



**REQUEST FOR PROPOSALS FOR THE APPOINTMENT OF A SUITABLE SERVICE PROVIDER FOR THE NHBC SHORT TERM INSURANCE BROKERING AND CLAIMS MANAGEMENT SERVICES FOR A PERIOD OF THREE (03) YEARS.**

**RFP NO.:** NHBC 07/2022

**CLOSING DATE:** 07 OCTOBER 2022

**TIME:** 11:00AM

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| <b>VIRTUAL NON-COMPULSORY BRIEFING SESSION</b> |
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**DATE:** 23 SEPTEMBER 2022

**TIME:** 11:00AM

**LINK FOR VIRTUAL NON-COMPULSORY BRIEFING SESSION:**

[https://teams.microsoft.com/l/meetup-join/19%3ameeting\\_ZWMyNjE5ZTEtYjU5Ny00ZWQzLTg0OWUtNjZlZjEyMzNmNGZj%40thead.v2/0?context=%7b%22Tid%22%3a%223fa2c7f2-3ceb-4b67-aec9-08d186f26abc%22%2c%22Oid%22%3a%2293ef1ab6-b088-4810-becf-7c6460872237%22%7d](https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZWMyNjE5ZTEtYjU5Ny00ZWQzLTg0OWUtNjZlZjEyMzNmNGZj%40thead.v2/0?context=%7b%22Tid%22%3a%223fa2c7f2-3ceb-4b67-aec9-08d186f26abc%22%2c%22Oid%22%3a%2293ef1ab6-b088-4810-becf-7c6460872237%22%7d)

**Link for briefing session can also be Accessed on the NHBC website:  
[www.nhbrc.org.za/current-tenders](http://www.nhbrc.org.za/current-tenders)**

## 1. TERMS AND CONDITIONS

**This Request for Proposal (RFP) has been compiled by the NHBRC and it is made available to the Bidders on the following basis.**

**Bidders submitting a Bid in response to this RFP are deemed to do so, on the basis that they acknowledge and accept the terms and conditions set out below:**

- 1.1 The Bidder must be registered on the National Treasury's Central Supplier Database ("the CSD") and ensure that, if it is successful, it remains so registered and further ensure that the information on the CSD is up-to-date for the duration of the contract.
- 1.2 The Bidder must ensure that it is tax compliant at the time of submitting its bid in response to this RFP, and if it is successful, it remains tax compliant for the duration of the contract. In this regard, the Bidder undertakes to provide the NHBRC with a Tax Clearance Certificate issued by the South African Revenue Services ("SARS") on an annual basis, confirming that it is tax compliant.
- 1.3 The NHBRC reserves the right to amend, modify or withdraw this RFP or amend, modify or terminate any of the procedures or requirements set out herein at any time (and from time to time), without prior notice and without liability to compensate or reimburse any person.
- 1.4 If the NHBRC amends this RFP, the amendment will be sent to each Bidder in writing or publicized as the case maybe. No oral amendments by any person will be considered or acknowledged.
- 1.5 The NHBRC reserves the right to carry out site inspections or call for supporting documentation in order to confirm any information provided by a Bidder in its RFP Bid.
- 1.6 This RFP is not intended to form the basis of a decision to enter into any transaction involving the NHBRC, and does not constitute an offer or recommendation to enter into such transaction, or an intention to enter into any legal relationship with any person.
- 1.7 A Bid submitted in response to this RFP will constitute a binding offer which will remain binding and irrevocable for a period of ninety (90) days from the date of submission to the NHBRC. The offer constituted by the Bid will be deemed not to have been accepted and no agreement will be deemed to be reached with any Bidder, unless and until a binding Agreement and other related transactions/documents are concluded between the NHBRC and the Preferred Bidder.
- 1.8 The distribution of this RFP outside the Republic of South Africa may be restricted or prohibited by the laws of other countries. Recipients of this RFP are advised to familiarize themselves with and comply with all such restrictions or prohibitions applicable in those jurisdictions, and neither the NHBRC, nor any of their respective directors, officers, employees, agents, representatives or advisors, accepts liability to any person for any damages arising out of or in connection with the breach of any restriction or provision outside the Republic of South Africa. Persons contemplating submitting a Bid are advised to obtain legal advice as to the possible consequences thereof in terms of the law of the jurisdictions in which they are located.
- 1.9 Recipients of this RFP document may only distribute it to other parties whom they wish to involve as part of their Bidder consortium in submitting a Bid.

