will be allocated 0.00 points for Specific Goals.</b> | SBD 6.1          |

- 18.2. ECIC will not award a bid to a bidder who has not submitted complete and signed Standard Bidding Documents and the Standard Bidding Documents forms part of the condition of award.

### 19. Instructions to respondents

#### 19.1. Correspondence

- 19.1.1. No telephonic or any other form of communication with any other ECIC member of staff other than the named individual below, relating to this RFP will be permitted. All enquiries must be in writing only.
- 19.1.2. All questions relating to the contents of the tender (conditions, rules, terms of reference etc.) must be forwarded in writing via email to [procurement@ecic.co.za](mailto:procurement@ecic.co.za) by not later than 15 November 2023. Questions received after this date will not be entertained.
- 19.1.3. All questions must reference specific paragraph numbers, where applicable.
- 19.1.4. All enquiries (received on or before the closing date for enquiries) will be consolidated and ECIC will publish one response document on the ECIC website ([www.ecic.co.za](http://www.ecic.co.za)) within two working days after the date in indicated in paragraph 19.1.2, on or before 17 November 2023.
- 19.1.5. No requests for information shall be made to any other person or place and in particular not to the existing provider of this service.

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### 19.2. Submission of the proposals

- 19.2.1. Bid documents must be clearly marked for ease of reference and be submitted in PDF format on/or before the closing date and time to the following email address:

[procurement@ecic.co.za](mailto:procurement@ecic.co.za)

- 19.2.2. The following email submission procedures or protocols must be adhered to ensure safe and secure submission of the tender documents and supporting documents:

19.2.2.1. The tender document, including the supporting or returnable documents should be submitted via email on PDF format.

19.2.2.2. If the PDF tender document, including the supporting or returnable documents is less than 20 Megabytes (MB), it should be submitted as one document. If the electronic bid document is more than 20MB, the electronic tender document should be split in order to adhere to the 20MB email capacity.

19.2.2.3. Bidders are also encouraged to submit a USB detailing their tender proposals.

- 19.2.3. Only if bidders are experiencing challenges with emailing documents, tenders can be delivered at the ECIC Offices on/or before the closing date and time at:

Byls Bridge Office Park  
Building 9, Fourth Floor  
11 Byls Bridge Boulevard  
Highveld Extension 73  
Centurion  
0157

- 19.2.4. **Any proposal received after the closing date and time will not be accepted.**

- 19.2.5. All proposals and all subsequent information received from respondents will not be returned. The proposals should be addressed to the Head of Procurement of ECIC.

# REQUEST FOR PROPOSAL: INSURANCE MANAGEMENT SYSTEM INCLUDING SUPPORT AND MAINTENANCE FOR A PERIOD OF 5 YEARS

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### 20. Timeline of the bid process

- 20.1. The period of validity of the tender and the withdrawal of offers, after the closing date and time are 150 days, expiring on 26 April 2024. The project timeframes of this bid are set out below:

**Table 7**

| STAGE | DESCRIPTION OF STAGE                                             | ESTIMATED COMPLETION DATE (OR WORK WEEK ENDING) |
|-------|------------------------------------------------------------------|-------------------------------------------------|
| 1.    | Advertisement of bid on Government e-tender portal /ECIC Website | 3 November 2023                                 |
| 2.    | Questions relating to bid from bidder(s)                         | 15 November 2023                                |
| 3.    | Bid closing                                                      | 28 November 2023                                |
| 4.    | Compliance Evaluation                                            | 1 December 2023                                 |
| 5.    | Functional Evaluation                                            | 15 December 2023                                |
| 6.    | Proof of concept (Demo)                                          | 2 February 2024                                 |
| 7.    | Preference Points                                                | 2 February 2024                                 |
| 8.    | Bid Adjudication                                                 | 16 February 2024                                |

- 20.2. All dates and times in this bid are in South African Standard Time.
- 20.3. Any time or date in this bid is subject to change at the discretion of ECIC. The establishment of a time or date in this bid does not create an obligation on the part of ECIC to take any action or create any right in any way for any bidder to demand that any action be taken on the date established. The bidder accepts that, if ECIC extends the deadline for bid submission (the Closing Date) for any reason, the requirements of this bid otherwise apply equally to the extended deadline.
- 20.4. ECIC will notify all bidders of the outcome of the bid within 10 days from the date of acceptance of bid by the identified bidder.

