



RFQ NO:	CCMART 2024/05/A
DESCRIPTION OF GOODS AND SERVICES REQUIRED:	An independent, authorised financial services provider to render Advisory, Consultancy and Brokerage services to the CCMA Retirement Fund, Group Risk Benefits and Medical Scheme, respectively.
ISSUING DATE:	16 May 2024
COMPULSORY BRIEFING SESSION:	No.
CLOSING DATE:	29 May 2024 (Revised Date)
CLOSING TIME:	17h00
QUOTATION VALIDITY PERIOD:	90 Days
CONTACT PERSON FOR ENQUIRIES ON RFQ:	Joseph Mathebula <JosephMa@ccma.org.za> Manager: Human Resources Please cc: Lillian Parkies: LillianP@ccma.org.za Remuneration & Benefits Officer

DELIVERY OR SUBMISSION INSTRUCTIONS FOR RFQ:	The submissions of the quotations can be emailed to: Lillian Parkies LillianP@ccma.org.za
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1. INTRODUCTION

1.1 The objective of this Request for Quote (RFQ) is to source an independent, authorised financial services provider to play an intermediary and advisory role on behalf of the CCMA Retirement Fund Advisory Committee on all issues pertaining to retirement, risk and medical scheme benefits, as well as provide brokerage services in respect of the CCMA medical scheme.

2. CCMA MANDATE

2.1 The Commission for Conciliation, Mediation and Arbitration (CCMA) is an independent and autonomous organization that was established by the Labour Relations Act of 1995 (LRA) to deliver dispute prevention and resolution services to the people of South Africa. The core mandate of the CCMA, as one of the organizations charged with implementing the LRA, is derived from the purpose of the LRA which, amongst others, is to advance economic development, social justice, labour peace and the democratization of the workplace.

2.2 The CCMA is governed by a Board referred to as the Governing Body (GB) in terms of section 116 of the LRA. The Governing Body consists of an independent Chairperson and nine other representatives, representing Government, Organised Labour and Organised Business. The members of the GB are appointed through a process managed by NEDLAC and the Minister of Labour.

3. BACKGROUND INFORMATION

3.1 The CCMA Retirement Fund, Group Risk Cover and Medical Scheme are administered by independent service providers. The CCMA Retirement Fund Advisory Committee acts as a conduit between the service providers and CCMA Employees.

3.2 The Advisory Committee requires the services of an independent, authorised financial services provider/s to provide expert advice and guidance to itself and CCMA Employees in respect of the three (03) aforementioned benefits.

3.3 The service provider will work in close proximity with the CCMA Advisory Committee as well as the CCMA Human Resources unit in delivering the requisite services.

4. SCOPE OF WORK

- 4.1 To guide and advise the CCMA Retirement Fund Advisory Committee on matters pertaining to:
 - 4.1.1 Choice of a Retirement Fund Administrator, as well as facilitate Administrator rebroke exercise as and when necessary.
 - 4.1.2 Review fund performance and provide advise on fund performance and investment choices.
 - 4.1.3 Support CCMA Employees on matters pertaining to financial literacy, retirement advise as well as all pertinent issues, including but not limited to fund withdrawals and payment of benefits.
 - 4.1.4 Provide similar and additional, services as above in respect of the risk benefits and medical schemes service providers, including but not limited to medical schemes brokerage.
- 4.2 To provide actuarial based advice to the CCMA Retirement Fund Advisory Committee on the retirement fund products, as well as the associated risk benefit products, or as and when required.
- 4.3 To provide relevant training to CCMA Retirement Fund Advisory Committee members, initially, and thereafter annually, as well as when change in legislation/regulations and any other circumstances necessitate training.
- 4.4 To provide ongoing retirement fund and risk benefit education and communication to all CCMA employees.
- 4.5 To assist all CCMA employees with retirement and financial planning, including pre-retirement workshops.
- 4.6 To ensure that fund performance, administrative and risk benefit costs are compared to the market and reviewed, at least once annually, and provide the CCMA Retirement Fund Advisory Committee with professional advice following the review (Annual Rebroke Exercise).
- 4.7 Facilitate quarterly meetings with the CCMA Retirement Fund Advisory Committee and service providers as well as extra-ordinary meetings as and when necessary. This includes preparation of meeting packs and compilation of minutes, follow up on action items, etc.
- 4.8 To provide a quarterly report on the performance of the retirement fund, as well as on an ad-hoc basis as and when required.
- 4.9 To provide support on Employee claims, including retirement fund, risk and medical scheme claims.
- 4.10 To provide educational and advisory roadshows to all CCMA employees
- 4.11 To provide monthly one on one consultations, and as and when required, with Employees throughout CCMA offices across the republic of South Africa (face-to-face and virtual).
- 4.12 To co-ordinate annual Wellness Days with preferred medical scheme providers for CCMA employees throughout CCMA offices across the republic of South Africa.

4.13 To inform the CCMA Advisory Committee and the CCMA Human resources unit on changes to legislation impacting on Retirement Funds, Risk benefits and Medical Scheme and provide training to CCMA Employees throughout CCMA offices across the Republic of South Africa.

4.14 Ensure that employee specific needs analysis in relation to Retirement Savings, Risk benefits and Medical Scheme cover is conducted as and when required. This will take into account the options which best suit the CCMA employees' individual circumstances.

5. EVALUATION CRITERIA

An 80/20 evaluation system will be applied.

