



REQUEST FOR PROPOSAL
Bid Number: 2018/27

**Appointment of a service provider to
render co-sourced Information
Technology Audit Service for Sasria
SOC Limited**

Release Date: 2018-11-16
Closing Date: 2018-12-19

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1. Part 1 - Letter of Invitation

To the Service Provider:

Sasria SOC Limited hereby invites proposals from suitably qualified service providers to provide co-sourced Information Technology Audit services to Sasria SOC Ltd (Sasria).

A service provider will be selected under the procedures described in this Request for Proposal (RFP) document.

The RFP consists of the following documents:

- Part 1 – Letter of Invitation
- Part 2 – Instructions
- Part 3 – RFP Requirements
- Part 4 – Financial Proposal
- Part 5 – Pre-Qualification and Evaluation Criteria
- Part 6 - Required Documents
 - Confidentiality and Non-disclosure Agreement (Annexure A);
 - Acceptance of Bid Conditions (Annexure B);
 - Shareholder Information (Annexure C)
 - Experience in Information Technology Audit Services (Annexure D)
 - Invitation to Bid (SBD 1);
 - Declaration of Interest (SBD 4);
 - Preference Points Claims Form in terms of the Preferential Procurement Regulations 2017 (SBD 6.1);
 - Declaration of Bidder's Past SCM Practices (SBD 8); and
 - Certificate of Independent Bid Determination (SBD 9).

Note: Failure to provide any one of the documents required in Part 6 may lead to an immediate disqualification of the service provider from the tender process.

2. Part 2 - Instructions

2.1. Sasria

Sasria SOC Ltd (Sasria) is the only short-term insurer that provides special risk cover to all individuals and businesses that own assets in South Africa, as well as government entities. This is a unique cover against risks such as civil commotion, public disorder, strikes, riots and terrorism, making South Africa one of the few countries in the world that provide this insurance, particularly at affordable premiums.

Sasria operates through a network of insurance companies (agents), who perform an administration function on our behalf and sell our products, and brokers (intermediaries) who also sell Sasria special risk insurance cover on our behalf.

As a state-owned entity, Sasria has a legislative mandate that governs day-to-day business operations and a broader strategic mandate to make a positive contribution to transformation within the Insurance industry in South Africa. Sasria's core business is the provision of short-term insurance for riots, strikes, terrorism, civil commotion and public disorder to businesses and individuals.

The Government of the Republic of South Africa, and specifically the National Treasury through the Minister of Finance, is the sole shareholder of Sasria. As such, the company has to comply with a number of legal and regulatory requirements.

Bidders are encouraged to review Sasria's Integrated Report, available on its website, to get a better understanding of its business operation and functions. Bidders are also encouraged to refer to the IT related RFPs issued on the website to familiarise themselves with IT developments.

2.2. Contractual commitment

No commitment of any kind, contractual or otherwise shall exist unless and until a formal written agreement has been executed by or on behalf of Sasria. Any notification of preferred bidder status by Sasria shall not give rise to any enforceable rights by the Bidder. Sasria may cancel this RFP any time prior to the formal written agreement being executed by or on behalf of Sasria.

Sasria reserves the right at its sole discretion, and at any time, to amend, deviate from, postpone, discontinue or terminate the transaction/procurement process without incurring any liability whatsoever to any other party.

Sasria reserves the right not to award this tender to the highest ranked or highest scoring bidder, as it needs to align its procurement practices to governance practices that are in line with its own growth path. These may include but are not limited to: driving socio-economic development objectives that are enshrined in various government policies.

2.3. Confidentiality

All bidders to this RFP will be required to sign the confidentiality and non-disclosure agreement outlined on Annexure A in this document.

2.4. Submission Format (Returnable Schedules)

Bidders are required to submit a comprehensively detailed bid responses in accordance with the submission format specified below (each schedule must be clearly marked):

2.4.1 Cover Page:

- The cover page must clearly indicate the Bid Number, Bid Description and the Bidder's Name.

2.4.2 Schedule 1:

- Executive Summary (explaining how you understand the requirements of this RFP, summary of your proposed solution and the summary of your experience relevant to the requirements of this RFP)
- Annexure B of this RFP document (See Part 6) (duly completed and signed)

2.4.3 Schedule 2

- All documents (except Annexure B) listed on Part 6 of this RFP Document (duly completed and signed);
- Original and valid Tax Clearance Certificate(s) (TCC);
- Valid Certificate of Incorporation i.e. CIPC company registration documents.
- Valid B-BBEE verification certificate indicating the contribution level of the bidding entity. An Exempted Micro Enterprises (EME) with an annual turnover less than R10 million, is only required to obtain a sworn affidavit confirming the annual total revenue and level of black ownership. A Qualifying Small Enterprise (QSE) that has 51% or more black beneficiaries may obtain a sworn affidavit confirming the annual total revenue and level of black ownership.

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

- Copy of Joint Venture/ Consortium/ Subcontracting Agreement duly signed by all parties (if applicable).

2.4.4 Schedule 3:

- Technical Proposal in line with the Technical Evaluation Criteria in Part 5 of this RFP document.

2.4.5 Schedule 4:

- Financial/ Price Proposal in line with Part 4 of this RFP document

Note: Bidders are requested to submit 1 original copy and 1 hardcopy of their printed proposals and one electronic copy on portable media. The document text size must be in minimum 11- point font. The printed bid/proposal must not exceed 150 (one hundred and fifty) A4 pages (including front page, table of contents, main proposal, reference pages, annexures and excluding completed SBD forms).

