



REQUEST FOR PROPOSALS:

THE APPOINTMENT OF A PROFESSIONAL SERVICE PROVIDER TO SOURCE A BUSINESS PROCESS MANAGEMENT SOFTWARE FOR RAND MUTUAL ASSURANCE (RMA)

Date of Issue	17 November 2023
Non- Compulsory Virtual Briefing Session	22 November 2023 Time 10:00 am – 11:30 am (Click here to join the meeting)
Closing Date and Time	08 December 2023, 16:00
SUBMISSION LINK REQUEST	<p>Bidders must request for a submission link should they express interest in the bid. The Procurement Specialist will create the link in the format below in order for bidders to submit.</p> <p>Name</p> <p> Bidder Name</p> <p>Name</p> <p> Folder 1_Financial Proposal</p> <p> Folder 2_Technical Proposal</p>

CONTENTS

A.	RFP INSTRUCTIONS AND FORMAT	3
1.	ADMINISTRATIVE INFORMATION	3
2.	GENERAL GUIDELINES	3
3.	RFP SCHEDULE.....	3
4.	CONTACT INFORMATION	4
5.	QUESTIONS	4
6.	SUBMISSION OF THE PROPOSAL	4
7.	REFERRALS / SUBCONTRACTORS.....	4
8.	ERRORS IN PROPOSALS.....	4
9.	ALTERNATIVE PROPOSALS.....	5
10.	LATE SUBMISSION	5
11.	PROPOSAL COSTS.....	5
12.	SELECTION / REJECTION OF PROPOSAL	5
13.	RFP AMENDMENTS.....	5
14.	PROPOSAL EVALUATION PROCEDURE.....	5
15.	Presentations.....	6
16.	Confidential Or Proprietary Information	6
B.	INTRODUCTION TO RAND MUTUAL ASSURANCE	6
17.	HISTORY AND NATURE OF BUSINESS	6
18.	RMA BUSINESS OPERATION	7
19.	B-BBEE CERTIFICATE	7
C.	BACKGROUND OF THE PROJECT.....	7
20.	SCOPE OF WORK.....	7
21.	GENERAL	9
22.	COSTING/PRICING	10
D.	EVALUATION CRITERIA	10
23.	TECHNICAL EVALUATION CRITERIA	10
E.	FURTHER REQUIREMENTS	12
24.	CONFLICT OF INTEREST	12
25.	SIGN-OFF COMPLIANCE	12
26.	LEGAL.....	12
27.	ADDITIONAL INFORMATION.....	12
28.	MANDATORY DOCUMENTATION	12
29.	THE RULES.....	12
	SCHEDULE OF RELEVANT EXPERIENCE & RELEVANT CONTACTABLE REFERENCES	14
	PRICING SCHEDULE:	16

A. RFP INSTRUCTIONS AND FORMAT

1. ADMINISTRATIVE INFORMATION

- 1.1. The purpose of this Request for Proposal (RFP) is to appoint experienced multimedia supplier/s to provide photography and videography needs as and when required for a period of three (3) years.

2. GENERAL GUIDELINES

- 2.1. Please keep your responses concise but provide enough detail to clearly describe your proposal. Structure your response to correspond with the section headings contained in this document.
- 2.2. We encourage the supplier to identify and explain any best practice procedures we can adopt, as well as any extra value add that can be offered in relation to the subject matter of this RFP. You may provide (as attachments) any other information that you feel would be beneficial to RMA in evaluating your ability to provide the proposed services.
- 2.3. In the event you decide not to proceed after receipt of the RFP, please notify **Tebogo Saudi** in writing via email – correspondence to be sent to procurement@randmutual.co.za. You must then delete the RFP file, and destroy any other material obtained from RMA in connection with the RFP.
- 2.4. Responses should be sent via e-mail according to the RFP Schedule in **Section 3.1** of this document. Please provide your response in PDF format. No supplier may consider any oral statements by an officer, employee, or agent of Rand Mutual Group to be an official expression on its behalf. The designated RMA contact person will make any such representations or statements in a written communication. RMA will acknowledge via e-mail, receipt of all responses submitted by the proposal deadline.

