

AGSA/06/2026

Request for Proposal (RFP) for the appointment of a suitably qualified and registered long-term Insurance Service Provider to provide **Comprehensive Group Risk Benefits** cover to the Auditor-General of South Africa (AGSA) for an **initial fixed period of five (5) years with an option to extend for a further two (2) years, on a year-by-year basis.**

Closing date: 29 October 2026 at 15h00

Important Note: A Compulsory Briefing session will take place on 15 October 2026 from 10:00 via MS Teams



AUDITOR - GENERAL
SOUTH AFRICA

Auditing to build public confidence



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SECTION 1: GENERAL CONDITIONS OF BID

1. General Information

The Auditor-General of South Africa (AGSA) is a Chapter 9 Constitutional Institution with a mandate to strengthen our country's democracy by enabling oversight, accountability and governance in the public sector through auditing, thereby building public confidence. The AGSA has identified a need for the services as detailed in this Request for Proposal (RFP).

2. Enquiries

- 2.1 All communication and attempts to solicit information of any kind relative to this RFP should be channelled **in writing** to:

Name: Mr. Nathi Cele
Email address: Nathic@agsa.co.za

- 2.2 Enquiries in relation to this RFP will not be entertained after **16h00 on 20 October 2026**.
- 2.3 The enquiries will be consolidated and AGSA will issue one response, and such response will be posted, within three days after the last day of enquiries, onto the AGSA website (www.agsa.co.za) under tenders i.e. next to the same RFP document.
- 2.4 The AGSA may respond to any enquiry in its absolute discretion and the bidder acknowledges that it will have no claim against the AGSA on the basis that its bid was disadvantaged by lack of information, or inability to resolve ambiguities.

3. Compulsory Briefing Session

- 3.1 There will be a compulsory briefing session to be held on **15 October 2026 at 10h00** via MS Teams meeting.
- 3.2 Important information will be shared with bidders around the expectations on this tender which requires bidders to attend, as failure to attend will lead to ineligibility to submit a tender response and to be considered for subsequent evaluations.
- 3.3 Bidders must send their company name and e-mail addresses of their representatives who will be joining in the MS Teams meeting to Nathic@agsa.co.za **by 15:00 on 14 October 2026**.

4. Bid Validity Period

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

5. Instructions on submission of Bids

- 5.1 Bid responses must be submitted /deposited into the AGSA's tender box.



- 5.2** The closing date for the submission of bids is **29 October 2026** not later than **15h00**. No late bids will be considered. Tender documents must be deposited in the tender box situated at:

Procurement Tender Box

Auditor-General South Africa, Head-office,

Reception Area, Ground Floor,

4 Daventry Street,

Lynnwood Bridge Office Park,

Lynnwood Manor,

Pretoria

Bids sent to any other address other than the one specified herein will be disqualified and will not be considered for evaluation. It is the bidder's responsibility to ensure that the bid is sent to the correct address and that this is **received** by the AGSA before the closing date and time in AGSA's dedicated tender box.

- 5.2** The AGSA will not be held responsible for any of the following:

5.2.1 Bid responses sent to the incorrect address.

- 5.3** Only bid responses received via the tender box will be considered.

- 5.4** Where a complete bid response (inclusive of all relevant schedules) is **not received** by the AGSA in the tender box by the closing date and time, such a bid response will be regarded as incomplete and late. Such late and/ or incomplete bid will be disqualified.

- 5.5** **Bidders must submit their responses in both a hard copy (one original hard copy) and a soft copy. The soft copy / electronic copy must be a replicate of the entire hard copy bid response and must be submitted on a Universal Serial Bus (USB). Failure to provide both hard and soft copy responses may render your response as incomplete. The AGSA reserves the right to only assess one of the response formats (either hard copy or soft copy) of your response, hence the importance of a complete bid response in both hard copy and soft copy is emphasized.**

- 5.6** This bid document is made available at no cost to bidders and is available in PDF format and also in an editable format (MS Word document). **The AGSA's tender requirements should not be altered by bidders and the PDF format serves as the basis for this.**

6. Preparation of Bid Response

- 6.1** All the documentation submitted in response to this RFP must be in English.

- 6.2** The bidder is responsible for all the costs that it shall incur related to the preparation and submission of the bid document.

- 6.3** Bids submitted by bidders that are companies, or include companies, must be signed by a person or persons duly authorized by a resolution of the relevant Board of Directors. A certified copy of this resolution must be submitted with the bid.



- 6.4** The bidder is responsible for verifying that all pages of its bid are correctly numbered and that none are missing or duplicated. The AGSA accepts no liability for any consequences arising from missing or duplicated pages in the bid submission.
- 6.5** Bidder's tax affairs with the South African Revenue Service (SARS) must be in order (tax compliant status) and bidders must provide written confirmation to this effect as part of their tender response.

7. Supplier Performance Management

- 7.1** Supplier Performance Management is viewed by the AGSA as a critical component in ensuring value for money acquisition and good supplier relations between the AGSA and all its suppliers.
- 7.2** The successful bidder shall upon receipt of written notification of an award, be required to conclude the AGSA's standard Service Agreement, which will form an integral part of the supply agreement. The Service Agreement will serve as a tool to measure, monitor, and assess the supplier performance and ensure effective delivery of service, quality and value-add to AGSA's business.
- 7.3** Successful bidders will be required to comply with the above condition and also provide a scorecard on how their product/ service offering is being measured to achieve the objectives of this condition.

8. AGSA's Rights

- 8.1** The AGSA is entitled to amend any bid condition, bid validity period, RFP specification, or extend the bid closing date, all **before the bid closing date**. All bidders, to whom the RFP documents have been issued and where the AGSA have record of such bidders, may be advised in writing of such amendments in good time and any such changes will also be posted on the AGSA's website under the relevant tender information. All prospective bidders should therefore ensure that they visit the website regularly and before they submit their bid response to ensure that they are kept updated on any amendments in this regard.
- 8.2** The AGSA reserves the right not to accept the lowest priced bid. The AGSA normally awards the contract to the bidder who proves to be fully capable of handling the contract and whose bid is functionally acceptable and/or financially advantageous to the AGSA.
- 8.3** The AGSA reserves the right to award this bid as a whole or in part.
- 8.4** The AGSA reserves the right to conduct site visits at the bidder's corporate offices and/ or at client sites if so required.
- 8.5** The AGSA reserves the right to consider the guidelines on prescribed consultancy rates as set out in the **National Treasury Instruction Note on Cost Containment Measures**, where relevant.
- 8.6** The AGSA reserves the right to request all relevant information, agreements and other documents to verify information supplied in the bid response. The bidder hereby gives consent to the AGSA to conduct background checks, including FICA verification, on the bidding entity and any of its directors/ trustees/ shareholders/ members.
- 8.7** The AGSA reserves the right of final decision on the interpretation of its tender requirements and responses thereto.



9. Undertakings by the Bidder

- 9.1** By submitting a bid in response to the RFP, the bidder undertakes to offer or render all or any of the services described in the bid response to the AGSA on the terms and conditions and in accordance with the specifications stipulated in this RFP document.
- 9.2** The bidder shall prepare for a possible presentation should AGSA require such and the bidder will be required to make such presentation within three to five (3-5) days from the date the bidder is notified of the presentation. Such presentation may include a practical demonstration of products or services as called for in this RFP, where relevant.
- 9.3** The bidder agrees that the offer contained in its bid shall remain binding upon him/her and receptive for acceptance by the AGSA during the bid validity period indicated in this RFP and acceptance of the offer shall be subject to the terms and conditions contained in this RFP document read with the bid.
- 9.4** The bidder furthermore confirms that he/she has satisfied himself/ herself as to the correctness and validity of his/her bid response; that the price(s) and rate(s) quoted cover all the work/ item(s) specified in the bid response documents; and that the price(s) and rate(s) cover all his/ her obligations under a resulting contract for the services contemplated in this RFP; and that he/ she accepts that any mistakes regarding price(s) and calculations will be at his/ her risk.
- 9.5** The successful bidder accepts full responsibility for proper execution and fulfilment of all obligations and conditions devolving on him/ her under the Services Agreement and SLA to be concluded with the AGSA, as the principal(s) liable for the due fulfilment of such contract.
- 9.6** The bidder accepts that all costs incurred in the preparation, presentation and demonstration of its solution shall be for the account of the bidder. All supporting documentation and manuals submitted with the bid will become AGSA property unless otherwise stated by the bidder/s at the time of submission.

