



ENVELOPE A – TECHNICAL PROPOSAL

TENDER NO: RFP - FIN - 001

REQUEST FOR PROPOSAL (RFP) PACK

FOR THE APPOINTMENT OF A TRANSACTIONAL BANKING SERVICE PROVIDER FOR A
PERIOD OF FIVE YEARS

START DATE: 07 JULY 2023
CLOSING DATE: 04 AUGUST 2023

NAME OF TENDERER: _____

TENDERER'S ADDRESS:

CHECKLIST FOR SUBMISSIONS

ITEM	TICK
Supporting Documentation To Be Submitted	
CIPC Registration	
Certified I.d's	
Share certificate	
Proof of Disability	
Proof of Office Location (lease agreement, statement of account from the municipality and/or confirmation of address/clearance from the municipal councilor)	
Company Registration Documents	
Company Profile (Customer Profile size and Market size)	
Methodology/Approach	
Valid Tax Clearance Certificate or SARS PIN	
Accredited Valid Original or Certified B-BBEE Certificate or Sworn Affidavit confirming B-BEE management split of a company	
Three (3) Completed and Verifiable Reference Letters for similar work (Annexure 2). References must be submitted on the form provided by ELIDZ.	
Curriculum Vitae of Contract Manager	
Compulsory Documentation To Be Submitted	
Pricing Schedule	
Completed and Signed ELIDZ Procurement Handbook with all relevant supporting documentation	
JV Participation Documentation (If applicable, with consolidated BBEE Certificate).	
CSD Registration	

Please Note: All the above documents must be submitted with Envelope A - Technical Proposal.

The price schedule and proposed solution costing must be submitted with Envelope B – Financial Proposal.

RFP PACK CONTENTS

1. **Section A:** General Guidelines
2. **Section B:** Requirements Specification
3. **Annexure 1:** Procurement Handbook
4. **Annexure 2:** Reference Letter

SECTION A: General Guidelines

FOR THE APPOINTMENT OF A TRANSACTIONAL BANKING SERVICE PROVIDER FOR
A PERIOD OF FIVE YEARS

1 EVALUATION CRITERIA AND COMMERCIAL EQUITY GOALS

The East London Industrial Development Zone (ELIDZ) supports national transformation goals and strives to target its procurement to create opportunities for Historically Disadvantaged suppliers and service providers. In awarding this tender, preference will be given to companies with a better rating in terms of contributions towards Broad Based Black Economic Empowerment (BBBEE).

The “tender” will be evaluated in accordance with the ELIDZ Procurement Policy using the 80/20 rule i.e. 80 of evaluation points will be based on price competitiveness and 20 will be based on special goals. The following formula is used:

Calculation of the points for Price:

$$Ps = R \times \left[1 - \frac{Pt - Pmin}{Pmin} \right]$$

Where:

Ps = Points scored for price of tender under consideration

R = Percentage of the price

Pt = Rand value of tender under consideration

Pmin = Rand value of lowest acceptable tender

R must be up to a maximum of 80

Score Breakdown:

Price (R) = 80 points

Specific goals = 20 points

A maximum of 20 points may be awarded to a tenderer for the specific goal specified for the tender. The points scored for the specific goal must be added to the points scored for price and the total must be rounded off to the nearest two decimal places.

Subject to section 2(1)(f) of the Act, the contract must be awarded to the tenderer scoring the highest points.

Preferential and specific goals shall be as per below may include:

- (a) Historically disadvantaged individuals' companies (51% Black owned)
- (b) Women (51% Black Women Owned) companies.
- (c) Persons with disability
- (d) SMMEs

- (e) Service providers located in Eastern Cape Province
- (f) Youth
- (g) Any other RDP goal or preference points in favor of historically disadvantaged individuals, may be added

The tender documents shall stipulate—

- (a) the applicable preference point system as envisaged in regulations
- (b) the specific goal in the invitation to submit the tender for which a point may be awarded, and the number of points that will be awarded to each goal, and proof of the claim for such goal.

