

FIC/RFB/INSURANCE/05/2024/25

Compulsory Virtual Briefing Session

Q & A

06 September 2024 at 10:30

Venue / Platform: Microsoft Teams



QUESTIONS AND ANSWERS

NO.	QUESTIONS	RESPONSE
1	Can we please a 3-5 year claims history?	<ul style="list-style-type: none">• Yes. Three Claims history hereby appended.
2	Can you kindly confirm the risk address for Centurion and Cape Town	<ul style="list-style-type: none">• Pretoria Office: Bylsbridge Building 11, 13 Candela Street, Highveld Extension 73, Centurion, 0157, M36, Doringkloof, Centurion, 0062, Gauteng, ZA• Cape town Office: 17 Lower Long Street, Cape Town, Western Cape, ZA
3	<p>May we kindly be provided with the following information:</p> <ul style="list-style-type: none">• Detailed Asset Register• Motor Fleet Listing• 3 -5 years claims history• Sum Insured under the various classes of Insurance	<ul style="list-style-type: none">• Detailed Asset Register- <i>Refer to Annexure A published with bid document for the Asset Register.</i>• Motor Fleet Listing- <i>Refer to Annexure A published with bid document.</i>• 3 -5 years claims history- <i>This has been shared together with this Q&A</i>• Sum Insured under the various classes of Insurance- <i>Refer to Annexure A published with bid document.</i>
4	Please assist, we like to find out the security features on the vehicles i.e. tracking devices and if the vehicle has specific drivers or open drivers?	<ul style="list-style-type: none">• All vehicles have tracker installed and all qualified FIC staff may drive the vehicles

5	<p>Please clarify if the company experience as well a reference letters required is only specific to Government or state-owned entities. Will experience supplied from private companies and not government entities end in a result of 0 points for the below?</p>	<ul style="list-style-type: none"> • Yes. Bidders/companies who do not demonstrate any experience in providing insurance and brokerage services to government or state-owned entities will be disadvantaged and not score the relevant allocated points.
6	<p>We would like clarity in terms of the bid document, point 4.2.10 which reads as follows:</p> <p><u>“Professional indemnity</u> Provide indemnity cover for the FIC against possible claims or legal liability in its professional capacity made by a third party. The service provider will be required to take out adequate Professional Indemnity cover”.</p> <p>Is the FIC looking for Professional Indemnity or do they require the service provider to have Professional Indemnity cover in place, or both?</p> <p>Should the FIC be looking for Professional Indemnity cover, kindly complete the attached proposal form, detailing the limits of indemnity required as well.</p>	<ul style="list-style-type: none"> • The FIC is looking for a service provider who will be able to source Professional Indemnity cover for the FIC, in an event such a cover is required in the future. For now, bidders are to price per the pricing scheduled published with the tender.
7	<p>a) Some of the insured items are not under the correct sections, can we fix this? - Leasehold Improvements and Fitting and Fixtures - should be under the Fire Section.</p>	<p>a) Some of the insured items are not under the correct sections, can we fix this? – Yes, you may respond and arrange according to your understanding</p> <p>b) Under Business All Risks - can you specify what equipment is "Office equipment and lease office equipment"? – Office Equipment are procured equipment such as printers,</p>

	<p>b) Under Business All Risks - can you specify what equipment is "Office equipment and lease office equipment"?</p> <p>c) What is your Theft limit sought?</p> <p>d) What is your Professional Indemnity limit sought?</p> <p>e) What is your glass limit sought?</p>	<p>boardroom conference equipment, projectors etc. Lease Office equipment relates to printers that are on a short-term lease, bizhubs and desktop printers.</p> <p>c) What is your Theft limit sought? 2 500 000.00</p> <p>d) What is your Professional Indemnity limit sought? – Not applicable at this point. Refer to question 6 above.</p> <p>e) What is your glass limit sought – R250 000.00</p>
8	We noticed that the SBD 4 and SBD 6.1. were not part of the Bid Document. Can this be shared?	<ul style="list-style-type: none"> • Yes, this has been shared and uploaded on the eTender portal and FIC website.
9	Can you please provide clarity between the “dedicated consultant” and “Portfolio Manager”. Are these two different people/roles that requires individual CVs.	<ul style="list-style-type: none"> • Portfolio manager is the key account manager, managing the account, and the Dedicated Consultant will be predominately responsible for the day-to-day engagements and claims-handling process. 2 CVs are required for each role clearly indicating the relevant experience in each role.
10	Last Year this tender was advertised for a 5-year period. Why was the tender not awarded and re-issued again this year?	<ul style="list-style-type: none"> • The tender was awarded and contracted. The reason for going out to market again was to enhance the scope of service.
11	In the scope of work there is an indication that 3 quotes must be obtained for the different covers. Are you expecting the three quotes to be reflected in the pricing schedule or upon each renewal?	<ul style="list-style-type: none"> • 3 quotations will be required before each annual cover renewal.
12	Extended liability cover as well as Professional Indemnity is indicated under the scope of work and requirements but not	<ul style="list-style-type: none"> • The FIC is looking for a service provider who will be able to source Professional Indemnity and Extended liability cover for the FIC, in