10. Reasons for Disqualification

- 10.1** The AGSA reserves the right to disqualify any bidder who does any one or more of the following, and such disqualification may take place without prior notice to the offending bidder, however, the bidder will be notified in writing of such disqualification:
- 10.1.1 bidders who are not tax compliant and/ or who do not submit an original valid Tax Compliance Status PIN and/ or proof of application of such as endorsed by SARS on the closing date and time of the bid submission and/ or failure to provide the AGSA with a SARS issued Tax Verification PIN code giving access to the AGSA to electronically verify tax compliance;
- 10.1.2 bidders who submit incomplete information and documentation according to the requirements of this RFP document;
- 10.1.3 bidders who submit information that is fraudulent, factually untrue or inaccurate information;
- 10.1.4 bidders who receive information not available to other potential bidders through fraudulent means;
- 10.1.5 bidders who do not comply with any of the **mandatory requirements** as stipulated in the RFP document including non-attendance of the compulsory briefing session, where applicable;

10.1.6 bidders who fail to comply with FICA and POPIA requirements as listed herein.

11. Returnable Schedules

Bidders shall submit their bid responses in accordance with the returnable schedules specified below (each schedule must be clearly marked):

11.1 Cover Page: (The cover page must clearly indicate the RFP reference number, bid description and the bidder's name)

11.2 Schedule 1

11.2.1 Executive Summary (explaining how the bidder understands the requirements of this RFP and the summary of the proposed solution)

11.2.2 Annexure 1 of this RFP document (duly completed and signed)

11.3 Schedule 2

11.3.1 Valid Tax Compliance Status PIN (TCS PIN) and/ or proof of application as endorsed by SARS and/ or SARS issued tax verification PIN code;

11.3.2 Originally certified copies of bidder's CIPC company registration documents listing all members with percentages;

11.3.3 Copy of Board Resolution, duly certified;

11.3.4 Originally certified copy of ID document for the Company Representative (signatory of the bid document);

11.3.5 Annexure 2 of this RFP document (duly completed and signed);

11.3.6 Annexure 3 of this RFP document (duly completed and signed);

11.3.7 Annexure 4 of this RFP document (duly completed and signed);

11.3.8 Annexure 5 of this RFP document (duly completed and signed);

11.3.9 Annexure 6 of this RFP document (duly completed and signed);

11.3.10 Response to Annexure 7: BEE Claims Form;

Bidders must submit a B-BBEE verification certificate indicating the contribution level of the bidding entity. For Exempted Micro Enterprises (EME) with an annual revenue of less than R10 million and Qualifying Small Enterprises (QSE) with an annual revenue of between R10 million and R50 million per annum, a sworn affidavit confirming the annual total revenue and level of black ownership may be submitted. Any misrepresentation in terms of the declaration constitutes a criminal offence as set out in the B-BBEE Act as amended.

Note: If a bidder is a Consortium, Joint Venture (JV) or Prime Contractor with Sub-contractor(s), the documents listed above must be submitted for each Consortium/ JV member or Prime Contractor and Sub-contractor(s).

11.3.11 Annexure 8 of this RFP document (duly responded to);

11.3.12 Annexure 9 of this RFP document (duly completed and signed);

- 11.3.13 Statement of Financial Position of the Bidder: Latest Audited Financial Statements (where applicable in terms of the Company's Act) and/ or independently reviewed financial statements and/or cash flow Budget for new entities with no financial records.
- 11.3.14 Copy of Joint Venture/ Consortium/ Sub-contracting Agreement duly signed by all parties (if applicable).
- 11.4 **Schedule 3:** Response to Section 2 of this RFP document, in line with the format indicated in this RFP document.
- 11.5 **Schedule 4:** Price Proposal (response to Section 3 of this RFP document) (*Must be submitted as a separate file/document marked as Schedule 4: Price Proposal*)

12. Evaluation Criteria and Weightings

The tender evaluation will be categorized into **three (3) phases** as follows:

- 12.1 **Phase 1: Initial Screening Process:** During this phase, bid responses will be reviewed for purposes of assessing compliance with RFP requirements including the general bid conditions, which requirements include the following:
- Submission of a valid Tax Compliance Status PIN as referenced in 11.3.1 above
 - Submission of Company Registration Forms as referenced in 11.3.2 above
 - Submission of ID copy for the Company Representative as referenced in 11.3.4 above
 - B-BBEE Status Certification as referenced in 11.3.10 above
 - Completion of all Standard Bidding Documents and other requirements, as reflected in this RFP, which covers the following:
 - Section 2: Statement of compliance with the Functional Evaluation Criteria for this RFP;
 - Section 3: Cost Proposal and Price Declaration Form;
 - Annexure 1: Acceptance of Bid Conditions;
 - Annexure 2: Tax Compliance Requirements;
 - Annexure 3: Supply Chain Management Questionnaire;
 - Annexure 4: Declaration of Interest;
 - Annexure 5: Certificate of Independent Bid Determination;
 - Annexure 6: Shareholders' Information/ Group Structure;
 - Annexure 7: B-BBEE Claim Form;
 - Annexure 8: Disclosure Statement (Bidder to declare on the company's official letterhead stating whether it is currently subject to any criminal, civil, or similar legal proceedings);
 - Annexure 9: Privacy & Protection of Personal Information Act 4 of 2013 Requirements;
 - Submission of a copy of a Joint Venture/ Consortium/ Sub-contracting Agreement duly signed by all parties (if applicable).

Failure to comply with the requirements assessed in Stage 1 (compliance), may lead to disqualification of bids.

12.2 Phase 2: Technical/ Functionality evaluation

Bid responses will be evaluated in accordance with the criteria outlined below.

12.2.1: Phase two of the evaluation criteria will be evaluated in **3 Stages** as follows:

Stage 1: Pre-qualification criteria (Mandatory Criteria)

The technical assessment will commence with the pre-qualifying criteria as listed in section 2 of this RFP document.

Note: All bidders that fail to comply with any of the mandatory criteria shall not be considered for further evaluation on the *Other Functional/ Technical Requirements*.

Stage 2: Other Technical/ Functional Requirements

With regards to the other Functional requirements, the following criteria (set out in more detail on section 2 of this RFP document) and the associated weightings will be applicable:

EVALUATION CRITERIA	WEIGHT
1. Years of experience in providing comprehensive group risk benefits as an administrator/ insurer	6
2. Track record in managing GRB portfolios for clients of comparable scale and complexity	10
3. Claims experience and settlement record	8
4. Comprehensiveness of core benefit offering	10
5. Quality and innovation of the voluntary benefit layer	8
6. Alignment to AGSA workforce demographics	8
7. Claims management systems and infrastructure	5
8. Support services for complex claims	5
9. Account Manager	15
10. Project team	5
11. Digital self-service portal functionality	8
12. Cybersecurity and POPIA compliance	6
13. Integration and implementation capability	6
TOTAL	100



Note: The minimum qualifying score for functionality is 70% or points. Only bidders that score 70% or points on functionality will be shortlisted for the next stage of evaluation.

Stage 3: Presentations

The following presentations criteria is applicable to this tender and bidders must obtain at least 70% or points on the Presentations evaluation to be considered for further evaluation. Bidders that fail to achieve 70% or points shall be disqualified.

NO.	EVALUATION CRITERIA	WEIGHT
1	Understanding of AGSA's requirements and strategic context	20
2	Proposed benefit design and innovation	25
3	Live digital portal demonstration	20
4	Implementation and transition plan	15
5	Account management model and governance commitment	15
6	Response to Evaluation Committee Questions	5
Total Points		100

Combined score for Phase 2 – Technical/ Functionality evaluation (**Details provided in section 2 of this document**)

12.3 Phase 3 Point Scoring System: Evaluation of qualifying bid responses in terms of the preference point system (**Details in section 2 of this document**)

CRITERIA	POINTS
Technical Capability	60
Price	30
B-BBEE	10
TOTAL	100



SECTION 2: FUNCTIONAL REQUIREMENTS SPECIFICATION

1. SPECIAL INSTRUCTION TO BIDDERS

- a. Should a bidder have reasons to believe that the requirement Specification is not open and/or is written for a particular brand or product or service provider; the bidder shall notify AGSA Procurement within five (5) days after publication of the RFP.
- b. Bidders shall provide full and accurate answers to the questions posed in this document, and, where required explicitly state “Comply/Not Comply” regarding compliance with the requirements. Bidders must substantiate their response to all questions, including full details on how their proposal/solution will address specific functional/ technical requirements. All documents as indicated must be supplied as part of the bid response.

2. PROJECT BACKGROUND AND PURPOSE

The Auditor-General of South Africa (AGSA) is the supreme audit institution (SAI) of South Africa. The AGSA has a constitutional mandate and, as the SAI of South Africa, exists to strengthen our country’s democracy by enabling oversight, accountability and governance in the public sector through auditing, thereby building public confidence.

