Tender no SAT 177/20

Notes for Bid Clarification

Appointment of a Service Provider for The Provision of Customised All-Risk Commercial Insurance Services at South African Tourism for a Period of Thirty-Six (36) Months

Date issued: 27 November 2020

Due date: 21 December 2020
**Introduction**

This Addendum with clarification notes serves to inform potential Tenderers of changes, amendments and/or clarifications made to the Bid documentation. The following queries and/or changes have been received from those that have collected documentation.

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Query</td>
<td>Please provide 3 years claims history.</td>
</tr>
<tr>
<td>Response</td>
<td>Documents provided. Please see the Annexures below.</td>
</tr>
<tr>
<td>2 Query</td>
<td>Please provide complete proposal forms for the following insurance covers:</td>
</tr>
<tr>
<td></td>
<td>- Employers Liability</td>
</tr>
<tr>
<td></td>
<td>- Public Liability</td>
</tr>
<tr>
<td></td>
<td>- Professional Indemnity</td>
</tr>
<tr>
<td></td>
<td>- Directors and Officers Liability</td>
</tr>
<tr>
<td></td>
<td>- Travel Insurance</td>
</tr>
<tr>
<td></td>
<td>- Group Personal Accident</td>
</tr>
<tr>
<td>Response</td>
<td>The information is provided on the RFP document.</td>
</tr>
<tr>
<td>3 Query</td>
<td>Please advise if we are submitting a broker fee or premium?</td>
</tr>
<tr>
<td>Response</td>
<td>Premium, the insurance claim history and summary schedule have been provided.</td>
</tr>
<tr>
<td>4 Query</td>
<td>Please provide breakdowns/ asset registers under the following headings:</td>
</tr>
<tr>
<td></td>
<td>- Office Contents</td>
</tr>
<tr>
<td></td>
<td>- Good stored outside</td>
</tr>
<tr>
<td></td>
<td>- Manual Assets</td>
</tr>
<tr>
<td></td>
<td>- Laptops (Incl. serial numbers)</td>
</tr>
</tbody>
</table>
- Tablets and cell phones (Incl. serial numbers)
- Hardware
- Business All Risks

**Response**

- The information requested will be shared with the winning bidder. Adequate information has been provided on the RFP document for a bidder to provide SA Tourism with a proposal.

Yours in tourism

Evah Mkwanazi

Sourcing Specialist
Annexure 1:

Dear Policyholder,

We are pleased to welcome you to Old Mutual Insure Limited as a new policyholder.

Please ensure that your policy document and accompanying schedule accurately reflect the terms agreed upon.

In compliance with the code of conduct which forms part of the Financial Advisory and Intermediary Services Act a copy of the Disclosures Notice is also enclosed for your attention.

Old Mutual Insure has a hotline where you can anonymously report any fraudulent activities perpetrated against our Company. This service is available 24 hours a day on 0800-001-085 (South Africa) or +27-31-508-6385 (International).

Your support is highly valued and we would like to thank you for insuring with Old Mutual Insure Limited.

Yours faithfully,

[Signature]
THE SCHEDULE

The Insurer
Old Mutual Insure

Policy No.
FVJG2/MSL/RE/08009773

Product
Multiplus

The Insured
South African Tourism

Postal Address
W Pretorius Road
Clarens
1047

The Business
Tourism

This schedule must be read in conjunction with the relevant section wording which is Multiplus [MDS] Version 01 Dated 2010-04-20 as well as the general section wording which is Multiplus [GENERAL EXCEPTIONS, CONDITIONS AND PROHIBITIONS] Version 06 Dated 2018-04-01. Should you not be in possession of the current wording, please contact your Broker or Old Mutual Insure office to obtain a copy.

Territorial Limit: All premises as stated in each section owned or occupied or used by the Insured for the purposes of the Business all situated in the area which on 1st January 1986 constituted the Republic of South Africa, Namibia, Botswana, Lesotho, Swaziland, Zimbabwe, Malawi and Mozambique.

