

PART A INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/ PUBLIC ENTITY)					
BID NUMBER:	RFI001-2020	CLOSING DATE:	06-03-2020	CLOSING TIME:	11:00 AM
DESCRIPTION	APPOINTMENT OF SERVICE PROVIDER FOR THE DISTRIBUTION OF RSA RETAIL SAVINGS BONDS.				
THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).					
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE FOLLOWING ADDRESS:					
National Treasury					
240 Madiba Street, PRETORIA,0001					
4th Floor Supply Chain Management					
Att; Sithembile Skosana / Thivhileli Matshinyatsimbi					
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
	TCS PIN:		OR	CSD No:	
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE [TICK APPLICABLE BOX]	<input type="checkbox"/> Yes <input type="checkbox"/> No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT	<input type="checkbox"/> Yes <input type="checkbox"/> No	
IF YES, WHO WAS THE CERTIFICATE ISSUED BY?					
AN ACCOUNTING OFFICER AS CONTEMPLATED IN THE CLOSE CORPORATION ACT (CCA) AND NAME THE APPLICABLE IN THE TICK BOX	<input type="checkbox"/>	AN ACCOUNTING OFFICER AS CONTEMPLATED IN THE CLOSE CORPORATION ACT (CCA)			
	<input type="checkbox"/>	A VERIFICATION AGENCY ACCREDITED BY THE SOUTH AFRICAN ACCREDITATION SYSTEM (SANAS)			
	<input type="checkbox"/>	A REGISTERED AUDITOR			
	NAME:				
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/SWORN AFFIDAVIT(FOR EMEs& QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]					

ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]	ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ANSWER PART B:3 BELOW]
SIGNATURE OF BIDDER	DATE	
CAPACITY UNDER WHICH THIS BID IS SIGNED (Attach proof of authority to sign this bid; e.g. resolution of directors, etc.)			
TOTAL NUMBER OF ITEMS OFFERED		TOTAL BID PRICE (ALL INCLUSIVE)	
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO:		TECHNICAL INFORMATION MAY BE DIRECTED TO:	
DEPARTMENT/ PUBLIC ENTITY	National Treasury		CONTACT PERSON Wanga Cibi
CONTACT PERSON	Thivhileli Matshinyatsimbi / Sithembile Skosana		TELEPHONE NUMBER
TELEPHONE NUMBER			FACSIMILE NUMBER
FACSIMILE NUMBER			E-MAIL ADDRESS Wanga.Cibi@treasury.gov.za
E-MAIL ADDRESS	<u>thivhileli.matshinyatsimbi@treasury.gov.za / sithembile.skosana@treasuty.gov.za</u>		

PART B TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:

- 1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
- 1.2. ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED-(NOT TO BE RE-TYPED) OR ONLINE
- 1.3. BIDDERS MUST REGISTER ON THE CENTRAL SUPPLIER DATABASE (CSD) TO UPLOAD MANDATORY INFORMATION NAMELY: (BUSINESS REGISTRATION/ DIRECTORSHIP/ MEMBERSHIP/IDENTITY NUMBERS; TAX COMPLIANCE STATUS; AND BANKING INFORMATION FOR VERIFICATION PURPOSES). B-BBEE CERTIFICATE OR SWORN AFFIDAVIT FOR B-BBEE MUST BE SUBMITTED TO BIDDING INSTITUTION.
- 1.4. WHERE A BIDDER IS NOT REGISTERED ON THE CSD, MANDATORY INFORMATION NAMELY: (BUSINESS REGISTRATION/ DIRECTORSHIP/ MEMBERSHIP/IDENTITY NUMBERS; TAX COMPLIANCE STATUS MAY NOT BE SUBMITTED WITH THE BID DOCUMENTATION. B-BBEE CERTIFICATE OR SWORN AFFIDAVIT FOR B-BBEE MUST BE SUBMITTED TO BIDDING INSTITUTION.
- 1.5. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER LEGISLATION OR SPECIAL CONDITIONS OF CONTRACT.