- 1.10 Neither the NHBRC nor any of their respective directors, officers, employees, agents, representatives or advisors will assume any obligation for any costs or expenses incurred by any party in or associated with preparing or submitting a Bid in response to the RFP.
- 1.11 No entity may be involved, whether directly or indirectly, in more than one Bid in response to this RFP. Failure to comply with this requirement may, within the sole discretion of the NHBRC, result in disqualification of the relevant entity.
- 1.12 Any material change in the control and/or composition of any Bidder or any core member of a Bidder after submission of a Bid, shall require the prior written approval of the NHBRC, and any failure to seek such approval from the NHBRC shall result in the NHBRC being entitled, in its sole discretion, to disqualify the relevant Bidder from any further participation in the Bid process. The NHBRC shall be the sole arbiter as to what constitutes a “material change in the control and/or composition of any Bidder”, and as to what constitutes a “core member of a Bidder” for purposes of such approval. Any request for such approval shall be made to the NHBRC’s Supply Chain Management (“SCM”) in writing and shall provide sufficient reasons and information to allow the NHBRC to make a decision. The NHBRC reserves the right to accept or reject any such request for approval at its sole discretion.
- 1.13 Briefing Session: **There will be virtual non-compulsory briefing session.** The sharing of information and clarifications of issues related to this Bid, as given by the NHBRC will form part of this Bid and responses.
- 1.14 Any requirement set out in this RFP that stipulates the form and/or content of any aspect of a Bid, is stipulated for the sole benefit of the NHBRC, and save as expressly stated to the contrary, may be waived by the NHBRC in its sole discretion at any stage in the RFP process.
- 1.15 The NHBRC and its advisors shall rely on a Bid as being accurate and complete in relation to the information and proposals provided therein by the Bidders.
- 1.16 All Bids submitted to NHBRC will become the property of the NHBRC and will as such not be returned to the Bidder. The NHBRC will make all reasonable efforts to maintain proposals in confidence. Proprietary information should be identified as such in each proposal.
- 1.17 The Bid submitted by the bidder shall be considered irregular if they show any omissions, alteration of form, additions, or conditions not called for, or irregularities of any kind. However, the NHBRC reserves the right to waive any irregularities and to make award in the best interest of the company.
- 1.18 The NHBRC reserves the right to accept or reject the Proposal.
- 1.19 RFP’s shall be rejected, among other reasons, where Bids are received after the closing date and time as specified in the RFP.
- 1.20 Potential service provider(s) shall be disqualified and their Bids not considered among other reasons, for any of the following specific reasons:
  - 1.20.1 If the SCM Mandatory Documents are not submitted and completed as per this RFP; and/or
  - 1.20.2 The Bid contains irregularities.
- 1.21 The NHBRC reserves the right to require that any bidder provide a formal presentation of its RFP at a date and time to be determined by the NHBRC. The NHBRC shall provide all instructions and clarification regarding the purpose and scope of the presentation. All expenses must be borne by the bidder.

- 1.22 All costs associated with the preparation and submission of the Bid is the responsibility of the Bidder. The costs shall not be chargeable to the NHBRC by successful or unsuccessful Bidder.
- 1.23 This document is released for the sole purpose of responding to this RFP and must be considered confidential. In addition, the use, reproduction or disclosure of the requirements, specifications or other material in this RFP is strictly prohibited.
- 1.24 All Bids must be formulated and submitted in accordance with the requirements of this RFP.

## 2. BACKGROUND

### 2.1. ABOUT THE NHBRC

2.1.1. The National Home Builders Registration Council (NHBRC) is a regulator established in terms of section 2 of the Housing Consumers Protection Measures Act 95 of 1998 (“the Act”). Section 3 of the Act provides that the objects of the NHBRC are to:

- (a) represent the interests of housing consumers by providing warranty protection against defects in new homes;
- (b) regulate the home building industry;
- (c) provide protection to housing consumers in respect of the failure of home builders to comply with their obligations in terms of this Act;
- (d) establish and to promote ethical and technical standards in the home building industry;
- (e) improve structural quality in the interests of housing consumers and the home building industry;
- (f) promote housing consumer rights and to provide housing consumer information;
- (g) communicate with and to assist home builders to register in terms of this Act;
- (h) assist home builders, through training and inspection, to achieve and to maintain satisfactory technical standards of home building;
- (i) regulate insurers contemplated in section 23 (9) (a); and
- (j) in particular, achieve the stated objects of this section in the subsidy housing sector.

### 2.2. NHBRC OFFICES

2.2.1. The NHBRC is a medium sized organization with a staff compliment of approximately 600 employees. The NHBRC’s Head Office is located in Sunninghill, Gauteng, with nine (09) Provincial Offices of varying size and 12 Satellite Offices which are located in the following areas:

| NHBRC OFFICE LOCATIONS |  | NHBRC OFFICE LOCATIONS |  |
|------------------------|--|------------------------|--|
| 1                      | Head Office, (Sunninghill)                 | 13                     | Eastern Cape (East London) - Satellite |
| 2                      | Gauteng (Sunninghill) – Provincial         | 14                     | Western Cape (George) - Satellite      |
| 3                      | Kwa-Zulu Natal(Durban) – Provincial        | 15                     | North West (Klerksdorp) - Satellite    |
| 4                      | Western Cape (Cape Town) – Provincial      | 16                     | Limpopo (Tzaneen) - Satellite          |
| 5                      | Eastern Cape (Port Elizabeth) – Provincial | 17                     | Limpopo (Modimolle) - Satellite        |
| 6                      | North West (Rustenburg) – Provincial       | 18                     | Mpumalanga (Witbank) - Satellite       |

|    |   |    |   |
|----|---|----|---|
| 7  | Limpopo (Polokwane) – Provincial          | 19 | Free State (Bethlehem) – Satellite      |
| 8  | Mpumalanga (Nelspruit) – Provincial       | 20 | North West (Mafikeng) – Satellite       |
| 9  | Free State (Bloemfontein) – Provincial    | 21 | Limpopo (Thulamela) – Satellite         |
| 10 | Northern Cape (Kimberly) - Provincial     | 22 | Gauteng (Pretoria) – Satellite          |
| 11 | Kwa-Zulu Natal (Newcastle) - Satellite    | 23 | Eric Molobi Innovation Hub (Soshanguve) |
| 12 | Kwa-Zulu Natal (Richards Bay) - Satellite |    |   |