The AGSA has its head office situated at 4 Daventry Street, Lynwood Bridge Office Park, Pretoria, Lynnwood Manor. The AGSA also has regional offices in all 9 provinces of the country and a staff headcount of 4 425. The company organizational management structure and any other relevant information is available on our website at www.agsa.co.za.

As part of enhancing operational efficiencies in the AGSA, the AGSA has taken a strategic decision to procure a comprehensive, multigenerational, and digitally accessible Group Risk Benefits programme aligned to the organisation’s #cultureshift2030 strategy, people strategy, and the evolving needs of its 4425 employees. The renewed programme is premised on a **core-plus-flex architecture**: a **mandatory employer-funded core layer** (group life, income disability, funeral cover, and severe illness benefit) supplemented by **voluntary employee-funded flex benefits** (additional death cover, spousal life cover, education protector, extended funeral benefit).

In view of the above, the AGSA hereby requests proposals from bidders for the provision of a comprehensive Group Risk Benefits that entails **core-plus-flex (voluntary) architecture**: a mandatory employer-funded core layer (group life, income disability, funeral cover, and severe illness benefit) supplemented by voluntary employee-funded flex benefits (additional death cover, spousal life cover, education protector, extended funeral benefit).

2.1. Eligible Bidding Entities and Participation Requirements

AGSA intends to appoint a suitably licensed and qualified service provider to deliver Group Risk Benefits and related insurance services. To ensure regulatory compliance, accountability and direct contractual responsibility, only entities holding a valid Long-term insurance licence may submit bids. Insurance brokers, financial advisers and intermediaries acting solely as Financial Services Providers (FSPs), without an underlying long-term insurance licence, are not eligible to bid.

Consortium arrangements are permitted, provided that the licensed long-term insurer is the lead bidding entity and contracting party with AGSA. For the avoidance of doubt, insurance brokers, financial advisers and intermediaries acting solely as FSPs without a valid long-term insurance licence may not participate as consortium members.

3. SCOPE OF WORK

In view of the above, the AGSA hereby request proposals from bidders for the provision of a comprehensive Group Risk Benefits that entails **core-plus-flex (voluntary) architecture** to submit proposals for the scope of work as follows:

No.	Scope Description
3.1	Core (Employer-Funded) Benefits – Compulsory for all Employees
3.1.1	Component 1: Group Life Benefit (Unapproved Death Cover)
3.1.2	Component 2: Income Disability Benefit (Income Continuation)
3.1.3	Component 3: Severe/Critical Illness Benefit
3.1.4	Component 4: Funeral Cover
3.2	Voluntary (Employee-Elected) Benefits – Voluntary Layer
3.2.1	Component 5: Flex-Up Group Life Cover
3.2.2	Component 6: Spousal/Partner (Life Partner) Life Cover
3.2.3	Component 7: Lump Sum Disability Benefit
3.2.4	Component 8: Extended Funeral Cover
3.2.5	Component 9: Education Protector Benefit
3.3	Administration and Support Services



3.3.1	Component 10: Digital Member Self-Service Portal
3.3.2	Component 11: Benefit Administration Services
3.4	Value Added Benefits
3.4.1	Executive Exit Benefit
3.4.2	Family Assistance Benefit

The detailed requirements and tender specifications are provided hereunder.

The bidders must provide, administer, and manage the following benefit components. Proposals must address both the core (mandatory, employer-funded) layer and the voluntary (employee-elected) layer:

3.1 Core (Employer-Funded) Benefits – Compulsory for all Employees

3.1.1 Component 1: Group Life (Death) Benefit

Requirement	Specification
Minimum core benefit	3x annual risk salary (lump sum)
Medical Free Cover Limit	Maximum R15 million
Benefit payable on	Death of the employee from any cause
Cover to continue during disability	Yes
Conversion/Continuation	Yes
Distribution	In terms of the nominated beneficiary (unapproved)
Benefit cessation age	Age 70
Normal Retirement Age	Age 65

3.1.2 Component 2: Income Disability Benefit (Income Continuation)

Requirement	Specification
Monthly benefit	75% of capped total monthly risk salary
Waiting period	3 calendar months from date of disability

Requirement	Specification
Maximum monthly benefit	Maximum R220,000 per month
Medical Free Cover Limit	To be specified by the bidder
Definition of disability	Own occupation – inability to perform duties of current role
Initial Period	12 Months
Annual escalation	Lesser of CPI or 5% per annum
Provident Fund contribution waiver	Must be included; capped at a defined percentage of risk salary
Conversion/Continuation	Yes
Benefit cessation	Recovery, death, or normal retirement age
Rehabilitation support	Return-to-work programme must be available
Benefit cessation age	Age 65
Normal Retirement Age	Age 65

3.1.3 Component 3: Severe/Critical Illness Benefit

Requirement	Specification
Minimum benefit	1x annual total risk salary
Medical Free Cover Limit	To be specified by the bidder
Minimum conditions covered	Cancer, heart attack, stroke, organ failure/transplant, Alzheimer's disease, paraplegia/quadruplegia, blindness, deafness, and minimum 15 additional listed conditions
Benefit trigger	Confirmed diagnosis of a listed condition
Cover to continue during disability	Yes
Conversion/Continuation	Yes

Requirement	Specification
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Benefit cessation age	Age 65
Normal Retirement Age	Age 65

3.1.4 Component 4: Funeral Cover

Requirement	Specification
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Member cover	Maximum R70,000 – immediate payout
Spouse/Life partner cover	Must be included in core benefit
Dependent children	Must be included; children to age 21 (or 26 if still full-time registered student, AND Disabled children covered while main member is still employed by AGSA)
Maximum payout period	Within 48 hours of receipt of complete documentation
Administration	Compulsory for all employees; employer-funded premium

3.2 Voluntary (Employee-Elected) Benefits – Voluntary Layer

3.2.1 Component 5: Flex-Up Group Life Cover

Requirement	Specification
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Minimum Benefit	1x annual risk salary
Maximum total death cover	Up to 2x annual risk salary (exclusive of core 3x)
Election periods	Annual policy anniversary and defined life events
Medical free cover limit (flex)	To be specified by the bidder
Premium responsibility	Employee-funded (deducted from remuneration)
Cover to continue during disability	Yes
Conversion/Continuation	Yes
Benefit cessation age	Age 70
Normal Retirement Age	Age 65

3.2.2 Component 6: Spousal/Partner Life Cover

Requirement	Specification
Benefit amount	1x employee's annual risk salary
Maximum benefit	R8 million
Medical Free Cover Limit	Minimum R5 million
Eligible members	Legally married spouses and life partners
Premium responsibility	Employee-funded (bidder to specify)

3.2.3 Component 7: Lump Sum Disability Benefit

Requirement	Specification
Benefit	Capital lump sum on permanent total disability
Minimum benefit	1x annual risk salary
Maximum benefit	4x annual risk salary
Accelerated/Standalone	Standalone
Premium responsibility	Employee-funded
Cover to continue during disability	Yes
Conversion/Continuation	Yes
Benefit cessation age	Age 65
Normal Retirement Age	Age 65

3.2.4 Component 8: Extended Funeral Cover

Requirement	Specification
Extended family coverage	Parents, parent-in-law, siblings or any other Financial Dependent
Maximum age at entry	65 years

Requirement	Specification
Maximum cover age	90 years
Premium responsibility	Employee-funded
Benefit amount	Minimum R30,000 per covered extended family member - scaled

3.2.5 Component 9: Education Protector Benefit:

Requirement	Specification
Trigger	Death or permanent disability of the employee
Coverage	Dependent children enrolled in accredited educational institution
Annual maximum – Pre-School	Bidder to specify
Annual maximum – Primary School	Bidder to specify
Annual maximum – High School	Bidder to specify
Annual maximum – Tertiary (Local)	Bidder to specify
Annual maximum – Tertiary (international)	Bidder to specify
Premium responsibility	Employer -or employee-funded (bidder to specify)

3.3 Administration and Support services

3.3.1 Component 10: Digital Member Self-Service Portal

Requirement	Specification
Platform	Mobile-accessible (iOS and Android); web browser accessible
Functionality	Benefit statements; beneficiary nomination and updates; cover elections (flex benefits); claims submission and

Requirement	Specification
	tracking; query logging and resolution; member profile management
Availability	Minimum 99.5% uptime (excluding scheduled maintenance)
Security	POPIA-compliant data handling; end-to-end encryption; multi-factor authentication
Language support	Minimum: English; Zulu; Afrikaans; Sotho; Sign Language
Member education	In-portal financial literacy content; benefit explanation videos; FAQ library

3.3.2 Component 11: Benefit Administration Services

Requirement	Specification
Member onboarding	Complete within 30 days of contract commencement
Beneficiary administration	AGSA-compliant (automated)
Claims management	Dedicated AGSA claims team; escalation procedure; documented SLAs
Annual benefit review	Actuarial claims experience analysis; premium review; design recommendations
Member communication	Annual benefit statement; benefit guide (multigenerational and multilingual); new employee induction materials and Information, Education, and Communication (monthly onboarding)
Conversion option	Within 60 days of leaving AGSA; no medical underwriting; all benefit components
Regulatory compliance	POPIA data management; FSCA reporting

3.4. Value Added Benefits

3.4.1. Executive Exit Package

<i>Requirement</i>	<i>Specification</i>
Financial Wellness Benefit	A dedicated savings vehicle funded by the AGSA that enables Executives to build accessible funds during their employment. Upon exiting AGSA, these funds can be used to meet short-term financial commitments and emergency expenses, reducing the need to access retirement savings. The solution should provide financial flexibility, protect long-term retirement outcomes, and support executives during career transitions.

