

**REQUEST FOR INFORMATION**

**FOR PROVISION OF A PENSION FUND ADMINISTRATION SYSTEM**

**Date of Issue: 08 – 09 December 2018**

**Closing Date: 30 January 2019**

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# BACKGROUND

## INTRODUCTION

This is a Request for Information (RFI) about Pension Fund Administration Systems (PAS) and Services. The Eskom Pension and Provident Fund (“EPPF” or “Fund”) is conducting an assessment of PAS market offerings and providers as part of it drive towards becoming a member centric fund, a current strategic focus. A member centric organisation places the member and his / her needs at the centre of everything that it does.

The objective of this RFI is to identify the most appropriate solution/s and/or services for addressing the Fund’s requirements to manage the administration of the Fund and realise the member centric strategies and servicing options.

The EPPF is registered as a privately administered pension fund in terms of the Pension Funds Act (1956) and it is approved as a pension fund in terms of the Income Tax Act (1962). Approximately 108 people are employed by the EPPF on a permanent basis.

## MEMBERSHIP

The Fund, as at June 2018, currently administers approximately 46000 active members, 33500 pensioners and 3000 deferred pensioners.

## OBJECTIVE AND EXPECTED BENEFITS

Once the Board of Trustees of the Fund and EPPF have selected an approach, the selected application(s) or tool to be implemented and/or services to be procured through a subsequent formal request for proposal (RFP) will enable the EPPF to reap the following benefits (but not limited to):

* Greatly improved member self-services options across digital channels, thereby empowering members to be as self-reliant as they choose to be. Allowing members to maintain personal information and increase flexibility to structure investment portfolios within the limitations of the Fund rules, with such changes implemented in the payroll system via integration.
* Increased fund administration process efficiency, transparency and simplicity, easing the members experience and increasing their levels of trust towards the EPPF.
* Improved member data management and presentation formats that align to the member's personal information demands.
* Personalization of member experiences according to each members needs and preferences.
* Implementation of an interoperable solution that provides the capability to seamlessly integrate with existing enterprise systems across the EPPF's current and future technology landscape, thereby eliminating inappropriate manual intervention.
* Provision of relevant dashboards as required by the Board of Trustees, its committee members and Fund members in order to access information that will assist them in decision making.
* Implement a modernised administration system to enable the Fund to keep abreast with a rapidly changing market and its preferences.
* Ultimately leading to an increase in member satisfaction.

# REQUEST FOR INFORMATION (RFI)

## INVITATION TO VENDORS

The Fund wishes to invite suitable vendors to submit information for the provision of a pension fund administration system in accordance with the requirements set out in this RFI.

By submitting a response to the RFI sent out by the Fund, a party automatically undertakes to be bound by and agrees to the conditions set out in this document.

Parties that do not consider themselves bound by the provisions of this document should not respond to the RFI.

## RFI RESPONSE GUIDELINES

This RFI is issued on an open tender notice format with a definite closing date.

During the response time the central point for all queries relevant to the provision of background information and points of clarity relevant to this RFI, will be dealt by the Business Analyst of the Fund. In the interest of all parties concerned all queries must be submitted in writing and responses to queries or points of clarity will be updated on the EPPF Website as per the dates provided in section 2.4 below.

The electronic mail address for queries is [research@eppf.co.za](mailto:research@eppf.co.za). No telephonic correspondence will be entertained.

## RFI PROCESS AND SUBMISSION PROCEDURE



### Vendors are requested to be mindful of the time allowed for responses, the closing date and the email address for responses.

### Vendors who intends to respond to this RFI are requested to indicate their intention to respond via email ([research@eppf.co.za](mailto:research@eppf.co.za)) by 14 December 2018.

### The RFI must be submitted with the necessary supporting detail (where applicable) and must at least provide all the information requested in this RFI.

### Nothing in this RFI should be construed as a contract between the Fund and the vendor.

### All costs incurred during the preparation and compilation of the vendor’s response to the RFI, will be for the vendor’s account.

## SUBMISSION DATES

The table below lists the activities and dates applicable to this RFI:

|  |  |  |
| --- | --- | --- |
| # | Description | Date |
| 1 | Date of issue of RFI | 8 –9 December 2018 |
| 2 | Due date for vendors to submit intention to respond | 14 December 2018 |
| 3 | Deadline for clarification questions | 15 January 2019 |
| 4 | Final answers to clarification questions | 23 January 2019 |
| 5 | Closing date RFI | 30 January 2019 |

## RFI PROCESS REQUIREMENTS

The following minimum requirements will be applied to the RFI process:

1. All responses must be submitted in full and complete on or before the closing date.
2. All enquiries relevant to the RFI may only be submitted to the indicated point of contact and in writing. Telephonic and/or verbal enquiries will not be entertained.
3. Respondents must comply with the highest ethical standards in order to promote mutual trust and an environment where business can be conducted with integrity, in a fair and reasonable manner.
4. Respondents are responsible for any and all costs and liabilities incurred in responding to this RFI. The Fund will not be responsible for any costs whatsoever or howsoever arising.
5. The Fund reserves the right to withdraw, at any stage of this process, amend or cancel this RFI, reject or not accept any or all responses, obtain any information from any lawful source regarding past business history and practices of the respondent, and to take any such information into consideration in the RFI process.
6. The Fund does not have to explain acceptance or rejection of any specific vendor and the Fund’s decision is final and binding.

## STRUCTURE OF RESPONSES

All responses are required to be prepared as follows:



### Responses must be electronically populated on this document, signed and sent to the email address ([research@eppf.co.za](mailto:research@eppf.co.za)) with subject: RFI for Pension Fund Administration System.