2.5. Submission of Proposals

- The closing date for the submission of proposals is 19 December 2018 at 12h00. Duly completed proposals must be sealed in an envelope that is endorsed with the words “RFP2018/27: “APPOINTMENT OF A SERVICE PROVIDER TO RENDER CO-SOURCED INFORMATION TECHNOLOGY AUDIT SERVICE FOR SASRIA SOC LIMITED”. The envelope must be handed in at the Sasria reception desk located at:

Physical address

Sasria SOC Limited
36 Fricker Road
Illovo
Sandton
2196

- A receipt will be issued for all bid envelopes received.
- Late or incomplete tender proposals will not be accepted or considered and any proposal delivered to any address other than the address mentioned above will not be accepted.
- E-mailed, posted or faxed proposals will NOT be accepted.

2.6. Queries and clarifications

Any additional information required which is not clarified in the specifications must be addressed in writing to (Procurement@sasria.co.za) by **03 December 2018**. Additional information may be provided at Sasria’s discretion, who reserves the right to provide the same information to all other interested parties, should this enhance the submission.

Sasria reserves the right to request meetings with Bidders to clarify responses or seek additional information to refine assessments.

Sasria reserves the right to conduct supplier due diligence prior to final award or any time during the contract period. This may include site visits and requests for additional information.

2.7. Automatic Disqualification

If ever it is found that the bidder or person(s) acting on behalf of the bidder has, in the RFP or during the whole process of evaluation, selection, etc.:

- Misrepresented or altered material information in whatever way or manner;
- Promised, offered or made gifts, benefits to any Sasria employee;
- Canvassed, lobbied in order to gain unfair advantage;
- Committed fraudulent acts; and
- Acted dishonestly and/or in bad faith.

Such bidder and/or person(s) may automatically be disqualified from further participation in this process.

Any attempts by the bidders to directly or indirectly canvas any member of Sasria’s personnel for support may result in disqualification of their bid/proposal.

2.8. Proposal costs

All costs and expenses incurred by the bidder relating to their participation in, and preparation of this proposal process shall be borne by the bidder exclusively.

2.9. Validity period

The proposals should remain valid for at least 90 days after the closing date.

2.10. Important dates

Release of RFP	16 November 2018
Last day of queries	30 November 2018
Responses to queries	03 December 2018
Closing date for submission of proposals	19 December 2018

Sasria reserves the right to amend any date specified above. Any changes will be communicated to the interested parties.

2.11. Transformation

Sasria promotes transformation within the financial services sector of the South African economy and as such, bidders are encouraged to partner with majority black owned entities (51% black owned and controlled). Such partnerships may include the formation of a Joint Venture and/ or subcontracting agreement etc., where a portion of the work under this tender would be undertaken by black owned entities. To give effect to this requirement, bidders are required to submit a partnership / subcontracting proposal detailing the portion of work to be outsourced, level of involvement of the black owned partner and where relevant, submit a consolidated B-BBEE scorecard in-line with the provisions of the PPPFA Regulations which will be considered as part of the B-BBEE scoring.

3. Part 3 - RFP Requirements

3.1. Background Information

In line with the EA strategy, Sasria has embarked on a process to re-platform the current infrastructure to a modernised and current technology platform as well as acquiring the Enterprise Resource Planning (ERP) system in order to streamline the business support processes that will promote the organisational collaboration and increase efficiency. IT Governance in Sasria is to lead by example through excellence in leadership and management of the IT function as well as direct IT endeavours and processes to achieve value creation, risk optimization, and resource optimization, while at the same ensuring aligning business and IT. The execution of the strategy which is baselined using People, Process and systems Technology, will have an impact on the technological landscape of Sasria.

In terms of the Public Finance Management Act (PFMA), Act No 1 of 1999, as amended, Sasria should have an effective internal audit function under the control and direction of an Audit Committee. The function should also comply with the Institute of Internal Auditors' (IIA) standards and Information System standards.

The primary objective of Sasria's Internal Audit department is assisting Sasria to accomplish its objectives by bringing a systematic and disciplined approach to evaluating and improving the effectiveness of risk management control and governance processes.

To meet legislative and stakeholder requirements as well as its primary objective, the department has prepared a three-year internal audit strategic plan and one-year operational plan. However, the Internal Audit department does not have internal resources and capacity to conduct Information Technology reviews. Sasria requires co-sourced assistance in relation to Information Technology audit assignment. The co-sourced service will be required to compliment the capacity and skills of the internal Audit department to render Information Technology audit service required.

The objective of this bid is to appoint a suitable, independent service provider that can augment the capacity of internal Audit in providing Sasria appropriate Information Technology audit services for a period of three (3) years.

Sasria's internal audit function consists of eight (8) professionals, which is the Head of Internal Audit, Internal Audit Manager, two (2) Senior Internal Auditors and four (4) Internal Auditors. The Head of Internal Auditor reports administratively to the Chief Risk Officer and functionally to the Chairperson of the Audit Committee.

It is Sasria's objective to ultimately develop in-house IT audit capability. It is therefore important that staff of the Internal Audit unit is empowered in the process of carrying out the assignment. Staff must develop appropriate skills and experience in their interaction with the relevant service provider which will decrease the necessity for future assignments of this nature. A detailed skills transfer plan will have to be submitted with the proposal. It is anticipated that, three (3) of the Sasria Internal Audit staff, on a rotation basis, will be part of the IT Audits.