### 21. Bid rules

#### 21.1. Awarding a bid

- 21.1.1. ECIC will not award a bid to a bidder:

- 21.1.1.1. Who is or the bidder's director(s), trustee(s), shareholder(s), member(s), partners(s) or any person(s) having controlling interest in the bidder are restricted to conduct business with the State.
- 21.1.1.2. Who is in the employ of the State or has a director(s), trustee(s), shareholder(s), member(s), partners(s) or any person(s) having controlling interest in the bidder who is in the

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employ of the State as contemplated in the Public Administration Management Act, 11 of 2014 and is prohibited from conducting business with the State in terms of section of PAMA.

- 21.1.1.3. Who is in the service of the State or has a director(s), trustee(s), shareholder(s), member(s), partners(s) or any person(s) having controlling interest in the bidder and has not declared their business interest as required in the applicable SBD4 form.
- 21.1.1.4. Has been found to have transgressed Prevention and Combating of Corrupt Activities Act, 12 of 2004 (as amended).
- 21.1.1.5. Has been found to have transgressed or is transgressing the Competition Act, 89 of 1998 (as amended).
- 21.1.2. ECIC shall not award a bid or contract or order to a bidder whose tax affairs are not compliant, except to foreign bidders with no tax obligations in South Africa.
- 21.1.3. For a bidder or the bidder's director(s), trustee(s), shareholder(s), member(s), partners(s) or any person(s) having controlling interest in the bidder who have declared their business interest as required in the applicable SBD4 form, ECIC will not award a bid to a bidder who has declared their interest and:
  - 21.1.3.1. Is prohibited from conducting business with the State; or
  - 21.1.3.2. Does not have permission to conduct remunerative work outside their employment.
- 21.1.4. ECIC will verify with the relevant Organ of State to determine if paragraphs 21.1.3.1 and 21.1.3.2 are not applicable.
- 21.1.5. ECIC will assume that, the person contemplated in paragraph 21.1.3 is prohibited from conducting business with the State or the person does not have permission to conduct remunerative work outside their employment if it does not receive any response within 21 days from such verification request to an Organ of State.
- 21.1.6. ECIC will then recommend to award the bid to the bidder who achieved the second highest preference points, and should it be established that, the bidder who achieved the second highest preference points have a person contemplated in paragraph 21.1.3, ECIC will conduct verification as contemplated in paragraphs 21.1.4 and 21.1.5. This step can be performed to up to the bidder who achieved the third highest preference points.

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### 21.2. Documents/information required as a condition of award

- 21.2.1. Proof of registration valid registration on the National Treasury Central Supplier Database (CSD).
- 21.2.2. Completed and signed Standard Bidding Forms as follows:

| Table 8                                                                                 |         |
|-----------------------------------------------------------------------------------------|---------|
| Invitation to bid (all bidders must ensure that this Form is duly completed and signed) | SBD 1   |
| Declaration of Interest                                                                 | SBD 4   |
| Preference Points Claim Form                                                            | SBD 6.1 |

### 21.3. B-BBEE Joint Ventures or Consortiums

- 21.3.1. Bidders who would wish to respond to this bid as a Joint Venture [JV] or consortium, must state their intention to do so in their bid submission. Such Respondents must also submit a signed JV or consortium agreement between the parties clearly stating the percentage [%] split of business and the associated responsibilities of each party.
- 21.3.2. If such a JV or consortium agreement is unavailable, the partners must submit confirmation in writing of their intention to enter into a JV or consortium agreement should they be awarded business by ECIC through this bid process. This written confirmation must clearly indicate the percentage [%] split of business and the responsibilities of each party. In such cases, award of business will only take place once a signed copy of a JV or consortium agreement is submitted to ECIC.