Period of Insurance
(a) From 16/04/2020 to 15/04/2021 both dates inclusive
(b) Any subsequent period for which the company agrees to renew this policy on any condition thereof.

Broker
DSM Broking Services CC

Broker’s Reference

Insurer’s Agency No.

Leasing Office
Public Sector

Our Reference

SIGNED at Johannesburg on 23/4/2020

On behalf of the Insurer
Annexure 2:

EISVORM CLAIM FORM

1. DIE VERSEKERERDE / THE INSURED

<table>
<thead>
<tr>
<th>Name</th>
<th>Boland Danke</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>South African Tourism, Bojanala House, 90 Protea Road, Chloorkop, Sandton, 2194</td>
</tr>
</tbody>
</table>

2. Adresse waar die verskeidenheid plaasgevind het, Address at which the loss or damage occurred:

| Address    | Nicolway Shopping Centre, Parking Area |

3. Wanneer het die verlies of skade plaasgevind het, Date: 02 July 2019

| Event      | Stie die door damaged during car break in and Bell K200 Laptop, Foreign Currencies 1500 Euros, Pearl Necklace were stolen. |

4. Hoe is die verlies of skade geval? Did you previously suffer a loss? YES

| Has Volks bewykwoordt volgens eie verskynses, Yes \(=\) N\(=\) N/A |

5. Was die personeel teen tyd van die verlies of skade bewoon? Were the premises occupied at the time of the loss or damage? N/A

6. Was daar iets van die verlies of skade gevind in die bruin? Were the premises occupied at the time of the loss or damage? N/A

7. Waar was die waarsoek van die personeel teen tyd van die verlies of skade gehou? Reported

| Where, when, how 03 July 2019, Randburg SAPS |

8. Is die personeel teen tyd van die verlies of skade geneig tot desperatie? N/A

9. Watter personeel het geneig tot desperatie? N/A

10. Is daar 'n bond op die eiendom? N/A

| Bond 0: 0,000.00 |

11. Was er bese van die waarsoek van die personeel teen tyd van die verlies of skade? N/A

| What is your estimate of the value of the entire contents at the time of the loss or damage? R00,000.00 |

12. Wat is die oorsoring van die waarsoek van die gevolg van die personeel teen tyd van die verlies of skade? N/A

| N/A |

13. Het die gebeur een reëls? N/A

| What is your estimate of the value of the building at the time of the loss or damage? |

14. Het die gebeur een reëls? N/A

| What is your estimate of the value of the building at the time of the loss or damage? |

Sekere teken

Signed at

Handtekening van Volkskundige:

Signature of Insurer:
<table>
<thead>
<tr>
<th>Description</th>
<th>Date</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Item 1</td>
<td>12/03/2023</td>
<td>$500</td>
</tr>
<tr>
<td>Item 2</td>
<td>15/04/2023</td>
<td>$750</td>
</tr>
</tbody>
</table>

**Total Value:** $1250

**Note:** The items listed above were lost due to circumstances beyond our control.

**Signature:** [Signature]

**Date:** 16/05/2023
**EISVORM CLAIM FORM**

**1. DIE VERSKEERDE / THE INSURED**

**Name**
Boktanu Danse

**Address**
South African Tourism, Bojanele House, 91 Pretorius Road, Chatsworth, Sandton, 2196

**Business**
Facilities Manager

**Postal Code**
0189353151

**2. Adres waar die verskeerder plaasgevind het.**

**Address at which the loss or damage occurred.**

**Ol Tambo International Airport**

**3. Wanneer het die verskeerder plaasgevind het?**

**Date**
03 May 2015

**Time**
17:15

**Reported by**
(L/csq. 19:30)

**Laptop was checked-in at King Shaka Airport with the baggage.**

**4. Hoe het die verskeerder plaasgevind het?**

**Describe fully how the loss or damage occurred.**

Laptop stolen during house stay.

