



Head Office:

Eco Glade 2, 420 Witch Hazel Street, Eco Park, Centurion, 0169  
Private Bag X31, Highveld Park, 0169  
Tel: +27 12 003 1400 Fax: +27 12 661 0074  
Email: [clientsupport@fpb.org.za](mailto:clientsupport@fpb.org.za) Website: [www.fpb.org.za](http://www.fpb.org.za)



### TERMS OF REFERENCE:

### APPOINTMENT OF A PENSION FUND and HEALTHCARE ADMINISTRATOR

*p.m.*  
*10/11/11*  
*SK*  
*8/11/11*

## Contents

1	Background.....	3
2	Request for services.....	3
2.1	Pension Fund administration:.....	3
2.2	Healthcare advisory support:.....	4
3	Responsible persons.....	4
4	Reporting.....	4
5	Mandatory Requirements .....	5
6.	Functional Evaluation Criteria .....	7

P.M.

by.  
88/82

# **Terms of Reference (TOR) for the appointment of a Pension Fund and Healthcare Administrator over a three period 2018/2021**

## **1 Background**

The Film and Publication Board (FPB) is a statutory body established in terms of the Films and Publications Act of 1996, as amended. The Board is entrusted with the regulation of production, creation and distribution of films, games and certain publications through classification. In terms of the Act, the FPB's mandate is fundamentally to protect children. It is for that reason that all media and entertainment content is classified for age-appropriateness. This, in turn, provides parents, caregivers and children in their care with sufficient knowledge to make informed viewing, gaming and reading changes.

At the heart of the FPB's mandate is the imperative to foster national, social cohesion in terms of the National Development Plan 2030, and to align the distribution of content across all platforms with the norms and standards of the South African society.

## **2 Request for services**

The FPB requests proposals for services of a recognized and FSCA accredited Pension Fund and Health Administrator for a period of 3 years. The service provider is requested to provide end-to-end compensation management services and provide independent advice and support to Employers in respect of administering the FPB employee pension fund and health. All services must be provided to 3 FPB offices located in Centurion, Durban and Cape Town. The services required must form part of your proposal and should include a detailed narrative explaining the service offering, your company's value add and should include the following:

### **2.1 Pension Fund administration:**

- Provide individual (one-on-one) Financial and Retirement Planning services as and when required.
- Provide advice and guidance to employees on Tax, Estate Planning & Administration in respect of retirement benefits;
- Provide end-to-end Retirement Fund Consulting and investment advice on portfolio management;
- Group Risk management, advisory services and consulting;
- Provide comprehensive Retirement Fund consulting as well as provision of advice to employees and payments to third parties; assist Human Capital Business Unit with monthly billing reconciliations on all third-party payments;
- Asset management consulting; advise FPB on its investment portfolio and advice on asset classes, Investment Performance Tracking;
- Provision of Benefit statements on line as and when required as well as a hard copy every 6 months (twice per annum); provide benefit summaries
- Communicate to employees via its internal newsletter; provide member booklets and provide information and or infographics for all FPB social media solutions;
- Processing monthly pension fund payments to the third party;
- Assist and advice FPB on compensation management strategy and policy with respect to third party payments (pension fund, group Life and medical aid);
  - Benefit Design
  - Benefit Reviews
  - Acquisition & Discontinuance

P.M.  
[Handwritten signature]

- Retirement Planning
- Revision of Risk & Accredited Underwriters
- Advice FPB on Umbrella Funds vs Private Fund administrative services
- Actuarial Services (as and when required).
- Provide advice to FPB on pension fund rules & amendments
- Pension fund Adjudicator Case Management
- Legislative & Legal Changes – inform employee forum as and when changes occur and advise on changes to FPBs policies;
- Provide Fund Constitution & develop a Governance Survey (should FPB decide to host a private fund as opposed to an umbrella fund)
- Provide training for the Employer/Labour forum or employee trustees<sup>1</sup>.

## 2.2 Healthcare advisory support:

- Assistance in Strategy development;
- Medical Scheme (Restricted / Open) as well as uncovered lives options with a minimum of 5 x Medical Aid Comparisons; product selection (year-end product/option selection); Induction training; (Demographics of Service Provider ownership to be indicated)
- Administration support including Underwriting management;
- Provide comprehensive Medical Aid consulting as well as provision of advice to employees and payments to third parties; assist Human Capital Business Unit with monthly billing reconciliations on all third-party payments;
- Communication on a quarterly basis to all employees (staff meetings or site visits) on various annual changes and benefit education
  - Application form processing;
  - Underwriting education;
  - Query escalation.