### 21.4. Sub-contracting

- 21.4.1. ECIC fully endorses the South African Government's transformation and empowerment objectives and in awarding the tender or contract, preference may be given to bidders (Generics) who are willing to subcontract not less than 30% of the contract to a company which is Black Owned, Black Women Owned, Black Youth Owned, owned by Black People with Disabilities, an EMEs and QSE. EME's and QSE's are allowed to bid without subcontracting.
- 21.4.2. If contemplating subcontracting, please note that a bidder will not be awarded points for Specific Goals if it is indicated in its Proposal that such bidder intends subcontracting more than 30% (thirty percent) of the value of the contract to an entity/entity that do not qualify for at least the same points that the bidder qualifies for, unless the intended subcontractor is a company which is Black Owned, Black Women Owned, Black Youth Owned, owned by Black People with Disabilities, an EME and QSE , with the capability to execute the subcontract.

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- 21.4.3. A person awarded a contract may not subcontract more than 25% (twenty five) of the value of the contract to any other enterprise that does not have an equal or higher Specific Goals than the person concerned, unless the contract is subcontracted to an EME that has the capability and ability to execute the subcontract.

### 21.5. **ECIC's rights**

- 21.5.1. ECIC reserves the right to:

- 21.5.1.1. Amend any bid conditions, bid validity period, bid specifications, or extend the bid closing date, all before the bid closing date. Such amendments will be posted on the ECIC's website under the relevant tender information. All prospective bidders must therefore ensure that they visit the website of ECIC ([www.ecic.co.za](http://www.ecic.co.za)) regularly before they submit their bid response to ensure that they are kept updated on any amendments in this regard.
- 21.5.1.2. Cancel or withdraw this bid at any time, as a whole or in part without reasons and without attracting any liability.
- 21.5.1.3. Award this bid to more than one bidder.
- 21.5.1.4. Award this bid in total or part.
- 21.5.1.5. Negotiate with all or some of the shortlisted bidders.
- 21.5.1.6. Not accept the lowest priced bid or award the bid to a bidder other than the highest scoring bidder.
- 21.5.1.7. Conduct site visits at bidder's offices and / or at client sites if so required.
- 21.5.1.8. Request any relevant information and/ or documents to verify or clarify information supplied in the bid response in relation, but not limited, to the structure of the bidding entity, bidder's capacity, proposed solution, proposed timelines etc.

### 21.6. **Contract fees**

- 21.6.1. Where a bidder indicates that its prices are subject to confirmation, or are in any way conditional, such pricing will not be considered.

### 21.7. **Confidentiality**

- 21.7.1. Any information relating to the submissions, through the process or otherwise shall be treated in strict confidence. In submitting a response, a Service provider agrees that it shall not be entitled to any information disclosed by another respondent to ECIC, which ECIC has determined to be of a confidential nature. The content and details of the evaluation of submissions will remain confidential to ECIC.

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### 21.8. Other matters

- 21.8.1. If the ECIC does not accept any proposal, it will declare this bid process closed and may then elect to:
  - 21.8.1.1. Proceed on a completely different basis; and/or
  - 21.8.1.2. Not to appoint any respondent (in the event it deems all or any of the proposals not appropriate).
- 21.8.2. The ECIC reserves the right to engage in any processes required to validate all claims made in the proposal.
- 21.8.3. The ECIC has the right to enter into negotiation with a prospective Service provider regarding any terms and conditions, including fees, of a proposed contract.
- 21.8.4. Bidders are allowed to submit joint proposals to allow different companies/entities to undertake different components of the work under one single proposal.

### 21.9. Disclaimer

- 21.9.1. The ECIC has produced this bid in good faith. However, the ECIC, its agents and its employees and associates, do not warrant its accuracy or completeness. The ECIC will not be liable for any claim whatsoever and howsoever arising (including, without limitation, any claim in contract, negligence or otherwise) for any incorrect or misleading information contained in this bid due to any misinterpretation of this bid.
- 21.9.2. This bid is a request for proposals only and not an offer document; answers to it must not be construed as acceptance of an offer or imply the existence of a contract between the ECIC and the bidder.

### 21.10. Terms of engagement

- 21.10.1. The ECIC's engagement of the service provider will be documented in a contract between the ECIC and the appointed bidder.

