



ST STITHIANS  
COLLEGE

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**REQUEST FOR PROPOSAL "RFP" FOR THE PROVISION OF  
SHORT-TERM INSURANCE BROKER AND ADVISORY SERVICES TO ST STITHIANS  
COLLEGE "SAINTS"**

**2016 /2017**

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**Introduction:**

St Stithians College is, as part of good governance, seeking proposals from suitably qualified insurance brokers to provide us with insurance broker and advisory services for our Short-term Insurance program.

The services rendered as insurance broker and advisor should include general services related to the placement, maintenance and administration of the insurance portfolio and claim.

We reserve the right to invite only selected brokers whom we deem to have the appropriate resources, skills and experience to respond to this RFP.

**Period for which services are required**

The successful bidder will be required to provide insurance broker and advisory services for our Short-term Insurance program for an initial period of three years, subject to an annual price review.

**Background of St Stithians College**

For more information on the College, please visit [www.stithian.com](http://www.stithian.com)

**Instructions on submission of Bid**

**Enquiries**

All communication and enquiries for further information of any kind relative to this RFP should be channeled in writing to:

Name: Johnny Smith

Telephone no: (011) 577 6194

email address: [jsmith@stithian.com](mailto:jsmith@stithian.com)

Enquiries in relation to this RFP will not be entertained after 16h00 on 10 October 2016

**Bid Closing Date**

Friday 24 October 2016 at 12h00 noon

**Bid validity period**

Responses to the RFP received from bidders will be valid for a period of 120 days from the bid closing date.

**Supplier Performance Management**

The successful bidder shall upon receipt of written notification of an award, be required to conclude a Service Level Agreement with Saints, which will form an integral part of the supply agreement. The SLA will serve as a tool to measure, monitor and assess the supplier's performance and ensure effective delivery of service, quality and value add to Saints.

**Reasons for Disqualification**

Saints reserves the right to disqualify any bidder which does any one or more of the following:

- Bidders who do not submit their bid on or prior to the Bid Closing Date
- Bidder who submit incomplete information
- Bidders who submit fraudulent, factually untrue or inaccurate information
- Bidders who do not comply with the terms of this RFP

Such disqualification may take place without prior notice to the offending bidder, however, such bidder will be notified in writing following such disqualification.

**Local Production and Content**

Saints promotes the use of local production and content. Locally produced supplier, services or advisors will be favorably considered.

**Approaching Insurers**

The bidders are requested not to approach any Insurance or reinsurance companies or underwriting managers as this stage of the bid process.

**Bid Proposal Format**

The bid proposal must be submitted indicating information on the salient factors such as:

- Name of company
- Postal address
- Street address
- Contact telephone numbers
- Contact persons
- Company registration number
- Date of registration
- Vat registration number



- Organizational profile and structure of the company
- Shareholders, directors details
- Infrastructure
- List all branches / offices country wide
- Training Capabilities
- Brokers service offering and service plan
- Skills, qualifications and experience of the proposed service team
  - The bidders proposed service team must have the relevant skills, qualification and experience needed and must be FAIS compliant. Please provide abridged CV's for the proposed service team and management team.
- Claims Administration System
  - The bidder must provide electronic insurance claims administration system. Provide details of functional capabilities of the system. Also provide a sample of a detailed claims report.
- Brokers Remuneration Proposal
  - Please indicate your total bid price exclusive of VAT for an annual period in South African Rands. All additional costs associated with the bidder's offer must be clearly specified.

## **Documentation to be submitted in the bid response**

- Original and valid Tax Clearance certificate
- Audited Annual financial statements with signed audit report for the past 3 years
- List of references – past and present Clients
- Sample list of Clients including any Clients in the education sector
- Copy of valid and current BEE rating certificate
- Copies of valid and current certificates from professional organizations/bodies that the bidder is affiliated to or a member of
- Financial Services Board
  - The short-term insurance broker must be a registered Financial Services Provider with the Financial Services Board. Bidder must provide proof of registration with the FSB reflecting the product lines the bidder is approved for.
- Fidelity Guarantee Cover
  - Please provide a certified copy of your current and valid Fidelity Guarantee cover
- Professional Indemnity Cover
  - Please provide a certified copy of your current and valid Fidelity Guarantee cover



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### **Evaluation Criteria**

1. Compliance with RFP requirements noted herein
2. Bidder's proposed service team's experience
3. Bidder's proposed service teams skills and qualification
4. Display of a good understanding of St Stithians College and their related insurance needs
5. Quality and comprehensiveness of the bidders of service offering and service proposal
6. Brokers Remuneration Proposal
7. B-BBEE rating
8. Quality of the bidders computer systems, back-ups, reports