3.2. Scope of Work

The bidder will be required to provide Information Technology audit services in accordance with Information System audit standards (ISACA) and Institute of Internal Audit Standards (where applicable) to assist the organization in protecting and controlling information systems by:

- Perform an IT Risk Assessment to be used as a basis for drafting an IT audit plan.
- Develop a 3-year IT audit plan based on the bidder's understanding of the IT Risks and developments within Sasria's environment.
- Executing a risk-based Information Systems audit strategy in compliance with Information System audit standards to ensure that key risk areas are audited.
- Planning specific audits to determine whether information systems are protected, controlled and provide value to the organization.
- Conduct audits in accordance with information systems audit standards to achieve planned audit objectives.
- Communicate audit results and make recommendations to key stakeholders (Sasria Management and Audit committee) through meetings and audit reports to promote change when necessary.
- Conduct audit follow-ups to determine whether appropriate actions have been taken by management in a timely manner.
- Perform testing over implementation of new systems and enhancements.
- Review of systems (hardware, software, and network) performance over period.
- As and when required, provide assistance in performing IT reviews or review of IT audit work performed by other assurance providers at the agent with Internal Audit staff.
- Contribute to a combined assurance framework, including;
- Review work performed by other IT assurance providers and assess the implications thereof.
- Develop and implement an IT Audit capacity building programme for the internal audit department.

The audit must focus on, but not limited to, the following areas:

1. Governance and Management of IT: Provide assurance that the necessary leadership and organizational structures and processes are in place to achieve objectives and to support the organization's strategy.

- Assessment of Sasria IT Governance against best practice, i.e. COBIT 5, ISO, ITIL etc.
- IT Strategy development, approval, implementation and maintenance for alignment with the organization's strategies and objectives.
- IT Governance structure
- IT policies, standards and procedures
- IT risk management practices
- IT management and monitoring of controls (e.g., continuous monitoring, quality assurance [QA]) for compliance with the organization's policies, standards and procedures.
- Monitoring and reporting of IT key performance indicators
- Organization's business continuity plan (BCP)

2. Information Systems Operations, Maintenance and Service Management: Provide assurance that the processes for information systems operations, maintenance and service management meet the organization's strategies and objectives.

- IT service management framework and practices (internal or third party)
- Job scheduling, configuration management, capacity and performance management
- Patches and upgrades control
- Database management practices (integrity and optimization of databases)
- Data quality and life cycle management
- End-user computing
- Backups/restores, disaster recovery plan [DRP)
- Network Administration – Redundancy, Monitoring, breakdown resolution etc.
- LAN Management – Connectivity provisions for business continuity.
- Encryption
- Connection Permissions – Restriction on need to have basis
- Fall back mechanism - Dial-up connections controls etc.
- Incidences of access violation in last year & corrective actions taken

3. Information Systems Acquisition, Development and Implementation: Provide assurance that the practices for the acquisition, development, testing and implementation of information systems meet the organization's strategies and objectives.

- User awareness
- Fault reporting / tracking mechanism & process for resolutions
- Testing of New releases/ Bug-fixes – Testing process (automation level)
- Version Control – History, Change Management process etc.
- Development / Test / Production environment – Segregation
- Readiness of information systems for implementation and migration into production
- New release in Production – Promotion, Release note approvals
- Post implementation reviews
- Production issues / disruptions reported during last year & corrective actions taken.

4. Protection of Information Assets: Provide assurance that the organization's policies, standards, procedures and controls ensure the confidentiality, integrity and availability of information assets.

- Information security and privacy policies, standards and procedures & quality of implementation of the same.
- Processes and procedures used to store, retrieve, transport and dispose of assets.
 - Utilization monitoring
 - Capacity planning – including projection of business volumes
 - IT (S/W, H/W & N/W) Assets, Licenses & maintenance contracts
 - Insurance
 - Disposal – Equipment, Media, etc.
- Design, implementation, maintenance, monitoring and reporting of physical and environmental controls.

- Permissions, logging, exception reporting & alerts,
- Fire protection, AC monitoring etc.
- Design, implementation, maintenance, monitoring and reporting of system and logical security controls.
 - Application access – Segregation of duties, Database & Application access etc.
 - Maintenance access – Vendor engineers.
 - Fault resolution mechanism.
 - Folder sharing and Back-up controls – Safeguard critical information on local desktops.
 - LAN security control and monitoring
 - OS & Database Security controls & monitoring
 - Internet connection controls – Firewall protection, Intrusion Detection System, Access rights and privileges.
 - Virus protection – Controls to mitigate the Virus attacks/ Outbreaks.
 - Incidences of security violations & corrective actions taken
 - Design, implementation and monitoring of the data classification processes and procedures.

Note: The bidder will be required to provide all the audit documents relating to the scope of work performed. Sasria will have ownership of intellectual property.

3.3. Contract Duration

The appointed service providers will be required to start in the 2018/2019 financial year, and provide the required services for a period of three (3) years, subject to annual review of the service provider's performance.

4. Part 4 - Financial Proposal

1 Bidders are required to provide a detailed and comprehensive price proposal i.e. all costs associated the bidder’s proposal must be clearly specified and included in the Total Bid Price.

2 All prices must be VAT inclusive and must be quoted in South African Rand (ZAR).

3

Is the proposed bid price linked to the exchange rate?	Yes	No
<i>If yes, the bidder must indicate CLEARLY which portion of the bid price is linked to the exchange rate:</i>		

4

Payments will be linked to specified deliverables after such deliverables have been approved by Sasria.	Comply	Not Comply

5

Sasria reserves the right to consider the guidelines on consultancy rates as set out in the National Treasury Instruction 03 of 2017/2018: Cost Containment Measures , where relevant.	Comply	Not Comply
The bidder must indicate if their proposed rates are in line with the provisions of the referenced National Treasury Instruction: Cost Containment Measures.		
Substantiate / Comments		

6. PRICING MODEL

6.1 Sasria Internal IT Audit

Resource(s)	Hourly Rate per resource	Number of hours	Total Cost (VAT Excl.)
Partner/ Director			
Manager/Supervisor			
IT Audit staff / Specialist			
Other Specialist (where applicable)			
Disbursements			
Total Fees – Year 1			
Total Fees Year 2			
Total Fees Year 3			
Sub-Total 6.1 (VAT Excl.)			