Tenderers are required to submit a Valid original or certified B-BBEE Certificate issued by verification agency accredited by SANS for the Generic Suppliers, for QSE's and EME's Sworn Affidavit signed under oath confirm ownership status. Failure to submit a valid B-BBEE certificate and/or sworn affidavit may result in zero points being awarded for preference.

Unincorporated Joint Ventures are required to compile a consolidated verified BBEE certificate in order to achieve Preferential Points

The following table shall be used to convert the Specific goals criteria into points.

Table: Specific Goals Points Conversion

Estimated Rand Value inclusive of Vat	Specific Goals and Point allocation
Above R1 000 000 up to R50 000 000	80 points for price
	10 points - 51% and above Black owned suppliers
	5 points - 25% up to 50% Black owned suppliers
	0 points below 25% Black owned suppliers
	5 points for Eastern Cape Based suppliers
	0 points outside Eastern Cape
	1 point for 51% and above Youth owned suppliers
	1 point for 51% and above Women owned suppliers.
	3 points for SMME's (EME or QSE)

Companies with annual turnover less than R10million (Exempted Micro Enterprises or EME's) are automatically awarded a level 4 contributor status, unless the EME is Black Owned (more than 50%

black ownership), in which case the enterprise will have a level 2 contributor status. EME which is 100% black owned qualifies for a level 1 contributor. In awarding the EME status, ELIDZ shall accept a letter from an accounting firm or SARS confirming a company's turnover as less than R10m as well as a sworn affidavit confirming annual turnover and level of black ownership. B-BBEE certificates issued by non-accredited verification agencies will not be accepted as valid proof of a company's B-BBEE status.

All tenders with functionality of less than 70% of the total functional requirements will not be considered for the next stage of tender evaluation. The tender will be awarded to the bid with the highest number of points. A tender may be awarded to a bidder that did not score the highest number of points if reasonable and justifiable grounds exist.

Any contract offered by ELIDZ will be based on the correctness of information submitted by the service providers. Any misrepresentation of facts by a service provider may lead to disqualification. Should such misrepresentation be uncovered after the commencement of the contracted work, the ELIDZ reserves the right to terminate the contract and recover all payments made to that service provider and any costs that may have been incurred in the process.

ELIDZ reserves the right to have the tenderer's Black Economic Empowerment Credentials verified by an independent agency. (Procurement Handbook – Annexure: 1 must be fully completed and supplementary information may be completed by service providers with a turnover of less than R10m and be accompanied by letter from an accounting firm or SARS confirming the company's or sworn affidavit turnover is less than R10m).

2 CONDITIONS OF TENDERING

General Conditions

PLEASE NOTE THE FOLLOWING CONDITIONS ARE APPLICABLE TO ALL TENDERS.

- N.B There will be no Tender Briefing
- Tenderers are encouraged to submit written questions by email to Lulama Giba via e-mail to lulama@elidz.co.za on/or before **19 July 2023 at 16:00**. Responses will be sent not later than 26 July 2023 at 16:00.
- The closing date for this tender is at 13h00 on the **04 August 2023**. All tender documents are to be submitted online at <https://tenderportal.elidz.co.za> before the closing date and time.
- E-mailed, faxed, late, or incomplete proposals will not be considered;
- ELIDZ is not obligated to accept the lowest or any proposal;

- Any expenses incurred by the tenderer in preparing and submitting the proposal will be for the tenderer's account, as the ELIDZ SOC Ltd will not accept any liability in this regard;
- We reserve the right to correct discrepancies and errors as necessary with the consent of the tenderer; however, the value total of the prices shall remain unaltered;
- Proposals which do not comply with the tender conditions, or which are incomplete will, as a general rule, not be considered.
- Tenderers must be registered on CSD database from Treasury.