**5. Heelal verliese of skade al eerder?**

**Yes**

**6. Was die perseententype van die verskeerderskundige beweer?**

**Yes**

**Was the premises occupied at the time of the loss or damage?**

**NA**

**Was daar 'n oorlog of oorlogsgeweld aanwezig?**

**Yes**

**Was there a war or armed conflict present?**

**NA**

**2. Waar was die personeel ten tyde van die verskeerder plaasgevind?**

**Occupants were on a plane.**

**3. Is die vloeiend het die personeel van die vloeiend gewees?**

**Yes**

**Was the premises occupied at the time of loss or damage?**

**NA**

**4. Is daar 'n vryloop van die personeel van die vloeiend van die vloeiend of die pand?**

**Yes**

**Was there a breach of the premises of the residence or property?**

**NA**

**5. Watter soort skade en/of skade het daar wees?**

**Laptop stolen during house stay.**

**6. Die verskeerder het teen die verskeerderskundige beweer?**

**Yes**

**9. Watter soort skade het daar wees?**

**Laptop stolen during house stay.**

**7. Hoe was die skade al eerder?**

**NA**

**10. Is daar 'n oorlog of oorlogsgeweld aanwezig?**

**NA**

**11. Wat is die waarde van die pand of die waarde van die verskeerder ten tyde van die verskeerder of skade?**

**R36,400.00**

**12. Is die verskeerder verlies het die waarde van die pand of die waarde van die verskeerder ten tyde van die verskeerder of skade?**

**R11,405.00**

**13. Heelal verlies van die pand of die verskeerder ten tyde van die verskeerder of skade?**

**NA**

**14. Was die pand oorlogsgeweld of oorlogsgeweld aanwezig?**

**NA**

**15. Watter soort skade het daar wees?**

**Laptop stolen during house stay.**

**16. Die verskeerder het teen die verskeerderskundige beweer?**

**NA**

**17. Was daar 'n oorlog of oorlogsgeweld aanwezig?**

**NA**

**18. Wat is die waarde van die pand of die waarde van die verskeerder ten tyde van die verskeerder of skade?**

**R11,405.00**

**19. Watter soort skade het daar wees?**

**Laptop stolen during house stay.**

**Signature of Insured**

**Gedateerd by**

**Signed by**

**On 07/05/2015**

**Hans Kolker, van Vossebleek**
## OPGAWE VAN EIENDOM WAT VERLOOR, GESTEEL OF BESKADIG IS
### STATEMENT OF PROPERTY LOST, STOLEN OR DAMAGED

**NB**
EISIE TEN OPSIGTE VAN SKADE AAN GEBOURE MOET VAN "IN KRAMING VAN IN BLOED VERGEESE" WES. CLAIMS IN RESPECT OF DAMAGE TO BUILDINGS MUST BE ACCOMPANYED BY A BUILDERS' ESTIMATE.

<table>
<thead>
<tr>
<th>SET AL. NUMBER</th>
<th>ONSKRIPSIOM VAN EIENDOM</th>
<th>ONTHUIP VAN EIENDOM</th>
<th>VANWIE DENK AFGEBROKEN OF AANGEBRUIK</th>
<th>AFGEBROKEN WORTH OF WAARDE/MIJDELEN OF WAGTE VAN EIENDOM</th>
<th>DISKREDIEERING VOOR WAGTE EN DEKREDIEERING OF WAGTE VAN EIENDOM</th>
<th>BEDROEFS GEBASEERD AMOUNT CLAIMED</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Dist Latitude Touchmore (N/S 92364448)</td>
<td>16/01/2016</td>
<td>Dist Company</td>
<td>80.00</td>
<td>R 119 926.60</td>
<td></td>
</tr>
</tbody>
</table>