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### ANNEXES

#### Annexure A: Protection of personal information

1. ECIC recognises that when the Bidder submit its proposal in response to this Request for Quotations, it will provide personal information, which ECIC will process for the sole purpose of evaluating the Bidder's proposal. By submitting its proposal in responding to this Request for Quotations, the Bidder hereby provide its consent to the processing of its Personal Information by ECIC.
2. The following terms shall have the meaning ascribed to them:
  - 2.1. **"Personal Information"** shall bear the same meaning as ascribed to it under POPI;
  - 2.2. **"POPI"** means Protection of Personal Information Act, No. 4 of 2013;
  - 2.3. **"Responsible Party"** shall bear the same meaning as ascribed to it under POPI; and
  - 2.4. **"bid"** means this Request for Quotations.
3. ECIC as the Responsible Party undertakes to:
  - 3.1. comply with the provisions of POPI as well as all applicable legislation as amended or substituted from time to time;
  - 3.2. treat all Personal Information strictly as defined within the parameters of POPI;
  - 3.3. process Personal Information only in accordance with the consent it was obtained for, for the purpose agreed, as permitted by law;
  - 3.4. secure the integrity and confidentiality of any Personal Information in its possession or under its control by taking appropriate, reasonable technical and organisational measures to prevent loss, damage, unauthorised destruction, access, use, disclosure or any other unlawful processing of Personal Information;
  - 3.5. not transfer any Personal Information to any third party in a foreign country unless such transfer complies with the relevant provisions of POPI regarding transborder information flows; and
  - 3.6. not retain any Personal Information for longer than is necessary for achieving the purpose in terms of bid or in fulfilment of any other lawful requirement.
4. ECIC will ensure that all reasonable measures are taken to:
  - 4.1. identify reasonably foreseeable internal and external risks to the Personal Information in its possession or under its control;

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- 4.2. establish and maintain appropriate security safeguards against the identified risks;
- 4.3. regularly verify that the security safeguards are effectively implemented;
- 4.4. ensure that the security safeguards are continually updated in response to new risks or deficiencies in previously implemented safeguards;
- 4.5. provide immediate notification to the Bidder if a breach in information security or any other applicable security safeguard occurs; provide immediate notification to the Bidder where there are reasonable grounds to believe that the Personal Information has been accessed or acquired by any unauthorised person;
- 4.6. remedy any breach of a security safeguard in the shortest reasonable time and provide the Bidder with the details of the breach and, if applicable, the reasonable measures implemented to address the security safeguard breach;
- 4.7. provide immediate notification to the Bidder where the Bidder has, or reasonably suspects that, Personal Information has been processed outside of the purpose agreed to or consented to;
- 4.8. provide the Bidder, upon request, with all information of any nature whatsoever relating to the processing of the Personal Information for the purpose of the bid and any applicable law; and
- 4.9. notify the Bidder, if lawful, of receipt of any request for access to Personal Information, in its possession and relating to the Bidder.

The Bidder has the right to inspect the Personal Information processing operations, as well as the technical and organisational information security measures employed by the ECIC to ensure compliance with the provisions of this Annexure.

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### **Annexure B: Format for fee proposal (Pricing Example)**

This page has been left blank intentionally, refer to the Attached document titled Annexure B (Format for fee proposal (Pricing Example)).

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### Annexure C: Relevant Standard Bidding Documents