2. TAX COMPLIANCE REQUIREMENTS

- 2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
- 2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VIEW THE TAXPAYER'S PROFILE AND TAX STATUS.
- 2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) OR PIN MAY ALSO BE MADE VIA E-FILING. IN ORDER TO USE THIS PROVISION, TAXPAYERS WILL NEED TO REGISTER WITH SARS AS E-FILERS THROUGH THE WEBSITE WWW.SARS.GOV.ZA.
- 2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS TOGETHER WITH THE BID.
- 2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE PROOF OF TCS / PIN / CSD NUMBER.
- 2.6 WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.

3. QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

- 3.1. IS THE BIDDER A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)? YES NO
- 3.2. DOES THE BIDDER HAVE A BRANCH IN THE RSA? YES NO
- 3.3. DOES THE BIDDER HAVE A PERMANENT ESTABLISHMENT IN THE RSA? YES NO
- 3.4. DOES THE BIDDER HAVE ANY SOURCE OF INCOME IN THE RSA? YES NO

IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN, IT IS NOT A REQUIREMENT TO OBTAIN A TAX COMPLIANCE STATUS / TAX COMPLIANCE SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 ABOVE.

NB: FAILURE TO PROVIDE ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.



national treasury

Department:
National Treasury
REPUBLIC OF SOUTH AFRICA

TERMS OF REFERENCE

APPOINTMENT OF SERVICE PROVIDER FOR THE DISTRIBUTION OF RSA RETAIL SAVINGS BONDS.

Table of Contents

1	INTRODUCTION.....	3
1.1	PURPOSE.....	3
1.2	BACKGROUND	3
2	SCOPE OF THE WORK	4
2.1	MANAGEMENT OF MARKETING SPACE AND DISPLAY OF MARKETING MATERIAL	4
2.2	MANAGEMENT OF THE INVENTORY AND DISTRIBUTION OF THE RSA RETAIL BOND MATERIAL AND MANAGING AVAILABILITY OF APPLICATION FORMS.....	5
2.3	MANAGEMENT OF APPLICABLE INTEREST RATE.....	6
2.4	PROVIDE INVESTOR WITH OPERATION SUPPORT	6
2.5	ENSURE ADEQUACY OF INFRASTRUCTURE.....	7
2.6	ELECTRONIC CAPTURING OF APPLICATIONS	7
2.7	REJECTION OF APPLICATION FORMS	8
2.8	REPORTING TO NATIONAL TREASURY.....	9
2.9	PAYMENT OF INVESTOR DEPOSITS TO NATIONAL TREASURY	9
2.10	COMPLAINTS HANDLING.....	9

2.11	POSTING OF APPLICATION FORMS	10
3	REQUIREMENTS	10
3.1	FINANCIALS	10
3.2	GENERAL.....	10
4	EVALUATION AND CRITERIA	11

1 INTRODUCTION

1.1 Purpose

The purpose of the terms of reference is to appoint a service provider to appoint a suitable service provider as a reseller and national distributor of Retail Savings Bonds investment products.

1.2 Background

1.2.1 In the Budget Review of 2003/04, the Minister of Finance announced that the Asset and Liability Management division of National Treasury would introduce new securities for the retail savings bond market during the second quarter of the 2004 calendar year.

The main objectives of the issue are to:

- Create awareness amongst the general public of the importance to save;
- Diversify the financial instrument on offer to the market; and
- Target a different source of funding.

1.2.2 The National Treasury has on offer 2 different types of RSA Retail Savings Bonds, being the Fixed Rate RSA Retail Savings Bonds and the Inflation Linked RSA Retail Savings Bonds. The salient features of each of the RSA Retail Savings Bonds are set out below:

Fixed Rate RSA Retail Savings Bonds

1.2.3 Fixed Rate RSA Retail Savings Bonds were issued by the National Treasury on 24 May 2004 and remain in issue. The Fixed Rate RSA Retail Savings Bond Series consists of 2-year, 3-year and 5-year Retail Savings Bonds.

1.2.4 Fixed Rate RSA Retail Savings Bonds, as amended, earn a market related fixed interest rate, priced off the current Government bond yield curve, payable on the interest payment dates until the maturity date. Different interest rates apply to each of the maturities in the series.