### 3. INTRODUCTION

The National Home Builders Registration Council is mandated by the Housing Consumers Protection Measures Act, 1998 (Act No. 95 of 1998) to regulate the homebuilding industry and protect housing consumers. The NHBRC ensures that it delivers on its mandate by delivering on its products and services, and the key performance indicators that are contained in the organisational scorecard.

#### VISION

To be the Champion of the Housing Consumers.

#### MISSION

To Protect the Housing Consumers and to Regulate the Homebuilding Environment.

#### MOTTO

Assuring Quality Homes.

#### STRATEGY OF NHBRC

The strategy of the NHBRC is based on the following pillars:

- To ensure that housing consumers and home builders are educated on their rights and obligations.
- To entrench a culture of compliance through fair and efficient enforcement mechanisms
- To research and introduce innovative products, methods and technologies within the homebuilding industry.
- To maintain a sustainable warranty fund.

## 4. BUSINESS OVERVIEW

### 4.1 Purpose

- 4.1.1. The NHBRC requires short term insurance brokering and claims management services.
- 4.1.2. The Bidder and its personnel shall in its dealings with NHBRC comply with all applicable laws, without limitations including: The Short Term Insurance Act 53 of 1998, FAIS, the Code of Conduct, the relevant anti- corruption, anti-bribery, trade restriction and anti-money laundering laws.
- 4.1.3. The Bidder shall ensure that persons employed by it shall:
  - Have the necessary qualifications, expertise, skills (including people skills), experience, integrity and sobriety to provide quality services as required by the NHBRC
  - Be accredited in terms of the FAIS; and
  - At all times behave in a manner worthy of the positions they hold, and interact with the NHBRC in a responsible and civil manner.

## 5. SCOPE OF WORK

- 5.1. The objective of the RFP is to select a bidder/ insurance broker with the skills, knowledge and market relationships to offer innovative and visionary best practice solutions in regard to NHBRC's existing Insurance program and to challenge our current approach to risk transfer. The preferred broker is expected to be able to negotiate with insurance providers around new coverage, value added solutions, program design and innovation as well as to offer comprehensive and easy to measure implementation strategies.
- 5.2. In terms of this mandate an invitation is hereby extended to prospective bidders/ insurance brokers, to respond in respect of this RFP:
  - 5.2.1. Propose a suitable for the NHBRC insurance program and the strategies to achieve this
    - 5.2.1.1. Review and assess NHBRC's current profile of insured risks, including the adequacy of the current insurance program.
    - 5.2.1.2. Make recommendations to amend or enhance the existing program in relation of placement / cover, limits of insurance and justify any additional benefits suggested.
  - 5.2.2. Marketing the NHBRC insurance program and obtaining competitive quotes.
  - 5.2.3. Presenting a written report to document the quotes received from the various carriers.
  - 5.2.4. Reviewing the individual policies for accuracy and completeness prior to delivery to NHBRC.
  - 5.2.5. Advising, reporting, handling all claims and monitoring the claims.

- 5.3. The Bidders approach to manage the day to day broking activities of the account
  - 5.3.1. Propose a plan to ensure a smooth transition of the account.
  - 5.3.2. Service structure for day-to-day servicing of the account.
  - 5.3.3. Ensure that the NHBRC is adequately insured at all times and that uninsured risk exposures are declared to and accepted by the NHBRC.
  - 5.3.4. Provide general advice to NHBRC on risk issues, developments in the insurance market and changes in legislation that may impact the NHBRC.
  - 5.3.5. Provide management reports on a quarterly basis and when required by the NHBRC.
- 5.4. Your ability to advise and contribute towards the development of an insurance policy and strategy document for the NHBRC.
- 5.5. You may offer details of any additional services that could be made available to NHBRC - proposed fees for these additional services must be included within the 'Pricing Schedule'.
- 5.6. Recommendations on additional cover will be considered.
- 5.7. Should a portion of the proposed services be outsourced to or fulfilled by a partner or sub-contractor, this should be disclosed and you should include an overview of how you will select and manage these partners.
- 5.8. Monitoring progress on deliverables:

Adherence to the Service Level Agreement (SLA) will be monitored by the way of following:

  - Annual Post Renewal/ Placements Reports.
  - Quarterly reports providing details of work done during the quarter.
  - Annual performance review
  - Monthly and Quarterly Reporting
- 5.9. Expected Outcome
  - Assisting the NHBRC with placement, renewal and reporting obligations and all other aspects pertaining to its reinsurance program.
  - Continuously negotiate beneficial policy conditions for the NHBRC with the insurer.
  - Provide the NHBRC with a claims management process to submit claims, track the progress of the claims and.
  - Assist in claims management process and interact with the insurer where claims are repudiated.
  - Claims recoveries, where applicable, from reinsurers on all claims incurred by the NHBRC.
  - Assist / Advice the NHBRC on the interpretation of the insurance policy documents and matters incidental thereto, including the interpretation of insurance rules and regulations.
  - Assist the NHBRC with all aspects pertaining to its short term insurance covers.
  - Competency and expertise requirements.