3.4.2. Family Assistance Benefit

Benefit providing assistance should a member or a member's immediate family pass away, this includes but not limited to:

- Repatriation;
- Referral to Undertakers;
- Discounted Funeral Packages;
- Legal Assistance; and
- Advice on handling of necessary documentation.

3.5. Minimum Eligibility for Benefit Membership:

<i>Criterion</i>	<i>Specification</i>
<i>Employment type</i>	All permanent and fixed-term contract employees
<i>Minimum working hours</i>	Minimum 20 hours per week
<i>Age at entry</i>	Minimum 18; maximum 64 years at entry
<i>Benefit commencement</i>	First day of employment
<i>Waiting periods</i>	None for accident death/disability; as specified per component for illness-related claims

4. PERIOD OF THE CONTRACT

The contract period is five (5) years, with an option to extend for a further two (2) periods of one (1) year each, subject to satisfactory performance and mutual agreement.

5. TECHNICAL EVALUATION CRITERIA

Bidders shall be evaluated in terms of the following criteria for Phase 1 as referenced in section 1, paragraph 12.2 above:

Bidders shall be evaluated in terms of the following criteria:



5.1. Stage 1: Pre-qualification criteria (Mandatory Criteria)

The bidder must indicate their compliance/ non-compliance to the following requirements and to substantiate as required. The bidder must respond in the format below, where additional information is provided/ attached somewhere else; such information must be clearly referenced. Failure to comply with the below pre-qualification requirements will lead to automatic disqualification of the bid.

Note: Where a criterion requires substantiation or evidence, a tick alone will not be accepted as proof of compliance. The corresponding substantiation or evidence must be provided to support the compliance statement. Failure to do so will result in automatic disqualification of the bid.

Bidder to select / tick Comply or Not Comply below.

Criteria	Comply	Not Comply	Page Ref No:
5.1.1. Compliance with the critical scope of requirements (which includes Core benefits, Voluntary benefits and Administration & Support services). The bidder will be required to complete Appendix A to substantiate compliance with this requirement.			
Substantiate your compliance by providing evidence and including page numbers in the proposal.			
5.1.2. Regulatory standing and financial strength - Bidders must provide proof of registration as a licensed financial service provider (FSP) that provides long-term insurance by the Financial Sector Conduct Authority (FSCA); and must submit their registered FSP name, licence number and valid license certificate including relevant annexures and financial advisory and intermediary services disclosure. AGSA reserves the right to verify the bidder's licence status against the FSCA public register to confirm that the licence is valid and active. - Bidders must provide objective evidence of financial strength, comprising (i) an independently verified Financial Strength Rating of at least AA- (or equivalent) from a			



Criteria	Comply	Not Comply	Page Ref No:
recognised rating agency, and (ii) a current actuarial solvency certificate or regulatory capital adequacy report confirming that the insurer meets or exceeds the minimum Solvency Capital Requirement (SCR) coverage ratio of 100% (1.0x), indicating that the insurer's Eligible Own Funds are equal to or greater than its Solvency Capital Requirement. Bidders will be required to complete Appendix B to substantiate compliance with this requirement			
Substantiate your compliance by providing evidence and including page numbers in the proposal.			
5.1.3. Bidders must provide proof that they have both fidelity insurance and professional indemnity cover. A certified copy of both insurance covers must be provided.			
Substantiate your compliance by providing evidence and including page numbers in the proposal.			

5.2. Stage 2: Other technical evaluation criteria

The bidder must provide proof of documentation to the following requirements to substantiate what they have submitted as required. The bidder must package the response according to the format below and where additional information is provided/ attached somewhere else; such information must be clearly referenced. Bidders must obtain at least 70% or points on the technical evaluation to be considered further. Bidders that fail to achieve 70% or points shall be disqualified.



No.	Technical Evaluation Criteria	Portfolio of evidence	Applicable scoring guideline	Weighting	Page Ref No:
5.2.1.	5.2.1.1. Years of experience in providing comprehensive group risk benefits as an administrator/ insurer The bidder must demonstrate a minimum of seven (7) years' experience in the provision of comprehensive group risk benefits as an administrator/ insurer (including life, disability, critical illness and funeral benefits) to South African employers.	The bidder must provide contactable client references as evidence of compliance with this requirement and must complete Appendix C in full for each reference provided. AGSA reserves the right to verify all references provided. NB: References from AGSA will not be accepted.	• >8 years' relevant experience (6 points) • 7 – 8 years' relevant experience (5 points) • <7 years' relevant experience (0 points)	6	



No.	Technical Evaluation Criteria	Portfolio of evidence	Applicable scoring guideline	Weighting	Page Ref No:
	5.2.1.2. Track record in managing GRB portfolios for clients of comparable scale and complexity The bidder must provide at least three (3) contactable client references demonstrating experience in managing group risk benefit portfolios of comparable scale and complexity to that of AGSA, over the past seven (7) years (2019–2026), from clients with more than 4,000 employees under cover.	The bidder must provide contactable client references as evidence of compliance with this requirement and must complete Appendix C in full for each reference provided. AGSA reserves the right to verify all references provided. NB: References from AGSA will not be accepted.	• >3 contactable references provided, each demonstrating relevant experience with clients of more than 4,000 employees, within the required seven (7) year period (2019–2026) (10 points) • 3 contactable references provided, each demonstrating relevant experience with clients of more than 4,000 employees, within the required seven (7) year period (2019–2026) (8 points) • 1 - 2 contactable references provided, each demonstrating relevant experience with clients of more than 4,000 employees, within the required seven (7) year period (2019–2026) (4 points) • No contactable references provided or reference provided for client with less than 4000 employees or reference provided is not within the past 7 years (2019-2026) (0 points)	10	



No.	Technical Evaluation Criteria	Portfolio of evidence	Applicable scoring guideline	Weighting	Page Ref No:
	5.2.1.3. Claims experience and settlement record	Evidence of claims settlement performance of the bidder for all corporate client Group Risk Benefits portfolios over the past two (2) financial years, including settlement ratios, turnaround times against SLA commitments, and capability to manage disability and critical illness claims	• Claims settlement ratio of $\geq 90\%$; SLA turnaround times achieved in $\geq 90\%$ of claims; and objective evidence demonstrating capability in managing disability and critical illness claims (8 points) • Average claims settlement ratio of 80% - 90%; SLA turnaround times achieved in 80% - 90% of claims; and evidence demonstrating capability in managing disability and critical illness claims (6 points) • Claims settlement ratio below 80%; SLA turnaround times achieved in less than 80% of claims; or limited supporting evidence provided (2 point) • No submission or no verifiable claims performance data provided (0 points)	8	

Substantiate your compliance by providing full and accurate information and cross reference to the relevant section of your proposal.