### Legibility, clarity and completeness are essential.

### The RFI response must contain all of the following items:

#### Completed Functional and Non Functional Requirements table;

#### Indicative costing; and

#### The electronic copies of the RFI response must be provided in Adobe Reader Portable Document Format (PDF), clear of virus infections.

### Responses must be prepared as simply as possible, providing a straightforward, concise description of the interested parties and the capabilities available to satisfy the requirements of the RFI.

## RFI SCOPE



### This RFI is explorative by nature thus respondents are requested to provide information about their offerings, as aligned to the below options:

### Commercial Off-the-Shelf (COTS) Solution/s

This option implies that the solution will be hosted on premise, on the EPPF’s infrastructure, supported and maintained by the EPPF, and backed by support agreements with the supplier. The EPPF will have the option to customise the solution to address unique business requirements. Risk management related with information security and disaster recovery will be addressed by the EPPF. This option is solely for the procurement of a COTS technology solution that addresses Retirement Fund Administration functions and the high-level functional requirements outlined in this document.

### Software as a Service (SaaS)

This option implies that the solution may be hosted, supported and maintained by the vendor. Customisation will need to be negotiated between the vendor and the EPPF as per agreed contract. Information security and risk requirements associated with disaster recovery will be addressed solely by the vendor. Alternatively, this options could be hosted by the EPPF, and supported and maintained by the Vendor. Information security and risk requirements associated with disaster recovery will be addressed jointly. This option would see the Fund subscribe to a cloud application service that is hosted on a private cloud (on premise) or on a public cloud, maintained and supported by the supplier.

### The Fund must comply with the following legislation:

* Pension Funds Act 24 of 1956
* Regulations to the Pension Funds Act
* Income Tax Act 58 of 1962
* Divorce Act 70 of 1979
* The National Credit Act 34 of 2005, Regulation 62(1)(b)
* Section H of Currency and Exchanges Manual for Authorised Dealers
* The Financial Institutions (Protection of Funds) Act 28 of 2001
* Financial Sector Regulation Act 9 of 2017
* Circulars, Board Notices and Directives issues by the FSCA in particular Board Notice 24
* Rules of the Fund
* Protection of Personal Information Act 4 of 2013;
* Prevention of Organised Crime Act 121 of 1998
* Maintenance Act 99 of 1998
* Prevention and Combating of Corrupt Activities Act 12 of 2004

It is important for the vendor to note that the proposed solution must assist EPPF to comply with the abovementioned legislation.

### The proposed system must provide for:

* An administration platform capable of supporting both DB and DC administration.
* An integrated platform for the management and processing of benefit claims for both DB and DC administration.
* The ability to manage multiple funds with appropriate data segregation and access federation capabilities.
* The ability to manage payroll functions for pensioners.
* The ability to manage member and pensioner data.
* The ability to automate payment instructions from the member administration system to the General Ledger system.
* The ability to change parameters in system and not in source code.
* The flexibility to easily effect changes which may be due to changes in Fund rules.
* The ability to support legislative and regulatory compliance directives as listed above.

## FUNCTIONAL AND NON-FUNCTIONAL REQUIREMENTS



### Guidelines for responding to the Functional and Non-Functional Requirements

The high level business and system requirements have been presented in table format with a column for respondent feedback and further input. Respondents are requested to indicate the following, as applicable, for each high level requirement:

* Indicate the appropriate response abbreviation as shown in the table below for each of the requirements. Requirements with no response will be treated as ‘NA’ (not available).
* Note any assumptions, considerations or limitations that might provide the EPPF team with insight into the responses provided by the respondent.
* Where applicable, identify the specific licensed product, module or add on that will meet the requirement and indicate where possible deviation from standard product licensing might come into enforcement.
* Provide further explanations, clarifications and, if applicable, alternate recommendations in the comments section.

|  |  |  |
| --- | --- | --- |
| Response | Abbreviation | Definition and criteria |
| Off the shelf | OS | Functionality exists, off the shelf, with no configuration or modification, and can be demonstrated at other client sites in South Africa or abroad. |
| Configurable | CG | Functionality is met through configuration changes to the existing system, where ‘Configuration’ includes changes via administration consoles or changes to parameters within system configuration files. |
| Customisable | CU | Functionality can be met through custom development, enhancements or extensions to the base source code, implying future maintenance complexity that may require additional effort to upgrade, update or apply patches. |
| Product Roadmap | PR | Functionality is not yet available out of the box but is on the product roadmap to be included in a future version of the product. Indicate timeframes and status of the product development item in question. |
| Add on Available | AO | Functionality can be provided by a third-party solution that has been included in the response. The solution has been deployed at other clients’ sites and can be demonstrated upon request. Indicate where the functionality is an add on that will require integration effort and additional effort to upgrade, update or apply patches to. |
| Not available | NA | Functionality cannot be provided by the system. |

