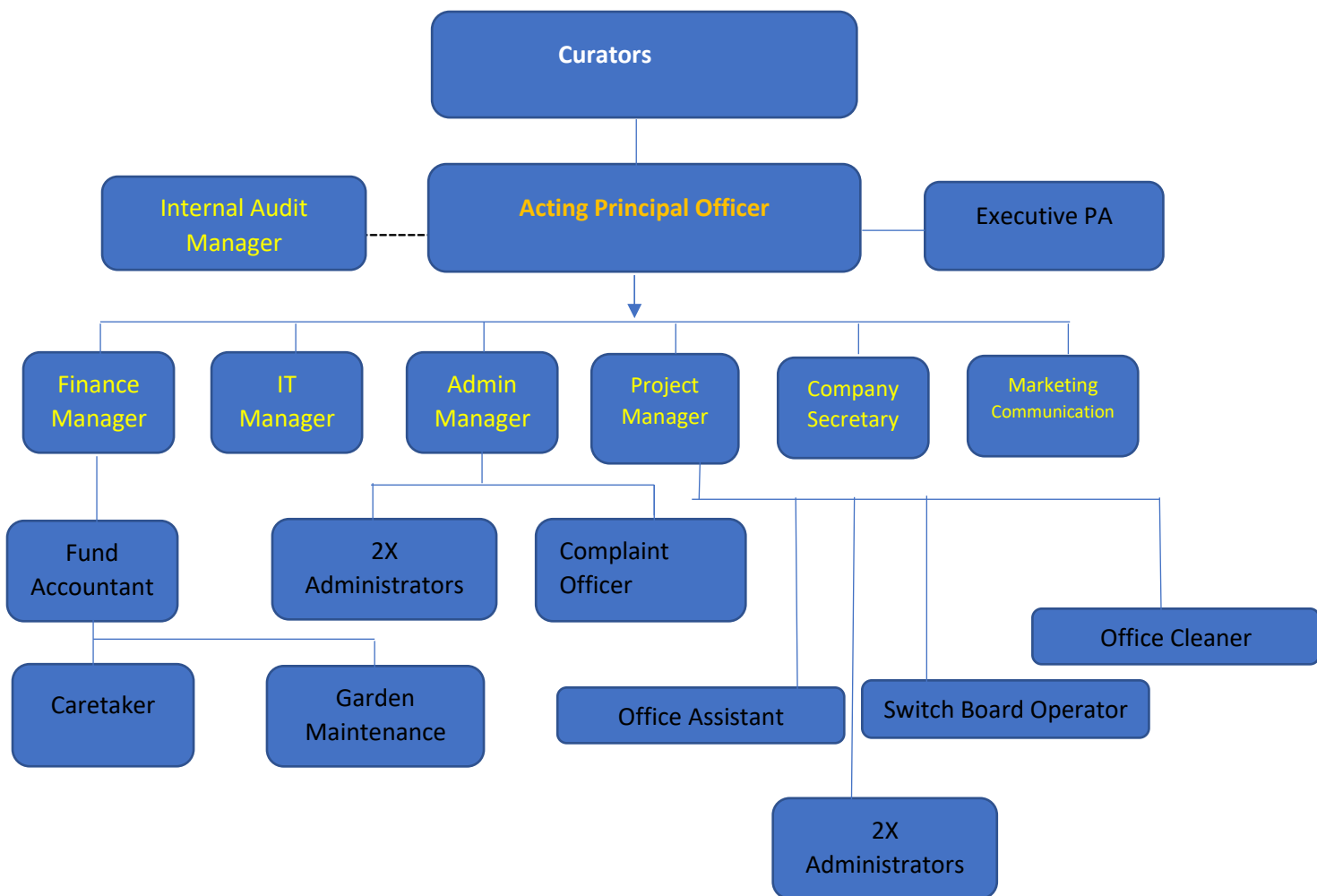


Q:- Request for the RFP

A:- All those who enquired about the RFP were directed to the website where same can be located. The link is <https://www.mcpf.co.za/communication/news/>

Q:- The organisational structure of MCPF

A :- The structure appears below:



Q :- Confirm the internal administration team is based in Midrand? Is this included in the salary number provided in the document? What are the current fixed costs per employee? (rent, computers, licenses etc). What other benefits do employees enjoy? What other benefits do employees enjoy? What other

benefits do employees enjoy? What other benefits do employees enjoy? What bonuses are normally paid?

A :- The Fund's offices are in Midrand and thus the staff also report to the office in Midrand. The employees are remunerated on a total costs to company and thus there are no benefits. There are no bonuses that are payable.

Q :- What systems do the team currently work on? What are the volumes that are received on a daily basis? (Claims, updates, queries) What are the targets of each staff member, are these achieved? What are the current performance ratings of the team members? Are there any backlogs with the current work?

A :- The system currently used is Compment (Megatech). There are no targets set for individual employees. The performance is above expectations. The employees are currently busy with a bulk exit project, which is the payment of exited members following the 2021 Local Government election. There are also new members coming through from different participating employers.

Q :- In respect of point 8.45 kindly advise how many references are required? In respect of 8.46 kindly clarify what required which refers to 8.37 & 8.38? In respect of 8.47 kindly advise funds with "1000 membership that have terminated"

A :- At least three reference letters. The Fund is also interested in knowing whether as an administrator, did the entity change its IT service provider within the previous 5 years. The IT services insourced or outsourced? Which IT service provider is currently in use? Lastly, whether there are any retirement fund under your administration that terminated services with the entity within the last three years.

Q :- Benefits to be administered?

A :- Pension Fund benefits are to be administered.

Q :- Section 37C service provider?

A :- The Curators have appointed internal individuals to sit in the Death and Distribution Benefits Committee (DDBC). Thus, no service provider has been appointed but internal officials and one external advisor sit in the DDBC.

Q :- As Fund Administration Services is a broad term, we need clarification on whether the invitation is for Investment Administration or Member Benefits Administration.

A :- The invitation is for Member Benefits Administration. Part of administration is investments.

Q :- What is meant by two separate proposals ? Must Proposal 1 be bound separately from Proposal 2 for example? Or this means that within the proposal document there must be two sections to accommodate for 13B admin services and transfer of Funds internal admin staff?

A :- Two separate proposals. One where it relates to the administration without the transfer of employees and another where the staff is transferred through. Bidders are welcomed to put forth one proposal but it would be beneficial to have the benefit of both.

Q :- Average number of member-exits per annum.

A :- The Fund caters for Municipal Councillors, who have a five year term of office. Thus the exits are usually based on the term of office. Throughout the terms, the Fund would receive a few withdraws there and there when an individual Councillor resigns.

Q :- Total assets? Regulation 28?

A :- The assets are currently at R1 381 602 566.81. The Fund is regulation 28 compliant.

Q :- Staff compliment of the Fund?

A:- Average experience is 8 years in the employee benefit industry. 19 staff members. 18 Black and 1 white.