No.	Technical Evaluation Criteria	Portfolio of evidence	Applicable scoring guideline	Weighting	Page Ref No:
5.2.2.	5.2.2.1. Comprehensiveness of core benefit offering	Proposed core benefit structure [group life, income disability, severe/illness, funeral] meets or exceeds the AGSA's minimum specifications as referenced in the RFP	• Exceeds minimum requirements with improved benefit design and coverage features (10 points) • Fully meets AGSA minimum specifications across all core benefits (7 points) • Partially meets requirements, gaps in one or more core benefits or unclear structure (4 points) • No submission or no core benefit design provided (0 points)	10	



No.	Technical Evaluation Criteria	Portfolio of evidence	Applicable scoring guideline	Weighting	Page Ref No:
	5.2.2.2. Quality and innovation of the voluntary benefit layer	Proposed voluntary benefit options (i.e. flex-up life, spousal cover, education protector, lump sum disability, extended funeral) are practical, competitive and accessible to all generational cohorts	• Exceeds minimum requirements by demonstrating at least two value added and innovative service provisions to enhance the voluntary benefits (8 points) • Fully meets AGSA minimum requirements by demonstrating one value added and innovative service provisions to enhance the voluntary benefits (6 points) • Partially meets requirements with no further value add and innovation to the voluntary benefits (3 points) • No submission or no voluntary benefit design provided (0 points)	8	



No.	Technical Evaluation Criteria	Portfolio of evidence	Applicable scoring guideline	Weighting	Page Ref No:
	5.2.2.3. Alignment to AGSA workforce demographics	Proposal demonstrates a clear understanding of AGSA's workforce profile, comprising: • Baby Boomers - 0.97%; • Generation X - 11,82%; • Generation Y - 59,50%; and • Generation Z - 27,71% Assessment will consider the extent to which the proposed benefit solution addresses the needs of this workforce through benefit design, accessibility, flexibility, employee engagement, and a focus on income disability and critical illness protection	Proposal should demonstrate the methodology to address the needs of the different AGSA workforce profiles i.e. Gen Z, Millennials, etc. detailing how this will be applied. Scoring will be as follows: • All of the identified workforce priorities, including income disability protection and critical illness benefits, supported by a clear explanation of how these features meet the needs of AGSA's workforce profile (8 points) • At least three of the identified workforce priorities, including income disability protection and critical illness benefit (6 points) • Less than three identified workforce priorities with limited supporting rationale (3 points) • No evidence demonstrating consideration of AGSA's workforce profile (0 points)	8	
Substantiate your compliance by providing full and accurate information and cross reference to the relevant section of your proposal					



No.	Technical Evaluation Criteria	Portfolio of evidence	Applicable scoring guideline	Weighting	Page Ref No:
5.2.3.	5.2.3.1. Claims management systems and infrastructure	The bidder's claims management systems enable end-to-end tracking, documentation, automated workflow and reporting. The bidder commits to assigning a dedicated AGSA claims team	• Advanced integrated system with automation, real-time tracking and structured reporting and dedicated claims team clearly defined (5 points) • Adequate end-to-end claims system with tracking, documentation, automated workflow and reporting capabilities including commitment for a dedicated claims team (4 points) • Partially functional systems, gaps in automation, tracking, or reporting (1 point) • No submission or no evidence of claims system capability (0 points)	5	
Substantiate your compliance by providing full and accurate information and cross reference to the relevant section of your proposal					



No.	Technical Evaluation Criteria	Portfolio of evidence	Applicable scoring guideline	Weighting	Page Ref No:
	5.2.3.2. Support services for complex claims	Bidders must provide documentary evidence of support services available for disability and critical illness claims, including: • claims management processes; • rehabilitation support; • specialist resources; • escalation procedures	• Provides documented proof of the end to end disability and critical illness claims management process including all the elements of the required support services (5 points) • Provides documented proof of the end to end disability and critical illness claims management process including at least three elements of the required support services (4 points) • Provides documented proof of the end to end disability and critical illness claims management process including less than three elements of the required support services (1 point) • No evidence of support services for complex claims (0 points)	5	
Substantiate your compliance by providing full and accurate information and cross reference to the relevant section of your proposal					



No.	Technical Evaluation Criteria	Portfolio of evidence	Applicable scoring guideline	Weighting	Page Ref No:
5.2.4.	5.2.4.1. Account Manager The bidder must nominate a dedicated Account Manager who will serve as the primary relationship manager for the AGSA contract. The proposed Account Manager must possess a minimum of eight (8) years' experience in the employee benefits and/or group risk benefits industry and demonstrate expertise and responsibility in: • managing comparable employer-sponsored group risk benefit arrangements; • governance reporting; • benefit reviews; • claims oversight; • stakeholder engagement; and • service-level management.	The bidder must submit a detailed CV and copies of relevant qualification(s) as evidence. The CV must clearly highlight experience and expertise relevant to the scope and objectives of this project.	• Account Manager has >9 years' relevant experience, possesses the required qualification and demonstrates expertise relevant to the project objectives (15 points) • Account Manager has 8–9 years' relevant experience, possesses the required qualification and demonstrates expertise relevant to the project objectives (12 points) • Account Manager has <8 years' relevant experience, despite holding a relevant qualification or No CV submitted (0 points)	15	



No.	Technical Evaluation Criteria	Portfolio of evidence	Applicable scoring guideline	Weighting	Page Ref No:
	5.2.4.2. Project team The bidder must provide details of the proposed implementation and servicing team that will be assigned to the AGSA contract. Each key resource should have a minimum of three (3) years' experience and should demonstrate relevant expertise in the delivery of employee benefits and/or group risk benefits services.	The bidder must submit CVs, relevant qualifications and a team structure illustrating the roles and responsibilities of each proposed team member.	• 100% of proposed key resources meet the requirements (5 points) • 80% - 99% of proposed key resources meet the requirements (4 points) • 60% - 79% of proposed key resources meet the requirements (2 points) • Less than 60% of proposed key resources meet the requirements or no CVs submitted (0 points)	5	
Substantiate your compliance by providing full and accurate information and cross reference to the relevant section of your proposal					



No.	Technical Evaluation Criteria	Portfolio of evidence	Applicable scoring guideline	Weighting	Page Ref No:
5.2.5.	5.2.5.1. Digital self-service portal functionality Mobile accessible self-service portal with functionality that enables benefit statements access, automated beneficiary nomination and updates, cover elections on flex options, claims submission and tracking, live benefit values and query logging. The self-service portal should guarantee a minimum uptime of 99.5%.	The bidder must provide a brief description of the proposed self-service portal and submit supporting documentation, such as system brochures, screenshots, or similar documentation, demonstrating the functionality available and maintains a minimum uptime of 99.5%.	• Advanced, user-friendly portal with integrated functionality, automation, and reliable performance (≥99.5% uptime demonstrated) (8 points) • Meets requirements; mobile-accessible portal with core features (benefits, claims, updates, queries) and acceptable uptime commitment (6 points) • Partial functionality; some features available but gaps in usability, automation, or accessibility (3 points) • No self-service portal solution provided (0 points)	8	



No.	Technical Evaluation Criteria	Portfolio of evidence	Applicable scoring guideline	Weighting	Page Ref No:
	5.2.5.2. Cybersecurity and POPIA compliance	The bidder must provide supporting documentation demonstrating POPIA compliance, registration of its Information Officer and/or Deputy Information Officer with the Information Regulator and the existence of appropriate information security controls, including multi-factor authentication, encryption, and data breach management procedures	• Provides supporting documentation including POPIA-compliant policy documents and security framework with multi-layered controls (e.g. MFA, encryption, data breach protocols) clearly evidenced (6 points) • Failure to fully meet the requirements as listed herein. No partial compliance shall be considered (0 points)	6	
	5.2.5.3. Integration and implementation capability Bidder's system can integrate with the AGSA's HR and payroll systems and ICT platforms for seamless data exchange, contributions processing and automated member maintenance.	The bidder must provide supporting documentation demonstrating the integration and implementation capabilities of the proposed solution, including its ability to interface with HR, payroll, and ICT systems and support automated member administration processes,	• Strong integration capability with automated data exchange and structured implementation approach (6 points) • Meets requirements where system can integrate with HR/payroll platforms for core processes (5 points) • Partial integration capability with constraints or unclear implementation approach (2 points)	6	



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No.	Technical Evaluation Criteria	Portfolio of evidence	Applicable scoring guideline	Weighting	Page Ref No:
			• No evidence of integration capability (0 points)		
Substantiate your compliance by providing full and accurate information and cross reference to the relevant section of your proposal					
Total				100	



5.3. Stage 3 - Presentations

The following is the Presentations criteria that is applicable to this tender and bidders must obtain at least 70% or points on the Presentations evaluation to be considered for further evaluation. Bidders that fail to achieve 70% or points shall be disqualified.

No.	Criteria	Scoring Matrix	Weighting
1	Understanding of AGSA’s requirements and strategic context	• Fully demonstrated: Clear, relevant, well-articulated response aligned to AGSA needs, credible and convincing	20
2	Proposed benefit design and innovation		25
3	Live digital portal demonstration	• Partially demonstrated: Some understanding or capability shown but lacks depth, clarity or	20
4	Implementation and transition plan		15
5	Account management model and governance commitment	• Inadequately demonstrated: Requirement not demonstrated, poorly addressed or lacking credibility	15
6	Response to Evaluation Committee Questions		5
Total Points			100

Combined score for Phase 2 – Technical/ Functionality evaluation

Bidders who qualify for both Stage 2 and Stage 3 will receive a combined score for Phase 2 calculated as follows:

Stage	Weighting contribution
Stage 2 - Other Technical/ Functional Requirements	60
Stage 3 - Presentations	40
Total	100

NB: The combined score will be used in the final evaluation phase to determine contribution to the Technical Capability evaluation component.