SBD 1

#### PART A INVITATION TO BID

|                                                                                                                                                                                                                     |                                                                                       |                                                                   |                                                                    |                                                                                                      |                              |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|-------------------------------------------------------------------|--------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|------------------------------|
| YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE OF THE EXPORT CREDIT INSURANCE CORPORATION OF SOUTH AFRICA                                                                                                    |                                                                                       |                                                                   |                                                                    |                                                                                                      |                              |
| BID NUMBER:                                                                                                                                                                                                         | ECIC06P-2023/24                                                                       | CLOSING DATE:                                                     | 28 NOVEMBER 2023                                                   | CLOSING TIME:                                                                                        | <sup>4</sup> 17H00 (17:00PM) |
| DESCRIPTION                                                                                                                                                                                                         | INSURANCE MANAGEMENT SYSTEM INCLUDING SUPPORT AND MAINTENANCE FOR A PERIOD OF 5 YEARS |                                                                   |                                                                    |                                                                                                      |                              |
| BID RESPONSE DOCUMENTS MUST BE SENT TO THE FOLLOWING EMAIL ADDRESS:                                                                                                                                                 |                                                                                       |                                                                   |                                                                    |                                                                                                      |                              |
| Preferably via email: <a href="mailto:procurement@ecic.co.za">procurement@ecic.co.za</a>                                                                                                                            |                                                                                       |                                                                   |                                                                    |                                                                                                      |                              |
| BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO                                                                                                                                                                      |                                                                                       |                                                                   | TECHNICAL ENQUIRIES MAY BE DIRECTED TO:                            |                                                                                                      |                              |
| CONTACT PERSON                                                                                                                                                                                                      | Mehnaaz Omar                                                                          | CONTACT PERSON                                                    | Mehnaaz Omar                                                       |                                                                                                      |                              |
| E-MAIL ADDRESS                                                                                                                                                                                                      | <a href="mailto:procurement@ecic.co.za">procurement@ecic.co.za</a>                    | E-MAIL ADDRESS                                                    | <a href="mailto:procurement@ecic.co.za">procurement@ecic.co.za</a> |                                                                                                      |                              |
| SUPPLIER INFORMATION                                                                                                                                                                                                |                                                                                       |                                                                   |                                                                    |                                                                                                      |                              |
| NAME OF BIDDER                                                                                                                                                                                                      |                                                                                       |                                                                   |                                                                    |                                                                                                      |                              |
| POSTAL ADDRESS                                                                                                                                                                                                      |                                                                                       |                                                                   |                                                                    |                                                                                                      |                              |
| STREET ADDRESS                                                                                                                                                                                                      |                                                                                       |                                                                   |                                                                    |                                                                                                      |                              |
| TELEPHONE NUMBER                                                                                                                                                                                                    | CODE                                                                                  |                                                                   | NUMBER                                                             |                                                                                                      |                              |
| CELL PHONE NUMBER                                                                                                                                                                                                   |                                                                                       |                                                                   |                                                                    |                                                                                                      |                              |
| FACSIMILE NUMBER                                                                                                                                                                                                    | CODE                                                                                  |                                                                   | NUMBER                                                             |                                                                                                      |                              |
| E-MAIL ADDRESS                                                                                                                                                                                                      |                                                                                       |                                                                   |                                                                    |                                                                                                      |                              |
| VAT REGISTRATION NUMBER                                                                                                                                                                                             |                                                                                       |                                                                   |                                                                    |                                                                                                      |                              |
| SUPPLIER COMPLIANCE STATUS                                                                                                                                                                                          | TAX COMPLIANCE SYSTEM PIN:                                                            |                                                                   | OR                                                                 | CENTRAL SUPPLIER DATABASE No:                                                                        | MAAA                         |
| ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES OFFERED?                                                                                                                              | <input type="checkbox"/> Yes <input type="checkbox"/> No<br>[IF YES ENCLOSE PROOF]    | ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES OFFERED? |                                                                    | <input type="checkbox"/> Yes <input type="checkbox"/> No<br>[IF YES, ANSWER THE QUESTIONNAIRE BELOW] |                              |
| QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS                                                                                                                                                                          |                                                                                       |                                                                   |                                                                    |                                                                                                      |                              |
| IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?                                                                                                                                                     |                                                                                       |                                                                   |                                                                    | <input type="checkbox"/> YES                                                                         | <input type="checkbox"/> NO  |
| DOES THE ENTITY HAVE A BRANCH IN THE RSA?                                                                                                                                                                           |                                                                                       |                                                                   |                                                                    | <input type="checkbox"/> YES                                                                         | <input type="checkbox"/> NO  |
| DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?                                                                                                                                                          |                                                                                       |                                                                   |                                                                    | <input type="checkbox"/> YES                                                                         | <input type="checkbox"/> NO  |
| DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?                                                                                                                                                               |                                                                                       |                                                                   |                                                                    | <input type="checkbox"/> YES                                                                         | <input type="checkbox"/> NO  |
| IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?                                                                                                                                                           |                                                                                       |                                                                   |                                                                    | <input type="checkbox"/> YES                                                                         | <input type="checkbox"/> NO  |
| IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW. |                                                                                       |                                                                   |                                                                    |                                                                                                      |                              |