1.2.5 Investors in Fixed Rate RSA Retail Savings Bonds may elect not to receive their interest payments on the interest payment dates, but rather to reinvest the interest payments. Such reinvested interest payments then form part of the capital balance and attract interest at the same interest rate as the capital amount. A purchaser is required to indicate the relevant option on the application form. Please note that this

option may only be exercised on the date of application, or on any date prior to the first book closed date, and may not be exercised or changed after such date again.

- 1.2.6 In addition, Investors in Fixed Rate RSA Retail Savings Bonds who are 60 years and older are entitled, on application, to elect to receive their interest payments on a monthly basis. This option is known as the Pensioners Bond.

Inflation Linked RSA Retail Savings Bonds

- 1.2.7 The National Treasury has also introduced the Inflation Linked RSA Retail Savings Bonds Series, consisting of 3-year, 5-year and 10-year Retail Savings Bonds.
- 1.2.8 Capital amounts invested in Inflation Linked RSA Retail Savings Bonds are inflation adjusted over the term, and a floating interest rate is payable every 6 months on the interest payment dates.
- 1.2.9 The capital amount is inflation adjusted semi-annually, on the interest payment dates, until maturity. The applicable interest is a floating interest rate, derived from the Government Inflation Linked Bond Yield curve. The interest is payable until maturity.
- 1.2.10 Retail Bonds are backed by the full faith and credit of the government
- 1.2.11 The minimum capital amount that you can invest in any of the retail bonds is R1, 000.00 (one thousand rand) per investment. You may, however, increase your investment in any of the Retail Bonds by buying more of any of the retail bonds, subject to your portfolio at any time.
- 1.2.12 The National Treasury is furthermore looking to introduce additional products in the Retail Bonds portfolio, which would also need to be sold and distributed by the suitable service provider.

2 SCOPE OF THE WORK

2.1 Management of Marketing Space and Display of Marketing Material

- 2.1.1 Service provider undertakes to display all RSA Retail Bond Material in at least 95% of all allocated points of representation at online service provider Outlets in accordance with the prevailing Marketing Plan, Annexure "C", which may be amended from time to

time by National Treasury after consultation with service provider but in accordance with the specifications determined by service provider.

2.1.2 Service provider undertakes to provide at each on line service provider Outlet, the space as set out in the prevailing marketing plan for each of the Category of service provider Outlets;

2.2 Management of the Inventory and Distribution of the RSA Retail Bond Material and Managing availability of Application Forms

2.2.1 Service provider undertakes to maintain, for the duration of the Agreement, the inventory and supply of:

2.2.2 Brochures containing Application Forms that shall be required in all on line service provider Outlets from time to time in accordance with the Marketing Plan;

2.2.3 Marketing Material required for the Marketing Campaign as agreed between the parties, which Marketing Material shall be distributed and displayed at all on line service provider Outlets as set out in the prevailing Marketing Plan.

2.2.4 In the event that there being a shortage of the RSA Retail Bond Application Forms and or RSA Retail Bond Marketing Material at any point in time, at service provider's distribution outlet, service provider shall timeously (at least two months in advance) request for additional RSA Retail Bond Material from the National Treasury as and when required and provided such additional RSA Retail Bond Material are available.

2.2.5 Service provider shall ensure that the Application Forms and/or Marketing materials received from the National Treasury are always available in dispensers and accessible

to the public at all service provider Outlets and shall continuously update and re-stock the dispensers as appropriate with the necessary application packs/forms.

2.3 Management of Applicable Interest Rate

- 2.3.1 National Treasury shall supply service provider with the applicable interest rates at least 2 business days prior to the last working day of each month
- 2.3.2 Service provider shall ensure that its outlets are at all times familiar with the Applicable Interest Rate for each of the RSA Retail Bond Series and shall provide on point of sale system accurate information in that regard to the customers when so requested.
- 2.3.3 Service provider shall produce 2 copies of the receipt from point of sale system and ensure that one copy is issued to investors who have purchased an RSA Retail Bond and the second copy is attached to the application form to be submitted to the National Treasury.
- 2.3.4 Service provider shall ensure that the Applicable Interest Rate is printed on the receipt contemplated in clause 3.3 above

2.4 Provide Investors with Operation Support

- 2.4.1 Service provider shall ensure that all frontline staff are sufficiently familiar and equipped with the information, being product type and the ruling interest rate on the RSA Retail Bonds to be able to provide Investor support at points of presentation. National Treasury shall provide training to service provider staff and trainers should it consider it necessary to do so. The determining factor for National Treasury to offer

such training is if the non-compliance with the agreement and/or the service levels continue.