6.2 Agent company reviews

Resource(s)	Hourly Rate per resource	Number of hours	Total Cost (VAT Excl.)
Review of work performed by other assurance providers in 3 Agent Companies			
Partner/ Director			
Manager/Supervisor			
IT Audit staff / Specialist			
Disbursements			
Conducting IT Audit in 4 Agent Companies			
Partner/ Director			
Manager/Supervisor			
IT Audit staff / Specialist			
Partner/ Director			
Total Fees – Year 1			
Total Fees Year 2			
Total Fees Year 3			
Sub-Total 6.2 (VAT Excl.)			

6.2 Total Bid Price

Description	Amount
Sub-Total 6.1 (VAT Excl.)	
Sub-Total 6.2 (VAT Excl.)	
Total Bid Price (VAT Excl.)	
VAT	
Total Bid Price (VAT Excl.)	

The bidder must provide a detailed breakdown of the Disbursements as follows:

<u>Cost Element</u>	<u>Cost (VAT Incl.)</u>
Total Disbursements	

7. SUMMARY OF THE PROPOSAL

<u>DESCRIPTION</u>	<u>BIDDER'S PROPOSAL</u>
Number of resources (personnel to be used)	
Audit duration (in weeks)	

Price Declaration Form

Dear Sir,

Having read through and examined the requirements of this RFP No. **2018/27**, and its related conditions, we offer to provide IT Audit services as outlined in scope of work, for the following total amount:

R..... (Excluding VAT)

In words

R..... (Excluding VAT)

We confirm that this price covers all activities associated with the scope of work, as called for in the RFP document. We confirm that Sasria will incur no additional costs whatsoever, over and above this amount in connection with the delivery of the required services.

We undertake to hold this offer open for acceptance for a period of 90 days from the date of submission of offers. We further undertake that upon final acceptance of our offer, we will commence the scope of work when required to do so by the Sasria.

We understand that you are not bound to accept the lowest or any offer, and that we must bear all costs which we have incurred in connection with preparing and submitting this bid.

We hereby undertake for the period during which this bid remains open for acceptance, not to divulge to any persons, other than the persons to whom the bid is submitted, any information relating to the submission of this bid or the details therein except where such is necessary for the submission of this bid.

SIGNED _____ **DATE** _____

(Print name of signatory) _____
Designation _____

FOR AND ON BEHALF OF: COMPANY NAME _____
Tel No _____
Fax No _____
Cell No _____

5. Part 5: Qualification and Evaluation Criteria

5.1. Evaluation of proposals

The purpose of the RFP is to obtain a complete set of salient information pertaining to the bidding parties. The proposals will accordingly be used to evaluate whether, at Sasria's discretion, an interested party qualifies to proceed to the next stage of this procurement process. All bidding parties will be advised in writing of Sasria's decision, which will be final. No correspondence will be entered into pertaining to the evaluation process, the decisions taken and reasons thereof.

5.2. Prequalifying Criteria

In terms of Regulation 4 of the 2017 PPPFA Regulations, Sasria requires that bidders meet the following pre-qualification criteria:

- The bidder must have a minimum B-BBEE contributor status level of 2 or better.

Note: Sasria will only consider a bid if the bidder meets these pre-qualification criteria. Where a bidder fails to meet these pre-qualification criteria, the bid will be considered an unacceptable bid and will be disqualified from further evaluation.

5.3. Evaluation Criteria

5.3.1. Level 1- Governance Verification

The evaluation during this stage is to review bid responses for purposes of assessing compliance with RFP requirements, which requirements include the following:

- Submission of a valid Tax Clearance Certificate as referenced in Part 2 above;
- Submission of a valid Certificate of Incorporation i.e. CIPC company registration documents as referenced in Part 2 above;
- Submission of a valid B-BBEE verification as referenced in Part 2 above;
- Submission of duly completed Standard Bidding Documents and other requirements, as reflected in this RFP, which cover the following:
 - Technical Proposal in line with the Technical Evaluation Criteria in Part 5 of this RFP document
 - Financial/ Price Proposal in line with Part 4 of this RFP document
 - All required documents in line with Part 6 of this RFP

Note: Failure to comply with the requirements assessed in Level 1 (governance), may lead to disqualification of bids.

5.3.2. Level 2- Technical Evaluation

The evaluation during this level is based on technical criteria (Functionality). The technical evaluation will be conducted in 3 phases, as follows:

Phase 1: Mandatory Technical Requirements

All bid responses that do not meet the Mandatory Technical Requirements will be disqualified, and will not be considered for further evaluation on the Other Technical Requirements. The Mandatory Technical Requirements are as follows:

Mandatory Requirement	Comply	Not Comply
5.3.2.1 The successful bidder will be required to have adequate professional indemnity cover in place.		
5.3.2.2 The bidder must have registration with professional bodies (IIA and ISACA) of the company and/or individual auditors.		

Phase 2 – Other Technical Evaluation Criteria

The bidder's proposal should respond comprehensively to the technical evaluation criteria. The technical evaluation criteria is set out below:

Item	Criteria	Points
1.	Company Profile	10
	<p>The bidder must provide an overview of their firm, which must include the following:</p> <ul style="list-style-type: none"> • Corporate profile, including the financial condition of the firm. • Overall business objectives, strategic plans for growth, and ownership. Include any material and significant changes pending in this profile; • The history, group structure and related companies and services; • Detailed list of IT Audit services provided by the firm; (complete annexure D) • The bidder's policy and practice of equal employment opportunity and non-discrimination based on race, creed and gender. • 	
2.	Methodology and Approach for IT Auditing	20
	<p>Bidder must provide a detailed methodology and approach including the following:</p> <ul style="list-style-type: none"> • Provide detailed description of their methodology and approach to be used to carry out the scope of work outlined in Section 3.2 of the RFP (10 points) • Risk management and quality control procedures in place including adherence to the Information Systems standards requirements, Institute of Internal Audits and the applicable regulatory framework (10 points) 	
3	Audit Plan	25
	<p>The bidder must provide a sample three (3) years IT audit plan, which must include the following</p> <ul style="list-style-type: none"> • IT risks, control testing, planning resources, based on the information provided on the background of Sasria, and also generic risks affecting IT and insurance specific environments. (15 points) • Detailed timelines for conducting the review and deliverables for the various stages of the process for the first year of appointment. (5 points) • Plan should also demonstrate a combined assurance approach (5 points) 	