3 SIGNATURES ON TENDERS

All tenders submitted must be signed by that individual, or by someone on his behalf duly authorized and proof of that authority must be attached. All tenders submitted by a company must be signed by a person duly authorized thereto by a resolution of the Board of Directors, a copy of which resolution, duly certified by the Chairman of the company can be submitted with the tender.

If the tender is submitted by a joint venture of more than one person and/or companies and/or firms it shall be accompanied by:

A certified copy of the original document under which the joint venture was constituted. This document must clearly define the conditions under which the joint venture will function, as well as the duration and participation of the several constituent persons and/or companies and/or firms.

A certificate signed by or on behalf of each participating person and/or company and/or firm authorizing the person who signed the tender to do so.

In instances of a joint venture, each participating person and/or company and/or firm must complete and submit Annexure A (Procurement Handbook) with the tender together with all profit-sharing percentage information.

4 AREA OF SERVICE/POINT OF DELIVERY

The delivery of services will be required at the ELIDZ office, Lower Chester Road, Sunnyridge, East London.

5 SPECIAL CONDITIONS APPLICABLE TO THIS CONTRACT

Service Providers must note the following special conditions of contract will apply to this contract: Modification of any applicable terms of reference of this contract must be mutually agreed between the parties and reduced to writing.

- VAT: Unless otherwise stated all prices will be inclusive of **Value Added Tax**.

- All services provided must comply and be in accordance with pertinent laws and policies of government.

Where the SERVICE PROVIDER has incurred any liability to the CLIENT, whether arising from or under this Agreement or otherwise howsoever arising, the CLIENT may, without notice to the SERVICE PROVIDER set-off the amount of such liability against any liability of the CLIENT to the SERVICE PROVIDER arising from or under this Agreement, whether either such liability is liquidated or unliquidated, present or future, accrued or contingent, unless otherwise agreed to in writing by the CLIENT.

If the successful Bidder has been awarded the contract with value above R 5 000 000.00 for the same goods/services on a consecutive basis, the successful Bidder will be required to submit a Supplier development plan for SMMEs to be agreed with the ELIDZ.

Where there is no designated sector, ELIDZ may decide to include a specific bidding condition that only locally produced goods or services with a stipulated minimum threshold for local production and content, will be considered, on condition that such prescript and threshold(s) are in accordance with the specific standards determined by the dti in consultation with the National Treasury.

6 COMPANY / FIRM PROFILE

A brief company profile is required, to assist ELIDZ in assessing your capabilities, capacity and competitive advantages.

7 INADEQUATE SERVICE LEVELS AND PERFORMANCE

In instances of transgression of a more serious nature, should the ELIDZ during the contract period for any reason regard the Service provider's service levels and performance against this contract as being inadequate or not to the ELIDZ's satisfaction, the details will be reduced to writing, clearly headed "Inadequate performance" and sent to the service provider. In the event that the service provider is unable to remedy the complaints to the ELIDZ's satisfaction within 14 days of such notice of inadequate performance, ELIDZ reserves the right to immediately cancel this contract and recover costs in terms of the Service Agreement.

8 SERVICE LEVEL AGREEMENT

The successful tenderer will be required to enter into a written Service level agreement with the ELIDZ which will be based on the draft Agreement set out herein in Section C, which will include Section A and B and include such terms and conditions as Management may require or prescribe to give effect to in terms of its legal obligations.

9 PRICE BASIS

ELIDZ requires the tender price to remain firm for the validity period of ninety (90) days after the closing date of the tender. The tender price shall be in South African Rand.

Where prices are subject to variation it must be noted that no prices are to be revised or invoiced, without prior mutual agreement and official modification of the contract.

10 PAYMENT TERMS

A maximum payment processing period of thirty (30) days will be enforced. The thirty-day period is effective from the date a complete claim is received. A complete claim requires the following to be processed:

- Original invoices;
- Original covering letter of approval by the consultant where applicable;
- Original covering letter of approval by the relevant ELIDZ official where applicable.
- Statement of accounts

All information relating to the ELIDZ's customers (and potential customers), systems, operating procedures etc. is confidential and to this end, the successful tenderer will be required to enter into a Confidentiality Agreement with the ELIDZ.

