



Bid Publication

RFP 0266/2010 FOR THE PROVISION OF INSURANCE BROKING SERVICES, RISK FINANCE MANAGEMENT AND MOTOR CLAIMS HANDLING & ADMINISTRATION FOR A PERIOD OF THREE (3) YEARS.

Closing date & Time : 2010/05/24 @ 11:00
Contact Person : Petro Coetzee
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Cost of document : R 50.00

Scope:

Telkom requires service provider/s to provide insurance broking services, risk finance management and motor claims handling & administration services as and when required for a period of three (3) years.

Critical Criteria

Potential Bidders have to comply with the following critical criteria. Non-compliance to any one of these criteria or no supporting documentation supplied, with the RFP response for any one of the criteria may invalidate a bid.

1.0 Category A - Insurance Broking Services & Risk Finance Management

1.1. Does the Proposer have Professional Indemnity (PI) cover of least R100 million which fully covers the functions to be performed by the supplier?

Yes	
No	

Proof: The Proposer is requested to provide proof of PI cover with their RFP response.

1.2. Is the Proposer a member of an accredited industry representative association and in good standing; and a licensee of Financial Service Board (FSB) in terms of Financial Advisory and Intermediary Services (FAIS) Act No 37, 2002?

Yes	
No	

Proof: Proposer must attach a copy of current membership and copy of FSB license certificate with their RFP response.

2.0 Category B- Motor Claims Handling & Administration

2.1. Does the Proposer have experience in Claims Handling and Administration Services for not less than five thousand (5000) vehicles?

Yes	
No	

Proof: Provide details including the nature of services provided with their RFP response.



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- 2.2 Does the Proposer have Professional Indemnity (PI) cover of least R100 million which fully covers the functions detailed in paragraph 2.0 below of the technical specification?

Yes	
No	

Proof: The Proposer is requested to provide proof of PI cover with their RFP response.

- 2.3 Does the Proposer have twenty-four-seven (24/7) Claims Call Centre to fully service at least ten thousand (10,000) claims per annum?

Yes	
No	

Proof: The Proposer is requested to provide proof of the Claims Call Centre's existence with their RFP response.

- 2.4 Is the Proposer a member of an accredited industry representative association and in good standing; and a licensee of FSB in terms of Financial Advisory and Intermediary Services (FAIS) Act No 37, 2002?

Yes	
No	

Proof: Proposer must attach a copy of current membership and copy of FSB license certificate with their RFP response.

- 2.5 Does the Proposer have a Claims Management System and an Information Management System to handle full details as per insurance industry standards and norms of at least 28,000 employees and 17,000 vehicle details?

Yes	
No	

Proof: Please provide the information relevant to the systems with their RFP response.



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BIDDERS' CONFERENCE

The Bidders conference is not compulsory.

Please contact Petro Coetzee at coetzesa@telkom.co.za or 012 311-2849 to confirm attendance to Bidders Conference.

DATE : **Wednesday 12 May 2010**
TIME : **13:00 –14:00**
VENUE : **Telkom SA
Telkom Towers North
152 Proes Street
Pretoria**

The document can be obtained from Telkom`s Tender Office at the following address:
**Telkom Towers South
Lower Ground Floor
179 Proes Street
Pretoria
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Contact numbers of Tender Office

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