<sup>4</sup> South African Standard Time

# REQUEST FOR PROPOSAL: INSURANCE MANAGEMENT SYSTEM INCLUDING SUPPORT AND MAINTENANCE FOR A PERIOD OF 5 YEARS

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### PART B TERMS AND CONDITIONS FOR BIDDING

#### 1. BID SUBMISSION:

- 1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
- 1.2. **ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED– (NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.**
- 1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
- ~~1.4. THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).~~

#### 2. TAX COMPLIANCE REQUIREMENTS

- 2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
- 2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
- 2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE [WWW.SARS.GOV.ZA](http://WWW.SARS.GOV.ZA).
- 2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
- 2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
- 2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
- 2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

**NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.**

SIGNATURE OF BIDDER: .....

CAPACITY UNDER WHICH THIS BID IS SIGNED: .....  
(Proof of authority must be submitted e.g., company resolution)

DATE: .....

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SBD 4

## BIDDER'S DISCLOSURE

### 1. PURPOSE OF THE FORM

- 1.1. Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.
- 1.2. Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

### 2. BIDDER'S DECLARATION

|      |                                                                                                                                                                                          |        |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| 2.1. | Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest <sup>5</sup> in the enterprise, employed by the state? | YES/NO |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|

- 2.1.1. If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

| Full Name | Identity Number | Name of State institution |
|-----------|-----------------|---------------------------|
|           |                 |                           |
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|      |                                                                                                                                    |        |
|------|------------------------------------------------------------------------------------------------------------------------------------|--------|
| 2.2. | Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? | YES/NO |
|------|------------------------------------------------------------------------------------------------------------------------------------|--------|

<sup>5</sup> the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

# REQUEST FOR PROPOSAL: INSURANCE MANAGEMENT SYSTEM INCLUDING SUPPORT AND MAINTENANCE FOR A PERIOD OF 5 YEARS

## Terms of Reference

2.2.1. If so, furnish particulars:

| Full Name (Name of person employed by Export Credit Corporation of South Africa (SOC) Ltd, the procuring institution) | Relationship |
|-----------------------------------------------------------------------------------------------------------------------|--------------|
|                                                                                                                       |              |
|                                                                                                                       |              |
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|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| 2.3. Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? | YES/NO |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|

2.3.1. If so, furnish particulars:

| Name of Related Enterprise | Registration (ID) Number |
|----------------------------|--------------------------|
|                            |                          |
|                            |                          |
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|                            |                          |
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|                            |                          |
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|                            |                          |

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### 3. DECLARATION

I, the undersigned, in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1. I have read and I understand the contents of this disclosure;
- 3.2. I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3. The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium<sup>6</sup> will not be construed as collusive bidding.
- 3.4. In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.5. The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.6. There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.7. I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

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<sup>6</sup> Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

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I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

|                            |  |                   |  |
|----------------------------|--|-------------------|--|
| Name of declarer           |  |                   |  |
| Position/Title of declarer |  |                   |  |
| Name of bidder             |  |                   |  |
| Signature of declarer      |  | Date of signature |  |

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### SBD 6.1

## PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

**NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022**

### 1 GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- 1.1.1 the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- 1.1.2 the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 **To be completed by the organ of state**  
(delete whichever is not applicable for this tender).

- ~~1.2.1 The applicable preference point system for this tender is the 90/10 preference point system.~~
- 1.2.2 The applicable preference point system for this tender is the 80/20 preference point system.
- ~~1.2.3 Either the 90/10 or 80/20 preference point system will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.~~

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- 1.3.1 Price; and
- 1.3.2 Specific Goals.