11 SUFFICIENCY OF TENDER

The tenderer shall satisfy itself before tendering, as to the correctness and sufficiency of its tender for the project. The tenderer shall ensure that the rates and prices it has stated in the schedules cover all the obligations included in the tender and sufficient for the proper completion of the project.

12 TENDERER'S CONDITION

All tenderer's shall be deemed to have waived, renounced and abandoned any terms and conditions printed or written upon any stationery used by the tenderer for the purpose of, or in connection with the submission of this tender.

13 DISQUALIFICATION

Respondents are advised that should there be any contact with ELIDZ staff and the Adjudication Team which could in any way be seen or deemed to constitute a conflict of interest, bribe or otherwise influence the process and the outcome thereof, will result in immediate disqualification.

It must be stressed that any queries relating to this tender must be in writing and within the period of one week from the date of the briefing session and must be addressed to the Project Manager only. Respondents are not to communicate in any manner or form whatsoever with members of

ELIDZ personnel about the RFP until the winning service provider has been selected and such selection has been formally communicated to the public. Any such communications by Respondents with ELIDZ personnel or with persons other than the Project Manager may prejudice a Respondent and may lead to disqualification from consideration for selection. The ELIDZ cannot accept responsibility for the accuracy of any information obtained outside the formal communication process as stipulated.

Any misrepresentation, in particular as it relates to the truthfulness of involvement of HDI's at both ownership level, management and operational level will also result in immediate disqualification.

14 SHERQ COMPLIANCE (IF APPLICABLE)

Before starting work, the successful service providers must produce the following for approval:

1. Project specific Safety, Health & Environmental (SHE) Risk assessments,
 - a. SHE Risk assessments to include activity specific risks, service providers risk to the ELIDZ and the ELIDZ risk to them;
2. SHE plans and safe work procedures must be developed to respond to project specific activities as well as to identified risks: for example (waste management plans, fall protection plans etc.);
3. List of applicable PPE required;
4. Letters of Good standing with workman's compensation where applicable;
5. Applicable legal appointments - as required;
6. List of chemicals and related Material Safety Data Sheets;

All of the above must be included in a SHE file together with:

1. Copy of scope of work;
2. Copy of appointment;
3. PPE issue register;
4. Requisite training / competency certificates where applicable;
5. Medicals as applicable to the nature of the work (for example, there must be medicals for employees who will be working at heights to confirm that they are fit to work at heights);

15 ACCEPTANCE OF TENDER IN WHOLE OR IN PART

The ELIDZ reserves the right to accept the complete tender as submitted by the tenderer or alternatively, to accept only specific “areas of work” (or parts of “areas of work”) of the tender as it sees fit.

Accordingly, tenderer’s are advised to ensure that all prices submitted against each “area of work” are sufficient to cover the tenderer’s entire obligation as defined in these documents, required to provide each specific “area of work”.

16 SUPPORTING DOCUMENTATION TO BE SUBMITTED

ITEM	TICK
CIPC Registration	
Certified I.d’s	
Share certificate	
Proof of Disability	
Proof of Office Location (lease agreement, statement of account from the municipality and/or confirmation of address/clearance from the municipal councilor)	
Accredited Valid Original or Certified B-BBEE Certificate or Sworn Affidavit confirming B-BEE management split of a company	
Company Profile (Customer Profile size and Market size)	
Methodology/Approach	
Curriculum Vitae of Contract Manager in Transactional Banking services management.	
Three (3) Completed and Verifiable Reference Letters for similar work (Annexure 2). References must be submitted on the form provided by ELIDZ.	