3. RFP SCHEDULE

- 3.1. The key activities with timelines are summarised below:

Table 1

Description of stage	Estimated completion date (or work week ending)
Issue RFP to suppliers	17 November 2023
Non-Compulsory Briefing Session	22 November 2023 Time 10:00 am – 11:30 am (Click here to join the meeting)
Service providers to submit questions/ queries to RMA	23 November 2023
RMA to respond in writing to all questions to service providers	28 November 2023
RFP closing and submissions due date	08 December 2023
Evaluation process	08 January 2024
Award successful service provider	30 January 2024

Note: All deadlines are at 16:00 (RSA local time) on the date listed above.

3.2. Any time or date in this bid is subject to change at the discretion of RMA. The establishment of a time or date in this bid does not create an obligation on the part of RMA to take any action or create any right in any way for any bidder to demand that any action be taken on the date established. The bidder accepts that, if RMA extends the deadline for bid submission (the Closing Date) for any reason, the requirements of this bid otherwise apply equally to the extended deadline.

4. CONTACT INFORMATION

4.1. All communication and attempts to solicit information of any kind relative to this request should be channeled to **Tebogo Saudi**, contact details below:

Table 2

Name	Tebogo Saudi
Position	Procurement Specialist
Email Address	procurement@randmutual.co.za

5. QUESTIONS

5.1. Any questions regarding this RFP must be submitted in writing by e-mail to Procurement@randmutual.co.za. Please submit all questions electronically no later than **16:00** on **23 November 2023**. When submitting your query by email, the Supplier must refer to the specific RFP section, reference, and page number as well as the issue that is being queried.

5.2. No communication with any other RMA staff members will be accepted. No telephonic questions will be accepted or considered

6. SUBMISSION OF THE PROPOSAL

6.1. Proposals must be submitted electronically via email:

Procurement@randmutual.co.za

Please ensure the subject line reads: **“RMA – BUSINESS PROCESS MANAGEMENT SOFTWARE FOR RAND MUTUAL ASSURANCE (RMA) – (YOUR COMPANY NAME)”**
Alternatively, if you have a profile on SC Net (Supply Chain Network), you may complete your submission online.

6.2. Proposals must be submitted no later than **16:00** on **08 December 2023**. All the documentation submitted in response to this RFP must be in English.

7. REFERRALS / SUBCONTRACTORS

7.1. In the case where the Supplier intends using a preferred implementation partner(s) or subcontractor(s), RMA must be informed of this.

7.2. The proposal must remain open for acceptance by RMA for a period of three (3) calendar months after the RFP closing time.

8. ERRORS IN PROPOSALS

8.1. RMA is not responsible for errors in supplier’s proposals. A supplier may correct an error in their proposal with RMA approval. Changes after the submission date may be made only to

correct an error in an existing part of the proposal. New material may not be submitted. In no event shall a supplier have the right to adjust the rates and prices in a proposal after the closing time. No oral, telephonic, or faxed modifications or corrections will be accepted.

9. ALTERNATIVE PROPOSALS

- 9.1. RMA will not accept any alternative technical and functional proposals in response to this RFP. RMA has taken care to ensure that the requirements are functionally stated and expects service providers to respond accordingly.
- 9.2. RMA however welcomes commercial alternatives which may improve the cost of initial implementation / investment (with no sacrifice in standard) and overall cost of ownership. Such additional alternatives shall not be part of the base proposal but shall be made in a separate addendum/attachment.
- 9.3. RMA may at its discretion, reject any or all of the supplier's proposed alternative(s).

10. LATE SUBMISSION

- 10.1. No late submissions will be accepted. Service providers must notify RMA if there are extenuating circumstances that may prevent on-time submission. Refer to the RFP schedule for the due date.

