

RFP 20/2017: PROVISION OF SHORT-TERM INSURANCE BROKERAGE SERVICES

Question and Answer

Closing date: 20 February 2017 at 11:00

#	QUESTION	ANSWER
1.	My Brokerage is interested in tender RFP 20/2017. Please supply us with the asset register so that we can offer quotes.	Kindly access all tender documents on SARS website. www.sars.gov.za
2.	<p>Cyber Risk Insurance:</p> <p>We require the updated total revenue figure for 2017. * I have the Annual Report for 2016 which states that total revenue in 2016 is R9,902,147,000</p> <hr/> <p>We only require an estimate of the number of records held (or, if simpler) the type of information held and how many individuals SARS holds information on.</p> <p>Here is an example of the two types of quantifying this:</p> <ol style="list-style-type: none"> 1. A total of 450m records <p>or</p> <ol style="list-style-type: none"> 2. Roughly 10 records (mostly personal identity information, but some financial details relating to their income and bank account) for 45 million South Africans. <hr/> <p>I only require "Yes/No" answers.</p> <ol style="list-style-type: none"> 1. Please confirm whether a Disaster Recovery Plan, which is tested annually, is in place for the organisation 2. Please confirm whether the proposer operates firewalls on all breakout points of the networks as well 	<p>Once a successful broker is appointed through this tender all the details of SARS portfolio will be shared to source quotations on annual bases.</p> <p>Refer to <i>Annexure C – SARS cover and claim history</i></p>

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	<p>as whether there is antivirus software on all laptops and computers within the organisation. This includes having both firewalls and antivirus updated on a regular basis in line with product manufacturer recommendations.</p> <p>3. Are employees who use their own devices (BYOD) required to log onto the proposer's network through a secure VPN?</p>	
3.	<p>I would like to determine the most economical fee to be penned down to what it would cost us as a broker to manage the insurance portfolio of SARS.</p> <p>In order to do so, please advise about the following:</p> <ol style="list-style-type: none"> 1. Does the current broker earn <ul style="list-style-type: none"> • a regulated commission and • broker fee from the insurance portfolio of SARS 2. Does the current broker only earn a Broker Fee? 3. Does the current broker only earn a regulated commission from the insurance portfolio of SARS? 	<p>The current insurance broker only earns a broker fee.</p>
4.	<p>I request the current policy schedule for the current insurance; I want to prepare a quotation for the insurance and need values in item descriptions.</p>	<p>Please refer to the scope of work (section 9 of the document). The information with regards to SARS current policy schedule of current insurance will be shared with the bidder that has been appointed as SARS broker. The purpose of the tender is to appoint a broker that will manage SARS short term insurance portfolio.</p> <p>Refer to Annexure C – SARS cover and claim history</p>
5.	<p>Kindly confirm if SARS require only Broker Fees for this tender? The appointed Broker would then conduct a market exercise on behalf of SARS.</p> <p>Secondly whether you require both Broker fees and insurance premiums?</p> <p>If you require premiums as well we will require proposal forms to be completed for covers such as Aviation, Directors and Officers and Cyber Liability as well as detailed information on</p>	<p>Yes, SARS requires a Broker for this tender</p> <p>Note that the requirements for this tender are the annual broker fee only. Refer to Annexure B - Pricing Template</p>

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	covers such as Motor fleet, Travel and your self-insurance fund.	
6.	On Annexure D: Customer Reference and Service Satisfaction Survey. Please advise if SARS only require one (1) company to complete the form.	All five (5) companies referred to in section 9.3.1.1 of RFP 20/2017 should complete Annexure D: Customer Reference and Service Satisfaction Survey
7.	<p>We also note that you require a professional indemnity cover of R 150 000 000. We however have a Professional Indemnity cover of R 100 000 000.</p> <p>Please advise if it is acceptable to put a letter of intent from the underwriter to the effect that if we are appointed as a broker of choice the underwriter undertakes to provide a professional indemnity cover of R 150 000 000</p>	At the closing date and time (20 February 2018 at 11:00), the bidder must submit a schedule of Error and Omissions cover with a minimum cover of R150 million as per RFP 20/2017.
8.	<p>We refer to page 13 of 27 –Request for Proposals under the headline,” Documents that must be submitted for pre-qualification”</p> <p>May you kindly clarify point 8, SARS’S Oath of Secrecy. i.e. where do we find this document?</p>	You can access the tender documents on SARS website. www.sars.gov.za
9.	Kindly assist with the claims history.	Please refer to ANNEXURE C – SARS Cover and Claims History, in the published tender documents on the SARS website.