- 2.4.2 In the event that any question, posed by Investors other than the above, service provider shall advise the Investor to call National Treasury directly, and shall provide the Investor with the dedicated Retail Bond helpline telephone number.
- 2.4.3 Service provider shall ensure that regular training sessions are held to ensure that all frontline staff members remain sufficiently familiar with the basic information on the RSA Retail Bonds.

2.5 Ensure Adequacy of Infrastructure

- 2.5.1 Service provider shall ensure that the infrastructure at all online service provider outlets can support the processing of all applications submitted by investors;
- 2.5.2 Service provider shall maintain an uptime of 95% (ninety five percent) with respect to its system availability at all its online outlets;
- 2.5.3 Service provider shall provide back-up facilities for its data and/or system in accordance with service provider contingency plans to ensure that in the event that service provider systems failing or crashing for any reasons whatsoever, it shall continue to provide the Services in accordance with this Agreement; and
- 2.5.4 Service provider shall provide a payment processing capability which caters for different payment methods, such as credit, debit cards, cash and bank guaranteed cheques

2.6 Electronic Capturing of Applications

- 2.6.1 Service provider shall electronically accept, capture, and process all applications of all Investors wishing to make their investment in the RSA Retail Bond through service provider.
- 2.6.2 In processing the Application Forms as contemplated in clause 6.1 above, service provider shall:
 - i. Ensure that the electronic data received by the National Treasury corresponds to the format and validations specified in the Business Requirements Specifications attached hereto as Annexure "B"
 - ii. Capture all data on the Application Forms presented by Investors in accordance with the Business Requirements Specifications attached hereto as Annexure "B";

- iii. Undertake a validation process as set out in the Business Requirement Specifications to ensure that only applications of Investors qualifying to invest in the RSA Retail Bonds are processed. Service provider shall ensure that under no circumstances should a validation process be manually forced;

2.6.3 Upon completion of the validation process, service provider shall:

- i. Accept payments made in cash, or by means of a bank guaranteed cheque payable to the South African Post Office Limited. Where a cheque is subject to a guarantee period endorsed by a bank or other conditions imposed by the Bank, service provider shall verify that the guarantee period on the cheque has not expired and shall ensure that all conditions of issue have been met;
- ii. Ensure that the signature on the credit/debit card slip is the same as that on the back of the debit/credit card;
- iii. In the event that an Investor wishes to make payment of the Capital Amount by use of two payment methods. For the avoidance of doubt, service provider shall not accept payment where such payment is made partially by means of a cheque.
- iv. Only accept for online processing properly completed Application Forms, with all the compulsory fields (name, id number etc) having been completed in full;
- v. Only accept and process Application Forms which have been signed in full;
- vi. Only accept and process Application Forms where the amount reflected as the Capital Amount is equal to the amount being paid in lieu thereof; and
- vii. Issue receipts for payment to Investors whose Application Forms are successfully captured electronically over the counter.

2.7 Rejection of Application Forms

2.7.1 Service provider shall out-right reject an application form under the following circumstances:

2.7.2 In the event that the terms and conditions appearing at the back of the application form having being amended in any form;

- i. In the event that the Investor fails to produce a valid ID Book/ Card copy;
- ii. Where the application form has been defaced or amended in any form;
- iii. In the event of a photocopied or downloaded application form being used, the quality of the photocopy or printed form not being legible;
- iv. Where an Application Form has not been signed or the signature thereon is not an original signature. For the avoidance of doubt an original signature is a signature signed-in by hand and not reproduced electronically;

2.8 Reporting to National Treasury

- 2.8.1 Service provider shall on a daily basis provide the National Treasury with an Electronic Data File setting out details of Investors who applied at any service provider outlet/ branch;
- 2.8.2 The Electronic Data File shall be in accordance with the specifications and intervals contained in Interface Specification under Annexure "B" to this Agreement.