11. PROPOSAL COSTS

- 11.1. RMA is not responsible for any costs or expenses incurred by the supplier in the preparation and delivery/presentation of the proposal, the office and customer site tours or visits, or oral presentations by the supplier.

12. SELECTION / REJECTION OF PROPOSAL

- 12.1. RMA reserves the right, at its sole and absolute discretion, to select the preferred supplier/s. RMA does not undertake to accept the lowest or any other proposal. Although RMA presently intends to award a contract for the services, RMA reserves the right not to do so. Furthermore, RMA reserves the right at any time to cancel the RFP.
- 12.2. In addition, RMA may, at its sole discretion, elect to enter further negotiations with the preferred supplier/s for obtaining more favorable terms or pricing. Where the Supplier responses indicate more than one preferred implementation partner, RMA may at its own discretion select any of the implementation partners presented.

RMA's selection decision is final.

13. RFP AMENDMENTS

- 13.1. RMA reserves the right to amend this RFP at any time prior to the closing date. Amendments will be issued only to service providers who have indicated that they intend to submit a proposal.

14. PROPOSAL EVALUATION PROCEDURE

14.1. The proposals will be evaluated based on the factors set forth in this RFP. Discussions may be conducted with these service providers to further clarify RMA's requirements and the service providers' proposals. Service providers may be required to make presentations.

15. Presentations

15.1. Service providers who are on the shortlist will be required to give an oral presentation (at their own cost) of their proposal to the CFST, at a time and date as decided by RMA. Presentations may take place virtually. Details to be provided by RMA.

16. Confidential Or Proprietary Information

16.1. RMA will respect the confidentiality of any documents or material that service providers have clearly marked "Confidential" or "Proprietary". However, only those pages identified as confidential should be so treated and not the complete proposal.

16.2. The supplier must treat any information, documents, materials, knowledge, know-how, trade secrets and proprietary interests vesting in and belonging to RMA disclosed to the supplier, its employees and/or representatives at any time by or on behalf of RMA which is not in the public domain as confidential and may not be used or disclosed to any third party (whether during the negotiations preceding, during the course of and/or after the RFP process) for any reason whatsoever.

B. INTRODUCTION TO RAND MUTUAL ASSURANCE

17. HISTORY AND NATURE OF BUSINESS

17.1. Founded on 01 June 1894, The Rand Mutual Assurance Company Limited (RMA) is a non-profit mutual assurance organization which is owned by its policy holders. RMA operates in terms of section 30 of the Compensation for Occupational Injuries and Diseases Act (COIDA), 130 of 1993 as amended, under license from the Minister of Employment and Labour. The RMA Group also operates under both short and long-term insurance licenses issued by the Financial Services. Board (FSB).

17.2. The core of RMA's administration business is the receipt, adjudication, and administration of workers' compensation claims, including the payment of medical costs, once-off disability payments and the ongoing payment of pensions in the case of severe disability and death. RMA's high level of service and quick claims turnaround is underpinned by a market-leading integrated claims management IT system that allows for paperless adjudication of claims.

17.3. Three additional operating entities form part of the RMA Group and are also indirect subsidiaries of RMA, namely: Rand Mutual Admin Services, Rand Mutual Technology Solutions and Rand Mutual Property Holding. Here are all our subsidiaries that will be included in the audit, including the RMA Welkom Sub-Acute Rehabilitation Hospital.

17.4. Rand Mutual Admin, a licensed Financial Service Provider with license **no. 46113**, provides a range of services that support the underwriting and administration of both the COID and insurance benefits.

17.5. RMA has a wide footprint and is easily accessible to its clients, claimants, and other stakeholders through its head office in Johannesburg and regional walk-in branches located in Carletonville, Cape Town, Durban, eMalahleni, Johannesburg, Klerksdorp, Pretoria,

Rustenburg and Welkom. In addition, MA has satellite offices in Lesotho, Mthatha and Mozambique.