**DE UITREKING VAN HIERFOUT VORM IS NIET GEDURENOM VAN AANPLUIKING EN NIET THE ISSUE OF THIS FORM IS NOT A ADJUDICATION OF LIABILITY.**
This image contains a claim form with handwritten entries. The form is titled "EISVORM CLAIM FORM" and is printed on Santam's letterhead. The form contains various sections with headings and text fields that have been filled out with handwritten entries. The handwritten entries include names, addresses, dates, and other details relevant to the claim. The form appears to be related to a claim for damage to property, with specific details about the incident, the damaged item, and other relevant information. Due to the nature of the handwritten entries, a detailed transcription of all the data is not possible. For a precise and accurate representation of the content, it would be necessary to transcribe the handwritten text legibly and accurately.
## Statement of Property Lost, Stolen or Damaged

**NB**
Free ten opleide van skade aan geboue moet van inruiming van bouweer versig. Claims in respect of damage to buildings must be accompanied by a builder's estimate.

<table>
<thead>
<tr>
<th>SERIAL NUMBER</th>
<th>Omskrywing van eiendom</th>
<th>Datum waarop gekoop</th>
<th>Van wie gekoop van</th>
<th>Aanbeveel om salva of verdervermogen</th>
<th>Beskolding</th>
<th>Amoentie gegaan</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>296 G6 Silver Reno 10.6</td>
<td>06/12/2017</td>
<td>John D.</td>
<td>80:00</td>
<td>R3,827.45</td>
<td></td>
</tr>
</tbody>
</table>

DIE UITDRUKKING VAN Hierdie VORM IS WEN van inrigting van AANSPRACHTIGSE. THE ISSUE OF THIS FORM IS NOT A CONSENT OF LIABILITY.
Dear Sir / Madam,

We refer to your claim submitted under the abovementioned policy.

After careful consideration of your claim, we regret to inform you that the loss or damage you are claiming for is not covered in terms of the policy contract you have with us due to the following reason(s):

According to our investigation the damaged laptop Pro 256GB, Silver 10.5”, Serial Number SDMPV413H7PDW, MEE Number 35582003165479 is not listed on the policy and therefore not covered.

There is no cover in terms of the Electronic Equipment section of the policy.

Refer to Sub-Section A, Material damage, Defined events: Physical loss or damage to the property insured described in the schedule.

In light of the above, you unfortunately do not have a valid claim in terms of the policy you have with Santam.

Please note that should any additional information which may form the basis for this rejection become available to us after the date of this letter, we may also rely on such information in addition to the reason(s) provided above.
Should you wish to challenge this rejection you may within 90 days of the receipt of this letter do the following:

1. Contact the Client Service Manager on the number noted above or your broker.

2. Should you not be satisfied with the outcome of your matter and wish to lodge a complaint, kindly contact the Client Care Department at complaints@eastern.co.za or telephonically on 0860 10 27 25.

3. In the event that you have submitted written representations as stated above and the matter is not resolved to your satisfaction, you may escalate it for adjudication to the Eastern Internal Arbitrator. Objectivity and impartiality will always be applied by this office when your matter is reviewed.

References to the Eastern Internal Arbitrator must be in writing and addressed to the Internal
Arbitrator, Eastern Limited, PO Box 3001, Tyger Valley, 7626 or fax number 021 915 7434 or e-mail internal.arbitrator@eastern.co.za.

4. You may also lodge a complaint with the Ombudsman for Short Term Insurance at PO Box 32334, Braamfontein, 2017 or fax number 011 726 5501 or contact the Office of the Ombudsman on 011 726 6900 or 0860 726 690 or e-mail info@oti.co.za, subject to the rules and jurisdiction of the Ombudsman for Short Term Insurance. In cases where that office does not have jurisdiction to hear your matter, you may seek assistance from the Office of the Statutory Ombudsman at PO Box 7457, Lynnwood Ridge, 0086 or contact the office at 012 792 5000.

Your policy wording contains a time barring (limit) clause within which you have to issue summons. If you do not issue summons within the period stated in the policy wording plus the 90 day period mentioned above, you will be barred from claiming under your policy.