### Design Principles

The EPPF have established a set of principles to guide decision making as the organisation strives to deliver on strategic drivers. Relevant Design Principles have been included below to guide the respondent's feedback:

| **Principle Name** | **Description** | **Implication/s applicable to this RFI** | **Proposed Solution Alignment with this principle** | **Explanation, where required** |
| --- | --- | --- | --- | --- |
| **Member centric principles** | | | | |
| **Stable Core, Extended by Flexible Partnerships** | EPPF needs stable systems and processes to function efficiently, augmented by synergies with strategic third parties. This will allow the fund to develop integrated data, systems and processes through which member needs will be better met. | The PAS system should be able to easily integrate to third party systems ensuring that the application landscape can be extended easily and with no to very low customisation requirements. |  |  |
| **Frictionless Processing** | EPPF needs to advance their business processes such that they are simple to execute, uncomplicated in design and transparent in understanding. By following this principle, unnecessary processes will be abstracted to meet member needs without delay. | The PAS system should have flexibility with regards to the way processes are implemented on it. Where processes are not flexible it should be ensured that processes are standardised and simple as per industry best practices. |  |  |
| **Insights Driven** | For EPPF to be an insight-driven organisation, priority should be placed on embedding analysis, data, and reasoning into its decision making processes. This adopts a science-led approach that targets business value and transforms the member experience. | The PAS system should clearly indicate how it would provide data analytics and insights. In the case where this is done with an external Data analytics environment it should be made clear how easy it is to provide data from the PAS system for such a data analytics environment. |  |  |
| **Secure, Trusted and Reliable** | EPPF needs to be viewed as a credible financial entity by fund members. EPPF’s ability to be adept at mitigating fraud and acting in the best interests of its members will position the fund as a secure and trusted financial custodian. | The PAS system should assist with raising flags and exception reporting where patterns that should be investigated further from a fraud point of view are picked up. |  |  |
| **Prioritise Education** | EPPF needs to prioritise member education and learning. It is essential that sufficient tools and information exist to provide members with a comprehensive and transparent understanding of the fund. | Clearly indicate available education around any self-service channels that are available to the customer. Indicated how training for the employees of EPPF will be provided. |  |  |
| **Authentic, Contextualised Experiences** | EPPF needs to provide member experiences that are empathic, unique and targeted to individual member needs. Offerings in this domain have a thorough and genuine understanding of the various life stages throughout a member’s journey with the fund. | Indicate how the PAS system can provide a user centric experience where the experience changes between different users based on the user. |  |  |
| **Proactive Innovation** | For EPPF to become a truly innovative fund, its people, processes and technology need to be continually reviewed and optimised. This is achieved by understanding global best-practice trends and creating a culture that rewards innovation, both internally and externally. | Indicate how the PAS system would be kept up to date with technological advancements and how newer versions would be made available to EPPF. How do we safe guard the upgrade path and the process and risks around upgrading to a new version as well as the frequency of updates. The technology vision of the vendor providing the PAS system should also be shared. |  |  |
| **Data Principles** | | | | |
| **Single version of the truth** | ‘All related data records are kept in a single repository’. | Data updates are stored in channel-independent manner.  A distinction must be made between Master data and transactional data in terms of how the data is stored, where it is stored and who will consume the data.  The PAS system must be clear around how Master and Transactional data will be managed. |  |  |
| **Data is an asset** | ‘Data is valuable corporate resource; it has a real and measurable value. Data quality should always be promoted’.​ | The PAS system should indicate how data is managed inside the application from a stewardship point of view, as well as how it is used. Indicate how operational as well as strategical views on data are provided and extended as needed.  How does the PAS system ensure accuracy of data. |  |  |
| **Data is Accessible** | ‘Wide access to data leads to efficiency and effectiveness in decision-making, and affords timely response to information requests and service delivery’.​ | How will the PAS system ensure access to information to everyone that require it. How will the PAS system ensure that only approved users may view / edit any specific type of data. |  |  |
| **Common Vocabulary and Data Definitions** | Data is defined consistently throughout the enterprise, and the definitions are understandable and available to all users.​ | Ability of the PAS system to adapt the system terms to be the same as those used by EPPF - is this config or can it be set up / updated by an admin user. Dictionary of terms used by the PAS system with their meanings is required to identify how aligned it is to EPPF common vocabulary and where changes are needed. |  |  |
| **Privacy** | Data privacy and security needs to be enforced commensurate with the risk of exposure. ​ | How is data classified in the PAS system, and how is access controlled based on this classification.What tools do the PAS system supply to ensure that data privacy can be managed appropriately. |  |  |
| **Secured sharing and publishing** | Data needs to be shared and published without violating security policies or placing EPPF at risk of exposing valuable data assets | The PAS system should be secure in the way that it integrates with other systems and in any sharing of data that it allows.  All data access services and interfaces must have identity and access management policies |  |  |
| **Standard data exchange formats** | Leverage standardised and accessible formats for exchange of data between systems, users and partners. ​ | Indicate the standardised representations (industry standards) for the exchange of data that is supported by the PAS system. |  |  |
| **Data Quality** | EPPF must ensure that the quality of data is proactively managed to ensure it is complete, accurate and correct.​ | How will the PAS system ensure quality of data, master data as well as transactional data and calculations etc. What would the approach be around migrated data where there does exist data quality issues? |  |  |
| **Design Principles** | | | | |
| **Processes are straight through** | Processes are executed to completion once initiated. | The PAS system should prevent buffers between activities as much as possible, ensuring that once a process is started it is completed to its end as quickly as possible. Exception monitoring for incomplete processes should be provided Routine processes should be automated. |  |  |
| **Front office processes are separated from back office processes** | The back office will not be exposed to or directly accessible to members. | Processes are dedicated to front office or back office. Segregation between front and back office is clearly defined. |  |  |
| **Processes are supported by a central business process management system** | Process management systems provide management information, activity monitoring, metrics and insight into process execution. | Is the PAS system able to have business processes changed according to the organisation's requirement and can the system adapt accordingly?  Process can be changed independently from application functionality.  What is the amount of effort required to implement / change processes and how and by who is this done. Is it possible to view measurements on the processes around how long it typically takes etc. |  |  |
| **Business rules should be centralised** | Business rules must be managed at a central place to ensure consistency. Business rules management should be centralised to allow for administration or maintenance in isolation from system development. | Business rules should be managed in a single place in a rules engine. It should be possible to change business rules. A view is needed of the effort and time to change such business rules as well as the impact on the solution. It should be possible for BAs to change business rules for the PAS system without technical intervention. |  |  |
| **Embrace exponential technologies** | The platform has to have the required agility to quickly adopt and implement new technologies in order to reduce the development to go-to-market times | The PAS system should indicate the latest technologies used, as well as the approach for staying current on latest technologies. |  |  |
| **Cloud adoption and orchestration and cloud first** | The platform has to be cloud capable in its configuration and setup of the environment and ready to integrate with 3rd party services and internal components | The PAS system should run in the cloud and be able to integrate from the cloud. |  |  |
| **Performance and scalability** | Architect for optimal applications' responsiveness, low latency and ease of capacity increase | The PAS system should be a highly responsive flexible platform that can be scaled up as needed. The user experience should be fast and consistent. |  |  |
| **New technology transition** | The Architecture function needs to take into account the impact to the current technology landscape when implementing new technologies. | The PAS system should have a strategy for transitioning from an existing system to it without adversely impacting business. |  |  |
| **Secure, trusted and reliable** | Architect to integrate security with business and IT standards and best practices. | The PAS system should implement Authentication and access management. The PAS system needs to cater for monitoring capabilities. The PAS system should be resilient and not have single points of failure. |  |  |
| **Composite architecture** | Architect for granularity and loose coupling of components to allow for separation of concerns. The platform has to be heterogeneous to allow different technology vendors to be plugged into the platform at will. | The PAS system need to be modular and loosely coupled, with an ability to integrate with different technologies. It should have the ability to modify components without impacting other components. Cater for interoperability through applied use of integration standards. |  |  |
| **Engage digitally** | The platform has to provide a means to engage and provide a consistent experience for users across various digital channels. The consistent, user-friendly member experience will ensure that new users are quickly on-boarded and are kept engaged throughout their interaction with the platform. | The PAS should provide a choice of engagement channels.The PAS should provide insights through member experience analytics. |  |  |
| **Leverage every touchpoint as a data source** | Every time a member interacts with a system or stakeholder from EPPF, data is created and should be captured. | Every existing and new touchpoint with the member must be stored and available for analysis. |  |  |
| **Automated self-service** | Automated member self-service is a type of electronic support that allows end users to use technology to access information and perform routine tasks without requiring the assistance of a live member service representative. | The PAS system should allow automated member interactions through self-service functionality where possible. This will lead to improved service quality, saved time through faster management and execution of requests, process and resources traceability and transparency and a positive end user experience with EPPF. |  |  |
| **Digital first** | Digital First means digital by default. It means looking first to digital as a way of delivering information, services or any other function of EPPF and then distributing it in various ways - web, mobile devices and paper. | The PAS solutions should provide digital enablement for enabling members. |  |  |
| **Anytime, anywhere access** | Anytime, anywhere access, is where EPPF services are accessible by members at any time and through any device such as web or mobile. | The PAS system should be enabled with channels and platform for members to engage with the EPPF "anytime and anywhere". |  |  |
| **Create a consistent experience across multiple channels** | Experiences across channels must be cognisant of the channel's context, but must present one unified version of the truth, and provide users with comparable content and functionality according to what they have come to expect. | The PAS system should ensure a consistent experiences across channels. |  |  |