Item	Criteria	Points
4	Skills transfer plan	15
	<p>Bidder must provide a skills transfer plan for the identified Internal Audit staff including:</p> <ul style="list-style-type: none"> • How the bidder will work together with the Sasria Internal Audit during the IT audits. (7.5 points) • Work allocation (resources, timelines, hours, etc.) over the audit period. (7.5 points) 	
5	Expertise and experience of the team that will be serving Sasria	15
	<p>The bidder's proposed team must have relevant expertise and experience in providing IT audit to insurance and public sector companies.</p> <ul style="list-style-type: none"> • The bidders must provide, the structure and composition of the proposed team, clearly outlining the main disciplines/ specialties of this audit and the key personnel responsible for each specialty. 	
	<p>Please provide detailed CVs of the proposed team that will service Sasria including the following:</p> <ul style="list-style-type: none"> • Relevant qualifications, skills, years of related experience and expertise (including client profile with scope of work and year(s) of service). (10 points) • Engagement Director's adequacy in carrying out the assignment with a minimum of ten (10) years' experience and ISACA professional qualification, Certified Information Systems Auditor (2.5 points) • Manager/ Supervisor's adequacy in carrying out the assignment with a minimum of five (5) years' experience and ISACA professional qualification, Certified Information Systems Auditor (2.5 points) 	
6	References	10
	<p>The bidder must demonstrate relevant experience in providing IT audit services within the insurance industry and public sector in South Africa. Reference letters of similar appointments at other clients (within the public sector and/or insurance industry) must be submitted. Letters must be on the client's letterhead, signed and include a contactable telephone number.</p> <ul style="list-style-type: none"> • Minimum of 3 references (3.33 points per reference letter) 	
7	Staff Retention	5
	<p>The bidder must demonstrate capacity to retain their audit staff to ensure continuity.</p> <p>The bidder must provide the following:</p> <ul style="list-style-type: none"> • Succession and retention plans around the identified team. • The number of key employees lost over the last three (3) years and explain their departures. 	
Total		100

Note: Bidders that achieved a minimum score of 70 points in Phase 2 of the technical criteria, will progress to Phase 3 of the technical evaluation criteria i.e. Presentations.

5.3.3. Level 3 – Preference Point System

Bidders that achieved a minimum score of 70 points in last phase of technical evaluation will progress to this level (level 3) and will be evaluated in accordance with the preference point system.

Points will be calculated on an 80/20 method as stipulated below:

B-BBEE Status Level of Contributor		Number of points (80/20)	%
1	1	20	20
	2	18	
	3	14	
	4	12	
	5	8	
	6	6	
	7	4	
	8	2	
	Non-Compliant Contributor	0	
2	Price (including VAT)		80

- Points scored will be rounded off to the nearest 2 decimal places.
- In the event that two or more tenders have scored equal total points, the successful tender must be the one scoring the highest number of preference points for B-BBEE.
- Should two or more tenders be equal in all respects, the award shall be decided by the drawing of lots.
- A contract may, on reasonable and justifiable grounds, be awarded to the bid that did not score the highest number of points.

STANDARD BIDDING DOCUMENTS

In addition to the Annexures listed below, the following documents must be completed, signed and submitted together with the bid response:

- Confidentiality and Non-disclosure Agreement (Annexure A);
- Invitation to Bid (SBD 1);
- Tax Clearance Certificate Requirements (SBD 2);
- Pricing Schedule (SBD 3.3 Professional Service or 3.1 Purchases);
- Declaration of Interest (SBD 4);
- Preference Points Claims Form in terms of the Preferential Procurement Regulations 2017 (SBD 6.1);
- Declaration Certificate for Local Production and Content (SBD 6.2)
- Contract Form – Rendering of Goods/ Works SBD 7.1 (or 7.2 for Services);
- Declaration of Bidder's Past SCM Practices (SBD 8); and
- Certificate of Independent Bid Determination (SBD 9).

Note: Failure to submit these documents may lead to disqualification of the bid.

MEMORANDUM OF AGREEMENT

Entered into between:

Sasria SOC Ltd

A company duly incorporated under the laws of *Republic of South Africa*, having its main place of business at 36 Fricker Road, Illovo, Sandton Johannesburg, with registration number: 1979/000287/06

(Hereinafter referred to as “the Discloser”)

And

.....

A company duly incorporated under the laws of Republic of South Africa, having its main place of business
at....., with
registration number:.....

(Hereinafter referred to as “the Recipient”)

PREAMBLE

Whereas the Discloser will disclose certain confidential information to the Recipient, for purposes of _____
_____;

And whereas the Recipient wishes to receive confidential information on the condition that the Recipient will not disclose the same to any third party or make use thereof in any manner except as set out below.

