

---

**PRIVATE SECURITY SECTOR PROVIDENT FUND**

**[Registration No: 12/8/37197]**

**REQUEST FOR PROPOSAL [RFP]**

**FOR THE PROVISION OF FUNERAL INSURANCE SERVICE PROVIDER**

**ISSUE DATE: 25 August 2023**

**CLOSING DATE: 15 September 2023**

**CLOSING TIME: 12:00**

**PROPOSAL VALIDITY PERIOD: 90 days.**

**SERVICE PROVIDER NAME:**

.....

<b>YOU ARE HEREBY TO BID FOR REQUIREMENTS AT PRIVATE SECURITY SECTOR PROVIDENT FUND (PSSPF)</b>			
<b>DESCRIPTION</b>		<b>PROVISION OF FUNERAL SERVICES TO THE PRIVATE SECURITY SECTOR PROVIDENT FUND</b>	
<b>SERVICE PROVIDER PROPOSAL DOCUMENT SUBMISSION</b>			
RESPONDENTS ARE TO EMAIL THEIR PROPOSALS TO: <a href="mailto:tenders@psspfund.co.za">tenders@psspfund.co.za</a>			
<b>PROPOSAL PROCEDURE ENQUIRIES MAY BE DIRECTED TO:</b>			
<b>CONTACT PERSON:</b>		MR WANDA NDABENI	
<b>TELEPHONE NUMBER:</b>		0829020919	
<b>E-MAIL ADDRESS:</b>		<a href="mailto:tenders@psspfund.co.za">tenders@psspfund.co.za</a>	
<b>SERVICE PROVIDER INFORMATION</b>			
NAME OF SERVICE PROVIDER:			
POSTAL ADDRESS:			
STREET ADDRESS:			
TEL. NUMBER:	CODE:	NUMBER:	
CELL. NUMBER:		ALT. CELL NUMBER:	
EMAIL ADDRESS:			
<b>PLEASE SELECT A BOX BELOW:</b>			
B-BEE STATUS LEVEL VERIFICATION CERTIFICATE	YES/NO	B-BEE STATUS LEVEL SWORN AFFIDAVIT	
<b>A B-BEE STATUS LEVEL VERIFICATION CERTIFICATE/SWORN AFFIDAVIT (FOR EMES &amp; QSES) MUST BE SUBMITTED FOR PURPOSES OF NON-COMPLIANCE WITH THE B-BEE ACT)</b>			

**NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE PROPOSAL INVALID.**

SIGNATURE OF SERVICE PROVIDER: .....

CAPACITY UNDER WHICH THIS PROPOSAL IS SIGNED: .....

DATE.....

## BACKGROUND, SCOPE OF REQUIREMENTS AND PROPOSAL INFORMATION

### 1. BACKGROUND

The Private Security Sector Provident Fund (PSSPF) provides members with a means to save for a comfortable retirement and risk benefits which include funeral cover for member and immediate family.

The PSSPF is a compulsory industry Fund which was established in 2002 in line Sectoral Determination 6 and since 2020 has been made compulsory by the Main Collective Agreement of the National Bargaining Council for the Private Security Sector (NBCPSS). The Fund has over 240 000 contributing members across approximately 4000 active participating employers.

### 2. DETAILED SCOPE OF PROPOSAL

The Private Security Provident Fund (PSSPF) is seeking proposals from qualified and experienced funeral providers to provide a funeral benefit proposal for members of the PSSPF. We are a reputable, Industry Fund committed to delivering exceptional support to our members during their time of need. As part of our commitment, we are looking to collaborate with a reliable funeral provider to offer comprehensive and tailored financial solutions to our members.

We invite you to submit a proposal outlining your capabilities, expertise and proposed funeral products and services. We are particularly interested in working with a provider that can offer flexible funeral options and customized solutions to meet our members diverse needs.

The scope of services we expect from the selected funeral provider includes, but is not limited to:

- **Funeral Products:**  
Available Premium: R38.50
  - **Provide Funeral Products:**  
Provide a [competitive](#) range of funeral products suitable for members, with options for both member and immediate family. Include all eligibility criteria for immediate family members and number of family members covered per category.
  - **Customized Solutions:**  
Develop tailored solutions that align with our members requirements. Including the scale benefit, exclusions, waiting periods, and all terms and conditions.
  - **Competitive Pricing**  
Offer competitive pricing structures, including transparent fee schedules and attractive rates, to ensure the affordability and value of the funeral products for our members.
  - **Customer Service**  
Provide excellent customer service and support, with responsive communication channels, prompt claims processing, and ongoing assistance for our members.
  - **Compliance and Legal Requirements**  
Ensure compliance with all relevant industry regulations, legal requirements, and data protection standards.
-

- **Reporting and Analytics:**

Furnish regular reports and analytics to track the utilization of the funeral products, enabling us to make informed decisions and adjustments as necessary.