#### 5.10. Additional Conditions

- 5.10.1. This contract will be valid for a three (03) year's period.
- 5.10.2. Particulars of property, sums insured and limits of indemnity are based on the existing sums insured/ limits. However, NHBRC reserves the right to adjust details, if necessary at the final placement of the insurance, as well as during the period of the contract.
- 5.10.3. If any limitations and/or uncommon conditions and exclusions are to be imposed, this must be stated very clearly in respect of each class of insurance of the policies.
- 5.10.4. Deductibles are to be shown clearly, otherwise the NHBRC will assume that no deductible will apply and this may not be rectified afterwards.
- 5.10.5. The premium stated must be inclusive of VAT for a period of twelve (12) months. In the event of an increase or decrease in assets and insurable interests, the premium must be adjusted accordingly.
- 5.10.6. Proposal of suitable insurance packages in the market as per NHBRC's requirements must be submitted i.e.
  - Particulars of property, sums insured and limits of indemnity
  - Deductibles are to be shown clearly
  - If any limitations/ exclusions are to be imposed, this must be stated clearly
- 5.10.7. Total Brokers Fees for the provision of services must include costs covering all related short-term insurance brokerage services such as, but not limited to, placement, maintenance and administration of the insurance portfolio.

## **6. INSURANCE PORTFOLIO**

### **6.1. The current NHBRC Insurance Portfolio from 1 March 2022 to 28 February 2023.**

- 6.1.1. Asset All Risk, Business Interruption and SASRIA
- 6.1.2. Motor Specified and SASRIA
- 6.1.3. Travel Insurance
- 6.1.4. Group Personal Accident
- 6.1.5. Public Liability and Employer's Liability
- 6.1.6. Employment Practices Liability
- 6.1.7. Professional Indemnity
- 6.1.8. Directors and Officers Liability
- 6.1.9. Cyber Liability

### **6.2. A Summary of the NHBRC Insurance Policies is attached as an Annexure A**

### **6.3. The NHBRC detail assets list as at 30 June 2022 is attached as an Annexure B.**

### **6.4. Pricing schedule is attached as an Annexure C**



## **7. TECHNICAL DATA TO BE SUBMITTED BY BIDDER**

### **7.1. Requisites of the Bidder**

- 7.2.** The Bidder and its personnel shall in its dealings with NHBRC comply with all applicable laws, including without limitations: the Short Term Insurance Act 53 of 1998, FAIS, the Code of Conduct, the relevant anti- corruption, anti-bribery, trade restriction and anti-money laundering laws.
- 7.3.** The Bidder shall ensure that persons employed by it shall:
- 7.3.1. Have the necessary qualifications, expertise, skills (including people skills), experience, integrity and sobriety to provide quality services as required by the NHBRC
  - 7.3.2. Be accredited in terms of the FAIS; and
  - 7.3.3. At all times behave in a manner worthy of the positions they hold, and interact with the NHBRC in a responsible and civil manner.
- 7.4.** The Bidder must be a South African based Broker.
- 7.5.** The South African National Accreditation System (SANAS) ISO 9001 certification will be an advantage.
- 7.6.** The Bidder shall, for the duration of the Agreement with NHBRC, obtain and maintain:
- 7.6.1. Professional Indemnity Cover of not less than R 50 000 000 (Fifty Million Rands)
  - 7.6.2. A Fidelity Guarantee Cover of not less than R 10 000 000 (Ten Million Rands)

### **7.7. Documents to be submitted by bidder**

The following is what is required to be submitted by the bidders. Proposals will be evaluated by the NHBRC using the criteria which includes but not limited to:

#### **7.7.1. Company profile, experience and reputation**

- A brief and concise history of the company and any companies you propose to partner with in order to respond to this RFP.
- Audited past three years Annual Financial Statements
- Short term and long term Insurance broking experience of the Insurance broking company
- Claims resolution ratio
- The South African National Accreditation System (SANAS) ISO 9001 certification will be an advantage.
- The reason that your offer is superior to that of competitors i.e. what specific area(s) or service(s) distinguishes the company from other insurance broking firms and what value can they add to NHBRC in the area of insurance broking and risk management services specifically.

