



Telkom Tenders

RFP 0298/2010

Insurance broking services, Risk Finance Management and Motor Claims Handling and administration

Closing date & Time 2010/11/09 @ 11:00
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Document Fee R 50

Scope:

Open Bid for the provision of Insurance broking services, Risk Finance Management and Motor Claims Handling and Administration

1.0 CRITICAL CRITERIA

The following critical criteria will apply for evaluation of the **RFP 0298/2010**. Non-compliance to these criteria or no supporting documentation supplied with the **RFP 0298/2010** response may invalidate your bid.

The following critical criteria have to be complied with as a prerequisite for further evaluation of bid documents:

1.1 Category A- Insurance Broking Services & Risk Finance Management

- 1.1.1 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.

- 1.1.2 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: The Proposer must attach the following copies with their response.

- Copy of current membership of FAIS; and
- Copy of FSB license certificate

1.2 Category B Motor Claims Handling & Administration

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

Yes	
No	



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

- 1.2.2 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.

- 1.2.3 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.

- 1.2.4 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: The Proposer must attach the following copies with their response

- Copy of current membership of FAIS; and
- Copy of FSB license certificate.

- 1.2.5 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.

Location: Pretoria