5.4. Phase 3 – Point Scoring System: Evaluation of qualifying bid responses in terms of the preference point system

Technical Capability will be evaluated as a distinct component of the final evaluation and carries a weighting of 60 points out of a total of 100 points. The Technical Capability score will be derived from



two sub-components, namely Stage 2 - Other Technical/ Functional evaluation (weighted at 60%) and Stage 3 - Presentations (weighted at 40%).

Only bidders that meet the minimum threshold requirements for both Stage 2 and Stage 3 will be considered for this scoring.

The combined score from these sub-components will constitute the bidder's total Technical Capability score, which will then contribute to the overall points allocation as follows:

CRITERIA	POINTS
Technical Capability - Other Technical/ Functional (60%) - Presentations (40%)	60
Price Price shall be scored as follows: $Ps = 30 \times (1 - (Pt - Pmin)/Pmin)$ Where: Ps is the number of points scored for price, Pt is the price of the tender under consideration, Pmin is the price of the lowest responsive tender.	30
B-BBEE Bidders subject to the Financial Sector Code must submit a valid Financial Sector Code B-BBEE verification certificate, or such other form of B-BBEE evidence as may be permitted in terms of the applicable legislation and codes, for the purposes of preference point allocation	10
TOTAL	100

As the pricing phase requires the disclosure of sensitive information, including historical claims data, workforce demographic information, and other employee benefit-related data, shortlisted bidders will be required to enter into a Non-Disclosure Agreement (NDA) with the AGSA before such information is released. This approach is intended to safeguard confidential information and ensure compliance with the POPIA act and other applicable confidentiality obligations.

SECTION 3: COST PROPOSAL

Note: Only bidders that achieve the minimum qualifying score for Phase 2: Technical/Functionality Evaluation will advance in the process. Such bidders will be provided with the necessary information, which includes, historical claims data, workforce demographic information and other employee benefit-related data, to submit comprehensive cost proposals as part of Phase 3 of this tender process.

As this phase requires the disclosure of sensitive information, shortlisted bidders will be required to enter into a Non-Disclosure Agreement (NDA) with the AGSA before such information is released. This approach is intended to safeguard confidential information and ensure compliance with the POPIA act and other applicable confidentiality obligations.

Accordingly, cost proposals are not required to be submitted as part of the initial tender response.



SECTION 4: ANNEXURES



Annexure 1: Acceptance of Bid Conditions and Bidder's Details

Request for Proposal No: _____

Name of Bidder: _____

Authorised signatory: _____

Name of Authorised
Signatory: _____

Position of Authorised
Signatory: _____

By signing above the bidder hereby accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on him/her under this RFP.

BIDDING STRUCTURE

Indicate the type of Bidding Structure by marking with an 'X':	
Individual Bidder	
Joint Venture/ Consortium	
Prime Contractor with Sub-Contractors	
Other	

REQUIRED INFORMATION

If Individual Bidder:	
Name of Company	
Registration Number	
Vat registration Number	
Contact Person	
Telephone Number	
Cellphone Number	
Email address	
Postal Address	
Physical Address	



If Joint Venture or Consortium, indicate the following for each partner:	
Partner 1	
Name of Company	
Registration Number	
Vat registration Number	
Contact Person	
Telephone Number	
Cellphone Number	
Email address	
Postal Address	
Physical Address	
Scope of work and the value as a % of the total value of the contract	
Partner 2	
Name of Company	
Registration Number	
Vat registration Number	
Contact Person	
Telephone Number	
Cellphone Number	
Email address	
Postal Address	
Physical Address	
Scope of work and the value as a % of the total value of the contract	



If bidder is a Prime Contractor using Sub-contractors, indicate the following:	
Prime Contractor	
Name of Company	
Registration Number	
Vat registration Number	
Contact Person	
Telephone Number	
Cellphone Number	
Email address	
Postal Address	
Physical Address	
Subcontractors	
Name of Company	
Company Registration Number	
Vat registration Number	
Contact Person	
Telephone Number	
Cellphone Number	
Email address	
Postal Address	
Physical Address	
Sub-contracted work as a % of the total value of the contract	



Annexure 2: Tax Compliance Requirements

1. TAX COMPLIANCE REQUIREMENTS		
1.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS. 1.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VIEW THE TAXPAYER'S PROFILE AND TAX STATUS. 1.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) OR PIN MAY ALSO BE MADE VIA E-FILING. IN ORDER TO USE THIS PROVISION, TAXPAYERS WILL NEED TO REGISTER WITH SARS AS E-FILERS THROUGH THE WEBSITE WWW.SARS.GOV.ZA. 1.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS TOGETHER WITH THE BID. 1.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE PROOF OF TCS PIN.		
2. QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS		
2.1 IS THE BIDDER A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?		☐ YES ☐ NO
2.2 DOES THE BIDDER HAVE A BRANCH IN THE RSA?		☐ YES ☐ NO
2.3 DOES THE BIDDER HAVE A PERMANENT ESTABLISHMENT IN THE RSA?		☐ YES ☐ NO
2.4 DOES THE BIDDER HAVE ANY SOURCE OF INCOME IN THE RSA?		☐ YES ☐ NO
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN, IT IS NOT A REQUIREMENT TO OBTAIN A TAX COMPLIANCE STATUS / TAX COMPLIANCE SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 1.3 ABOVE.		
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:	

Annexure 3: Supply chain management practices questionnaire

Request for Proposal No: _____

Name of Bidder: _____

Authorised signatory: _____

[Note to the Respondent: The Respondent must complete the information set out below. If the Respondent requires more space than is provided below it must prepare a document in substantially the same format setting out all the information referred to below and return it with Returnable Schedule 2.]

The bidder must complete the following questionnaire.

Bidder's past supply chain management practices:

Item	Question	Yes	No
3.1	Is the Bidder or any of its directors listed on the South African National Treasury's database as companies or persons prohibited from doing business with the public sector? (Companies or persons who are listed on this database were informed in writing of this restriction by the South African National Treasury after the <i>audi alteram partem</i> rule was applied).	Yes ☐	No ☐
	If so, provide particulars:		
3.2	Is the Bidder or any of its directors listed on the Register for Bid Defaulters in terms of section 29 of the <i>Prevention and Combating of Corrupt Activities Act</i> No 12 of 2004? To access this Register, enter the National Treasury's website, www.treasury.gov.za , click on the icon "Register for Bid Defaulters" or submit your written request for a hard copy of the Register to facsimile number +27123265445.	Yes ☐	No ☐
	If so, provide particulars:		
3.3	Was the Bidder or any of its directors convicted by a court of law (including a court outside of the Republic of South Africa) for fraud or corruption during the past five years?	Yes ☐	No ☐



Item	Question	Yes	No
	If so, provide particulars:		
3.4	Does the Bidder relate to any AGSA employee or part of AGSA current or past staff (employee) establishment?	☐	☐
	If so, provide particulars:		
3.5	Was any contract between the Bidder and any organ of state (within the Republic of South Africa or within any foreign territory) terminated during the past five years on account of failure to perform on or comply with the contract?		
	If so, provide particulars:		

I, _____ (print name) hereby certify that the information, facts and representations are correct and that I am duly authorized to sign on behalf of the company.

Name of Company: _____

Company Registration Number: _____

Company VAT Registration Number: _____

Signature

Date



Annexure 4: Declaration of Interest

1. Any legal person, including persons employed by the state¹, or persons having a kinship with persons employed by the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid (includes a price quotation, advertised competitive bid, limited bid or proposal). In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons employed by the state, or to persons connected with or related to them, it is required that the bidder or his/her authorised representative declare his/her position in relation to the evaluating/adjudicating authority where-
 - The bidder is employed by the state; and/or
 - the legal person on whose behalf the bidding document is signed, has a relationship with persons/a person who are/is involved in the evaluation and or adjudication of the bid(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarant acts and persons who are involved with the evaluation and or adjudication of the bid.
2. **In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**
 - 2.1 Full Name of bidder or his or her representative:
 - 2.2 Identity Number:
 - 2.3 Position occupied in the Company (director, trustee, shareholder²):
 - 2.4 Company Registration Number:
 - 2.5 Tax Reference Number:
 - 2.6 VAT Registration Number:
 - 2.6.1 The names of all directors / trustees / shareholders / members, their individual identity numbers, tax reference numbers and, if applicable, employee / persal numbers must be indicated in paragraph 3 below.

¹"State" means –



- (a) any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No. 1 of 1999);
- (b) any municipality or municipal entity;
- (c) provincial legislature;
- (d) national Assembly or the national Council of provinces; or
- (e) Parliament.

²"Shareholder" means a person who owns shares in the company and is actively involved in the management of the enterprise or business and exercises control over the enterprise.