### **7.7.2. Project Team / Personnel Expertise and Experience**

- Supply a full description of the company organogram as well as the proposed structure of the team to be assigned to NHBRC's project.
- The Service Provider is to supply a list of key personnel and their contact details. Key Personnel must be contactable 5 days per week. If there are changes in members of the key personnel, NHBRC must be notified immediately.
- Key personnel may only be replaced by the personnel with similar expertise over the life of the contract and written permission must be obtained from the NHBRC.
- Provide details of qualifications and skills level of the Clients Relationship Manager and Key Individual. The organogram/ proposed structure must indicate who will be fulfilling this role.
- The FSP, its Key Individual and representatives involved in this relationship must meet the following Fit and Proper requirements i.t.o FAIS Act:
- FAIS Recognized Qualifications for Category 1 FSP (A Higher Certificate/ Diploma / Bachelor's degree in Insurance Risk Management, Accountancy, Business management, Economics).
- Class of business training and Product Specific Training for the products they will be render financial services for in this project.
- Key personnel must have completed the required Continuous Professional Development (CPD) hours in the last CPD cycle to remain fit and proper (6 CPD hours for a single subclass of business or 12 hours for more than once subclass of business) .
- Key personnel must not be debarred as representatives or key individuals.
- Key personnel must have passed the Regulatory Exams, RE01 for representatives and RE05 for Key individuals.
- Key personnel must have the required experience in relation to Category 1 FSP for Short-Term Insurance Personal Lines and Commercial Lines - 2years.
- Key personnel must be members of the Insurance Institute of South Africa (IISA).
- Project Team / Personnel to demonstrate relevant skills, expertise and experience in rendering of 'services as intermediary' in terms of the Short-Term term Insurance Act and as 'intermediary services' in terms of FAIS Act.
- Client Relationship Manager and Key Individual to be utilized on this tender must be FAIS compliant and registered with the Financial Sector Conduct Authority (FSCA). (Attach a valid proof /confirmation from the FSCA reflecting the individual/s registered i.e. Letter of approval as key individual from the FSCA and FSCA Representatives register.

| <b>PROPOSED PROJECT TEAM</b> |                                |   |  |   |
|------------------------------|--------------------------------|---|--|---|
| <b>Employee Name</b>         | <b>Academic Qualifications</b> | <b>Number of years in short term insurance brokering and claims management experience</b> | <b>Proof of Financial Sector Conduct Authority(FSCA) registration documents for Team members with the FSCA as FAIS representatives</b> | <b>Proof of membership for Financial Intermediaries Association (FIA)</b> |
|                              |                                |   |  |   |
|                              |                                |   |  |   |
|                              |                                |   |  |   |
|                              |                                |   |  |   |

**7.7.3. Proposal for Insurance Broking and Risk Management Services:**

- A detailed project plan to deliver on the scope of work as per section 2 (Scope of work)  
Ability to provide services to meet the requirements stipulated in this RFP i.e. the recommended program structure / strategies / approaches proposed in response to our specifications; innovation demonstrated in the program design; placement of covers
- Knowledge of the NHBRC's Business
- Proposal of suitable Insurance packages in the market as per NHBRC's requirements
- Indicate how the insurance broker will ensure that the NHBRC's requirements are met and knowledge sharing with the NHBRC to stay up to date with the insurance developments in the insurance marketable claims
- Turnaround time on claims reporting
- System in place of processing claims
- Business Continuity Plan

#### 7.7.4. Contactable References

Contactable and relevant references, including brief overview of services provided

- Clients
- Insurers

Provide projects details of three (03) of your projects that were successfully completed in the last five (5) years in the format below. Minimum of three (03) reference letters to be provided by the client, on the client's letterheads, and signed off by an authorised delegated employee of the client. Please follow the format shown below:

NB: By inclusion in your response you authorize NHBRC to contact the references listed.

Description of Services:

Name of Client:

Client Contact Details

Contact person:

Role in Project:

Contact Tel No:

Contact Cell:

Project Start Date:

Project Completion Date:

Contract Amount (incl. VAT):

Summary of Project / similar services (maximum 200 words).

**Note: Please attach a reference letter from the client indicating successful completion of the project as per the client's brief. (Excluding the NHBRC)**

## 8. TECHNICAL AND PRICE EVALUATION CRITERIA

8.1. In accordance with the NHBRC Supply Chain Management Policy, the bid evaluation process shall be carried out in three (03) stages namely:

- 8.1.1. Stage 1: Compliance check of Mandatory Requirements;
- 8.1.2. Stage 2: Functional Evaluation; and
- 8.1.3. Stage 3: Price and Preference Points