### Functional Requirements

| **Requirement** | **Response to Requirement, where applicable** | **Comments** |
| --- | --- | --- |
| 1. **Member Administration**   Member administration involves the management of the life cycle of members of the Fund. Does the solution have the ability to: | | |
| * 1. Manage the life cycle of a Fund member, from inception through to termination relating to death, retirement or resignation, including but not limited to other critical life events such as marriage, divorce, death and beneficiary administration. |  |  |
| * 1. Process the onboarding of new members. |  |  |
| * 1. Structure various retirement portfolios. |  |  |
| * 1. Support system generated communication, used for sending automated correspondence (letters / SMS / email) to members and pensioners when selected updates or events take place (such as payments, change in address, etc.), including but not limited to: Claim forms, confirmations, statements, etc. |  |  |
| * 1. Link documents to a transaction or event, such as a member query. |  |  |
| * 1. Maintaining Pensioner share balance. |  |  |
| * 1. Process annual pensioner increments. |  |  |
| * 1. Associate master data documents to member profiles, using relevant meta-data to ensure association is maintained between the proposed system and the EPPF enterprise document management solution. |  |  |
| * 1. Process member termination as a result of a member’s resignation from the participating employers. |  |  |
| * 1. Process member retirement from the Fund. |  |  |
| * 1. Describe the solutions member Master Data management capability. |  |  |
| * 1. Process member's death while in the service of the Employer. |  |  |
| * 1. Process member's death after termination of his/her employment. |  |  |
| * 1. Conduct periodic survivorship verification. |  |  |
| 1. **Member Self Service**   Self Service capabilities allow the member to perform routine administrative processes without assistance from an EPPF staff member. Does the solution provide: | | |
| * 1. A self-service portal that provides members with the ability to manage their investment portfolios |  |  |
| * 1. The capability for members to perform pension projections. |  |  |
| * 1. The capability for members to extract pre-defined reports, such as member certificates and statements from the self-service portal on an ad hoc basis. |  |  |
| * 1. The capability for members to maintain personal information and beneficiary information. |  |  |
| * 1. The capability for Fund Trustees and committee members to access the self-service functionality with the purpose of being able to extract management reports and to maintain personal information. |  |  |
| * 1. The capability to upload documents (i.e. ID copies and proof of address) and associate the uploaded documents with the member profile securely. |  |  |
| * 1. The capability for administrators within the EPPF to access various functionality, including but not limited to functionality to extract periodic Trustee reports and statistical or compliance data from the system. |  |  |
| * 1. Usability features, such as responsive design that adapts to the channel device in use by the user (i.e. Mobile Phone or Tablet) |  |  |
| * 1. Users with the ability to modify the landing page, graphically present the members investment information, contribution allocations and return allocations. |  |  |
| * 1. Describe the security controls and/or features pertaining to identity and access inherit in the solutions self-service platform? |  |  |
| 1. **Member Financials**   Member Financials involves the processing of member contributions and returns allocations as well as the allocation of housing loan instalments, where the Fund has awarded a member a home loan. Does the solution have the ability to: | | |
| * 1. Manage Member Contributions including receipt of contributions, allocation of returns and management of home loan instalments. |  |  |
| * 1. Allocation of monthly member contributions and transfers from the previous employer to the Fund, including allocations are made to a member’s account. |  |  |
| * 1. Allocation of investment returns accrued over a monthly period to a member’s account. |  |  |
| * 1. Allocation of monthly housing loan repayments for a member who has been issued a housing loan by the Fund. |  |  |
| * 1. Allocation of monthly housing loan interest amounts for members with housing loan balances. |  |  |
| * 1. Switching between investment portfolios by any member except pensioners. |  |  |
| * 1. Management of unclaimed benefits including the taxation, investment and tracking thereof. |  |  |
| 1. **Fund Investment Management**   Fund investment management involves the investment of contributions made into the Fund by members as well as facilitating engagements with the Fund’s investment team and service providers. Does the solution have the ability to: | | |
| * 1. Manage individual and bulk Switches where Members are able to review their investments and switch all or a percentage of their previous accumulated contributions or change the investment of their future contributions. |  |  |
| * 1. Manage unitisation, the integrated allocation of units at daily unit price for the amounts received per member to the member’s individual account and, where applicable, per the member’s or employer’s investment choices. |  |  |
| 1. **Payment Administration**   Payment administration involves the execution of payments to members and beneficiaries. Does the solution have the ability to: | | |
| * 1. Process pay-outs, including transfers, monthly pay-outs to retired Fund members, beneficiary pay-outs and terminated member pay-outs. |  |  |
| * 1. Process monthly payment to retired members of the Fund. |  |  |
| * 1. Process member divorce settlement in terms of a court order against the members’ account. |  |  |
| * 1. Process termination payment where a member’s fund is in credit due to death, retirement or resignation from the Fund, including handling of transfers from the Fund to another fund of the terminated member’s choice. |  |  |
| 1. **Fund Accounting and Reconciliation**   Fund accounting and reconciliation involves the processing of financial transactions and reconciling financial aspects of the Fund. Does the solution have the ability to: | | |
| * 1. Manage Fund accounting within the solution. |  |  |
| * 1. Integrate to third party accounting packages to manage Fund Accounting. |  |  |
| * 1. Perform the reconciliation of the administration system to the Fund’s general ledger. |  |  |
| * 1. Allow for a year end "roll over" where, once the financial statements are signed and the financial year on the system is closed, that these records cannot be changed and the records are archived for storage purposes, and that there is a view access of these records for queries, and that all adjustments post this "roll over" happen in the current period. |  |  |
| * 1. Apportion Fund administration costs to a member, as per apportionment criteria. |  |  |
| * 1. Pay Fund administration costs. |  |  |
| 1. **Statutory and Regulatory Reporting**   Compile various periodic statutory reports as prescribed by the legislation outlined earlier in this document <include section reference>, including but not limited to: | | |
| * 1. National Credit Regulator (NCR) reports. |  |  |
| * 1. Forex investment reports, involving the reporting of forex investments in accordance with section H of the Currency and Exchanges Manual for Authorised Dealers |  |  |
| * 1. Various statistical reports as required by regulators in accordance with the Fund’s accreditation as a financial service provider. |  |  |
| * 1. Predefined periodic compliance and regulatory reports for various stakeholders, including but not limited to SARS, FSB, NCR and the Board of Trustees. |  |  |
| * 1. Year-end Financial Statements - Without having to process unnecessary journal entries to obtain the necessary disclosure. |  |  |
| * 1. Trustee Reporting on all aspects of the Fund processes per transaction, with summaries and management information including financial management accounts on an accrual basis. |  |  |
| * 1. Describe software’s compliance with financial reporting standards such as regulatory reporting requirements for retirement funds in South Africa. |  |  |

