



BID NUMBER	ECIC06P-2023/24
NAME OF BID	INSURANCE MANAGEMENT SYSTEM INCLUDING SUPPORT AND MAINTENANCE FOR A PERIOD OF FIVE (5) YEARS
QUESTIONS AND ANSWERS	

The following questions were received by the Export Credit Insurance Corporation of South Africa (SOC) Limited (ECIC) on the abovementioned bid, and are hereby responded to as follows:

Number	Question	Reference	Response
1.	Dear ECIC Procurement team, we are happy to take part in your tender, and we have already three questions to ask: 1) In 3.3, it is written: <i>"The ECIC requires an insurance management system to automate the management of its insurance portfolio catering for its lines of business offered under its short-term insurance (general insurance, property and casualty insurance) license, this includes short term and medium-long term export credit insurance, investment insurance and performance bond products, which will address historical challenges of manual core processes, disintegrated data, duplications, and lack of real time reporting."</i> This is a little surprising, since Property & Casualty is not related to Credit Insurance which has for principle a transfer of risk from the insured to the insurer - and that is not the case of the Property/Casualty insurance. Also it is usually not in the scope of activity by ECAs, as described in 3.1: <i>"ECIC's main business is to promote trade with foreign countries or buyers in foreign countries by providing insurance cover in connection with export transactions, investments and loans or similar facilities connected with such transactions. It effectively underwrites any losses as a result of commercial causes of loss (insolvency or non-payment) or political causes of loss (nationalisation, expropriation, change in law or currency risk and other related events)."</i>		
	1.1. Does ECIC really wish to manage Property & Casualty in the solution to provide you with? Can you please explain?		No



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	1.2. We assume that we are free to choose the format of the document dedicated to answer the requirements from chapters 5 to 10. Is an Excel sheet a proper format? If not, could you please advise?		Yes, you can choose any format, but, for probity purposes, we request that the Excel document be converted to a PDF version as well.
	1.3. Concerning the B-BEEE, is this requirement applicable to bidders being foreign companies (outside of South Africa)? Should this be required anyway, could you please provide us with the related documents describing the Preferential procurement regulation 2022.		The bid will be evaluated using the provisions of the Preferential Procurement Policy Framework Act No. 5 of 2000 and the Preferential Procurement Regulations, 2022, and therefore it is applicable to all bidders, foreign and South African. The applicable and relevant evaluation provision is indicated in paragraph 15 (Evaluation Phase Four: Preference point system). The formula as indicated in paragraph 15.1 will be used to determine which bidder achieves the highest preference points, having taken into account the make up of the formula as explained in said paragraph 15.1. The relevant document is attached in page 33 of the bid document, titled SDB6.1.
	1.4. Will you accept other questions that we plan to send you on Monday, Nov. 13th?		Yes, the questions will be responded to (are responded to). Check under "Number 2".
	I thank you in advance for your answers,		



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2.	Dear Procurement team, I hope my message finds you well. In addition to the three questions already sent (see mail attached) on Friday, Nov. 10, please find here other questions:		
	2.1. 2.2: Please confirm that this is not applicable to foreign companies		The bid will be evaluated using the provisions of the Preferential Procurement Policy Framework Act No. 5 of 2000 and the Preferential Procurement Regulations, 2022, and therefore it is applicable to all bidders, foreign and South African. The applicable and relevant evaluation provision is indicated in paragraph 15 (Evaluation Phase Four: Preference point system). The formula as indicated in paragraph 15.1 will be used to determine which bidder achieves the highest preference points, having taken into account the make up of the formula as explained in said paragraph 15.1.
	2.2. 6.1.7.11 : Please clarify the need		The customer should be able to view a history of invoices that were raised for premiums that are payable against the issued cover
	2.3. 6.1.11.8 : Expected frequency and volume for this integration?		The integration should be real-time, meaning that the user should be able to request a background check report on demand for a particular buyer, for example.
	2.4. 6.1.11.9 : Expected frequency and volume for this integration?		Same as above



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	2.5. 6.1.11.11 : Could you precise the purpose of storing documents in an external system? Please confirm if a 1-way push workflow is acceptable.		We are currently using Microsoft SharePoint as our document management solution and as such the insurance management system should be able to use SharePoint as a repository for storing any documents uploaded or generated in the system.
	2.6. 6.1.11.12 Could you please clarify the scope of this API? What data will need to be exchanged between systems?		The API will be used mainly for the following: - integration to the ERP system (Microsoft 365) for financial accounting purposes (billing, payments, journals, etc.) - Integration with the budgeting tool (Workday Adaptive) for reporting insurance portfolio movements. - Integration to the pricing engine if it will be hosted outside of the core system. - Provision of an open API interface to allow integration from other external systems if required.
	2.7. 21.2.1: Please confirm that this is not applicable to foreign companies. We thank you in advance for your answers.		All bidders (foreign and South African) are required to complete all documents as indicated in paragraph 21.2.2. ECIC will not award a bid to a bidder who did not complete the documents as indicated in said paragraph 21.2.2.
3.	Dear Procurement team, In addition to our previous questions, we want to ask the one below: - Can you precise, or list, the types of Credit Insurance products (policies) that ECIC wants to issue with the future Management system? Best regards		See our website (www.ecic.co.za) under products for the details of the products offered, including brochures.