17 COMPULSORY DOCUMENTATION TO BE SUBMITTED

The following documentation is considered as compulsory documentation and is required to be submitted with your tender. Failing to submit the compulsory documentation will lead to disqualification due to non-responsiveness.

ITEM	TICK
Compulsory Documentation To Be Submitted	
Completed and Signed ELIDZ Procurement Handbook with all relevant supporting documentation (Tax clearance etc.)	
CSD Report	
JV Participation Documentation (If applicable, with consolidated BBBEE Certificate).	
Pricing	

18 POPIA

By submitting this tender, the bidder hereby consents to providing the ELIDZ with personal information as provided in the Protection of Personal Information Act 2013 (POPIA).

The ELIDZ undertakes to:

1. It will take all reasonable steps and precautions to preserve the integrity of bidders Personal Information and to prevent any corruption or loss of such data.
2. It will not do any of the following: copy, compile, collect, collate, process, store, transfer, alter, delete, interfere with or in any other manner use the bidders Personal Information as described in the Act for any purpose other than with the express prior written consent of the bidder.
3. Utilize the personal information provided for the purposes of assessment of the tender submitted by the bidder and contracting with the successful bidder as the case may be.
4. It will immediately inform the bidder in writing if any Personal Information relating to it has been compromised. The ELIDZ undertakes to immediately inform the bidder in writing as to how it will manage such compromise and what steps will be taken to rectify the situation.
5. Due and reasonable care of the bidders personal information and not to share the said personal information with any third party unless you have authorised such disclosure or the release of such information is required by law.
6. At all times strictly comply with its obligations under Data Protection Legislation.
7. Subject to legislative, regulatory, contractual and other legitimate conditions, the respective bidder has certain rights in terms of how their information is processed. The bidder can request access to information or guidance on how to lodge a complaint from or direct a request to exercise afforded rights to the ELIDZ Information Officer, or his/her deputy/ies, or the Information Regulator.
8. It will maintain guidelines, policies or procedures for the retention or destruction of data and will retain it only as long as necessary for the identified purposes or to meet legal requirements or policies.
9. It shall implement and maintain, at its cost and expense, appropriate, reasonable technical and organisational measures to prevent loss of damage to or unauthorised destruction of Personal Information and unlawful access to or Processing of Personal Information.

The ELIDZ shall not incur any liability for costs, loss or damage arising from the use of inaccurate or incomplete data provided by or on behalf of the bidder.

19 METHOD OF SUBMISSION

The RFP document will be available for download at no cost on www.elidz.co.za at 12h00 (Noon) on the **07 July 2023** from the East London Industrial Development Zone website: www.elidz.co.za under Opportunities >> Tenders. All tender documents are to be submitted online at <https://tenderportal.elidz.co.za>

No late tenders will be accepted.

Telegraphic, telephonic, telex, facsimile and e-mail tenders will not be accepted.

The ELIDZ reserves the right:

1. To negotiate with the successful tenderer and/or
2. modify the RFP's goods / service(s) and request Respondents to re-bid on any changes;
3. reject any Proposal which does not conform to instructions and specifications which are detailed herein;
4. disqualify Proposals submitted after the stated submission deadline;
5. disqualify Proposals submitted that do not meet the goods or services specifications;
6. disqualify Proposals submitted that do not meet the necessary functionality where required;
7. not necessarily accept the lowest priced Proposal;
8. reject all Proposals, if it so decides;
9. place an order in connection with this Proposal at any time after the RFP's closing date;
10. split the award of the order/s between more than one Supplier/Service Provider; or
11. make no award at all;
12. ELIDZ reserves the right not to award business to the highest scoring bidder/s where objective criteria justify the award to another bidder.
13. The ELIDZ does not bind itself to accept your (or any) proposal, nor will it disclose any information regarded as confidential.



