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**SOUTH AFRICAN QUALIFICATIONS AUTHORITY RESPONSES TO QUERIES FROM BIDDERS FOR TENDER  
 NUMBER SAQA 0015/19DFA - APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF  
 SHORT-TERM INSURANCE SERVICES FOR THREE (3) YEARS**

No	Bidder's Question	SAQA's Response
1	Regarding the above-mentioned tender, could you please provide us with your last three (3) years claims history so that we may source the relevant quotes for the bid.	1. Claim history is on Page 4 of 75, paragraph 3.5 in the Bid document.
2	As part of establishing the cost and the premium of the insurance required for your short term insurance needs.  Can you please assist us with a three years claims history of the items under the scope of work.	2. Claim history is on Page 4 of 75, paragraph 3.5 in the Bid document.
3	I refer to the above bid number and document that was put on your website.  Further to the information already provided could you please furnish us with  1.) 3 years detailed list of all claims incurred by SAQA.	1. Claim history is on Page 4 of 75, paragraph 3.5 in the Bid document.  2. Provide quotations as per the Bid document - no prior documentation will be completed at this stage of the Bid process. Previous Annual

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	<p>2.) Please complete the attached D&amp;O liability form in order for us to get quotes on your behalf. These forms are largely generic and you are welcome to use it should another broker request same which we anticipate they will.</p> <p>3.) As per 2) above but this time for professional indemnity insurance.</p> <p>Could you also please confirm that the head office detailed in the buildings combined section is the only building owned and insured by SAQA? If not, please could you provide a split of the buildings, their premises and replacement values.</p> <p>Looking forward to your response.</p>	<p>reports on the SAQA website may be utilised as general information.</p> <p>3. Provide quotations as per the Bid document - no prior documentation will be completed at this stage of the Bid process. Previous Annual reports on the SAQA website may be utilised as general information.</p> <p>4. SAQA only has one building as per the Bid document.</p>
4	<p>Can you please assist with the following information:</p> <ul style="list-style-type: none"> <li>• Assets register</li> <li>• Policy schedule</li> </ul>	<p>Provide quotation in line with the Bid document.</p>
5	<p>Regarding the short term insurance tender, could you possible help me out with the following:</p> <ol style="list-style-type: none"> <li>1) Assets <ol style="list-style-type: none"> <li>a. What kind of protection and security systems are in place for the building?</li> <li>b. Do you have any available Risk Reports on the Building?</li> </ol> </li> <li>2) Motor <ol style="list-style-type: none"> <li>a. Could you please provide us the values of the two vehicles as seen in the tender spec.</li> </ol> </li> </ol> <p>Then regarding the PI and Directors &amp; Officers Liability I have attached two forms that would need to be completed and sent back to us along with your last audited financial statements. This is the only we will be able to source quotes for these lines of cover.</p>	<p>1a. The building has 24-hour physical security guards with alarms and detection devices.</p> <p>1b. None to provide publicly at this stage of the Bid process.</p> <p>2a. The year, make, and model of the vehicles are provided in the Bid document.</p> <p>Provide quotations as per the Bid document - no prior documentation will be completed at this stage of the Bid process. Previous Annual reports on the SAQA website may be utilised as general information.</p> <p>SAQA is a public entity, and all audited financial statements are in the annual integrated report published on our website.</p>

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6	<p>With regards to the above mentioned tender, please assist with the following information:</p> <p><b><u>Claims History:</u></b> We would need a comprehensive 3 year claims history in order to approach the market for quotes.</p> <p><b><u>Directors and Officers Liability:</u></b> 1.) Kindly complete the attached Directors and Officers Liability proposal; 2.) Please forward us your latest audited financials.</p> <p><b><u>Professional Indemnity:</u></b> 1.) Please complete the attached Professional Indemnity Proposal.</p> <p><b><u>Travel Insurance:</u></b> 1.) Please provide us with the amount of travelling days for the new insurance year.</p>	<p><b><u>Claims History:</u></b> Claim history is on Page 4 of 75, paragraph 3.5 in the Bid document.</p> <p><b><u>Directors and Officers Liability:</u></b></p> <ol style="list-style-type: none"> <li>1. Provide quotations as per the Bid document - no prior documentation will be completed at this stage of the Bid process.</li> <li>2. SAQA is a public entity, and all audited financial statements are in the annual integrated report published on our website.</li> </ol> <p><b><u>Professional Indemnity:</u></b></p> <ol style="list-style-type: none"> <li>1. Provide quotations as per the Bid document - no prior documentation will be completed at this stage of the Bid process. Previous Annual reports on the SAQA website may be utilised as general information.</li> </ol> <p><b><u>Travel Insurance:</u></b></p> <ol style="list-style-type: none"> <li>1. As indicated in the bid document.</li> </ol>
7	<p>We have the tender document of the number listed above. I have been reading through it and we would like to bid for the tender and I have been wondering if it would be possible for us to have the claims history of the assets listed on the tender document.</p>	<p>Claim history is on Page 4 of 75, paragraph 3.5 in the Bid document.</p>