	included in pricing schedule. Can we have an amendment on the schedule that incorporates extended liability and professional indemnity	an event such cover is required in the future. Hence no pricing is required for the evaluation process. Bidders must price per the provided schedule published with the tender.
13	Can you please kindly provide clarity on Pg 4, 2.7 (SBD 1). Should the person in the employ of the state bid for the tender, will the bid be considered?	<ul style="list-style-type: none"> No. If a bidder or any of their directors have any close association with a person in the employ of the state, that fact shall be disclosed on SBD 4.
14	<p>On the company experience, does it count if the combined resources have the required number of years in experience.</p> <p>Some companies have all the experience and working for bigger houses, can we include a narrative on past accounts handle</p>	<ul style="list-style-type: none"> For the first criteria on Company Experience we are looking for company's experience, i.e. the number of years the company has been delivering this service and not the combined individual resource experience.

The Financial Intelligence Centre - 3 Years Claims History as at 6 September 2023

Claim Count Number and Description	Date of Loss	Claim Amount	Claim Status	UW Year
1 - Lost cell phone	15-Aug-23	8,696	Registered	2022
2 - Accidental damage to laptop	26-Jul-23	17,391	Registered	2022
3 - Storm damage to laptop	11-Jun-23	17,391	Registered	2022
4 - Laptop screen accidentally damaged	9-Jun-23	17,391	Registered	2022
5 - Damage to laptop	9-Jun-23	24,348	Registered	2022
6 - DOL 8/6/23 -DAMAGE TO LAPTOP	8-Jun-23	8,697	Registered	2022
7 - Accidental damage to laptop	8-Jun-23	26,087	Registered	2022
8 - Stolen Cell Phone	23-May-23	8,696	Registered	2022
9 - Laptop stolen	10-May-23	17,391	Registered	2022
10 - Cellphone stolen -	6-Mar-23	4,323	Finalised	2022
11 - Water cooler damaged and caused result water damage to ceilings and cupboards	29-Jan-23	4,853	Reopened	2022
12 - Dell laptop stolen f	24-Jan-23	27,699	Finalised	2022
13 - Laptop Damaged	15-Jan-23	17,391	Registered	2022
14 - Damage to laptop	25-Nov-22	2,345	Registered	2022
1 - Laptop Damaged	31-Oct-22	453	Finalised	2021
2 - Damage to laptop	29-Aug-22	1,645	Registered	2021
3 - Cracked PC Screen	11-Aug-22	2,780	Finalised	2021
4 - Laptop damaged	14-Jul-22	1,597	Finalised	2021
5 - Lost/Stolen docking station	4-Jul-22	668	Finalised	2021
6 - Laptop screen damage	29-Jun-22	2,332	Finalised	2021
7 - Laptop stolen	23-Jun-22	30,785	Finalised	2021
8 - Laptop damaged screen	2-Jun-22	1,063	Finalised	2021
9 - Theft of laptop	15-Apr-22	30,785	Finalised	2021
10 - Laptop stolen	8-Feb-22	25,739	Finalised	2021
11 - Laptop damaged	19-Jan-22	2,130	Finalised	2021
12- Laptop damaged	13-Jan-22	2,130	Finalised	2021
13 - Laptop stolen	2-Jan-22	25,739	Finalised	2021
1- The laptop damaged	23-Oct-21	-	Cancelled	2020
2 - Damaged laptop	23-Oct-21	2,268	Reopened	2020
3 - Damaged laptop.	8-Oct-21	1,110	Finalised	2020
4 - Laptop stolen	24-Aug-21	16,849	Finalised	2020
5 - Laptop screen damage	10-Aug-21	1,221	Finalised	2020
6- Laptop screen damage	28-Jun-21	1,267	Finalised	2020

7- Damaged desktop screen	28-Jun-21	-	Cancelled	2020
8 – Damaged desktop screen	28-Jun-21	2,871	Finalised	2020
9 – Laptop screen damage.	27-Jun-21	1,267	Finalised	2020
10 – Laptop screen damage	20-May-21	3,006	Finalised	2020
11 – Stolen Laptop	1-May-21	24,699	Finalised	2020
12 – Equipment damage	19-Mar-21	262,118	Finalised	2020
13 - Stolen Laptop	13-Mar-21	24,514	Finalised	2020
14 - Stolen Laptop	4-Feb-21	20,116	Finalised	2020
15– Laptop damaged	3-Feb-21	1,846	Finalised	2020
16 – Laptop damaged	12-Jan-21	1,326	Finalised	2020
17 - Damaged laptop.	20-Nov-20	-	Finalised	2020
18 - Laptop damaged	4-Nov-20	5,296	Finalised	2020
Total Claims (Excluding VAT and Net of Deductible)		700,320		

UW Year	100% Claims	100% Premium	Loss Ratio
2020	369,775	152,174	243%
2021	127,846	286,957	45%
2022	202,699	285,197	71%
Total 3 Years	700,320	724,328	97%