### Non-Functional Requirements

| **Requirement** | **Response to Requirement, where applicable** | **Comments** |
| --- | --- | --- |
| 1. **System Architecture and Design**   Respondents should have PAS solutions that compete well as commercial products and meet the below Non Functional requirements. In your response please indicate whether the product you represent meet the requirement as well as to what extent it is met and note anything else around this requirement that you deem noteworthy. | | |
| * 1. **Solution Architecture** | | |
| * + 1. Please provide a high-level architecture overview of the proposed system, making use of diagrams and other applicable views and clearly showing the various system components, technologies and how these relate to each other (tightly vs loosely coupled etc.). |  |  |
| * + 1. Ensure the following information is included: * Software specifications of the tool * Integration with applications that is common in the PAS space * What platform(s) the system is developed on * Describe the minimum requirements for end user devices and software (e.g. browsers) * System diagram showing major components of the solution and the network traffic between each, up to the end user. * Provide a logical model of the database as well as indicate the underlying database technology used. |  |  |
| * 1. **Extensibility**   The EPPF requirements from a PAS system might grow and change over time and the EPPF might have some unique requirements. | | |
| * + 1. How will you manage changes required to the PAS and what is the effort, cost and timelines typically associated for a sample change? |  |  |
| * + 1. What is the approach around modules that are not used initially, can these be "switched off" and savings realised? |  |  |
| * 1. **Scalability**   The EPPF has a growth strategy which means that the system should be able to scale up/out as needed. | | |
| * + 1. Please indicate how you would typically scale up / out if required and the associated cost impact? |  |  |
| * + 1. What the size of your largest implementation? |  |  |
| * + 1. What is the impact of scaling up on the business from a business disruption point of view? |  |  |
| * 1. **Usability and Channels**   The proposed solution should provide different channels (e.g. web, app, call centre) to users for interacting with their information as well as interacting with EPPF. This includes but is not limited to: Members viewing benefits and account balances, view and update their information and communicate with the fund. | | |
| * + 1. Please indicate the available channels? |  |  |
| * + 1. Please indicate the functionality available per channel? |  |  |
| * + 1. Describe the system’s user experience features, specifically responsiveness on different end user devices / channels. |  |  |
| * 1. **Performance and Availability**   Due to its mission critical nature for the EPPF business, high availability and quick response times are expected from the PAS system. | | |
| * + 1. Please indicate the approach to ensure high availability and quantify what this availability is. |  |  |
| * + 1. Please indicate how planned outages are managed. |  |  |
| * + 1. Please indicate typical response times for a type of interaction (e.g. administration transactions, reports, batch transactions, etc.) when cloud hosted. |  |  |
| * 1. **Future Proofing**   The EPPF need to be assured that their investment in a PAS system will have longevity and keep up with the high pace of technological advances. | | |
| * + 1. Please describe your future-proofing plans associated with technological market disrupters and technology-related developments. |  |  |
| * + 1. How do you embrace exponential technologies and how will EPPF be kept on board with these advances. |  |  |
| 1. **Hosting and Infrastructure**   EPPF's core business is not information technology and to this the desire is to host the PAS system in the cloud and outsource the majority of IT related functions to a hosting partner. | | |
| * 1. **Performance and Availability**   Due to its mission critical nature for the EPPF business, high availability and quick response times are expected from the PAS system. | | |
| * + 1. Please provide the proposed deployment model considering the desire to host the PAS in the Cloud. |  |  |
| * + 1. Indicate architecture requirements on the EPPF side to allow for the cloud deployment to be successful. |  |  |
| * + 1. Please indicate any security and performance concerns or comments specific to hosting in the Cloud. |  |  |
| * + 1. Please indicate any integration specific concerns or comments specific to hosting in the Cloud. |  |  |
| * + 1. Describe any communication link security measures that will be put in place to ensure a secure connection to the EPPF from the hosting environment. |  |  |
| * + 1. Describe any communication link security measures pertaining to the DR site if applicable. |  |  |
| * + 1. Describe any communication link security measures pertaining to users working off-site. |  |  |
| * + 1. Describe how the system will be configured to segregate the EPPF’s data from any other customer’s data. |  |  |
| * 1. **Scaling of Hardware**   One of the expectations of hosting in the cloud is the ability to seamlessly add processing capability to the infrastructure hosting the PAS solution. | | |
| * + 1. Describe how processing power will be added in case it is needed and what the impact on the system will be - downtime etc. |  |  |
| * 1. **End User Requirements** | | |
| * + 1. Describe all client hardware requirements necessary to operate the suggested solution. (Ideal and Minimum supported) |  |  |
| 1. **Security**   The member and other data contained in the PAS system is of a sensitive nature and EPPF need to be assured that their data is secure in its confidentiality, integrity and accuracy. In moving to a new PAS system one of the main concerns for the EPPF is ensuring adequate security. | | |
| * 1. **End User Requirements** | | |
| * + 1. Please provide the proposed system's security architecture. |  |  |
| * + 1. Describe the security controls used to ensure the protection of all data in transit. |  |  |
| * + 1. Describe the security controls used to ensure the protection of all data at rest. |  |  |
| * + 1. Describe the security controls used to ensure the protection of all data during integration with other systems. |  |  |