## INFORMATION IN THE PROPOSAL

Please provide the following information in your proposal	Section
Company Overview: Briefly describe your organization, including its history, expertise, and core values. Include company registration documents.	<b>A</b>
Product Offerings: Detail the range of funeral products you offer, specifically tailored for PSSPF. Highlight any unique features or benefits.	<b>B</b>
Pricing Structure: Present your pricing model, including fees, escalation rate, and any other relevant financial terms. Include any potential profit-share arrangements available. Please detail the pricing assumptions i.e. number of lives, expected claims experience, period of guarantee.	<b>C</b>
Experience and Track Record: Provide details of your experience in the insurance industry, particularly in the context of funeral benefits. Include testimonials or references from satisfied clients.	<b>D</b>
Customer Service Approach: Outline your customer service strategy, including the support channels, claims processing procedures, and any additional services you offer to enhance the client experience.	<b>E</b>
Compliance and Legal Requirements: Describe how your organization ensures compliance with industry regulations, legal requirements, and data protection standards. Provide copies of valid SARS tax clearance certificate, PI & Fidelity cover, insurance registration document and B-BEE certificate.	<b>F</b>
Reporting and Analytics: Explain how you provide reporting and analytics to track the performance and utilization of funeral products. Provide a sample of your standard service level agreement.	<b>G</b>
Implementation Plan: Outline your proposed timeline and process for implementing the funeral products and services in collaboration with our organization.	<b>H</b>

## CONTINUED VALIDITY OF RETURNABLE DOCUMENTS

The successful funeral service provider will be required to ensure the validity of all returnable documents, including but not limited to its valid proof of B-BBEE status, for the duration of any proposal emanating from this RFP. Should the funeral service provider be awarded the agreement and they fail to present the Fund with such renewals as and when they become due, the Fund shall be entitled, in addition to any other rights and remedies that it may have in terms of the eventual Agreement, terminate such Agreement immediately without any liability and prejudice to any claims which the Fund may have for damages against the service provider.

SIGNED AT \_\_\_\_\_ ON THIS \_\_\_\_\_ DAY OF  
\_\_\_\_\_ 20\_\_\_\_

SIGNATURE OF WITNESSES ADDRESS OF WITNESSES

1 \_\_\_\_\_

NAME \_\_\_\_\_

2 \_\_\_\_\_

NAME \_\_\_\_\_

SIGNATURE OF SERVICE PROVIDER AUTHORISED REPRESENTATIVE:

\_\_\_\_\_

NAME: \_\_\_\_\_

DESIGNATION: \_\_\_\_\_

## PROTECTION OF PERSONAL INFORMATION

- The following terms shall bear the same meaning as contemplated in Section 1 of the Protection of Person information act, No.4 of 2013. (“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.
- The Fund will process all information by the service provider in terms of the requirements contemplated in Section 4(1) of the POPIA: Accountability; Processing limitation; Purpose specification; Further processing limitation; Information quality; Openness; Security safeguards and Data subject participation.
- The Fund reserves all the rights afforded to it by the POPIA in the processing of any of its information as contained in this RFP and the Service Provider is required to comply with all prescripts as detailed in the POPIA relating to all information concerning PSSPF.
- In responding to this proposal, the Fund acknowledges that it will obtain and have access to the personal information of the service provider. PSSPF agrees that it shall only process the information disclosed by the service provider in their response to this RFP for the purpose of evaluating and subsequent award of business in accordance with any applicable law.
- The Fund further agrees that in submitting any information or documentation requested in this RFP, the service provider is consenting to the further processing of their personal information for the purpose of, but not limited to, risk assessment, assurances, contract award, contract management, auditing, legal opinions/litigations, investigations (if applicable), document storage for the legislatively required period, destruction, de-identification and publishing of personal information.
- The Fund will not otherwise modify, amend, or alter any personal data submitted by the service provider or disclose or permit the disclosure of any personal data to any third party without prior written consent from the Respondent. Similarly, PSSPF requires the service provider to process any personal information disclosed by PSSPF in the process in the same manner.
- The Fund shall, always, ensure compliance with any applicable laws put in place and maintain sufficient measures, policies, and systems to manage and secure against all forms of risks to any information that may be shared or accessed pursuant to this RFP (physically, through a computer or any other form of electronic communication).
- The Fund shall notify the service provider in writing of any unauthorized access to information, cybercrimes, or suspected cybercrimes, in its knowledge and report such crimes or suspected crimes to the relevant authorities in accordance with applicable laws, after becoming aware of such crimes or suspected crime.

**Private Security Sector Provident Fund  
Tender Evaluation Process**

**To : All Tenderers**

**Below criteria will be used in evaluating your tender submission.**

**Section A: Administrative Compliance**

Operational Requirements	Submitted
Tax Clearance	Yes/No
BBBEE Certificate	Yes/No
CIPC Registration Documents	Yes/No
FSCA Licence	Yes/No
Indemnity Cover (Policy to be attached)	Yes/No

**All above documents must be submitted for the tenderer to move to the next stage.  
Qualified Yes / No**

**Section B: Technical Evaluation**

Technical Evaluation	Scoring Guidelines
Qualifications	
Over 10 Qualified Staff	5 points
5 to 10 Qualified Staff	4 points
Under 5 Qualified Staff	3 points
Number of lives insured	
Over 1 million	5 points
Between 350 000 to 999 999	4 points
Under 349 999	3 points
Clear Work Plan	
Feasible work plan submitted	5 points
Submitted work plan not feasible	2 points
No work plan submitted	NIL
Annual Premium Income	
Over 120 000 000	5 points
Under 120 000 000	2 points

**Total Possible Score 20  
Threshold 80%**

**Notes:**

**Tenderers will not proceed to the next phase unless they have achieved at least 80% under this section.**

---

**SECTION C – PRICING AND BEE**

<b>Item</b>	<b>Scoring Guidelines</b>	<b>Weighting</b>
<b>Pricing</b>	<b>Based on quote</b>	<b>80%</b>
<b>BEE</b>	<b>See below points allocation</b>	<b>20%</b>

<b>B-BBEEE Status Level of Contributor</b>	<b>Number of points (80/20 system)</b>
<b>1</b>	<b>20</b>
<b>2</b>	<b>18</b>
<b>3</b>	<b>14</b>
<b>4</b>	<b>12</b>
<b>5</b>	<b>8</b>
<b>6</b>	<b>6</b>
<b>7</b>	<b>4</b>
<b>8</b>	<b>2</b>
<b>Non-compliant contributor</b>	<b>0</b>