The Discloser and the Recipient hereby agree to the following:

1. Definitions

Unless the contrary is clearly indicated, the following words and/or phrases, when used in this Agreement, shall have the following meaning:

1.1 “Agreement” shall mean this written document together with all written appendices, annexures, exhibits or amendments attached to it from time to time;

1.2 “Commencement Date” shall mean the date of last signature of this agreement;

1.3 “Confidential Information” shall mean all information which:

1.3.1 pertains to the Disclosing Purpose, disclosed, revealed or exchanged by the Discloser to the Recipient, and which pertains to, but is not limited to all intellectual property rights, all trade secrets, all agreements (whether in writing or not) which exist at the time of revealing the content thereof to the Recipient, the content of all possible future agreements which the Discloser intends to enter into with any other party, all knowledge obtained by way of research and development, irrespective of whether the aforementioned information that is revealed is applicable to technical, business or financial aspects of the Discloser; and/or

1.3.2 any information of whatever nature, which has been or may be submitted by the Discloser to the Recipient, whether in writing or in electronic form or pursuant to discussions between the Parties, or which can be obtained by

examination, testing, visual inspection or analysis, including, without

limitation, business or financial data, know-how, formulae, processes, specifications, sample reports, models, customer lists, computer software, inventions or ideas; and/or

1.3.3 Any dispute between the Parties resulting from this Agreement; and/or

1.3.4 Any fault or defect in any aspect of the business of the Discloser, irrespective of whether the Discloser knows about such a fault or defect;

1.4 “**Notice**” shall mean a written document;

1.5 “**Parties**” shall mean both the Discloser (**Sasria SOC Ltd**) and the Recipient.

1.6 “**Board**” shall mean Board of Directors of the Discloser.

2. Obligations of the Recipient

The Recipient shall:

2.1 use the confidential information disclosed to it solely for the purposes of
.....
.....
.....and for no other purpose whatsoever (“Disclosing Purpose”);

2.2 treat and safeguard the Confidential Information as private and confidential;

2.3 ensure proper and secure storage of all Confidential Information;

2.4 not at any time without the prior written consent of the Discloser or another employee of the disclosure from which he received the information,

2.4.1 disclose or reveal to any person or party either the fact that discussions or negotiations are taking, or have taken place between the Board, employee and another employee or the content of any such discussions or other facts relating to the Disclosing Purpose, except where required by law or any governmental, or regulatory body;

2.5 not create the impression with or lead any third party to interpret or construe any

- condition contained in this Agreement, that this Agreement is an Agency Agreement and/or Partnership Agreement and/or a Joint Venture and/or any other similar arrangement;

2.6 not allege that this Agreement grants it, either directly, or by implication, or by estoppel or otherwise a license under any patent or patent application, or that

it is entitled to utilize the Confidential Information in any way contrary to the stipulations contained in this Agreement;

- 2.7 on termination of this Agreement act with the Confidential Information in accordance with a Notice delivered to it by the Discloser and if no such Notice was delivered, the Recipient shall destroy the Confidential Information in a similar manner to which it would destroy information that it would consider to be its own Confidential Information.

3. **Obligations of the Discloser**

Subject to clause 2, the Discloser shall:

- 3.1 disclose to the Recipient, in writing any relevant information in their possession or under their care; and
- 3.2 furnish the Recipient at least 7 (seven) calendar days prior to this Agreement being terminated, for whatever reason, with a Notice instructing the Recipient about what it should do with the Confidential Information once the Agreement has been terminated.

4. **Exclusions**

The provisions of **Clause 3** above will not apply to any Confidential Information which:

- 4.1 is at the time of disclosure to the Recipient, within the public domain and could be obtained by any person with no more than reasonable diligence;
- 4.2 come into the public domain and could be obtained after such disclosure, otherwise than by reason of a breach of any of the undertakings contained in this Agreement;
- 4.3 is subsequently provided to the Recipient by a person who has not obtained such

information from the Discloser, provided that, in any such case, such information was not obtained illegally or disclosed by any person in breach of any undertaking or duty as to confidentiality whether expressed or implied;
- 4.4 is disclosed with the written approval of the Discloser;
- 4.5 is or becomes available to a third party from the Discloser on an unrestricted basis;
- 4.6 is obliged to be reproduced under an order of court or government agency of

competent jurisdiction.

5. Commencement

This Agreement shall commence on the Commencement Date.

6. Cancellation

6.1 The Agreement shall not terminate automatically. Either party must be able to terminate on written notice to the other party once the Disclosing Purpose is completed. The obligations of confidentiality under this Agreement shall continue to apply after assignment or termination of this Agreement.

6.2 The Parties further agree that either Party shall have the right at any time to give notice in writing to terminate this Agreement forthwith in the event of a material breach of any of the terms and conditions of the Agreement. If the breach in question is one which can effectively be remedied, the Parties shall endeavour to jointly try to remedy such breach, failing which, the Agreement shall be terminated.

7. Interpretation

7.1 The clause headings in this Agreement have been inserted for convenience only and will not be taken into consideration in the interpretation of this Agreement;

7.2 Any reference in this Agreement to the singular includes the plural and *vice versa*;

7.3 Any reference in this Agreement to natural persons includes legal persons and references to any gender include references to the other genders and *vice versa*.

8. Dispute Resolution

8.1 A dispute concerning or arising out of this Agreement exists once a party notifies the others in writing of the nature of the dispute and requires it to be resolved under this clause. The parties must refer any dispute to be resolved by -

- negotiation; failing which
- mediation; failing which
- arbitration

- 8.2 Within ten (10) Business Days of notification, the parties must seek an amicable resolution to the dispute by referring it to designated and authorized representatives of each of the parties to negotiate and resolve it by the parties signing an agreement resolving it within fifteen (15) Business Days
- 8.3 If negotiation fails, the parties must refer the dispute for resolution by mediation under the rules of the Arbitration Foundation of Southern Africa (or its successor or body nominated in writing by it in its stead) ("AFSA").
- 8.4 If mediation fails, the parties must refer the dispute within fifteen (15) Business Days for resolution by arbitration (including any appeal against the arbitrator's decision) by one arbitrator (appointed by agreement between the parties) as an expedited arbitration in Sandton under the then current rules for expedited arbitration of AFSA.
- 8.5 If the parties cannot agree on any arbitrator within a period of ten Business Days after the referral, the arbitrator will be appointed by the Secretariat of AFSA.
- 8.6 The periods for negotiation or mediation may be shortened or lengthened by written agreement between the parties.
- 8.7 This clause will not preclude any party from access to an appropriate court of law for interim relief in respect of urgent matters by way of an interdict, or mandamus pending finalisation of this dispute resolution process, for which purpose the parties irrevocably submit to the jurisdiction of a division of the High Court of the Republic of South Africa.
- 8.8 This clause is a separate, divisible agreement from the rest of this Agreement and must remain in effect even if the Agreement terminates, is nullified, or cancelled for any reason or cause.