| * + 1. Indicate how the classification of data is done and security related to it, for example personal data. |  |  |
| * + 1. Indicate how segregation of duties are implemented in the system. |  |  |
| * + 1. Indicate how Non-Repudiation and Originality of each transaction is assured. |  |  |
| * + 1. Indicate how the system must complies with International standards applicable to Security and Business continuity policies and procedures. |  |  |
| * + 1. Indicate any external security tests and the frequency of these tests and whether results will be made available to EPPF. (For example penetration tests) |  |  |
| * + 1. Indicate any external accreditations and the frequency of these assessments and whether results will be made available to EPPF. |  |  |
| * 1. **Identify and access management** | | |
| * + 1. Confirm that the system supports Role Based security |  |  |
| * + 1. Confirm that addition security rules exist - e.g. a customer can only update his own information |  |  |
| * + 1. Describe the security controls and/or features pertaining to identity and access for internal EPPF user groups and external user groups |  |  |
| * + 1. Indicate if there is an admin user and what they can typically do and whether their actions are included in audit logging? |  |  |
| * + 1. Indicate if the PAS is able to integrate with the EPPF Identity and Access Management System (Active Directory) for internal users |  |  |
| * 1. **Federated external providers of authentication**   The EPPF aims to provide pension services to multiple organisations in a multi fund approach, to this end it should be possible for these organisations to have their employees obtain access to their information with the single sign on that is prevalent in their own organisation**.** | | |
| * + 1. How would your system support this kind of federated directory services setup for authentication and authorisation against an external directory? |  |  |
| 1. **Data Management**   EPPF subscribe to the view that Data is an asset as one of its principles: ‘Data is valuable corporate resource; it has a real and measurable value. Data quality should always be promoted’.​ The PAS system will contain the majority of the wealth of EPPF's data and to this end it needs to be ensured that it will confirm to data management related requirements. | | |
| * 1. **Master Data Management** | | |
| * + 1. Describe the approach to Master Data Management in the PAS system. |  |  |
| * 1. **Quality of Data** | | |
| * + 1. Describe how the system ensures a single version of the truth |  |  |
| * 1. **Access to Data** | | |
| * + 1. Confirm if all data can be updated through a front end with the only restriction being the security restrictions. |  |  |
| * + 1. Confirm for how long the system will keep history (at least 10 years required). |  |  |
| * + 1. Indicate if there is a different process to access historic information and if so how this works. |  |  |
| * + 1. Describe the approach to data validation and how the competing requirements of ease of use for users vs the completeness and correctness of data are managed. |  |  |
| * + 1. Describe the effort and ease of extracting data out of the solutions data environment into a EPPF managed Enterprise Data Warehouse, outlining any restrictions or additional costs if applicable. |  |  |
| * 1. **Auditability**   It is vital that a clear audit trail exist for all changes made to data to ensure that root cause analysis can be done as well as fraud and security breaches detected. | | |
| * + 1. Describe how the system capture and manage audit information for any and all actions done on the system that change, create or delete any data. |  |  |
| * + 1. Describe how the system represent audit information - how can this audit information be accessed and what views are available. |  |  |
| * + 1. Describe all information stored with the audit record, example person making the change and date time stamp. |  |  |
| * + 1. Confirm the period for which audit information is kept and accessible. |  |  |
| * + 1. Is it possible to construct what a record looked like at a point in time from the audit information of that record? |  |  |
| * + 1. Describe the availability of audit reports that focus specifically on potential fraud or security breaches. |  |  |
| 1. **System Integration**   In order for the PAS system to perform effectively, integration to a wide range of other applications are required. Keep in mind that the aim is to have a cloud hosted deployment. | | |
| * 1. **Integration Architecture** | | |
| * + 1. Describe the approach of integration with EPPF and other external systems from the cloud based PAS. |  |  |
| * + 1. Describe the solution’s ability to handle service interfaces via REST, SOA etc. |  |  |
| * + 1. Describe the process and turn around for adding a new service interface. |  |  |
| * + 1. Describe integration specific to Master Data - where the PAS system is the source of the Master Data and it should be exported to other applications. |  |  |
| * + 1. Describe integration specific to Master Data - where the PAS system is the consumer of Master Data hosted in another system and it should be imported. |  |  |
| * + 1. How does your solution support ACH, CC authorisation, and 3rd-party payment interfaces? |  |  |
| * 1. **Integration to specific types of Applications** | | |
| * + 1. Describe integration with Banks (making an receiving of payments). |  |  |
| * + 1. Describe integration with SARS. |  |  |
| * + 1. Describe integration with Insurance Companies. |  |  |
| * + 1. Describe integration with Medical Aid Schemes. |  |  |
| * + 1. Describe integration with HR systems. |  |  |
| * + 1. Describe integration with Workflow systems. |  |  |
| * + 1. Describe integration with Content Management systems. |  |  |
| * + 1. Describe integration with CRM systems. |  |  |
| * + 1. Describe integration with Payroll Systems. |  |  |
| * + 1. Describe integration with Call Centre Systems. |  |  |
| * + 1. Describe integration with the Dept. Home Affairs. |  |  |
| * + 1. Describe integration with a General Ledger application or describe the PAS' general ledger functionality. |  |  |
| * + 1. Describe any other out of the box available or required integration for the PAS to function. |  |  |