Yours faithfully

Claims Management
06 February 2019

Policy 631/631214/9924

Broker/Agent: 052/9042 Insureco
Insurance: Santam Commercial
P.O. Box 987
BEDFORDVIEW
2008

Dear Sir/Adam

CLAIM FOR REPAIRS: IPAD

The above matter has reference;

South African Tourism is established in terms of the Tourism Act No 3 of 2014 and listed as such in Schedule 3 Part A Public Entity in terms of the Public Finance Management Act 1 of 1999.

We have taken an insurance cover with Santam for the period 31/12/2018 to 30/11/2019. Item 019 of the insurance schedules covers the IPad for an amount of R47,120.00 as stated.

Please find the attached incident report and quotation to process the claim for repairs required on the iPad.

Your positive response and action as per the subject above will be highly appreciated. Please note the validity of the quote.

Yours sincerely;

Facilities & Fleet Manager

[Signature]

Bekhanyo Dukwe
# EISVORM CLAIM FORM

**1. DIE VERSEKERDER / THE INSURED**

**Name:**

Bolkankw daske

**Address:**

South African Tourism, Boland House, 10 Protea Road, Citadel, Pretoria, 0000

**Business or occupation:**

Facilities Manager

**Phone number:**

0129156621

**Postal code:**

0000

**BRN:**

00190133

**1.** Die versierder se Adres waar die ongeval plaasgevind het.

17778 Irene Hills Street, Nelspruit Ext 14, Pretoria

**2.** Die data en tyd waarop die ongeval plaasgevind het.

12 December 2018

**3.** Wat is die voorsiening of voorwerp wat gestoof of gestal het?

There was a break-in on the 12 October 2018, wherein a security gates were broken, TV and Work Laptop were stolen.

**4.** Hoe was die voorsiening of voorwerp gestal?

Yes

**5.** Heeft u al vroeër skade geley?

No

**6.** Was die paralel tyd teen die tyd van die geskade by voorhand?

No, I was not at home.

**7.** Was die plek waar ek in sy werk tydens die geskade gesit het?

Yes, at home.

**8.** Wat is die geskade waarvan die police hulp gekry het?

Indien nie, kan die instelling dié geskade benoem.

**9.** Is daar 'n bank of by die personeel genestel?

Yes, in the safe.

**10.** Was daar 'n brandningsaanwezig?

No, there was no fire.

**11.** Wat is die oorsaak van die geskade?

The burglar.

**12.** Wat is die benutting van die geskade?

The losses.

**13.** Was daar 'n brand ontstaan?

No, no fire was involved.

**14.** Is daar 'n bank of by die personeel genestel?

Yes, in the safe.

**15.** Was daar 'n brand ontstaan?

No, there was no fire.
**Statement of Property Lost, Stolen or Damaged**

<table>
<thead>
<tr>
<th>DETAIL NUMBER</th>
<th>DESCRIPTION OF PROPERTY</th>
<th>DATE ACQUIRED</th>
<th>VALUE AT WHICH DAMAGE OCCURRED</th>
<th>AMOUNT CLAIMED</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Dell Latitude 14 5000 series 15&quot;</td>
<td>23/05/14</td>
<td>Dell Computer</td>
<td>R43,522.22</td>
</tr>
</tbody>
</table>

**NB**
Esteem at risk. The information provided must be accompanied by a Builder's Estimate.

**DIE UPERKOP VAN HIERDIE FORM IS NIET EEN AANSPREKELIJKE MENING.**
THE ISSUE OF THIS FORM IS NOT A ADMISSION OF LIABILITY.
EISVORM CLAIM FORM

1. DIE VERSEKERDE / THE INSURED

- **Name:** Bolkano Danie
- **Address:** South African Tourism, Cogans House, 86 Pretorius Road, Chatsworth, Sandton, 2196

2. Adres waar die versiek of skade plaasgevind het / Address at which the loss or damage occurred

- **Datum / Date:** 08 February 2019
- **Tyd / Time:** 90
- **S / O (eur.) / By whom:** Bollard Business 0119831151