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8	<p>Kindly provide us with the claims history for the last 3 years together with the list of asset classes to be covered on a spreadsheet.</p> <p>Thank you and awaiting your favourable response.</p>	<p>Claim history is on Page 4 of 75, paragraph 3.5 in the Bid document.</p>
9	<p>May you please let us have the following information in order for us to submit a compatible quote; i.e. Product and Premium for SAQA Short-term Insurance Program.</p> <p><u>Claims History</u> for the past 3 (Three) years for all classes of insurance; i.e.</p> <ol style="list-style-type: none"> <li>1. Assets (Buildings; Electronic Equipment; Office Contents; etc.)</li> <li>2. Accident classes (Injuries; Transit; etc.)</li> <li>3. Crime (Theft; fidelity; etc.)</li> <li>4. Motor</li> <li>5. Liabilities (D&amp;O)</li> </ol> <p>In addition</p> <ul style="list-style-type: none"> <li>➤ <u>Business Interruption:</u></li> <li>- Does SAQA have tenants in their building?</li> <li>➤ <u>Electronic Equipment:</u></li> <li>- May you please let us have the Assets register so to distinguish the values between hardware and software (Software generally attracts a lesser rating structuring)</li> <li>- Portable Items – Please let us have the asset register so to determine the maximum value per any one item.</li> <li>➤ <u>Business All Risks:</u></li> <li>- Please let us have the Assets register so to ascertain the items being insured and the maximum value per any one item.</li> </ul>	<p><u>Claims History</u></p> <p>Claim history is on Page 4 of 75, paragraph 3.5 in the Bid document.</p> <ul style="list-style-type: none"> <li>➤ <u>Business Interruption:</u></li> <li>Yes</li> <li>➤ <u>Electronic Equipment:</u></li> <li>Provide quotation in line with the Bid document.</li> <li>➤ <u>Business All Risks:</u></li> <li>Provide quotation in line with the Bid document.</li> </ul>

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	<p><u>Proposal forms to be completed:</u></p> <ul style="list-style-type: none"> <li>➤ <u>Fidelity Guarantee</u></li> <li>- Please let us have the completed questionnaire</li> <li>➤ <u>Directors and Officers Liability:</u></li> <li>- Please let us have the completed questionnaire</li> <li>➤ <u>Professional Indemnity:</u></li> <li>- Please let us have the completed questionnaire</li> <li>➤ <u>Public Liability:</u></li> <li>- Please let us have the completed questionnaire</li> </ul> <p>We look forward to hearing from you.</p>	<p>➤ <u>Fidelity Guarantee</u></p> <p>Provide quotations as per the Bid document - no prior documentation will be completed at this stage of the Bid process. Previous Annual reports on the SAQA website may be utilised as general information.</p> <p>➤ <u>Directors and Officers Liability:</u></p> <p>Provide quotations as per the Bid document - no prior documentation will be completed at this stage of the Bid process. Previous Annual reports on the SAQA website may be utilised as general information.</p> <p>➤ <u>Professional Indemnity:</u></p> <p>Provide quotations as per the Bid document - no prior documentation will be completed at this stage of the Bid process. Previous Annual reports on the SAQA website may be utilised as general information.</p> <p>➤ <u>Public Liability:</u></p> <p>Provide quotations as per the Bid document - no prior documentation will be completed at this stage of the Bid process. Previous Annual reports on the SAQA website may be utilised as general information.</p>