Stage 1 Compliance check of Mandatory Requirements

| <b>DOCUMENTS TO BE SUBMITTED</b> |   |        |
|----------------------------------|---|--------|
| No.                              | <b>Bidders shall take note of the following bid conditions / Mandatory Submissions</b>  | Yes/No |
| 1.                               | Valid B-BBEE Status Level or Copy/Sworn affidavit signed by the Commissioner of Oaths on the DTI template.  |        |
| 2.                               | SBD1 Invitation to bid, <b>Must</b> be completed and signed, <b>failure to complete will result in the bidder being disqualified. (Mandatory)</b>   |        |
| 3.                               | SBD 3.1 Pricing Schedule (Firm Price)   |        |
| 4.                               | Annexure C-Pricing schedule (including a detailed costing breakdown of all costs and escalation per annum) <b>Mandatory</b>   |        |
| 5.                               | SBD 4 (Bidders Disclosure Form, <b>Must</b> be completed and signed), <b>failure to complete and signing the document will result in the bidder being disqualified. (Mandatory)</b>   |        |
| 6.                               | SBD 6.1 Preference claim form should be completed and signed, regardless if points are claimed or not.  |        |
| 7.                               | SBD 7.1 Contract Form, <b>Must</b> be completed and signed <b>failure to complete will result in the bidder being disqualified. (Mandatory)</b>   |        |
| 8.                               | CSD Report/ MAAA Number.  |        |
| 9.                               | General Conditions of the contract (GCC).   |        |
| 10.                              | Proof of a valid license to transact business as a financial service provider (FSP) including related conditions to the license where applicable with product category 1, Short-Term Insurance Personal Lines and Commercial Lines. <b>(Mandatory)</b>  |        |
| 11.                              | Proof of appointment by the (FSCA) as key individual for the product category 1, Short-Term Insurance Personal Lines and Commercial Lines. <b>(Mandatory)</b>   |        |
| 12.                              | Confirmation of Professional Indemnity Cover of not less than R50 000 000 (Fifty Million Rands) is submitted. Provide confirmation letter from the insurer or letter of intent from a licensed provider. <b>(Mandatory)</b>   |        |
| 13.                              | Confirmation of Fidelity Guarantee Cover of not less than R 10 000 000 (Ten Million Rands) is submitted. Provide confirmation letter from the insurer or letter of intent from a licensed provider. <b>(Mandatory)</b>  |        |
| 14.                              | Audited Annual financial statements for the past three (3) years. They must meet the financial soundness requirements in terms of FAIS Act as a Category 1 FSP. <b>(Mandatory)</b> <ul style="list-style-type: none"> <li>• Working Capital Requirement</li> <li>• Liquidity Requirement</li> </ul> |        |

**Stage 2: Functional Evaluation in terms of the set technical evaluation criteria.**

Bids must fully comply with all the Mandatory Requirements for the **Stage 1: Compliance check of Mandatory Requirements** in order to qualify for **Stage 2: Functional Evaluation** and those bids which fail to comply with all the requirements of Stage 2 will be invalidated or disqualified from the process.

The Bidders information will be scored according to the following points systems:

The following values will be applicable when evaluating the bid:

**Member score for criteria**

$$\frac{\text{Member score for criteria}}{\text{Highest points for criteria}} \times \text{Weight per criteria} = \text{Total Score per criteria}$$

**Highest points for criteria**

5=Excellent 4=Very good 3= Good 2= Average 1= Poor 0= Non-compliance

| Item No. | Evaluation Criteria                            | Description   | Weight |
|----------|--|---|--------|
| 1        | Number of years rendering short term insurance | <p><b>Company experience</b></p> <p>Number of years rendering short term Insurance brokering and claims management experience.</p> <p>Company profile must clearly indicate the number of years in business providing short term Insurance brokering and claims management experience. Attach proof of company registration as FSP and FAIS Act).</p> <p><b>Bidders Experience</b></p> <p>0 Experience = 0 Points</p> <p>1 Years' Experience = 1 Point</p> <p>2 Years' Experience = 2 Points</p> <p>3 Years' Experience = 3 Points</p> <p>4 Years' Experience = 4 Points</p> <p>5 Years' Experience and more = 5 Points</p> | 15     |

| Item No. | Evaluation Criteria | Description  | Weight |
|----------|---------------------|--|--------|
| 2        | Proposed Team       | <p data-bbox="523 197 1273 230"><b>Quality of the professional Team</b></p> <p data-bbox="523 230 1273 398"><b>Experience of Team members that will be involved in the assignment (attach CV's of all proposed team members and certified copies of proof of qualifications not older than three (03) months)</b></p> <ul data-bbox="571 465 1273 958" style="list-style-type: none"> <li data-bbox="571 465 1273 633">• (At least one of the following A Higher Certificate / Diploma (NQF level 6) / Bachelor's degree (NQF level 7) in Insurance Risk Management, Accountancy, Business management, Economics) and</li> <li data-bbox="571 645 1273 768">• Proof of Financial Sector Conduct Authority(FSCA) registration documents for Team members with the FSCA as FAIS representatives</li> <li data-bbox="571 779 1273 869">• Proof of membership for Financial Intermediaries Association (FIA)</li> <li data-bbox="571 880 1273 958">• Proof of membership Insurance Institute of South Africa (IISA)</li> </ul> <ol data-bbox="571 1014 1273 1641" style="list-style-type: none"> <li data-bbox="571 1014 1273 1137">1. Team members with no experience in short term insurance rendering financial services including claims management; and no qualifications = 0 Points</li> <li data-bbox="571 1193 1273 1361">2. Team members with less than 2 years' experience in short term insurance rendering financial services including claims management; and qualifications = 1 Point</li> <li data-bbox="571 1417 1273 1641">3. Team members with 2 years' experience in short term insurance rendering financial services including claims management; Proof of qualifications and Proof of a Financial Sector Conduct Authority (FSCA) registration documents = 2 Points</li> </ol> | 20     |