1.4 **To be completed by the organ of state:**

The maximum points for this tender are allocated as follows:

|                                           | POINTS |
|-------------------------------------------|--------|
| PRICE                                     | 80.00  |
| SPECIFIC GOALS                            | 20.00  |
| TOTAL POINTS FOR PRICE AND SPECIFIC GOALS | 100.00 |

# REQUEST FOR PROPOSAL: INSURANCE MANAGEMENT SYSTEM INCLUDING SUPPORT AND MAINTENANCE FOR A PERIOD OF 5 YEARS

## Terms of Reference

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- 1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for Specific Goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.
- 1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

## 2 DEFINITIONS

- 2.1 “**tender**” means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- 2.2 “**price**” means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- 2.3 “**rand value**” means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- 2.4 “**tender for income-generating contracts**” means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- 2.5 “**the Act**” means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

## 3 FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

### 3.1 POINTS AWARDED FOR PRICE

#### 3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

$$\begin{array}{ccc} \mathbf{80/20} & \mathbf{or} & \mathbf{90/10} \\ \\ \mathbf{Ps = 80 \left( 1 - \frac{Pt - P_{min}}{P_{min}} \right)} & \mathbf{or} & \mathbf{Ps = 90 \left( 1 - \frac{Pt - P_{min}}{P_{min}} \right)} \end{array}$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

### ~~3.2 FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT~~

#### ~~3.2.1 POINTS AWARDED FOR PRICE~~

~~A maximum of 80 or 90 points is allocated for price on the following basis:~~

$$\begin{array}{ccc} \mathbf{80/20} & \mathbf{or} & \mathbf{90/10} \end{array}$$

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$$P_s = 80 \left( 1 + \frac{P_t - P_{max}}{P_{max}} \right) \text{ or } P_s = 90 \left( 1 + \frac{P_t - P_{max}}{P_{max}} \right)$$

Where

$P_s$  = Points scored for price of tender under consideration

$P_t$  = Price of tender under consideration

$P_{max}$  = Price of highest acceptable tender

## 4 POINTS AWARDED FOR SPECIFIC GOALS

- 4.1 In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for Specific Goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:

**Table 1: Specific goals for the tender and points claimed are indicated per the table below.**  
*(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.*  
*Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)*

| The specific goals allocated points in terms of this tender | Number of points allocated (90/10 system) (To be completed by the organ of state) | Number of points allocated (80/20 system) (To be completed by the organ of state) | Number of points claimed (90/10 system) (To be completed by the tenderer) | Number of points claimed (80/20 system) (To be completed by the tenderer) |
|-------------------------------------------------------------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|---------------------------------------------------------------------------|---------------------------------------------------------------------------|
| B-BBEE Procurement Recognition Level of 135%                | N/A                                                                               | 20                                                                                | N/A                                                                       |                                                                           |
| B-BBEE Procurement Recognition Level of 125%                | N/A                                                                               | 10                                                                                | N/A                                                                       |                                                                           |
| B-BBEE Procurement Recognition Level of 110%                | N/A                                                                               | 5                                                                                 | N/A                                                                       |                                                                           |
| Any other B-BBEE Procurement Recognition Level              | N/A                                                                               | 0                                                                                 | N/A                                                                       |                                                                           |

**[BIDDERS ARE REQUIRED TO INDICATE, IN ONE BLOCK, THE NUMBER OF POINTS THEY ARE CLAIMING FOR SPECIFIC GOALS IN THE TABLE ABOVE. IN THE EVENT WHERE A BIDDER MAKES A MARK (ONE MARK), ECIC WILL CONSIDER THE CORRESPONDING POINTS TO BE THE ONE WHICH THE BIDDER IS CLAIMING FOR. WHERE A BIDDER MAKES MULTIPLE MARKS OR DOES NOT MAKE ANY MARK OR INDICATION AT ALL IN THE TABLE, THE BIDDER WILL BE ALLOCATED ZERO (0) POINTS FOR SPECIFIC GOALS NOTWITHSTANDING EVIDENCE PROVIDED.]**

- 4.2 In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
- 4.2.1 an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or

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4.2.2 any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

## DECLARATION WITH REGARD TO COMPANY/FIRM

|                                                            |  |                            |  |
|------------------------------------------------------------|--|----------------------------|--|
| NAME OF COMPANY/FIRM                                       |  |                            |  |
| COMPANY REGISTRATION NUMBER (ID NUMBER)                    |  |                            |  |
| TYPE OF COMPANY/ FIRM [TICK APPLICABLE BOX] [INDICATE ONE] |  |                            |  |
| Partnership/Joint Venture / Consortium                     |  | Personal Liability Company |  |
| One-person business/sole propriety                         |  | (Pty) Limited              |  |
| Close corporation                                          |  | Non-Profit Company         |  |
| Public Company                                             |  | State Owned Company        |  |