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10	<p>Reference is made to the above tender and wish to advise that our Brokerage would be responding to the bid.</p> <p>We therefore request three years claims history in respect of both motor and non-motor.</p> <p>Thank you in advance for a prompt response.</p>	<p>Claim history is on Page 4 of 75, paragraph 3.5 in the Bid document.</p>
11	<p>May you kindly please forward to us the following information;</p> <ul style="list-style-type: none"> <li>➤ Detailed Three (3) claims history</li> <li>➤ Completed Fidelity Guarantee proposal forms. Please see attached form to be completed.</li> <li>➤ Travel insurance- Please advise the estimated number of travel days both international and local. And please advise what type of work employees will be conducting on their travel.</li> </ul> <p>We now look forward to hear from you urgently</p>	<ul style="list-style-type: none"> <li>• Claim history is on Page 4 of 75, paragraph 3.5 in the Bid document.</li> <li>• Provide quotations as per the Bid document - no prior documentation will be completed at this stage of the Bid process. Previous Annual reports on the SAQA website may be utilised as general information.</li> <li>• As indicated in the Bid document.</li> </ul>
12	<p>Hope this mail finds you well,</p> <p>We refer to the above mentioned tender.</p> <p>May you kindly provide us with the following information:</p> <ul style="list-style-type: none"> <li>• <b>Previous 3 years detailed claims history</b></li> </ul> <p>Trust you find all in order, and we await your response soon,</p>	<ul style="list-style-type: none"> <li>• Claim history is on Page 4 of 75, paragraph 3.5 in the Bid document.</li> </ul>

No	Bidder's Question	SAQA's Response
13	<p>In addition to the below, May please also provide the following:</p> <ul style="list-style-type: none"> <li>• Directors and Officers Liability Proposal Forms</li> <li>• Professional Indemnity Proposal Forms</li> </ul>	<p>Provide quotations as per the Bid document - no prior documentation will be completed at this stage of the Bid process. Previous Annual reports on the SAQA website may be utilised as general information.</p>
14	<p>With regards to the abovementioned tender kindly clarify the following for me :</p> <ul style="list-style-type: none"> <li>• Good in Transit – limit R 1000 000 ( Property of employees on Business) – Is this not a typing error?</li> <li>• Group Personal Accident – How many employees to be covered &amp; their categories ?</li> <li>• Car Hire – How many days per year?</li> </ul>	<ul style="list-style-type: none"> <li>• It is R 1000 000</li> <li>• As per page 5 of 75 of the Bid document</li> <li>• As per page 5 of 75 of the Bid document</li> </ul>
15	<p>I trust that you are well. Kindly find attached the following proposal forms for your completion in order to get quotes from the market:</p> <ul style="list-style-type: none"> <li>• Directors And Officers liability</li> <li>• Professional Indemnity</li> <li>• Public Liability</li> </ul>	<p>Provide quotations as per the Bid document - no prior documentation will be completed at this stage of the Bid process. Previous Annual reports on the SAQA website may be utilised as general information.</p>
16	<p>Kindly find an additional proposal form for Employers Practice Liability for your completion to obtain a quote from the market.</p>	<p>Provide quotations as per the Bid document - no prior documentation will be completed at this stage of the Bid process. Previous Annual reports on the SAQA website may be utilised as general information.</p>
17	<p>I trust all is well I herewith like to request full three year claims history as I am busy doing quotes on the insurance tender. If possible, please provide me with your current schedule as well.</p>	<p>Claim history is on Page 4 of 75, paragraph 3.5 in the Bid document.</p>

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18	<p>With regards to the above mentioned tender kindly find attached proposal forms for completion by yourselves. It is a requirement from Insurers to have the requested information in order to give quotations :</p> <ul style="list-style-type: none"> <li>• Directors and Officers Liability</li> <li>• Professional Indemnity</li> <li>• Fidelity Guarantee</li> </ul> <p>Hope you find this in order. Should you have any queries kindly contact the writer.</p>	<p>Provide quotations as per the Bid document - no prior documentation will be completed at this stage of the Bid process. Previous Annual reports on the SAQA website may be utilised as general information.</p>

**Approval of Bid responses:**

Signature:..........

Name:.....**DENEDIA TEFU**.....

Date:.....**18 DECEMBER 2019**.....