



**The University of South Africa invites suitably
qualified service providers to participate in a
Public Tender Process to provide the
University with
SHORT TERM INSURANCE SERVICES
Tender Specification Document**

Tender Ref. No:	PT2020/18	Date of Issue:	September 2020
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1. BACKGROUND

As part of the Risk Management Strategy, Unisa should have a comprehensive short-term insurance cover to safeguard the Institution against risks. In order to manage all different insurance portfolios a short-term insurance broker is appointed for a period of five years renewed on an annual basis based on the Market conditions in the insurance industry. The University will be covered in terms of the following portfolio:

- Assets all risk policy (including Property Damage and Business interruption);
- Public and Umbrella Liability, Commercial crime and Motor Fleet cover;
- Directors and Officers Liability and Professional Indemnity;
- Personal accident and Stated benefits;
- Employment practise;
- No fault Liability (Clinical Trails)
- Contract Works and Liability
- Electronic and Machinery Breakdown and Business Interruption
- Commercial Crime (Employee Fidelity and Computer Crime)
- Cyber Liability including Kidnap and Ransom
- Local and International travel insurance
- SASRIA – cover damages the above on as result of industrial strikes/student uprising

2. PROPRIETARY AND CONFIDENTIAL INFORMATION

All material submitted in response to this tender shall become the property of Unisa. Any confidential information provided by a service provider in response to this Tender will be held in confidence and will only be used for the evaluation of this tender.

3. DEALING WITH THE UNIVERSITY OF SOUTH AFRICA

Service providers must not contact any member of Unisa and / or consultants with respect to queries they may have with this tender. A compulsory information session will be held during which it is expected that any queries raised, will be answered.

The service provider shall not disclose any such information or specification, whether explicit or implied, to any third party without the written consent from Unisa.

4. CLARIFICATION QUESTIONS

There will be no information session held, all clarification questions must be submitted to tenders@unisa.ac.za by 09 October 2020 and answers will be published on the tender website on 13 October 2020.

5. SUBMISSION AND CLOSING DATE

The **(1) original and a soft copy (usb)** of the tender must be submitted into the official tender box in a sealed envelope located in the Kgorong Building Entrance, Pretoria Muckleneuk Campus, Preller Street, Muckleneuk Ridge. Please quote the tender reference number **PT2020/18** on the sealed envelope.

Closing date: 19 October 2020 @ 12:00

The tender awarded will be conditional and subject to successful negotiations and the signing of a written contract, failing which Unisa reserves the right to withdraw the tender and award the same to the next tenderer without having to repeat the tender process.

Unisa reserves the right to appoint, contract with and monitor the performance of any service provider it deems will offer the best service in line with its requirements, although it may not necessarily be the lowest Tenderer. Unisa also reserves the right, in its sole discretion, to re-advertise, not to retender or not to award the tender.

Late submitted tenders will not be considered.

The decision of the Unisa Management Committee on awarding a tender is final

6. MANDATORY REQUIREMENTS

Mandatory requirements will include the following and must be labelled and submitted in the following order. **Failure to comply and submit any one of the documents will disqualify the submission:**

- Annexure A1: Completed and signed Supplier List Application Form (F25) including bank account details from the bank. (www.unisa.ac.za/tenders)
- Annexure A2: Resolution to sign on behalf of the tendering unit (www.unisa.ac.za/tenders). Own company resolution will also be accepted.
- Annexure A3: Copy of valid SARS clearance certificate and Pin must be submitted.
- Annexure A4: Copy of company registration documents indicating list of shareholders / members from CIPC.
- Annexure A5: Copies of share certificates must be included (in a case close corporations member certificates should be submitted)
- Annexure A6: Pricing template. Annexure A6 must be completed.
- Annexure A7: Minimum of three contactable references (not older than 5 years) from the **Clients** containing present or previous experience in the handling of an asset base with a combined portfolio base of not less than R500 million. At least two references must be for portfolios of more than R500 million. Annexure A7 must be completed by the **Tenderer** and submitted.
- Annexure A8: Financial Statements
 - a. One set (2 years comparative figures) of the most recent audited Annual Financial Statements together with a signed Independent Auditor's Report or a signed letter from the Accounting Officer for Close Corporations must be submitted unless the reporting entity is exempted in terms of the new South African Companies Act from obtaining an Independent Auditor's Report. The exempted entity must then submit a signed Independent Reviewer's report or signed compilation engagement (ISRS 4410) report from any recognised accounting professional body. **The annual financial statement submitted must be within six months of their financial year-end to qualify for evaluation.**

A complete set of Annual Financial Statements including the following:

- *Independent Auditor's Report (Letter from an External Accountant/Accounting Officer for Close Corporations)*
- *Statement of Comprehensive Income (Income Statement)*
- *Statement of Financial Position (Balance Sheet)*
- *Statement of Cashflows*

- *Statement of Changes in Equity*
- *Notes to the Financial Statements*

No draft, summarized or extracts of financial statements will be accepted.

