



RFP 39/2024: Appointment of a Group Life Insurer

Questions & Answers

Closing Date: **27 May 2025** at 11:00

#	Question	Answer
1.	We have noted the scheduled briefing date, time and link and will attend accordingly. Kindly advise if the member data, claims list and claims experience will be made available to the bidders prior to the briefing session?	The Member data was shared on 24 April 2025 and update with contract information was shared on 30 April 2025
2.	Referring to the main RFP document – section 2.2, second bullet point. Please provide us with the SARS employee risk profile in order to retrieve quotes from life insurers.	SARS employee risk profile was published on the SARS Website & E-tenders. Please visit the website to access the documents.
3.	We were informed during the brief that this tender is only available to insurers/service providers and not intermediaries or brokers. Please advise for our clarity.	The intention with the tender is to secure Group Risk insurance for SARS employees. An entity can submit a bid if they meet the requirements. The service of a Broker to assist with procuring the Insurance provider is not required.
4.	I attended the compulsory session this morning and was very professional and informative. I just want to double-check, Verso Benefits Administrator (Pty) Ltd is an “Underwriting Management Agency (‘MUA’) operating under Guardrisk’s insurance license as approved by the FSCA, so we are not an “Insurer” in the normal sense of the word. Do we qualify for participation in this tender. Your urgent clarity will be highly appreciated.	The intention with the tender is to secure Group Risk insurance for SARS employees. An entity can submit a bid if they meet the requirements.
5.	Please advise if we can complete and sign the tender documents electronically, as some of our executives/ signatories are not based in the same office.	Yes, you are allowed to sign the Tender documents electronically.
6.	We were able to download the necessary member data and briefing session slide. Kindly advise if the claims experience and claims list is yet to follow?	Claims experience and claims list was made available on 29 April 2025



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7.	We would like to bid for the advertised tender RFP 39/2024 and wanted to check if that would be possible if we did not attend the compulsory briefing session?	The briefing session was compulsory and bidders who did not attend will not be considered.
8.	Having gone through the document we realized that the contract workers are mentioned in the GLA and Critical Illness, however they are not highlighted in the data, can you assist us with the following: <ul style="list-style-type: none">• Highlighting which ones are Contractors on the data• length of contract per member	Update member data with contract information was shared on 30 April 2025
9.		
10.		
General and Important		
Bidders must carefully read the RFP document and its annexures.		