SECTION B: Requirements Specification

FOR THE APPOINTMENT OF TRANSACTIONAL BANKING SERVICE PROVIDER FOR A PERIOD OF FIVE YEARS

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1. Introduction

The East London IDZ (ELIDZ) would like to appoint a service provider to provide transactional banking services which will meet the ELIDZ's needs for a period of sixty (60) months.

2. Considerations

2.1. Requirements Considerations

The services defined are based on the current understanding of the requirements and strategic and business objectives of the ELIDZ. Therefore, as the need arises, the service may be amended (by agreement between the parties) to ensure that it at all times reflects the realities of the relationship between the ELIDZ and the Service Provider.

FUNCTIONALITY EVALUATION MATRIX

EVALUATION CRITERIA	POINTS	Evaluation Methodology
Banking Ratings	30	
Fitch Ratings or similar	10	Refer to Fitch Rating's Allocation Card
S&P rating or similar	10	Refer to S&P Rating's Allocation Card
Moody's Ratings or similar	10	Refer to Moody's Rating Allocation Card
Experience of company in Transactional Banking	20	
Profile of customers (size)	10	Type & Size of Clients – International corporate companies, Metro Municipalities, Govt departments – 10; National business enterprises and smaller municipalities – 6; Regional business enterprises and SMME's - 4
Markets serviced	10	Includes International – 10; only up to Continental – 6; only up to National – 4; Regional/Provincial only - 2
Account Management (Review of the Account Manager)	30	
Experience of the person (Relevance)	20	Less than 5yrs = 5; 5 > 10 yrs = 10; More than 10 yrs = 20
Qualifications and affiliations of the person/team	10	Post-graduate = 10; diploma and degree = 8; Grade 12 or certificate = 5;
Methodology/Approach	20	
Detailed approach and methodology in line with the scope of work.	20	The service provider must submit innovative solutions and value-add to business taking into account the key deliverables outlined in section 3.1
Total Score	100	

NB: Minimum points required to proceed to the next evaluation phase is 70 out of 100.

Rating Agency Points Allocation. The actual score will be used for the evaluation

Moody's	Points
Aaa	10
Aa1	9.5
Aa2	9
Aa3	8.5
A1	8
A2	7.5
A3	7
Baa1	6
Baa2	5
Baa3	4
Ba1	3
Ba2	2
Ba3	1
B1	0
B2	0
B3	0

Fitch	Points
AAA	10
AA+	9.5
AA	9
AA-	8.5
A+	8
A	7.5
A-	7
BBB+	6
BBB	5
BBB-	4
BB+	3
BB	2
BB-	1
B+	0
B	0
B-	0

S&P	Points
AAA	10
AA+	9.5
AA	9
AA-	8.5
A+	8
A	7.5
A-	7
BBB+	6
BBB	5
BBB-	4
BB+	3
BB	2
BB-	1
B+	0
B	0
B-	0

2.2. Financial Considerations

Payment milestones will be monthly over 5 years according to the commencement date agreed upon in the service level agreement.

2.3. Time Constraints

The East London Industrial Development Zone would like this contract to commence immediately after the signing of the service level agreement.

2.4. Area of Service and Facilities

The delivery of services will be required at the East London IDZ offices, Lower Chester Road, Sunnyside, East London or anywhere the service is required.

3. Detailed Requirements

3.1. Scope of work

This section aims to unpack all elements required for this service.

The successful bidder must provide the following transactional and electronic banking services for the ELIDZ:

1. Transactional banking consisting of the following services:
 - i. A bank account that is used for all ELIDZ receipts, payments and transfers;
 - ii. A bank account for ELIDZ payroll payments;
 - iii. A bank account for ELIDZ Tenant deposits;
 - iv. Bank accounts for ELIDZ grant funding receipts;
2. Daily support on operational activities through a Relationship Management Team;
3. Bank Statements to enable the ELIDZ to reconcile its banking activities;
4. Notional Set-Off that will consolidate all the accounts in ELIDZ portfolio and provide a group interest income, setting-off any debit balances;
5. Lifting and updating of Limits as and when required for the transactions;
6. Foreign Exchange Services when required for the ELIDZ Officials travelling abroad;
7. Lost Remittances to enable the ELIDZ to recover duplicate payments or unauthorized transactions in the portfolio;
8. Card Merchant Services to minimize usage of cash as and when requested by the ELIDZ;
9. Electronic Banking Services that interface with ELIDZ systems on a daily, weekly and monthly basis.

