

Non-Compulsory Briefing Session Questions & Answer Session for the Provision of Banking Services for a period of 5 years

Date : 22 August 2023

Time : 10:00

Venue: Virtual (Microsoft Teams)

Questions	Answers
1. Does Umalusi currently have a payment limit on the online platform? (pre-settlement facility)?	No. Umalusi does not have a pre-settlement facility.
2. The R300k in balances that are held is a monthly balance?	No., the balance is not held at R300k. The balance changes every month depending on the transactions.
3. The business credit cards, are they limited to Visa and Master, or would Umalusi consider Amex?	Umalusi is not limited to Visa and Master. We also use Amex.
4. What is the current limit on the Umalusi CEO's credit card?	The credit card limit for the credit card is R50 000.
5. What is the limit for the garage card?	The garage card limit is R50 000.
6. Does Umalusi receive electronic deposits, cash deposits, or both?	Umalusi receives electronic deposits.
7. What is the value of the cash deposits? At the branch or at the office premises	There are no cash deposits.

8. Suppliers requested for transaction volumes per month for creditors and the number of employees for salary payments.	Monthly salary payments are +/-R4 million for +/-150 employees'; Payments to suppliers +/- R16 million
9. What is the average credit balance?	The average credit balance is -+ R12 million per month.
10. Is Umalusi looking for travel forex, and if so, is it for cards and foreign bank notes?	Travel forex will not be necessary for Umalusi.
11. The pricing schedule has two options. Is it not possible to have a more comprehensive pricing schedule?	The bidder should provide Umalusi with a comprehensive pricing schedule.
12. What eCommerce site is in use currently?	We are currently using ABSA.
13. Account verification services - On average, what are the volumes you would process?	Account verification is done when new beneficiaries are added.
14. Is there a need for an overdraft facility? If yes, what limit?	There is no need for an overdraft facility.
15. Kindly confirm that the credit card limit required is R 5 000.00	The credit card limit is R 50 000.00
16. Pricing schedule – Kindly supply us with a pricing schedule with all the line items you require us to price for.	The bidder should provide Umalusi with a comprehensive pricing schedule.
17. Please advise if all supporting annexures, including company certificates and other documentary proof like company registration documents, must be signed.	For completeness, please initial all pages of the bid document, including supporting documents.

<p>18. We refer to page 2 of the RFP document, the table which states: "Annexure I: Bidder's Company Profile, Annexure J: Expertise of Key Personnel". And page 62 which states: "ANNEXURE J – Company profile of the bidder" Please clarify which document to attach to which annexure?</p>	<p>Please be informed by page 2 of the RFP document, the table which states: "Annexure I: Bidder's Company Profile, Annexure J: Expertise of Key Personnel".</p>
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