| Item No. | Evaluation Criteria   | Description  | Weight |
|----------|---|--|--------|
|          |   | <p>4. Team members with 3 years' experience in short term insurance rendering financial services including claims management; Proof of qualifications and Proof of a Financial Sector Conduct Authority (FSCA) registration documents = 3 Points</p> <p>5. Team members with 4 - 5 years' experience in short term insurance brokering and claims management , Proof of Qualifications; Proof of membership of Financial Intermediaries Association (FIA) and a Financial Sector Conduct Authority (FSCA) registration documents ; Proof of Membership of IISA = 4 Points</p> <p>6. Team members with more than 5 years' experience in short term insurance rendering financial services including claims management; Proof of qualifications; Proof of membership of Financial Intermediaries Association (FIA) and a Financial Sector Conduct Authority (FSCA) registration documents Proof of Membership of IISA = 5 Points</p>     |        |
| 2.1      | <b>Experience of the Account Manager and Client Relations Manager</b> | <b>Experience of the Account Manager/ Client Relations Manager that will be involved in the assignment (Please attach CV's of Account Manager and Key Individual members and certified copies of proof of qualifications not older than three (03) months)</b> <ul style="list-style-type: none"> <li>• (At least one of the following A Higher Certificate / Diploma (NQF level 6) / Bachelor's degree (NQF level 7) in Insurance Risk Management, Accountancy, Business management, Economics) and</li> <li>• Proof of Financial Sector Conduct Authority(FSCA) registration documents for Clients Relations Manager and Key Individual members.</li> <li>• Mandatory Proof of a Financial Sector Conduct Authority (FSCA) registration documents and Financial Advisory and Intermediary Services Act (FAIS) compliance for the Clients Relationship Manager / Key Individual and completed RE 05 Regulatory Certificate</li> </ul> | 25     |



| Item No. | Evaluation Criteria | Description  | Weight |
|----------|---------------------|--|--------|
|          |                     | <ul style="list-style-type: none"> <li>• Proof of membership Financial Intermediaries Association (FIA)</li> <li>• Proof of membership Insurance Institute of South Africa (IISA)</li> </ul> <p><b>Scoring allocation</b></p> <ol style="list-style-type: none"> <li>1. No experience in short term insurance brokering and claims management of Account Manager, no qualifications = 0 Points</li> <li>2. Less than 2 years' experience in short term insurance rendering financial services and claims management of Account Manager, no qualifications = 0 Points</li> <li>3. Account Manager with 2 years' experience in short term insurance rendering financial services and claims management and no qualifications = 1 Point</li> <li>4. Account Manager with 2 years' experience in short term insurance rendering financial services and claims management; Proof of qualifications; Proof of membership of Financial Intermediaries Association (FIA) = 2 Points</li> <li>5. Account Manager with 3 years' experience in short term insurance rendering financial services and claims management; Proof of qualifications; Proof of membership of Financial Intermediaries Association (FIA) and Proof of a financial Sector Conduct Authority (FSCA) registration documents of Accounts Manager = 3 Points</li> <li>6. Account Manager and Client Relations Manager with 3- 5 years' experience in short term insurance rendering financial services and claims management and above; Proof of Qualifications; Proof of membership of Financial Intermediaries Association (FIA); Proof of a financial Sector Conduct Authority (FSCA) registration</li> </ol> |        |

| Item No.                 | Evaluation Criteria      | Description   | Weight     |
|--------------------------|--------------------------|---|------------|
|                          |                          | <p>documents of Accounts Manager and Proof of Membership of IISA = 4 Points</p> <p>7. Account Manager and Client Relations Manager with more than 5 years' experience in short term insurance rendering financial services and claims management and above; Proof of qualifications; Proof of Qualifications; Proof of a financial Sector Conduct Authority (FSCA) registration documents of Accounts Manager/ Client Relations Manager and Key Individual and All have completed RE 05 Regulatory Certificate and Proof of Membership of IISA = 5 points</p>   |            |
| 3.                       | Client Reference Letters | <p><b>Contactable References</b></p> <p><b>Minimum of three (3) contactable references where the company has provided short term Insurance brokering and claims management services (Letter with the letterhead of clients) of the companies that they have provided similar services. The reference letter must be in the last five (05) years.</b></p> <p>The reference letters must include the following:</p> <ol style="list-style-type: none"> <li>a) Name of Company</li> <li>b) Contacts person's name and telephone numbers</li> <li>c) Contract Duration</li> <li>d) Description of services</li> <li>e) The letter must be signed by a duly authorised person</li> </ol> <p><b>Bidder Client Reference Letter including all the above requirements</b></p> <p><b>Scoring allocation</b></p> <p>0 reference letter= 0 Points<br/> 1 reference letter = 1 Point<br/> 2 reference letters = 2 Points<br/> 3 reference letters = 3 Points<br/> 4 reference letters = 4 Points<br/> 5 and above reference letters = 5 Points</p> <p><b>The NHBRC reserves the right to verify the validity of the document submitted.</b></p> | 40         |
| <b>Total</b>             |                          |   | <b>100</b> |
| <b>Minimum Threshold</b> |                          |   | <b>70</b>  |

**NB: The minimum threshold for functionality is 70 points or greater out of 100 points. Bidders who fail to meet minimum threshold will be disqualified and will not be evaluated further for price and preference points.**

**Stage 3: Price and Preference Points Evaluation**

Only bids that obtained a minimum qualifying score **(70 points)** for **Stage 2 (Functional Requirements)** will be evaluated further.