9. Domicilium and Notices

The Parties elect the following addresses as their respective *domicilium citandi et executandi*, at which all notices and other communications must be delivered for the purposes of this Agreement:

9.1 Discloser:

9.1.1 by hand at 36 Fricker Road, Illovo, Sandton, Johannesburg

Marked for the attention of:

9.1.2 by post at: **P.O. Box 653367, Benmore, 2010**

Marked for the attention of

9.1.3 by telefax at (011) 447 8624

Marked for the attention of

9.2 Recipient:

9.2.1 by hand at

Marked for the attention of.....

9.2.2 by post to: _____

Marked for the attention of:

9.2.3 by telefax atMarked for the attention of:

.....

9.3 Any notice or communication required or permitted to be given in terms of this agreement shall only be valid and effective if it is in writing.

9.4 Any notice addressed to either of the Parties and contained in a correctly addressed envelope and sent by registered post to it at its chosen address or delivered by hand at its chosen address to a responsible person on any day of the week between 09h00 and 16h00, excluding Saturdays, Sundays and South African public holidays, shall be deemed to have been received, unless the contrary is proved, if sent by registered post, on the 14th (fourteenth) calendar day after posting and, in the case of hand delivery, on the day of delivery.

9.5 Any notice sent by telefax to either of the Parties at its telefax number shall be deemed, unless the contrary is proved, to have been received:

9.5.1 if it is transmitted on any day of the week between 09h00 and 16h00, excluding Saturdays, Sundays and South African public holidays, within 2 (two) hours of transmission;

9.5.2 if it is transmitted outside of these times, within 2 (two) hours of the commencement any day of the week between 09h00 and 16h00, excluding Saturdays, Sundays and South African public holidays, after it has been transmitted.

10. Entire Agreement and Variations

10.1 This Agreement constitutes the whole agreement between the Parties and supersedes all prior verbal or written agreements or understandings or representations by or between the Parties regarding the subject matter of this

Agreement, and the Parties will not be entitled to rely, in any dispute regarding this Agreement, on any terms, conditions or representations not expressly contained in this Agreement.

10.2 No variation of or addition to this Agreement will be of any force or effect unless reduced to writing and signed by or on behalf of the Parties.

10.3 Neither party to this Agreement has given any warranty or made any representation to the other party, other than any warranty or representation which may be expressly set out in this Agreement.

11. Data Security

11.1. The Recipient shall, at all times, ensure compliance with any local and international laws, regulations, policies or codes that may be enacted from time to time and put in place and maintain sufficient measures, policies and systems to manage and secure against all forms of risk to any information that may be shared or accessed through a computer or any other form of electronic communication pursuant to the Agreement. For purposes of this clause 0,

“Information” shall mean, but not be limited to:

11.1.1. all cyber related information, including data; a computer program; output of a computer program; a computer system; article; data message; a computer data storage medium; output of a computer program and output of data;

•

11.1.2. Personal Information as defined in section 1 of the Protection of Personal Information Act No. 4 OF 2013 (“POPIA”) read with Section 1 of the Promotion of Access to Information Act No. 2 of 2000; and

11.1.3. Any other information that may be shared or accessed pursuant to the Agreement.

11.2. The Recipient shall notify the Discloser in writing of any cybercrimes or any suspected cybercrimes in its knowledge and to report such crimes or suspected crimes to the relevant authorities in accordance with applicable laws, within 10 days of becoming aware of such crime or suspected crime.

12. Protection Of Personal Information

12.1. For purposes of this clause 112 -

12.1.1. the following terms shall bear meanings contemplated in Section 1 of the POPIA: **consent; data subject; electronic communication; information officer; operator; person; personal information; processing; record; Regulator; responsible party; special information;** as well as any terms derived from these terms.

12.1.2. **“binding corporate rules”** means personal information processing policies, within a

group of undertakings, which are adhered to by a responsible party or operator within that group of undertakings when transferring personal information to a responsible party or operator within that same group of undertakings in a foreign country; and **“group of undertakings”** means a controlling undertaking and its controlled undertakings.

- 12.2. The Parties acknowledge and agree that, in relation to personal information that may be processed pursuant to the Agreement, the Discloser is the responsible party and the Recipient is the operator.
- 12.3. The Recipient must process such personal information only with the knowledge or authorisation of the Discloser and treat personal information which comes to its knowledge as confidential and must not disclose it, unless so required by law.
- 12.4. The Recipient must secure the integrity and confidentiality of personal information in its possession or under its control by taking appropriate, reasonable technical and organisational measures to prevent loss of, damage to or unauthorised destruction of personal information and unlawful access to or processing of personal information.
- 12.5. In order to give effect to the obligations set out in this clause 112, the Recipient must take reasonable measures to-
 - 12.5.1. identify all reasonably foreseeable internal and external risks to personal information in its possession or under its control;
 - 12.5.2. establish and maintain appropriate safeguards against the risks identified;
 - 12.5.3. regularly verify that the safeguards are effectively implemented; and
 - 12.5.4. ensure that the safeguards are continually updated in response to new risks or deficiencies in previously implemented safeguards.
- 12.6. The Recipient shall have due regard to generally accepted information security practices and procedures which may apply to it generally or be required in terms of specific industry or professional rules and regulations.
- 12.7. The Recipient shall notify the Discloser immediately where there are reasonable grounds to believe that the personal information of a data subject has been accessed or acquired by any unauthorised person.
- 12.8. The Recipient shall appoint an information officer and an appropriate number of deputy information officers as may be required by the POPIA, and must provide the Discloser with the details of such officers, whose responsibilities shall include-