**FPB currently utilizes Sage VIP Premier and is in the process of migrating to People 300. The number of employees are as follows:**

- Company 300 (Salaries Payroll) – 101 active employees of which 10 are interns and 4 are fixed term contractors – the Interns and Fixed Term Contracts are therefore not subject to pension fund contributions.

## 3 Responsible persons

3.1 EXCO: Chief Executive Officer, Chief Operations Officer, Shared Services Executive, Chief Financial Officer and Chief Information Officer.

3.2 Labour representatives


3.3 Employee Representatives (non-unionised)

3.4 HR representation

## 4 Reporting

The appointed service provider is requested to provide quarterly and annual reports to the FPB Employer/Employee forum on fund performance as well as any material changes and issues. Should the FPB decide to move towards an in-house Private Fund. The Service Provider would

<sup>1</sup> In the case of an in house private fund.

P.M.  


be required to assist FPB with annual audits of the fund.

## 5 Mandatory Requirements

1. The service provider must be recognised and accredited by the Financial Sector Conduct Authority (FSCA) - Proof of re-accreditation to be submitted to FPB annually;
2. The service provider must operate a financially viable going concern (It must be in a Net Asset, Net Profit and Positive Cash Flow position). Audited/Independently Reviewed Annual Financial Statements for the past 3 financial years must be submitted.
3. At least 5 years' experience providing these services.
4. The service provider must have BBBEE contribution level of a 3,2 or 1 level – valid proof must be submitted.
5. Documents/Information in Table 5.1 below must also be submitted.

<b>Document that must be submitted</b>	<b>Non-submission will result in disqualification</b>	
Invitation to Bid – SBD 1	Yes	Complete and sign the supplied document
Tax Status	Yes	Tax Compliance Pin must be submitted with the bid. The validity of the Tax Clearance Certificate/Tax Compliance Pin issued by the South African Revenue Services certifying that the tax status of the Bidder is in order will be verified against the information recorded in the Central Supplier Database (CSD) In the event where the Bidder submits a hard copy of the Tax Clearance Certificate, the CSD verification outcome will take precedence
Declaration of interest – SBD 4	Yes	Complete and sign the supplied document

*[Handwritten signatures and initials]*

Preference Point Claim Form – SBD 6.1	Yes	Non-submission will lead to a zero (0) score on BBBEE
Declaration of Bidder's Past Supply Chain Management Practices – SBD 8	Yes	Complete and sign the supplied document
Certificate of Independent Bid Determination – SBD 9	Yes	Complete and sign the supplied document
Registration on Central Supplier Database (CSD)	Yes	All bidders must be registered as a service provider on the Central Supplier Database (CSD). If you are not registered proceed to complete the registration of your company prior to submitting your proposal. Visit <a href="https://secure.csd.gov.za">https://secure.csd.gov.za</a> to obtain your vendor number.
Proposal document	Yes	Along with the original, an electronic copy <b>must</b> be submitted on USB. Failure to submit accordingly will result in disqualification.

P.M.  
M.M.  
J.R. 202

## 6. Functional Evaluation Criteria

**Total weight - 165**

Functional evaluation criteria	Weight	Applicable Scores					Total Score
		1 Poor	2 Fair	3 Average	4 Good	5 Excellent	
Years of experience in providing similar work. <b>Reference letter(s) which confirm this requirement must be submitted.</b>	20	N/A	N/A	5 years	More than 5 years to 7 years	More than 7 years	
Employee base of individual clients (current/previous clients). <b>Reference letter(s) which confirm this requirement must be submitted</b>	10	Less than 40 employees	40 – 80 employees	81 – 100 employees	101 – 120 employees	More than 120 employees	
Qualifications of the Project Director (Project Director must be a Certified/Accredited Financial Planner- Certified proof must be submitted)	20	N/A	N/A	Bcom. Honors or relevant NQF level 8 equivalent qualification. Certified copy must be submitted.	Masters' in Financial Planning or relevant NQF level 9 equivalent qualification. Certified copy must be submitted.	Doctorate in Financial Planning or relevant NQF level 10 equivalent qualification. Certified copy must be submitted.	
Qualifications of the Project Manager	20	N/A	N/A	Bcom. degree or NQF level 7 equivalent qualification. Certified copy must be submitted.	Bcom. Honors or relevant NQF level 8 equivalent qualification. Certified copy must be submitted.	Certified/Accredited Financial Planner- Certified proof must be submitted	
Experience of the Project Director in similar work – Submit CV	20	N/A	N/A	9-10 years	More than 10 years – 12 years	More than 12 years	
Experience of the Project Manager in similar work - Submit CV	20	N/A	N/A	5-7 years	More than 7 years – 9 years	More than 9 years	
Staff complement on FPB account – Financial advisors (Submit CVs)	20	N/A	N/A	2 Financial Advisors	3 Financial Advisors	More than 3 Financial Advisors	
Staff complement on FPB account – Administrators (Submit CVs)	20	N/A	N/A	1 Administrator	2 Administrators	More than 2 Administrators	
Reference letters of previous work done by service provider. Direct contact numbers and emails addresses of contract persons must be provided	15	Less than 2 references	2-3 references	4-5 references	6-7 references	7+ references	