| 1. **Workflow and Document Management**   In the pursuit of achieving efficiencies and cutting down on paper, strong workflow and document management solutions play a big role in the EPPF's business. The PAS system can either have these functionality built in or should have the ability to integrate to a solution that provide these services. | | |
| * 1. **Document Management** | | |
| * + 1. Indicate if a document management component is available in the system. |  |  |
| * + 1. If available indicate indexing capability of document management component. |  |  |
| * + 1. If available indicate updating of documents capability of document management component. |  |  |
| * + 1. If available indicate restrictions to number and type of documents of document management component. |  |  |
| * + 1. If available indicate OCR capability of document management component. |  |  |
| * + 1. If available indicate methods of uploading docs - e.g. faxing, scanning etc of document management component. |  |  |
| * + 1. If available indicate searching on documents ability of document management component. |  |  |
| * + 1. If available indicate rate of processing from scanning of document management component. |  |  |
| * + 1. Indicate to which document management system it can be integrated and the amount of effort involved. |  |  |
| * 1. **Workflow Management** | | |
| * + 1. Indicate if a workflow component is available in the system. |  |  |
| * + 1. If available indicate if the workflow integrates with document management? |  |  |
| * + 1. If available indicate whether workflow audit trails exist. |  |  |
| * + 1. If available indicate whether electronic approvals and notifications exists for the workflow component. |  |  |
| * + 1. If available indicate whether rule based escalations exist for the workflow component. |  |  |
| * + 1. Indicate to which workflow system/s it can be integrated and the amount of effort involved. |  |  |
| * + 1. Indicate whether the workflow component supports Business Activity Monitoring and what metrics are pre-configured. |  |  |
| 1. **General Application Considerations** | | |
| * 1. **Forms Management** | | |
| * + 1. Indicate the PAS system's forms management capabilities. |  |  |
| * + 1. Describe the process and effort involved in changing a form to add a new field or change an existing field (include the database side). |  |  |
| * + 1. Indicate if any form changes are possible without involvement from the service provider or any developer. |  |  |
| * 1. **Content and Product Management** | | |
| * + 1. Indicate the capability around staging new non-transactional information: e.g. Content and products for checking before publishing it to members. |  |  |
| 1. **Implementation Project Approach**   A big consideration when choosing a PAS system is the process of initial implementation and the assistance that will be received from the selected partner. In answering the below questions please bear in mind that there is a substantial business currently running on an existing system and the aim would be to minimise impact and risk on the existing business. | | |
| * 1. **Implementation & Training Approach** | | |
| * + 1. Indicate the approach to be followed for the implementation of a PAS system for the EPPF. |  |  |
| * + 1. Indicate how the project would be run, the different phases and what the expectations would be from both the vendor as well as EPPF. |  |  |
| * + 1. Comment on your approach to application testing, in particular unit, system and integration testing. |  |  |
| * + 1. Comment on your approach to user acceptance testing. |  |  |
| * + 1. Describe the resources available from your organisation as well as required from EPPF to be dedicated to this project. |  |  |
| * + 1. What is the estimated length of time for the implementation of the new system? |  |  |
| * + 1. Indicate how training will be provided on the PAS system to EPPF staff. |  |  |
| * 1. **Data Migration** | | |
| * + 1. Describe your organisation’s approach to the data migration and conversion process. |  |  |
| * 1. **Parallel Run** | | |
| * + 1. How would you approach a parallel run with the current PAS system paying particular attention to the testing and pilot stages of the implementation? |  |  |
| * 1. **Non-Production Environment(s)** | | |
| * + 1. Indicate the approach to establishing a test / training environment that is separate from the production environment but also hosted in the same way. |  |  |
| 1. **Operationalisation**   Once the PAS system is implemented it has to be handed over to operations for ongoing support and running in support of the business. | | |
| * 1. **Monitoring & Management** | | |
| * + 1. Indicate if the system employ service level monitoring and how issues with the application are picked up pro-actively by monitoring on a threshold etc. |  |  |
| * + 1. Describe the structures and tools available for centralised management, administration, support and maintenance of the system and how this responsibility will be shared between the service provider and EPPF. |  |  |
| * 1. **Contractual** | | |
| * + 1. Please provide a copy of your standard SLA with customers. |  |  |
| 1. **Disaster Recovery and Business Continuity**   The PAS system is business critical for EPPF and to this end Disaster recovery as well as business continuity are key components of a successful partnership. | | |
| * 1. **Backup and Disaster Recovery** | | |
| * + 1. Describe the backup and disaster recovery approach when hosting the PAS system. |  |  |
| * + 1. Describe the Recovery Point Objective and Recovery Time Objective. (How long will it take to restore service and what is the maximum amount of data that will be lost). |  |  |
| * + 1. Indicate whether a DR site is available and whether EPPF can connect to it and how the data is replicated between the two sites. |  |  |
| * + 1. In the case of a DR site, describe how often and how testing of this DR site is conducted. |  |  |
| * + 1. Indicate all the countries where data is stored or backed up to. |  |  |
| * + 1. Indicate safe guards against corruption of backups. |  |  |
| * + 1. Indicate the worst case scenario from a disaster point of view and what the recovery plan would be. |  |  |
| * 1. **Business Continuity** | | |
| * + 1. Indicate what if any functionality will be available in an "offline mode" if the network is down. |  |  |
| * + 1. Indicate the suggested BCP in the case where the system is completely down. |  |  |