2.7 Are you or any person connected with the bidder **YES / NO**
presently employed by the state?

2.7.1 If so, furnish the following particulars:

Name of person / director / trustee / shareholder/ member:

Name of state institution at which you or the person connected to the bidder is employed:

.....

Position occupied in the state institution:

Any other particulars:

.....

.....

.....

2.7.2 If you are presently employed by the state, did you obtain **YES / NO**
the appropriate authority to undertake remunerative
work outside employment in the public sector?

2.7.2.1 If yes, did you attached proof of such authority to the bid **YES / NO**
document?

(Note: Failure to submit proof of such authority, where
applicable, may result in the disqualification of the bid.)



2.7.2.2 If no, furnish reasons for non-submission of such proof:

.....
.....
.....

2.8 Did you or your spouse, or any of the company's directors / **YES / NO**
trustees / shareholders / members or their spouses conduct
business with the state in the previous twelve months?

2.8.1 If so, furnish particulars:

.....
.....
.....

2.9 Do you, or any person connected with the bidder, have **YES / NO**
any relationship (family, friend, other) with a person
employed by the state and who may be involved with
the evaluation and or adjudication of this bid?

2.9.1 If so, furnish particulars.

.....
.....
.....

2.10 Are you, or any person connected with the bidder (i.e. shareholder, partner, **YES / NO**
director etc.), aware of any relationship (family, friend, other) between any other
bidder or any other company and any person employed by the AGSA who may be
involved with the evaluation and or adjudication of this bid?

2.10.1 If so, furnish particulars.

.....
.....
.....



2.11 Do you or any of the directors / trustees / shareholders / members YES/NO
of the company have any interest in any other company whether or not
they are bidding for this contract? The AGSA reserves the right to undertake
further background checks on any other company where partners, shareholders
or any interested party of the bidder may be involved in and to consider any
findings in this regard as part of its vetting processes.

2.11.1 If so, furnish particulars:

.....
.....
.....

3 Full details of directors / trustees / members / shareholders.

Full Name	Identity Number	Personal Tax Reference Number	State Employee Number / Persal Number

DECLARATION

I, THE UNDERSIGNED (NAME).....

CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 2 and 3 ABOVE IS CORRECT. I
ACCEPT THAT AGSA MAY REJECT THE BID OR ACT AGAINST ME SHOULD THIS DECLARATION
PROVE TO BE FALSE.

.....

Signature

.....

Date

.....

Position

.....

Name of bidder



Annexure 5: Certificate of Independent Bid Determination

CERTIFICATE OF INDEPENDENT BID DETERMINATION

- 1 This Standard Bidding Document (SBD) must form part of all bids¹ invited.
- 2 Section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, prohibits an agreement between, or concerted practice by, firms, or a decision by an association of firms, if it is between parties in a horizontal relationship and if it involves collusive bidding (or bid rigging).² Collusive bidding is a *pe se* prohibition meaning that it cannot be justified under any grounds.
- 3 Treasury Regulation 16A9 prescribes that accounting officers and accounting authorities must take all reasonable steps to prevent abuse of the supply chain management system and authorizes accounting officers and accounting authorities to:
 - a. disregard the bid of any bidder if that bidder, or any of its directors have abused the institution's supply chain management system and or committed fraud or any other improper conduct in relation to such system.
 - b. cancel a contract awarded to a supplier of goods and services if the supplier committed any corrupt or fraudulent act during the bidding process or the execution of that contract.
- 4 This SBD serves as a certificate of declaration that would be used by institutions to ensure that, when bids are considered, reasonable steps are taken to prevent any form of bid-rigging.
- 5 In order to give effect to the above, the attached Certificate of Bid Determination (SBD 9) must be completed and submitted with the bid:



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CERTIFICATE OF INDEPENDENT BID DETERMINATION

I, the undersigned, submitting the accompanying bid:

(Bid Number and Description)

in response to the invitation for the bid made by:

(Name of Institution)

do hereby make the following statements that I certify to be true and complete in every respect:

I certify, on behalf of: _____ that:

(Name of Bidder)

1. I have read and I understand the contents of this Certificate;
2. I understand that the accompanying bid will be disqualified if this Certificate is found not to be true and complete in every respect;
3. I am authorized by the bidder to sign this Certificate, and to submit the accompanying bid, on behalf of the bidder;
4. Each person whose signature appears on the accompanying bid has been authorized by the bidder to determine the terms of, and to sign the bid, on behalf of the bidder;
5. For the purposes of this Certificate and the accompanying bid, I understand that the word "competitor" shall include any individual or organization, other than the bidder, whether or not affiliated with the bidder, who:
 - (a) has been requested to submit a bid in response to this bid invitation;
 - (b) could potentially submit a bid in response to this bid invitation, based on their qualifications, abilities, or experience; and
 - (c) provides the same goods and services as the bidder and/or is in the same line of business as the bidder
6. The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement, or arrangement with any competitor. However, communication between partners in a joint venture or consortium³ will not be construed as collusive bidding.
7. In particular, without limiting the generality of paragraphs 6 above, there has been no consultation, communication, agreement, or arrangement with any competitor regarding:



-
- (a) prices;
 - (b) geographical area where product or service will be rendered (market allocation)
 - (c) methods, factors, or formulas used to calculate prices;
 - (d) the intention or decision to submit or not to submit, a bid;
 - (e) the submission of a bid which does not meet the specifications and conditions of the bid;
or
 - (f) bidding with the intention not to win the bid.
8. In addition, there have been no consultations, communications, agreements, or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the products or services to which this bid invitation relates.
9. The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
10. I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

.....
Signature

.....
Date

.....
Position

.....
Name of Bidder



Annexure 6: Shareholders and Directors Information

[Note to the bidder: the bidder must complete the information set out below. If the bidder requires more space than is provided below it must prepare a document in substantially the same format setting out all the information referred to below and return it with Returnable Schedule 2.]

6.1 Shareholders/ Members

Name of the shareholder	ID Number	Race	Gender	% shares

Note: The bidder must also attach the detailed Company/ Group Structure where relevant.

6.2 Black Shareholders/ Members as per the B-BBEE Certificate

Name of the shareholder	ID Number	Race	Gender	% shares
Total Black Shareholding % as per the current and valid B-BBEE Certificate				



6.3 Directors

Name of the shareholder	ID Number	Race	Gender

I, THE UNDERSIGNED (NAME).....

CERTIFY THAT THE INFORMATION FURNISHED ABOVE IS CORRECT.

.....
Signature

.....
Date

.....
Position

.....
Name of bidder

Annexure 7: B-BBEE CLAIM FORM

This preference form must form part of all invited bids. It contains general information and serves as a claim form for preference points for Broad-Based Black Economic Empowerment (B-BBEE) Status Level of Contribution

NB: BEFORE COMPLETING THIS FORM, BIDDERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF B-BBEE.

General Conditions

- 1.1 Failure on the part of a bidder to submit a valid B-BBEE certificate issued or a certified copy by a verification professional regulator or Affidavits in respect of EME's and QSE's will be allocated a score of "0" for B-BBEE points.
- 1.2 The AGSA reserves the right to require of a bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the AGSA.

Definitions

- 1.3 "all applicable taxes" includes value-added tax, pay as you earn, income tax, unemployment insurance fund contributions, and skills development levies;
- 1.4 "B-BBEE" means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;
- 1.5 "B-BBEE status level of contributor" means the B-BBEE status received by a measured entity based on its overall performance using the relevant scorecard contained in the Codes of Good Practice on Black Economic Empowerment, issued in terms of section 9(1) of the B-BBEE Act;
- 1.6 "bid" means a written offer in a prescribed or stipulated form in response to an invitation by an organ of state for the provision of services, works or goods, through price quotations, advertised competitive bidding processes or proposals;
- 1.7 "Broad-Based Black Economic Empowerment Act" means the Broad-Based Black Economic Empowerment Act, Act No. 53 of 2003 ("B-BBEE Act");
- 1.8 "comparative price" means the price after the factors of a non-firm price and all unconditional discounts that can be utilized have been taken into consideration;
- 1.9 "consortium or joint venture" means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill, and knowledge in an activity for the execution of a contract;
- 1.10 "contract" means the agreement that results from the acceptance of a bid by an organ of state;
- 1.11 "EME" means an Exempted Micro Enterprise as defined by Codes of Good Practice issued in terms of section 9 (1) of the B-BBEE Act No 53 of 2003;
- 1.12 "QSE" means a Qualifying Small Enterprise as defined by Codes of Good Practice issued in terms of section 9 (1) of the B-BBEE Act No 53 of 2003;
- 1.13 "Firm price" means the price that is only subject to adjustments in accordance with the actual increase or decrease resulting from the change, imposition, or abolition of levy, or tax, which, in terms of the law or regulation, is binding on the contractor and demonstrably has an influence on the price of any supplies, or the rendering costs of any service, for the execution of the contract;
- 1.14 "functionality" means the measurement according to predetermined norms, as set out in the bid documents, of a service or commodity that is designed to be practical and useful, working or operating, taking into account, among other factors, the quality, reliability, viability and durability of a service and the technical capacity and ability of a bidder;
- 1.15 "non-firm prices" means all prices other than "firm" prices;