3. Wanneer het die versiek of skade plaasgevind? / When did the loss or damage occur?

- **Datum / Date:** 08 February 2019
- **Tyd / Time:** 90
- **O (eur.) / By whom:** Bollard Business 0119831151

4. Beskryf volgens hoe die versiek of skade plaasgevind het? / Describe fully how the loss or damage occurred.

5. Heelal vaste or beweeglike geel? / Was it a stationary or mobile loss?

6. Was dier personeel in tyd van die versiek of skade teenwoner? / Were the premises occupied at the time of the loss or damage?

7. Van wie was die personeel tyd van die versiek of skade gebruik? / Who was in possession of the premises at the time of the loss or damage?

8. Was die personeel of ander persone op die plek tyd van die versiek of skade? / Were any persons on the premises at the time of the loss or damage?

9. Was die personeel tyd van die versiek of skade in besit van waardevolle voorwerpe of geld? / Was anything of value present at the time of the loss or damage?

10. Nuut se handtekening en foto? / Signature and photograph?

11. Gekort / Initials?

12. Waar is die versiek of skade plaasgevind? / Where is the loss or damage located?

13. Hoeveel is die verlies of skade van waardevolle voorwerpe of geld? / What is the value of the loss or damage?

14. Was die versiek of skade oorheersende of sekere andere verlies? / Was the loss or damage the only loss or were there other losses?

15. Wanneer het die versiek of skade plaasgevind? / When did the loss or damage occur?

16. Beskryf volgens hoe die versiek of skade plaasgevind het? / Describe fully how the loss or damage occurred.

17. Heelal vaste or beweeglike geel? / Was it a stationary or mobile loss?

18. Was dier personeel in tyd van die versiek of skade teenwoner? / Were the premises occupied at the time of the loss or damage?

19. Van wie was die personeel tyd van die versiek of skade gebruik? / Who was in possession of the premises at the time of the loss or damage?

20. Was die personeel of ander persone op die plek tyd van die versiek of skade? / Were any persons on the premises at the time of the loss or damage?

21. Was die personeel tyd van die versiek of skade in besit van waardevolle voorwerpe of geld? / Was anything of value present at the time of the loss or damage?

22. Nuut se handtekening en foto? / Signature and photograph?

23. Gekort / Initials?

24. Waar is die versiek of skade plaasgevind? / Where is the loss or damage located?

25. Hoeveel is die verlies of skade van waardevolle voorwerpe of geld? / What is the value of the loss or damage?

26. Was die versiek of skade oorheersende of sekere andere verlies? / Was the loss or damage the only loss or were there other losses?

27. Wanneer het die versiek of skade plaasgevind? / When did the loss or damage occur?

28. Beskryf volgens hoe die versiek of skade plaasgevind het? / Describe fully how the loss or damage occurred.

29. Heelal vaste or beweeglike geel? / Was it a stationary or mobile loss?

30. Was dier personeel in tyd van die versiek of skade teenwoner? / Were the premises occupied at the time of the loss or damage?

31. Van wie was die personeel tyd van die versiek of skade gebruik? / Who was in possession of the premises at the time of the loss or damage?

32. Was die personeel of ander persone op die plek tyd van die versiek of skade? / Were any persons on the premises at the time of the loss or damage?

33. Was die personeel tyd van die versiek of skade in besit van waardevolle voorwerpe of geld? / Was anything of value present at the time of the loss or damage?

34. Nuut se handtekening en foto? / Signature and photograph?

35. Gekort / Initials?

36. Waar is die versiek of skade plaasgevind? / Where is the loss or damage located?

37. Hoeveel is die verlies of skade van waardevolle voorwerpe of geld? / What is the value of the loss or damage?

38. Was die versiek of skade oorheersende of sekere andere verlies? / Was the loss or damage the only loss or were there other losses?