## FEE STRUCTURE

* Please provide all assumptions made in the indicative pricing. All prices are to be quoted in **ZAR** and should include **VAT**. If prices are subject to exchange rate fluctuations, please indicate the assumed rates.
* Provide the basis for software license costs (i.e. are they based on transaction volumes, number of concurrent users, number of total users, a member per month fee, monthly or annual license costs per module). Please include any sign-on or once-off costs, if applicable.
* Provide the following costs, specifically for the implementation:
  + Please indicate hourly rates for consultancy / implementation per resource level (i.e. project manager, architect, developer, and tester).
* Vendors are requested to provide indicative pricing (total cost of ownership) of the different elements within the proposed solution for budgeting purposes:
  + For on-premise solution options (COTS - commercial of the shelf):
    1. software licensing costs (Initial and annual)
    2. installation / implementation services / costs (including Project Management, Change Management, Analysis, Development, Testing, Data Migration, etc.)
    3. integration costs
    4. training costs
    5. support and maintenance costs
    6. contingency costs
    7. other costs envisaged (e.g. customisation costs).

* + In case of Software as a service (SaaS) solution:
    1. subscription costs
    2. integration costs
    3. training costs
    4. support costs must be specified
    5. data migration costs
    6. other costs envisaged

# ANNEXURE A – Signed Declaration Acceptance

By signature of this document, the vendor agrees that all information provided are truthful and correct.

Signed in acceptance on behalf of ………………………………………………………being duly authorized thereto.

Signed at…………………………….on this……day of………………….2019

Name & Surname………………………………

Designation……………………………………..

Signature………………………………………..