

RFP 31/2022: PROVISION OF SHORT-TERM INSURANCE BROKERAGE SERVICES

Question & Answers

Closing Date: 30 January 2023 at 11:00

#	Question	Answer
1.	Does the Professional Indemnity Cover have to be in force or will a letter of intent be sufficient?	SARS requires that the R 150 million Professional Indemnity Cover be in force by the closing date of the tender. SARS will not accept a letter of intent.
2.	Who is the incumbent service provider?	Marsh (Pty) Ltd
3.	Are digital signatures allowed on CVs?	Yes, digital signatures are acceptable.
4.	Will you be having a public opening or adjudication of your bids?	SARS does not conduct public opening or adjudication of bids. The bid opening register will be uploaded on the SARS website and once the tender is awarded the results will be published on the SARS website and eTender.
5.	Will there be a second round of presentations?	No. There is only one date for the briefing session presentation
6.	May we provide Client Reference Letters that are not per Annexure F, but rather in a client's own words? Clients usually issue us with one standard letter per year and not for every tender we respond to. Per the reference letters, the clients usually invite the tender issuer to contact them directly for an elaboration of our services.	The reference letter should reflect all information required on the Customer Reference and Service Satisfaction Survey annexure. It is important to keep to the structure of the aforementioned annexure, for ease of evaluation. It is important to have standard information so as to be able to compare the bids equally
7.	What is your renewal date?	01 July
8.	Is the appointed broker required to visit any or all of your sites annually?	It is not a SARS requirement to conduct site visits, however the current broker picked a sample and conducted site visits on those picked.
9.	Please advise where your self-insurance vehicle (indicated value of R4,5m for motor and R3,75m for laptops) is housed (Guardrisk/Centriq etc.). Does the appointed broker need to manage this fund on your behalf?	SARS manages the self-insurance vehicle fund itself. We do however provide the broker with the information because we load all the claims on the system.
10.	Can you please provide us the presentation as it nicely summarises the requirements?	The briefing session presentation will be uploaded on the SARS website on or before 20 January 2023.
General and Important		
11.	Bidders must carefully read the RFP document and its annexures..	
12.	Bidders are advised to regularly visit the SARS website for any up-dates.	