4.3 I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

4.4 The information furnished is true and correct;

4.4.1 The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;

4.4.2 In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;

4.4.3 If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –

4.4.3.1 disqualify the person from the tendering process;

4.4.3.2 recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;

4.4.3.3 cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;

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- 4.4.3.4 recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
- 4.4.3.5 forward the matter for criminal prosecution, if deemed necessary.

|                                         |  |
|-----------------------------------------|--|
| NAME OF TENDERER(S)                     |  |
| NAME AND SURNAME (AUTHORISED SIGNATORY) |  |
| SIGNATURE                               |  |
| ADDRESS                                 |  |
|                                         |  |
|                                         |  |
|                                         |  |
| DATE OF SIGNATURE                       |  |

# REQUEST FOR PROPOSAL: INSURANCE MANAGEMENT SYSTEM INCLUDING SUPPORT AND MAINTENANCE FOR A PERIOD OF 5 YEARS

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### Annexure D: Checklist

Hereunder is a checklist to ensure that the bid document is complete in terms of administrative compliance. Please ensure that the following forms have been completed and signed and that all documents, as requested, are attached to the tender document.

| ITEM | DOCUMENT REFERENCE                                                                       |                                                                            | ACTION TO BE TAKEN                                                                                                                                          | YES/NO |
|------|------------------------------------------------------------------------------------------|----------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| 1.   | SBD 1                                                                                    | Invitation to bid                                                          | Is the form duly completed and signed?                                                                                                                      |        |
| 2.   | Has the bidder demonstrated at least 5 years' experience in providing similar solutions? |                                                                            | The bidder has demonstrated at least 5 years' experience in providing similar solutions.                                                                    |        |
| 3.   | Reference letters                                                                        |                                                                            | The bidder has provided at least two reference letters from clients where similar services were rendered successfully.                                      |        |
| 4.   | Project Manager / Team Leader                                                            |                                                                            | The bidder has provided curriculum vitae (CVs) of the Project Manager/Team Leader including copies of qualifications.                                       |        |
| 5.   | Project team member(s)                                                                   |                                                                            | The bidder has provided CVs and relevant certifications.                                                                                                    |        |
| 6.   | Methodology or approach                                                                  |                                                                            | The bidder has provided a copy of methodology or approach.                                                                                                  |        |
| 7.   | Project Plan                                                                             |                                                                            | The bidder has provided a detailed project plan in indicating the proposed timelines.                                                                       |        |
| 8.   | Company profile                                                                          |                                                                            | The bidder has provided a company profile.                                                                                                                  |        |
| 9.   | SBD 4                                                                                    | Declaration of Interest                                                    | Is the form duly completed and signed?                                                                                                                      |        |
| 10.  | SBD 6.1                                                                                  | Preference Points Claim Form for Preferential Procurement Regulations 2022 | Is the form duly completed, Specific Goals points claimed, and form signed?<br><br>Refer to <b>the table in page 35 (paragraph 4.1)</b> .                   |        |
| 11.  | B-BBEE status level verification certificate or Sworn Affidavit                          |                                                                            | Is proof of B-BBEE Status level of contributor attached? Bidder must attach copy of B-BBEE Certificate or copy of Sworn Affidavit, whichever is applicable. |        |
| 12.  | CSD Report or MAAA Number                                                                |                                                                            |                                                                                                                                                             |        |
| 13.  | Tender submission (if the bidder is submitting physical information/documents)           |                                                                            | Two (2) printed copies (one original and one copy) submitted? (if submitting physical copies)                                                               |        |
|      |                                                                                          |                                                                            | One (1) electronic copy submitted?                                                                                                                          |        |

I, the undersigned (name) ..... certify that the information furnished on this checklist is true and correct.

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|                            |  |                   |  |
|----------------------------|--|-------------------|--|
| Position/Title of declarer |  |                   |  |
| Name of bidder             |  |                   |  |
| Signature of declarer      |  | Date of signature |  |