3.2. Expected deliverables

The above scope of work for transactional and electronic banking services for the ECPG portfolio, will be tested during the term of contract through the following expected deliverables:

REF NO.	SCOPE OF WORK	EXPECTED DELIVERABLES
1.	<p>Transactional Banking Services consisting of:</p> <p>A bank account that is used for all ELIDZ receipts, payments and transfers;</p>	<ul style="list-style-type: none"> • Timeous information on unknown transactions in the ELIDZ accounts to minimise accumulation of uncleared items in the accounts. • An open and active bank account that can handle very large transaction volumes, consisting of payments above R100 million a month.

REF NO.	SCOPE OF WORK	EXPECTED DELIVERABLES
	<p>A bank account for ELIDZ payroll payments;</p> <p>A bank account for ELIDZ Tenant deposits;</p> <p>Bank accounts for ELIDZ grant funding receipts;</p>	<ul style="list-style-type: none"> • An open and active bank account that can handle very large transaction volumes, consisting of payments above R50 million a month. • An open and active bank account that can handle very large transaction volumes, consisting of payments above R20 million a month. • Open and active bank accounts that can handle very large transaction volumes, consisting of payments above R500 million a month as requested by ELIDZ.
2.	Relationship Management Team	<ul style="list-style-type: none"> • Relationship Management team must be located within the Buffalo City Metro • Extensive knowledge of Public Sector Banking with a minimum of five years of experience for the Account Executive.
3.	Bank Statements to enable the ELIDZ to reconcile its banking activities	<ul style="list-style-type: none"> • Weekly Electronic Bank Statements reflecting details of all transactions and bank charges for all accounts held with the bank • Supporting documents for all transactions in the bank statements • Retention period of six calendar months after contract expired • Statements archived with all supporting documents for a period of five years after contract expiry
4.	Notional Set-Off for ELIDZ portfolio	<ul style="list-style-type: none"> • Daily Consolidation of the ELIDZ portfolio balances (debit & credit balances) to ascertain the interest income and • Set-off facility wherein all overdrawn accounts are set-off by positive balances in the group and interest calculated on credit balances
5.	Lifting and Updating of Limits	<ul style="list-style-type: none"> • Process to review limits upon request from ELIDZ. • Telephonic and electronic notification of exceeded limits to the ELIDZ appointed officials to avoid transaction rejections
6.	Foreign Exchange Services	<ul style="list-style-type: none"> • Electronic Foreign Exchange rate information made available when needed • Provide a dedicated foreign exchange consultant to handle and process ELIDZ FX timeously.
7.	Lost Remittances	<ul style="list-style-type: none"> • Must assist the ELIDZ in recovering duplicate payments or unauthorized transactions in the accounts
8.	Card merchant Services	<ul style="list-style-type: none"> • Provide Point of Sale devices and ultra violet scanners as and when required by the ELIDZ.