2.9 Payment of Investor deposits to National Treasury

- 2.9.1 Service provider shall on a daily basis pay-over to National Treasury the total amount paid-in at all service provider outlets the previous day and to match correctly with the Electronic Data File as set out in clause above, without setting-off any amount.

2.10 Complaints Handling

- 2.10.1 Service provider shall direct investors to the National Treasury with any complaints that they may have pertaining to the RSA Retail Bond. The National Treasury undertakes to report to service provider any complaints that may be received by the National Treasury pertaining to the services of service provider with respect to the RSA Retail Bond where non-compliance is detected.
- 2.10.2 The parties hereby record that the success of the RSA Retail Bond is mutually beneficial to both parties and understand that any complaints from Investors which are not timeously resolved may have a negative impact of the take-up of the RSA Retail Bond. In this regard, service provider undertakes to ensure that all complaints are handled in the most professional manner and further undertakes to install mechanism within service provider to ensure effective handling of such complaints.
- 2.10.3 Notwithstanding the provisions of clause 10.1 above, should any such complaint be of the nature that requires the urgent attention of National Treasury, service provider shall refer the Investor to National Treasury and shall at the same time send an electronic message to National Treasury setting out the nature of the complaint, personal

particulars of the complaint, and such other information as is reasonable to enable National Treasury to address and resolve the complaint.

2.10.4 Service provider shall be provided with feedback on how the problems were resolved.

2.11 Posting of Application Forms

2.11.1 Service provider shall monthly, not later than the 15th day of the following month, deliver to National Treasury copies of at least 98% of all Applications Forms processed by service provider via registered mail.

2.11.2 Service provider shall make good any other incidental costs incurred by the National Treasury as a result of non-compliance by service provider to the service levels set out herein.

3 REQUIREMENTS

3.1 Financials

3.1.1 Service provider must develop and customize required fields for system at own cost

3.2 General

3.2.1 The service provider is required to ensure that staff working with RSA Retail Bonds must:

3.2.1.1 Have a well-developed understanding of the products.

3.2.1.2 Provide basic information to potential investors on the products requested, for example contact details of helpline and website; and

3.2.1.3 Be professional, presentable and polite to existing and potential investors.

4 EVALUATION AND CRITERIA

Criteria	Scoring Guidelines	Weighting
1. Footprint in provinces to reach every town/city in province.	3 = Footprint in all nine provinces 2 = Footprint in three or more provinces 1 = Footprint in at least one province	50
2. A clear work plan to give training to distribution staff on basics of product they are distributing	3 = Work Plan appears feasible considering the training plan and the time lines 2 = Work Plan not feasible considering the training plan and the time lines. Some elements have been overlooked 1 = No work plan provided	30
3. Systems Interface compatibility with NT	3= real time connectivity	20
Total score	100%	
Threshold	80%	

PRICING SCHEDULE
(Professional Services)

NAME OF BIDDER:	BID NO: RFI001-2020
CLOSING TIME 11:00 ON 6 March 2020.	

OFFER TO BE VALID FOR 90 DAYS FROM THE CLOSING DATE OF BID.

ITEM NO	DESCRIPTION	BID PRICE IN RSA CURRENCY INCLUSIVE OF VALUE ADDED TAX
---------	-------------	--

APPOINTMENT OF SERVICE PROVIDER FOR THE DISTRIBUTION OF RSA RETAIL SAVINGS BONDS.

1. Services must be quoted in accordance with the attached terms of reference

NB: Bidders are also advised to indicate a total cost breakdown for this assignment.

2. Period required for commencement with project after acceptance of bid _____
3. Are the rates quoted firm for the full period? Yes/No
4. If not firm for the full period, provide details of the basis on which Adjustments will be applied for, for example consumer price index.

Any enquiries regarding bidding procedures may be directed to –

Department: National Treasury

Contact Person: Thivhileli Matshinyatsimbi
E-mail address: Thivhileli.Matshinyatsimbi@treasury.gov.za

Any enquiries regarding technical enquiries may be directed to –

Contact Person: Wanga Cibi
Email: Wanga.Cibi@treasury.gov.za

PLEASE REFER TO THE ATTACHED TERMS OF REFERENCE FOR MORE INFORMATION.