18. RMA BUSINESS OPERATION

Monday to Friday business day, 08h00 to 16h00, at Head Office.

Physical Address: 10 St Andrews Road, Parktown, 2193

19. B-BBEE CERTIFICATE

RMA is a Level 1 contributor to B-BBEE.

For RMA's current B-BBEE certificate:

<https://www.randmutual.co.za/Portals/0/Documents/Downloads/2023/GEN%20-%20BEE%20Certificate%20-%20%20Rand%20Mutual%20Assurance%202023.pdf>

C. BACKGROUND OF THE PROJECT

It is essential for RMA to employ a practical and pragmatic approach to identifying, modelling, and regulating business processes, aligned to the BOS Strategic Objectives. The Business Process Management (BPM) Software will provide an end-to-end view of the RMA Group Value Chain processes and a systematic approach to ensuring that processes are compliant with Quality standards and relevant industry regulatory requirements.

The BPM Software will thus ensure that RMA as a Group prioritize and focus on core operations that contribute to the long-term value delivery to customers and stakeholders, through promoting a culture of continuous process improvement to reduce operational costs and enhanced operational efficiency.

Additionally, the procurement of the BPM Software will help provide a centralized graphical repository for Business Processes, Operating Procedures and other proprietary Documented Information, making it easier to conduct predictive process analytics, provide proactive quantitative process insights such as cycle times, bottlenecks, resource utilization, and possible enhancements and promote operational excellence.

20. SCOPE OF WORK

20.1. The successful Professional Service Provider (PSP) is expected to source a Business Process Management solution with the following Functional and Technical capabilities::

2.1.1 FUNCTIONAL REQUIREMENTS

Item	Requirement	Requirement Description
1	Strategy and Process Modelling	<ul style="list-style-type: none">Robust process modelling and design capabilities that allows a visual documentation of processes.Capability to develop TOGAF-style business architectural frameworks.The capability to correlate corporate strategy with business

		process KPIs.
2	Workflow Management and Task Assignment	<ul style="list-style-type: none"> • Tools for handling task assignment and routing. • Escalation and notification features • SLA (Service Level Agreement) monitoring.
3	Process Mining and Analysis	<ul style="list-style-type: none"> • Process discovery capabilities to uncover a more accurate representation of the as-is process. • Process Monitoring to track execution and deviations detection. • Process conformance checking to compare actual process execution with predefined procedures. • Performance Analysis to provide quantitative insights such as cycle times, bottlenecks, resource utilization and potential improvements. • Predictive Analytics capability to forecast future process behaviors.
4	Process Monitoring and Operational Analytics	<ul style="list-style-type: none"> • Solution provides advanced analytics tools and built-in reporting features for monitoring and optimizing processes. • Real-time process monitoring and visibility of process performance with dashboards and alerts. • Ability to analyze process data to identify bottlenecks and improvement opportunities. • Creation of custom dashboards and integration with third party reporting tools • Process Maturity assessment. • Provide support for data visualization and dashboards
5	Process Collaboration and Communication	<ul style="list-style-type: none"> • Solution enables collaboration among users within and outside the organization. • Features for notifications, alerts, and messaging. • Facilitates document sharing and version control.
6	Robotic Process Automation	<ul style="list-style-type: none"> • Engine to automate repetitive tasks to reduce manual intervention.