REF NO.	SCOPE OF WORK	EXPECTED DELIVERABLES
9.	Electronic Banking Services that interfaces with ELIDZ systems on a daily, weekly and monthly basis.	<ul style="list-style-type: none"> Provide a reliable and up-time electronic banking infrastructure system that interfaces with governmental transversal systems
9.1		<ul style="list-style-type: none"> Provide an electronic Cash Management Single Entity set-off facility, to facilitate the electronic calculations by the bank of the aggregate interest to be paid in respect of the ELIDZ as set out in the Single Entity Set-Off Agreement.
9.2		<ul style="list-style-type: none"> Install a secure Internet Banking solution (in line with minimum security standards) to enable the ELIDZ to transfer between its portfolio of accounts
9.3		<ul style="list-style-type: none"> Implement a system with the ability to effect real time transfers, with built-in security features that will prevent unauthorized movement of funds and cyber-attacks. The system must include audit trail reports which records all additions, amendments, authorization of transfers and the date and time of each transaction
9.4		<ul style="list-style-type: none"> Provide training to the ELIDZ Officials on the electronic banking system and other operational processes
9.5		<ul style="list-style-type: none"> Internet banking access times to be available between Monday and Saturday, with access also on during Public Holidays and Government Compulsory leave days.
9.6		<ul style="list-style-type: none"> Register all ELIDZ Users for Internet Banking usage with departmental Users limited to viewing and downloading statements only
9.7		<ul style="list-style-type: none"> Provide ELIDZ with access to view and download statements electronically
9.8		<ul style="list-style-type: none"> Processes and controls that will be able to identify operational risk and combat fraud in accordance with South African code of Banking Practice;

3.3. SALIENT FEATURES

- Demonstrate that the branch network and distribution footprint is adequate to service ELIDZ needs, including accessibility to remote areas. Bidders must provide their representation within Eastern Cape Province by indicating the following:
 - Location (city, town, township)
 - Number of branches, sub branches, agencies

- Number of Automated Teller Machines (ATM) located within the boundaries of Eastern Cape. Provision of portable or mobile banks.
- Details of branch which will be designated as the home branch of ELIDZ's main bank account, including:
 - Name and physical location
 - Management structure names and positions
 - Foreign exchange (FX) supply and availability
- IT Systems back-up facilities;
- Client training programmes and facilities. A close working relationship with government departments in terms of skills transfer and related banking services. In this instance, the bid proposal should demonstrate innovation, high quality value-added solutions and pro-activeness to capacity building and skills transfer to the relevant officials of the provincial administration.

3.4. FUTURE DEVELOPMENTS

Banking and financial systems processes and procedures will evolve, develop, and change during the term of the contract. Bidders must indicate their ability and willingness to participate in these developments and implementation.

If and when the need arises that the Bidder must evolve, develop or change processes and procedures, the ECPT must be informed well in advance of the impact. The bidder should also present their Change Control Process.

3.5. PRICING

The following terms and conditions must strictly be adhered to by all bidders:

- The pricing schedule template is attached indicating the immediate ELIDZ transactional volumes. The pricing shall be fixed for the first two years of the contract and thereafter escalate in accordance with the applicable period's CPIX for the financial services sector.
- All rates must be VAT Inclusive where applicable.
- Bidders must quote firm prices with effect from 01 October 2023.

4. Response Format

4.1 Company profile

- Provide an overview of your company establishment and operational history.
- Company registration documents
- Experience of company in Transactional Banking
- Profile of customers (size)
- Markets service

4.2 Service provider skills competency

- Curriculum Vitae (CV) of Proposed Contract Manager (including verifiable reference contact details to verify previous similar work experience). Indicate if the Contract Manager.

4.3 Service Provider similar work experience

- Minimum of 3 Valid reference letters (annexure 2) must be completed; stamped and / or signed and dated by the referee.
- Reference letters that do not satisfy the following requirements shall be deemed invalid and will not be considered:
 - Minimum contract periods of five years per contract for Banking services rendered at:
 - The scoring provided by the referee will be used in the functionality evaluation.
-

4.4 Pricing Schedule

- Pricing Schedule (RFP Envelope B).

4.5 Methodology/Approach

The service provider must submit innovative solutions and value-add to business taking into account the key deliverables outlined in section 3.1

Please forward any queries to: Lulama Giba at the following contact details:

E-mail: lulama@elidz.co.za

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ANNEXURE 1

PROCUREMENT HANDBOOK



ANNEXURE 2

REFERENCE LETTER