*P.M.* *Amr* *SS* *gk*

**Minimum qualifying score – 70%**

**7. Preferential Procurement Points**

Pricing will be evaluated using the 80/20 preferential points system.

*Am.*  
P.M. *DR*  
*DR*



## Annexure A: Template for quotation

### Pension Fund

Service	Description of service	Quoted price
Pension Fund Administration		
Individual Financial Planning Service on site monthly.		
Provide advice and guidance to employees on Tax, Estate Planning & Administration in respect of retirement benefits		
Assistance to Human Capital Unit with monthly billing reconciliations on all third-party payments		
Processing monthly pension fund payments to the third party		
Asset management consulting: Advise on investment portfolio and asset classes. Investment Performance Tracking.		
Financial and retirement planning advisory service to staff on-site monthly.		
Provision of Benefit statements on line "as and when" and hard copy statements every 6 months (twice per annum); provide benefit summaries.		
Communicate to employees via its internal newsletter; provide member booklets and provide information and or infographics for all FPB social media solutions		
Provide advice on pension fund rules and amendments		

P.M. *[Signature]*  
B.D. *[Signature]*  
J.K. *[Signature]*

**Healthcare advisory support**

Service	Description of service	Quoted price
Assistance in Strategy Development.		
Medical Scheme (Restricted/Open) as well as uncovered lives options, product selection (year-end product/option selection) Induction training.		
Administration support including Underwriting management		
Communication on a quarterly basis to all employees (staff meetings or site visits) on various annual changes and benefit education <ul style="list-style-type: none"><li>• Application form processing</li><li>• Underwriting education</li><li>• Query escalation</li></ul>		
Comprehensive Healthcare consulting		
Provision of advice to employees on healthcare plans and medical benefits		
Assistance to Human Capital Unit with monthly billing reconciliations on all third-party payments		
Communicate to employees via its internal newsletter; provide member booklets and provide information and or infographics for all FPB social media solutions		

km.  
B.M.  
JH

**Group Life Insurance**

Service	Description of service	Quoted price
Group Risk Management		
Advisory service and consulting		
Assistance to Human Capital Unit with monthly Billing reconciliations on all third party payments		
Communicate to employees via its internal newsletter; provide member booklets and provide information and or infographics for all FPB social media solutions		

**Funeral Benefit**

Service	Description of service	Quoted price
Funeral Benefit Claim Administration		
Individual Financial Planning Service on site on a monthly basis		
Advice to employees on Tax, Estate Planning and Administration		
Assistance to Human Capital Unit with monthly Billing reconciliations on all third party payments		

Aug. P.M.  
S.R.

**GENERAL SERVICE REQUIREMENTS**

Service	Description of service	Quoted price
Assist and advice FPB on compensation management strategy and policy with respect to third party payments (pension fund, group life and medical aid) <ul style="list-style-type: none"><li>• Benefit Design</li><li>• Benefits Reviews</li><li>• Acquisition &amp; Discontinuance</li><li>• Retirement Planning</li><li>• Revision of Risk &amp; Accredited underwrites</li><li>• Advice on FPB on Umbrella Funds vs Private Fund administration services</li><li>• Actuarial Services (as and when required)</li></ul>		
Pension fund Adjudicator Case Management		
Legislative & Legal Changes – inform employee forum as and when changes occur and advise on changes to FPB's policies		
Provide Fund Constitution & develop Governance Survey (should FPB decide to host a private fund as opposed to an umbrella fund)		
Provide training for the Employer/Labour forum or employee trustees (in case of an inhouse private fund)		

P.M.  
M.H.  
S.H.

**Value Adding benefits you can offer as part of the service (at no additional cost):**

Service	Description of service	Quoted price
Please describe the add-on "value add" in addition to what the FPB currently covers.		
Educational Assistance benefit for dependents upon death of main member.		
Additional Funeral Benefit for extended family members.		
Voluntary Pension Fund Contributions for Fixed Term Contract and Interns.		
Other benefits to be specified.		

*Handwritten signatures and initials:*  
P.M.  
[Signature]  
[Signature]  
[Signature]