TECHNICAL REQUIREMENTS

Item	Requirement	Requirement Description
1	Integration and Compatibility	<ul style="list-style-type: none"> • Support for APIs and web services. • Easy integration with other software, systems, and databases. • Compatibility with existing IT infrastructure. • Compatibility with industry-standard integration protocols. • Pre-built connectors for common software packages. • Customization and Flexibility: ability to add custom fields, Forms, and workflow rules without excessive development effort. • Deployment Options: on-premises, in the cloud, or as a hybrid.
2	Ease of Use and User Interface	<ul style="list-style-type: none"> • User-friendliness: easy for business users and process owners to use without extensive training. • User interface: provides a user-friendly and responsive interface for both business and IT users. • User Adoption: Ease of onboarding and training for users. • Change Management: Vendor's resources for change management and adoption strategies. • Mobile accessibility for users on the go.
3	Scalability and Performance	<ul style="list-style-type: none"> • Ability to handle a growing volume of users, data and increased process complexity without major disruptions. • Load Balancing: Performance under peak loads. • Scalability options.
4	Data security and encryption	<ul style="list-style-type: none"> • Solution has robust security features, including data encryption, role-based access controls, and user authentication. • Tools for ensuring compliance with industry standards and regulatory requirements. • Provides audit trails for tracking changes and user actions.

5	Ease of Implementation	<ul style="list-style-type: none"> • Clear time and effort required to deploy and configure the BPM solution. • Clear Implementation approach (phased rollout, pilot project, etc.) and the estimated timeline.
6	Document and Data Management	<ul style="list-style-type: none"> • Document storage, retrieval, and version control. • Backup capability for Documented Information. • Electronic signatures functionality. • Ease of Data Migration. • Integration with document management systems.
7	Technical Support and User Training	<ul style="list-style-type: none"> • Availability of technical support including response time and service-level agreements (SLAs). • Availability of comprehensive documentation and training materials for users and administrators. • Access to user guides, tutorials, and online communities. • Training offerings for developers, administrators, and end users.

3. REQUIRED EXPERTISE

The requisite skills and experience expected from the supplier include the following:

- Deep knowledge of BPM principles and methodologies
- Understanding of business processes, workflow automation, and process modelling
- Technical proficiency in the development and customization of BPM software
- Experience with relevant technologies, such as workflow engines, APIs, and integration with other systems
- Familiarity with the financial and/or insurance industry and specific business processes
- Successful implementations within organizations like RMA
- Ability to provide BPM tools that can scale as your organization grows.
- Capability to tailor the BPM tool to your unique business requirements.
- Experience in integrating BPM software with other systems, such as ERP, CRM, and databases.
- Expertise in ensuring compliance with industry standards and data security regulations.
- Provision of training, documentation, and ongoing support for your team
- A track record of delivering high-performance, reliable BPM solutions.
- Demonstrable success stories and references from satisfied customers
- Clear pricing structure and transparency regarding licensing and ongoing costs

IMPORTANT NOTES:

The requirements indicated above are the indicative RMA requirements but not limited to and could depend on the need for that specific period.

21. GENERAL

21.1. Company profile and company structure - please explain the nature of your business, how long the business has been operating as a provider of the required services, etc.

21.2. As part of RMA' black empowerment initiatives, preference points will be allocated to proposers who have also embarked on such initiatives. To evaluate this, please provide your current and valid B-BBEE certificate.

22. COSTING/PRICING

22.1. Please provide details of your pricing. Prices quoted must include all tariffs and duties, but must exclude VAT. All pricing must be quoted in South African Rand (ZAR). If the prices have

22.2. been converted into Rand, please provide the base currency and the exchange rate used. Proposed pricing should be effective as of the date of submission of the RFP Pricing must take into account RMA's Standard payment terms.

D. EVALUATION CRITERIA

23. TECHNICAL EVALUATION CRITERIA

23.1. The evaluation criteria for the assessment of the proposals will be based on both qualitative and financial aspects of the proposal.