- 1.16 “person” includes a juristic person;
- 1.17 “rand value” means the total estimated value of a contract in South African currency, calculated at the time of bid invitations, and includes all applicable taxes;
- 1.18 “sub-contract” means the primary contractor’s assigning, leasing, making out work to, or employing, another person to support such primary contractor in the execution of part of a project in terms of the contract;
- 1.19 “total revenue” bears the same meaning assigned to this expression in the Codes of Good Practice on Black Economic Empowerment, issued in terms of section 9(1) of the B-BBEE Act and promulgated in the Government Gazette on 9 February 2007; Adjudication Using a Point System
- 1.20 The bidder obtaining the highest number of total points will be awarded the contract.
- 1.21 Preference points for this tender has been set at the 90/10 system. Preference points shall be calculated after prices have been brought to a comparative basis taking into account all factors of non-firm prices and all unconditional discounts.
- 1.22 Points scored must be rounded off to the nearest 2 decimal places.
- 1.23 In the event that two or more bids have scored equal total points, the successful bid will be the one scoring the highest number of preference points for B-BBEE.
- 1.24 However, when functionality is part of the evaluation process and two or more bids have scored equal points including equal preference points for B-BBEE, the successful bid must be the one scoring the highest score for functionality.
- 1.25 Should two or more bids be equal in all respects, the award shall be decided by the drawing of lots.

Points Awarded for B-BBEE Status Level of Contribution

- 1.26 Preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (90/10 system)
1	10
2	9
3	6
4	5
5	4
6	3
7	2
8	1
Non-compliant contributor	0

- 1.27 A bidder who qualifies as an EME or QSE in terms of the B-BBEE Act must submit an affidavit confirming Annual Total Revenue and Level of Black Ownership.
- 1.28 A bidder other than EME or QSE must submit a valid B-BBEE certificate, or a certified copy thereof issued by a Verification Agency accredited by SANAS or a Registered Auditor approved by IRBA or an Accounting Officer as contemplated in the CCA).



- 1.29 A consortium or joint venture will qualify for points for their B-BBEE status level as a legal entity, provided that the entity submits their consolidated B-BBEE status level certificate.
- 1.30 A consortium or joint venture will qualify for points for their B-BBEE status level as an unincorporated entity, provided that the entity submits their consolidated B-BBEE scorecard as if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate bid.
- 1.31 Tertiary institutions and public entities will be required to submit their B-BBEE status level certificates in terms of the specialized scorecard contained in the B-BBEE Codes of Good Practice.
- 1.32 A person will not be awarded points for B-BBEE status level if it is indicated in the bid documents that such a bidder intends to sub-contract more than 25% of the value of the contract to any other enterprise that does not qualify for at least the points that such a bidder qualifies for, unless the intended sub-contractor is an EME that has the capability and ability to execute the sub-contract.
- 1.33 A person awarded a contract may not sub-contract more than 25% of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level than the person concerned, unless the contract is sub-contracted to an EME that has the capability and ability to execute the sub-contract.

Bid Declaration

- 1.34 Bidders who claim points in respect of B-BBEE Status Level of Contribution must complete the following:

B-BBEE STATUS LEVEL OF CONTRIBUTION CLAIMED IN TERMS OF THIS ANNEXURE

- 1.35 B-BBEE Status Level of Contribution:

..... = (Maximum of 10 points)

Annexure 8: Disclosure Statement

Disclosure Statement

In terms of the tender condition 8.6, which allows the AGSA to conduct background checks on bidders and its shareholders and directors, the AGSA hereby requires bidders to provide the following additional information:

- 9.1 The AGSA considers the integrity of its appointed service providers to be of critical importance. The AGSA reserves the right to disqualify from further consideration, any bidder whose integrity, based on past conduct (during the 5 years immediately preceding the bid submission date), it considers questionable.
- 9.2 To this end, the AGSA requires each bidder to include in its bid, a disclosure statement which details the following (with sufficient information and supporting documentation for the AGSA to make its own assessment as to the materiality or seriousness of allegations regarding the bidder's integrity or conduct):
 - 9.2.1 any criminal charges made against the bidder or any of its directors, shareholders, or management officials regarding their professional conduct;
 - 9.2.2 any civil proceedings initiated against the bidder or any of its directors, shareholders, or management officials regarding their professional conduct; and
 - 9.2.3 any other enquiry or similar proceedings initiated or threatened against the bidder or any of its directors, shareholders, or management officials regarding their professional conduct.
- 9.3 Where the bidder is a consortium, the disclosure statement referred to in paragraph 9.2 above must be made separately in respect of each consortium partner.
- 9.4 In the event that the bidder's circumstances change, after submission of its bid, in regard to any matter referred to in paragraph 9.2 above or in regard to any matter referred to in its disclosure statement, the bidder must submit a written notification to AGSA indicating the nature and extent of such changed circumstances.
- 9.5 The AGSA reserves the right to seek such additional information from any bidder, in respect of the disclosure statement referred to in paragraph 9.2 above, as it may, in its sole discretion, determine, whether such information has been requested under this RFP or otherwise, and may require the bidder to make oral presentations for clarification purposes or to present supplementary information, in respect of the disclosure statement if so required by the AGSA.
- 9.6 Based on its own assessment of the contents of the bidder's disclosure statement and any publicly available information which is relevant to the contents of such disclosure statement, the AGSA will decide whether the bidder's conduct or any allegations relating thereto pose a risk, reputational or otherwise, to the AGSA; and if it reaches an adverse conclusion the AGSA will in its sole discretion have the right to disqualify a bidder from further participation in the tender process. Disqualification on this ground may be done at any stage in the bid evaluation process prior to contract award.

Annexure 9: Privacy & Protection of Personal Information Act 4 of 2013 Requirements

Request for Proposal No:	
Name of Bidder:	
Authorised signatory:	

Protecting personal information is important to the Auditor General South Africa (AGSA). To do so, AGSA follows general principles in accordance with applicable privacy laws and the Protection of Personal Information Act 4 of 2013 (POPIA).

Bidders are therefore required to complete the below and submit as part of their bid response:

Consent to process information according to POPIA

- a) The bidder gives consent and accepts that the information provided by the bidder shall be used for the purpose of evaluation and adjudication of this bid. This includes use of the data provided by a bidder to perform due diligence checks involving the collection of personal data from third parties (e.g. clients of the bidder, Sars, CIPC) to validate claims and to gather important information for the purpose of evaluation and adjudication of this bid. This may include the collection of publicly available data.

YES/NO

- b) The bidder gives consent and accepts that the AGSA may use personal data to investigate potential risks such as fronting, criminal conduct and unethical conduct, for the protection of its rights and for the purpose of evaluation and adjudication of this bid. The AGSA may also share personal data with relevant authorities for investigation of criminal conduct and for other lawful purposes.

YES/NO

- c) The AGSA may share the bidder's personal data with third parties to support our bid evaluation processes.

YES/NO

- d) Bidders must be aware that personal information collected as a result of this process may be used for secondary purposes such as the internal and external audit process.

YES/NO

- e) The bidder's personal data shall be kept confidential and be used for the purpose intended for this bid and shall not be shared with third parties for unrelated or unlawful purposes. In addition, the information shall be handled in line with record retention guidelines and be disposed of when the

timelines in the guidelines have been reached. Any request for deletion of personal information shall be acceded to in line with legislative requirements. Should such deletion impact on the evaluation, adjudication, awarding and contract phases, the bidder shall be informed and such impact effected.

YES/NO

- f) Bidders must note that if they do not provide consent and submit their personal information as required, the AGSA would be unable to evaluate your bid. This complies with section 18 (1) (d) (e) of the POPIA, meaning submission of such personal information is voluntary, and the consequences of not submitting such personal information is that the AGSA would not be able to process your submission.

YES/NO

Information security measures that the AGSA implements

The AGSA secures personal information in its possession and control through technical and organisational safeguards, which it has implemented to protect the integrity and confidentiality of personal information in accordance with generally accepted information security practices and procedures.

I, _____ (print name) hereby certify that the information, facts and representations are correct and that I am duly authorized to sign on behalf of the company.

Name of Company/ Entity: _____

Company/ Entity Registration Number: _____

Company/ Entity VAT Registration Number: _____

Signature (Company/ Entity Representative)

Date