The contract will be awarded in terms of Regulations 4 of the Preferential Procurement Regulations pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000) and Preferential Procurement Regulations, 2011 and bids will be adjudicated in terms of a (80/20) preference point system in terms of which points are awarded to bidders on the basis of:

**80/20 Preference point system (for acquisition of services, works or goods with a Rand value not more than R 50 million) (all applicable taxes included)**

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

Where;

P<sub>s</sub> = Points scored for comparative price of bid or offer under consideration

P<sub>t</sub> = Comparative price of bid or offer under consideration

P<sub>min</sub> = Comparative price of lowest acceptable bid or offer.

The points scored will be rounded off to the nearest two decimal places.

The points will be awarded to a Bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

| <b>BBBEE Level</b>        | <b>80/20</b> |
|---------------------------|--------------|
| Level 1                   | 20           |
| Level 2                   | 18           |
| Level 3                   | 14           |
| Level 4                   | 12           |
| Level 5                   | 8            |
| Level 6                   | 6            |
| Level 7                   | 4            |
| Level 8                   | 2            |
| Non-Compliant Contributor | 0            |

*The points scored for price will be added to the points scored for B-BBEE status level to obtain the Bidders total points scored out of 100 points.*

## 9. RFP SUBMISSION INSTRUCTIONS

9.1. All RFP documents must be sealed in a clearly marked envelope and deposited into the tender box at the NHBRC HEAD OFFICE: 27 LEEUWKOP ROAD, SUNNINGHILL, JOHANNESBURG

## 10. AVAILABILITY OF THE RFP DOCUMENT

10.1. Bid documents can be downloaded on the NHBRC Website ([www.nhbrc.org.za/current-tenders](http://www.nhbrc.org.za/current-tenders)) from the **13 September 2022**.

10.2. There will be a virtual non-compulsory briefing session that will be held on the **23 September 2022** at **11h00am**

10.3 Link for virtual non-compulsory briefing session: [https://teams.microsoft.com/l/meetup-join/19%3ameeting\\_ZWMyNjE5ZTEtYjU5Ny00ZWQzLTg0OWUtNjZlZjEyMzNmNGZj%40thread.v2/0?context=%7b%22Tid%22%3a%223fa2c7f2-3ceb-4b67-aec9-08d186f26abc%22%2c%22Oid%22%3a%2293ef1ab6-b088-4810-becf-7c6460872237%22%7d](https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZWMyNjE5ZTEtYjU5Ny00ZWQzLTg0OWUtNjZlZjEyMzNmNGZj%40thread.v2/0?context=%7b%22Tid%22%3a%223fa2c7f2-3ceb-4b67-aec9-08d186f26abc%22%2c%22Oid%22%3a%2293ef1ab6-b088-4810-becf-7c6460872237%22%7d)

## 11. RFP CLOSING DATE

11.1. Bid documents should be marked for Attention: Supply Chain Manager, and deposited into the Bid boxes at the NHBRC National Office, 27 Leeuwkop Road, Sunninghill on or before the **07 October 2022 at 11h00**. No emailed or faxed bids will be accepted. **The bid document should be supplied in a sealed envelope clearly marked ( one (1) Original hard copy and one (1) Memory Stick / USB with scanned original documents)** with the bid number and the full of the service provider(s).

11.2. No late submissions will be accepted.

## 12. VALIDITY PERIOD OF BIDS

12.1. All bids submitted by the bidders must be valid for a period of 90 days from the closing date specified above.

### 13. ADMINISTRATIVE ENQUIRIES

#### 13.1. The administrative enquiries may be directed to:

**Department:** Supply Chain Management  
**Contact Person:** Ms. Paballo Relela / Mr. Bernard Kekana  
**E-mail address:** [Tenders@nhbrc.org.za](mailto:Tenders@nhbrc.org.za)

### 14. SUBMISSIONS OF PROPOSALS

- 14.1. Submission of bid **MUST include one (1) Original hard copy and one (1) memory stick / USB with scanned original documents of the proposal marked (Original hard copy and memory stick / USB) envelope and deposited into the tender box.** NB: The Original hard copy submission on the envelope MUST be the same as the electronic copy. Failure to comply will result in the bid being regarded as unacceptable.
- 14.2. All costs and expenses incurred by the Bidder relating to the participation in, and preparation of this proposal process shall be borne by the Bidder exclusively. All documentation and manuals submitted in respect of this RFP shall be retained by NHBRC, whether or not the proposal is accepted.