

**UMALUSI (24-25) T0002 - PROVISION OF BANKING SERVICES TO UMALUSI FOR A PERIOD OF FIFTEEN YEARS (180 MONTHS)**

**COMPULSORY BRIEFING SESSION** - QUESTION AND ANSWER DOCUMENT

**Date**: 09 April 2024

**Time**: 09h00 – 10h00

**Venue**: Online - Microsoft Teams

| **NUMBER** | **QUESTIONS** | **ANSWERS** |
| --- | --- | --- |
| 1. | I wanted to know from a credit card perspective. How many cards does Umalusi require? | Umalusi requires a card for the primary or admin account to be used mainly for petty cash purposes and a credit card to be used by the CEO for business-related transactions. In addition, we will require a travel credit card and a garage card. |
| 2. | Do you have a designated travel management company for booking travel arrangements? | Yes, we make use of Atlantis Travel Management. |
| 3. | We've identified a need for card-acquiring services—both for card-present transactions and card-not-present (e.g., e-commerce payments). This wasn’t in the original document, but would you allow pricing to be included for these services? | We do make online payments, especially for international travel. These are primarily managed through our travel agency. However, for this tender, please focus on the current requirements as outlined in the terms of reference. |
| 4. | |  | | --- | | Regarding the garage card facility, will it be used for a single vehicle or multiple vehicles? |  |  | | --- | |  | | We currently have one vehicle, but we intend to acquire more vehicles in the near future. |
| 5. | How is cash handled? Is there a need for a cash-handling device? | Umalusi does not accept or handle physical cash. However, we may require speed point services for remote transactions particularly for the international conferences hosted by Umalusi. Although these conferences happen occasionally. |
| 6. | Can you provide some context regarding the 15-year contract duration? | |  | | --- | |  |  |  | | --- | | Transitioning from one banking service provider to another involves several challenges, including the setup of banking infrastructure by the preferred service provider and notifying stakeholders about new banking details. This process can take months for clients to adapt, hence the consideration for a longer-term contract. | |
| 7. | How are employees supported financially when traveling overseas? Do they carry cash or use cards? | We pay allowances in advance to the individual employees so that they can transact when travelling overseas. The method of transacting (i.e, using card or cash) depends on individuals. |
| 8. | Regarding compliance with the tender requirements, particularly initialling the tender documents—should this apply only to the specification (terms of reference) and SBD forms, or the entire proposal, including our submitted solutions? | Best practice is to initial the entire proposal, including the tender specification, SBD forms, and your submitted solutions. We request the bidders to initial the entire proposal. |
| 9. | Global payments: We refer to page 31, point 14 and 15 of the RFP document. Do these values refer to cross-border payments and receipt? | Yes |
| 10. | Global payments: Number of foreign payments is listed as 1,000,000.00 (equating to 83,333 per month). Is this correct? | Foreign payments are made on ad hoc basis. For instance, a payment for software licences can be made once or twice a year depending on the expiry and renewal dates. |
| 11. | Does Umalusi utilise real time payments? If so, please provide volumes per month and per annum. | Real time payments are made on extremely rare occasions. Two or Three months can pass without making any real time payment. |
| 12. | On average, how many new beneficiaries do you add monthly, so that you can do an account verification service on them? | Approximately +/- five (5) new beneficiaries per month |
| 13. | Does Umalusi have a requirement for automated daily statements to get sent to you to eradicate human intervention & provide timely reconciliations? | Not at this stage. Maybe at the later stage should a need arise. Statements can be obtained through online self-service as and when needed. |
| 14. | Does Umalusi have a requirement for real-time provisional transactional notifications, to be sent to you as and when transactions occur (for efficient cash management during the day). | There is no requirement for real time notifications currently. However, this is an option Umalusi me explore in future. |
| 15. | Is Umalusi listed as a public beneficiary to ensure that your customers find you on the list of public beneficiaries on their electronic banking platforms when they are making payments to you? This will reduce the risk of payments being made to incorrect bank accounts. | Yes, Umalusi is listed as a public beneficiary. |
| 16. | Does Umalusi enforce reference validation rules on the deposits that are deposited into your accounts from your clients, that ensure that the customers use correct reference for ease of reconciling receipts. | Umalusi would like to enforce reference validation rules on the deposits that are made into Umalusi’ s account. |
| 17. | Does Umalusi rely on a third-party provider to facilitate any type of payment or collections services? | The only service provider facilitating payments on behalf of Umalusi is the appointed Travel Management Company(TMC) when making bookings for travelling and accommodation. |
| 18. | Does Umalusi rely on a third-party provider (TPPP) to facilitate any type of payment, collections or VAS related services for them? If so, what services is that TPPP providing for them. | Ref to no.17 above |
| 19. | Which type of fuel card offering does Umalusi require:  a. Full card (fuel, oil, toll, repairs and maintenance)?  b. Fuel only (fuel, oil and toll)?  c. Toll only? | b. Fuel only (fuel, oil and toll) |
| 20. | Fleet card: Is managed maintenance a requirement for Umalusi?, and does Umalusi require access to our web-based portal? | Managed maintenance is not a requirement for Umalusi at the moment. Umalusi would prefer to have access to the web-based portal. |
| 21. | We refer to page 39, point 2 of the RFP document. Please confirm what Umalusi means by debit/credit card facility (e.g. linking of the cards)? | The linking of accounts to the primary/ admin account. |
| 22. | We refer to page 44, point 1 of the RFP document: “Support Services”. Please confirm what Umalusi means by debit/credit card facility (e.g. linking of the cards)? | The linking of accounts to the primary/ admin account. |
| 23. | Umalusi has indicated a requirement for point-of-sale card devices, please confirm the following:  a. How many desktop or fixed point of sale devices does Umalusi require?  b. How many portable point of sale devices does Umalusi require? | Umalusi uses point-of-sale devices when hosting conferences, which happen on rare occasions. The number of devices depends on the number of expected guests. The service provider will be informed about the required number of devices as and when Umalusi hosts the conferences. |
| 24. | What is Umalusi’s annual turnover of card accepting point of sale devices? | Umalusi does not host conferences on an annual basis. And therefore, there’s no expected annual turnover. |
| 25. | What are Umalusi’s total number of transactions per annum done on point-of-sale devices for debit and credit cards? | Refer to item 24 above. |
| 26. | What is Umalusi’s average value transaction per annum? | Around R55 000, including both deposits and payments. This is a rough estimation. Please refer to the reference data on page 31 of TOR. |
| 27. | What is Umalusi’s card acceptance payment split percentage on point-of-sale devices between:  a. Debit cards (please advise percentage)?  b. Credit cards (please advise percentage)?  c. Foreign cards (please advise percentage)?  Where would these card payment point of sale devices be situated (please advise number of sites)? | Due to the fact that the devices are rarely used as indicated above, we don’t have data to determine the percentage split. |
| 28. | Does Umalusi have the need to accept any other form of cards other than Visa/Master, like American Express or Dinersclub cards? | Should the need arise, other cards may be considered in future. |
| 29. | We refer to page 12, point 4 and 5 of the RFP document. Please confirm if these two items should be read as one requirement. | That’s correct. It's Central Supplier Database |
| 30. | Please advise if a total bid price amount is required. If so, please advise where to include it? | There’s no need to put the total bid price amount. The information captured as per tables (annexures) will suffice. |