- b. Where the financial statements of the holding company are submitted, a signed letter be included from the holding company, on their letterhead signed by the CEO/CFO, that they would be liable if the subsidiary defaulted. This must be attached to the financials being submitted. Failure to submit such signed letter will disqualify the tender submission.
- c. The financial statements should be submitted as a separate bound document.

Annexure A9: Unisa General Terms and Conditions to be completed and signed
(www.unisa.ac.za/tenders)

Annexure A10: The service provider must provide proof of a valid license to transact business as a financial services provider (FSP) as per the Financial Advisory and Intermediary Services Act, 2002 (Act No. 37 of 2002) for the duration of the contract

Annexure A11: The service provider must complete the client response template.

7. OTHER REQUIREMENTS

Annexure B1: A valid B-BBEE certificate from a SANAS accredited verification agency. An affidavit certifying their total annual income and level of black ownership will be sufficient for EMEs and QSEs. Failure to submit the above will result in a zero score for B-BBEE.

Annexure B2: Service providers to submit a copy of the draft agreement which they would expect Unisa to enter into should they be successful.

Mandatory technical requirements B3.1 to B3.9

Annexure B3: COMPANY PROFILE

Tenderer must submit a company profile including the following;

B3.1: Executive Summary of tender submission

B3.2: Proposal of suitable Insurance packages in the market which will cover Unisa requirements

B3.3: Systems in place to manage and process claims (ISAE 3402 certified);
Outline the process

B3.4: Innovation and value add services for claims and managing risk

B3.5: Broker's experience in Local and International Short-term Insurance services. The information must include the number of years of experience in both Local and International market. The information must be the same as provided in the references

B3.6: Experience and Qualification of the team to be allocated to Unisa account (CV's must be submitted). Minimum of two members should be allocated to the account

B3.7 The service provider must sub-contract at least 10% (maximum of 20%) of the contract to exempted micro enterprises (EMEs) and qualifying small enterprises (QSEs), as defined in the B-BBEE Codes. An affidavit of the sub-contracted entity must be submitted certifying their total annual income and level of black ownership will be sufficient for EMEs and QSEs. Failure to submit the above will result in a zero score for B-BBEE. The sub-contracting template (Annexure C) must be completed.

B3.8 Professional Indemnity cover of R 150 million is compulsory and proof must be submitted by a successful bidder on signing of the contract.

B3.9 The service provider must provide proof of a valid license of the sub-contractor to transact business as a financial services provider (FSP) as per the Financial Advisory and Intermediary Services Act, 2002 (Act No. 37 of 2002) for the duration of the contract.

Note: All documents submitted in support of this tender must be the documents of the tendering unit and may not pertain to different companies or units within a group. As an example, a tenderer cannot submit its own B-BBEE certificate, but the SARS certificate of its holding company.

8. PAYMENT TERMS

The payment terms of the University are 30 days after receipt of goods and services and upon receipt of a statement.

9. EVALUATION CRITERIA

Pre-qualification:

Only tenderers that meet all the mandatory requirements including the financial evaluation will proceed to stage 1 of the adjudication.

Annexure 11: Client response template

ITEMS		
STAGE 1 – Phase 1 (100 points)		
1. Broker capacity (Max 40 points)	2. Broker experience (Max 40 points)	3. Contactable references (Max 20 points)
<ul style="list-style-type: none"> Systems in place to manage and process claims Annexure B3 Innovation and value add services for claims and risk management Annexure B3 	<ul style="list-style-type: none"> Short term Insurance experience of the broker company including International Insurance market experience. Annexure B3 Experience and Qualification of the team to be allocated to Unisa account (CV's must be submitted). Minimum of four members should be allocated to the account. Annexure B3 	<p>NB. Minimum of three for each – please include name of company, contact name and contact details. The reference will be evaluated based on total satisfaction score of a questionnaire attached herewith as Annexure A11 which will be e-mailed to the references.</p>

The service provider is requested to complete the above template

10. TENDER SPECIFICATION – ANNEXURE A10 CLIENT RESPONSE TEMPLATE

Requirements	Client responses
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<p>1. Broker capacity (Max 40 points)</p> <ul style="list-style-type: none"> • Sub-contracting Annexure B3 • Systems in place to manage and process claims Annexure B3 • Proposal of suitable Insurance packages which will cover Unisa requirements Annexure B3 • Innovation and value add services for claims and risk management Annexure B3 	
<p>2. Broker experience (Max 40 points)</p> <ul style="list-style-type: none"> • Proof that the Broker has previously/currently handled a diversified portfolio of not less than R500 million. Information to be included in the reference template Annexure A6 • Short term Insurance experience of the broker company including International Insurance market experience. Annexure B3 • Experience and Qualification of the team to be allocated to Unisa account (CV's must be submitted). Minimum of four members should be allocated to the account. Annexure B3 	
<p>3. Contactable references (Max 20 points)</p> <p>NB. Minimum of three for each – please include name of company, contact name and contact details. The reference will be evaluated based on total satisfaction score of a questionnaire attached herewith as Annexure A11 which will be e-mailed to the references.</p>	

NOTE:

Please note that a copy of the surveyor and valuation report will be made available upon request.