Sub-Criteria	Description and evidence	Weightings
1. Company must have 15 or more years' experience in implementing and supporting Business Process Management Solutions	<ul style="list-style-type: none"> • Provide a detailed company profile indicating experience in implementing and supporting Business Process Management Solutions within a Financial or Insurance industry: 15 or more years in Financial or Insurance Industry=15 points 10 to 14 years in Financial or Insurance industry=10 points Less than 10 years in Financial or Insurance industry = 5 points Non responsive = 0 points 	15
	<ul style="list-style-type: none"> • Provide Five (5) contactable references and showcase relevant Use Cases of work previously done with applicable Portfolio of Evidence, relating to Business Process Management Tool. • Portfolio of Evidence: 5 or more Use Cases = 15 points <li style="padding-left: 40px;">3 - 4 Use Cases = 10 points <li style="padding-left: 40px;">2 Use Cases = 5 points <li style="padding-left: 40px;">No relevant evidence provided = 0 points 	15
2. Functional and Technical Requirements	<ul style="list-style-type: none"> • The Service Provider is expected to demonstrate in detail how the BPM tool is going to align our business strategy to operational processes. Using the Group Value Chain, the service provider is expected to demonstrate how to use the technology to create synergies between the touchpoints listed below. : • Strategy and Process Modelling – Create an integrated enterprise-wide process architecture. Capability to develop TOGAF-style business architectural frameworks. • Process Mining and Analysis: Provide proactive quantitative process insights (Such as Cycle times, 	15

Sub-Criteria	Description and evidence	Weightings
	<p>bottlenecks, resource utilization and possible process enhancements)</p> <ul style="list-style-type: none"> • Process Monitoring and Operational Analytics: Manage end-to-end Operational Efficiency, conduct predictive process analysis and ease of dashboarding. • Workflow management and task assignment. • Manage regulatory requirements and Operational Risks • Process Maturity Assessment. • Robotic Process Automation for repetitive tasks and reduction of manual interventions. • Documents Management and Data encryption • Ease of use and User Interfaces – User friendliness and adoption • Integration and Compatibility - Support for APIs and web services and ease of integration with other software, systems, and databases • Scalability and performance - Ability to handle a growing volume of users, data and increased process complexity. • Ease of implementation: Clear time and effort required to deploy and configure the BPM solution. • Availability of technical support and user training – Access to guides and other training offerings <p>Service Provider Demonstration:</p> <ol style="list-style-type: none"> 1. The supplier shows an excellent and clear link between RMA requirements and proposal. The supplier shows detailed understand of scope and objective of RMA requirements and they have provided clear understanding operational experience in all the listed deliverables above = 15 points 2. The link between RMA requirements and proposal is generic and not necessarily tailored to address the specific project objectives. The understanding of scope and RMA objective is not understood clearly and some of the operational experience is highlighted = 10 Points 3. The technical approach and / or methodology is poor / is unlikely to satisfy project objectives or requirements. The Tenderer has misunderstood certain aspects of the scope of work and does not deal with the critical aspects of the project = 5 points 4. Failed to address the requirements = 0 points 	
3. Presentations	Short listed service providers will be required to present to the RMA team. A presentation guideline will be provided.	20
4. Pricing: Cost and Licensing	Is the supplier presenting cost-effective pricing on the requested services?	15
5. BBBEE	Does the supplier meet minimum RMA compliance requirements as a preferred supplier, including a commitment to transformation initiatives?	20
Total		100

NB: Recommendation will be based on the top three highest ranked bidders.

23.2. COSTING:

23.2.1. The lowest cost supplier may not necessarily be awarded the contract; however, costs.

E. FURTHER REQUIREMENTS

24. CONFLICT OF INTEREST

24.1. Please advise us of any potential or actual conflicts of interest between your company (including any related companies or its/their office bearers) with any of the RMA companies.

25. SIGN-OFF COMPLIANCE

25.1. Each supplier must declare that the RFP information supplied is true and correct and must ensure that the signatory of the RFP documentation submitted is duly authorised.

26. LEGAL

26.1. Each supplier must declare any legal issues/ lawsuits and any information supplied is true and correct.

27. ADDITIONAL INFORMATION

27.1. The supplier is invited to provide any further information that it may deem to be of interest, which may further motivate reasons for the company being selected as the preferred supplier/s.