- 12.8.1. the encouragement of compliance, by the Recipient, with the conditions for the lawful processing of personal information;
 - 12.8.2. dealing with requests made to the Recipient pursuant to the POPIA;
 - 12.8.3. working with the Regulator in relation to investigations conducted under the POPIA;
 - 12.8.4. otherwise ensuring compliance by the Recipient with the provisions of the POPIA; and
 - 12.8.5. as may be prescribed by the POPIA.
- 12.9. The Recipient shall not transfer personal information about a data subject to a third party who is in a foreign country without Prior written consent of the Discloser. The Discloser will not grant such consent unless-
- 12.9.1. the third party who is the recipient of the information is subject to a law, binding corporate rules or binding agreement which provide an adequate level of protection that-
 - 12.9.1.1. effectively upholds principles for reasonable processing of the information that are substantially similar to the conditions for the lawful processing of personal information relating to a data subject who is a natural person and, where applicable, a juristic person; and
 - 12.9.1.2. includes provisions, that are substantially similar to this section, relating to the further transfer of personal information from the recipient to third parties who are in a foreign country;
 - 12.9.2. the data subject consents to the transfer;
 - 12.9.3. the transfer is necessary for the performance of a contract between the data subject and the responsible party, or for the implementation of pre-contractual measures taken in response to the data subject's request;
 - 12.9.4. the transfer is necessary for the conclusion or performance of a contract concluded in the interest of the data subject between the responsible party and a third party; or
 - 12.9.5. the transfer is for the benefit of the data subject, and-
 - 12.9.5.1. it is not reasonably practicable to obtain the consent of the data subject to that transfer; and
 - 12.9.5.2. if it were reasonably practicable to obtain such consent, the data subject would be likely to give it.
- 12.10. The Recipient shall process personal information of data subjects in accordance with the conditions for the lawful processing of personal information as contemplated in the

POPIA, and shall at all times put sufficient measures in place to ensure compliance with the POPIA, including compliance with any compliance notices and information notices served on the Recipient under the POPIA.

13. Assignment, Cession and Delegation

Neither of the Parties shall be entitled to assign, cede, delegate or transfer any rights, obligations, share or interest acquired in terms of this Agreement, in whole or in part, to any other party or person without the prior written consent of the other, which consent shall not unreasonably be withheld or delayed.

14. Relaxation

No indulgence, leniency or extension of a right, which either of the Parties may have in terms of this Agreement, and which either party (“the grantor”) may grant or show to the other party, shall in any way prejudice the grantor, or preclude the grantor from exercising any of the rights that it has derived from this Agreement, or be construed as a waiver by the grantor of that right.

15. Waiver

No waiver on the part of either party to this Agreement of any rights arising from a breach of any provision of this Agreement will constitute a waiver of rights in respect of any subsequent breach of the same or any other provision.

16. Severability

In the event that any of the terms of this Agreement are found to be invalid, unlawful or unenforceable, such terms will be severable from the remaining terms, which will continue to be valid and enforceable.

17. Governing Law

The validity and interpretation of this Agreement will be governed by the laws of the Republic of South Africa.

SIGNATURES

I, the undersigned, , herewith confirms that my position within the Recipient is that of and state that I am duly authorised

to enter into this Agreement, which I herewith do, on this theday, of,
for and on behalf of the Recipient.

I, the undersigned, herewith confirms that my position within the Discloser is
that of Executive Manager: and state that I am duly authorised to enter into
this Agreement, which I herewith do, on this the ____ day, of by
signing this Agreement, for and on behalf of the Discloser.

Signature for and on behalf of Discloser

Signature for and on behalf of Recipient

ANNEXURE B: ACCEPTANCE OF BID CONDITIONS AND BIDDER'S DETAILS

RFP 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.

[Note to the Bidder: The Bidder must complete all relevant information set out below.]

CENTRAL SUPPLIER DATABASE (CSD) INFORMATION

Bidders are required to be registered on the Central Supplier Database (CSD) of National Treasury. Failure to submit the requested information may lead to disqualification. Bidders are therefore required to submit as part of this proposal both their CSD supplier number and CSD unique registration reference numbers below:

Supplier Number	
Unique registration reference number	

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	

If Individual Bidder:	
Registration Number	
Vat registration Number	
Contact Person	
Telephone Number	
Cell phone Number	
Fax 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	
Cell phone Number	
Fax 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	
Cell phone Number	
Fax 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	
Cell phone Number	
Fax Number	
Email address	
Postal Address	

Physical Address	
Sub-contractors	
Name of Company	
Company Registration Number	
Vat registration Number	
Contact Person	
Telephone Number	
Cell phone Number	
Fax Number	
Email address	
Postal Address	
Physical Address	
Subcontracted work as a % of the total value of the contract	

ANNEXURE C: SHAREHOLDER INFORMATION

[Note: 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.]

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.

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				

ANNEXURE B: BIDDER'S EXPERIENCE AND THE PROPOSED TEAM

Name of Bidder:

[Note to the Bidder: The bidder must complete the information set out below in response to the requirements stated in Part 5 of this bid document. 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 this Returnable Schedule 3.]

7. ANNEXURE D: EXPERIENCE IN INFORMATION TECHNOLOGY AUDIT SERVICES (ATTACHED)