28. MANDATORY DOCUMENTATION

28.1. Bidders to provide the following documentation together with their submission:

28.1.1. Supplier onboarding form.

28.1.2. Copies of directors Identity Documents (ID's).

28.1.3. Company registration documents (CIPC) indicating ownership/directors.

28.1.4. Current tax compliance status pin document issued by SARS

28.1.5. B-BBEE certification.

28.1.6. Proof of Banking (not older than 3 months – stamped confirmation from the bank).

28.1.7. Letter of Good Standing issued by the Compensation Fund (where applicable)

28.1.8. Contactable reference of completed work that RMA can contact if the supplier is shortlisted.

29. THE RULES

29.1. During the proposal assessment the following rules will apply:

- 29.1.1. This proposal is not an offer to contract. Receipt of a proposal neither commits RMA to award a contract to any company, even if all requirements stated in this proposal are met, nor limits our right to negotiate in our best interest.
- 29.1.2. It is the stated intention of RMA herein to utilise this process as an approach to refining future requirements and not as a request to tender.
- 29.1.3. Awarding of any future contract will be to the Prospective Partner whose proposal offers the best overall value to RMA, as determined solely and exclusively by RMA against a formal call to tender or a formal request for a proposal ("RFP"). RMA reserves the right to:
 - 29.1.3.1. Award any future contract solely based on written proposals, without further discussion;
 - 29.1.3.2. "shortlist" proposals;
 - 29.1.3.3. request oral presentations and interviews; and
 - 29.1.3.4. reject any and/or all proposals if it is determined that it is in the best interest of RMA.
- 29.1.4. RMA is under no obligation to accept any or the lowest proposal and is under no obligation to supply reasons for the acceptance or rejection of any proposals.
- 29.1.5. Each proposal will be evaluated based on adherence to specified requirements, on a proposed approach, and by using overall management judgment.
- 29.1.6. Respondents are responsible for all costs associated with the preparation, submittal, and presentation of their response to this RFP.
- 29.1.7. The Service Provider must be accredited with all the relevant bodies and must have all the required and necessary certifications.
- 29.1.8. RMA payment terms applicable.
- 29.1.9. RMA awards RFPs from R1 Million and above to only VAT registered suppliers.
- 29.1.10. RFP subject to RMA Terms and Conditions.
- 29.1.11. The RMA expressly reserves the right to appoint more than one service provider for this assignment.
- 29.1.12. To waive any or all irregularities in the proposals submitted.
- 29.1.13. To appoint different service providers for different levels of the assigned work.
- 29.1.14. To retain the right not to select any Service Provider for this assignment.

The decision to go with any or no prospective partner will be final, and RMA shall neither be required nor obliged to provide any reason for acceptance or rejection of any submissions



BIDDER DECLARATION OF INTEREST

It is a requirement that the bidder or his/her/their authorized representative shall declare his/her/their interest or any relationship with Rand Mutual Assurance (RMA), any of its employees or persons who are known to be involved with the evaluation/adjudication of the bid.

TENDER DESCRIPTION:

1. Are you or any person connected with the bid, employed by RMA, any of its employees or persons who are known to be involved with the evaluation or adjudication of the bid?

YES / NO

1.1 If, YES, provide details _____

2. Do you or any person connected with the bid, have a relationship (family, friend, other) with a person employed by RMA or persons known to be involved with the evaluation or adjudication of this bid.

YES / NO

2.1 If, YES, provide details _____

3. In signing and submitting this tender document you further certify that this bid has been independently completed without collusion with any other bidder or competitor and that no person employed by RMA has been involved in this bid preparation.

.....

.....

Signature

Date

.....

.....

Position

Name of bidder



PRICE DECLARARTION FORM

Having read through and examined the requirements of this RFP, and its related conditions, we offer to provide **A BUSINESS PROCESS MANAGEMENT SOFTWARE TOOL FOR RAND MUTUAL ASSURANCE (RMA)** 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 Rand Mutual Assurance 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 **120 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 Rand Mutual Assurance.

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.

I confirm that I am duly authorised to sign this pricing proposal.

NAME (PRINT)

CAPACITY

SIGNATURE

NAME OF FIRM

DATE