5.1 Functional Evaluation Criteria.

The following criteria shall be applicable, and the maximum points of each criterion are indicated in the table below:

5.1.1 Highest Value of Retirement Fund Advised	Weighting 30
<p>Bidders are required to indicate the highest value of <u>one</u> retirement fund assets for which advisory services are currently being provided (by the bidder).</p> <ul style="list-style-type: none"> • What is the name of the retirement fund which the value indicated below pertains? • Please provide verifiable contact details of the fund: ----- • Term of contract with the retirement fund (minimum term of 12 months): ----- 	
Highest Value of Retirement Fund Advised: Scoring Matrix	
Value of Assets	Score
Below R10 000 000	0 points
Below R10 000 000 but below R100 000 000	5 points
From R100 000 000 but below 500 000 000	10 points
From R500 000 000 but below R1bn	20 points

R1bn and above	30 points
5.1.2 Track record (References)	Weighting 30
<p>Bidders are required to furnish contactable references, by providing reference letters, where similar Independent Advisor/Consultant/Broker to facilitate services have successfully been conducted within the past five (5) years.</p> <p>The reference letters from the clients must include:</p> <ul style="list-style-type: none"> • company name. • company letter head. • contact person. • contact telephone numbers, and <p>Projects successfully completed within the past 5 years and relevant to the scope of work. These references should be exclusively South African clients and within the Public and Private Sectors International references will not be considered.</p>	
Track record (References): Scoring Matrix	
Number Of References	Score
Zero to 1 reference	0 points
2 references	5 points
3 references	10 points
4 references	20 points
5 references or more	30 points
5.1.2. Relevant Experience and Qualifications of the completed for Key Individuals, Compliance Officer as well as project team members dedicated to the CCMA.	Weighting 20
<p>5.1.2.1 The bidders are required to provide CVs of proposed project team member(s) as required below. In addition, the CV's to be summarised in table format supplied by the CCMA (Click here to download Annexure "A").</p>	

Relevant Experience	Max 30											
Less than 12 months	0 points											
1 year but less than 5 years	5 points											
5 years but less than 10 years	10 points											
10 years but up to 15 years	15 points											
More than 15 years	20 points											
Should the project team comprise of more than one member the number of years of experience will be averaged												
5.1.2.2 Relevant Qualifications of the Key Individuals, Compliance Officer as well as project team members dedicated to the CCMA.												
Relevant Qualifications	Max 10											
<ul style="list-style-type: none"> Qualifications (Provide evidence of qualification for the Key Individuals, Compliance Officer as well as project team members dedicated to the CCMA) <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Matric (No tertiary qualification)</td> <td style="width: 20%; text-align: center;">2</td> </tr> <tr> <td>Post Matric Certificate (12 months and higher)</td> <td style="text-align: center;">2</td> </tr> <tr> <td>National Diploma</td> <td style="text-align: center;">6</td> </tr> <tr> <td>Bachelor's Degree</td> <td style="text-align: center;">8</td> </tr> <tr> <td>Honours Degree and above</td> <td style="text-align: center;">10</td> </tr> </table>	Matric (No tertiary qualification)	2	Post Matric Certificate (12 months and higher)	2	National Diploma	6	Bachelor's Degree	8	Honours Degree and above	10	10	
Matric (No tertiary qualification)	2											
Post Matric Certificate (12 months and higher)	2											
National Diploma	6											
Bachelor's Degree	8											
Honours Degree and above	10											
5.1.3 Technical / Functional Criteria		Weighting										
Project plan - The prospective bidders to supply a detailed project plan.		10										

Scoring Matrix – If yes is ticked (must be validated through the project plan) – maximum points per requirement will be awarded. If no, 0 points will be awarded.				
Scoring Matrix				
Requirement	Reference to section in the transition plan	Yes	No	Score
Detailed Project plan: The Project plan should address the full scope of work including the following: Support for the Advisory Committee Provision of Services, Financial Planning and Training for employees detailing delivery channels. Systems in place for the provision of Services. How Actuarial services will be provided. Administration support No points will be allocated if the plan does not fully address the above.				10
If there is no project plan provided				0
Technical / Functional Criteria				Weightings
Total technical/functional				100
Minimum threshold				80
Price				
Points allocated for price				80
B-BBEE Status Points				
Points allocated for B-BBEE				20
TOTAL FOR PRICE and B-BBEE PREFERENCE POINTS				100

Bidders who meet the conditions, special conditions and score a minimum threshold of 80 out of **100 points** on the evaluation criteria will be considered for further evaluation on Price and B-BBEE. Bidders who fail to attain the required minimum threshold will not be evaluated further.

6. CONDITIONS

6.1 The proposal should include, amongst other, the following:

- 6.1.1 An approach demonstrating a clear understanding of how this will link to the scope of work.
- 6.1.2 A proposed plan of action guided by the duration of the project.
- 6.1.3 A list of project resources together with related CVs.
- 6.1.4 A list of references.
- 6.1.5 Proof of current registration as a financial services provider with the Financial Sector Conduct Authority (FSCA).
- 6.1.6 Availability or demonstrable availability of actuarial capacity.
- 6.1.7 Online platform/s to be employed.

7. SPECIAL CONDITIONS

- 7.1 The successful service provider should have a proven track record of successful delivery of the services in other organisations. Proof needs to be delivered in the form of written confirmation and comments from other organizations.
- 7.2 The CCMA reserves the right to invite shortlisted bidders to present their bid proposals (in person or virtually to the Advisory Committee).
- 7.3 A high level of expertise is expected of all personnel dealing with this project. Proof of expertise, experience and qualifications needs to be submitted in the form of a short resume. This should be completed for Key Individuals and the Compliance officer as well as project team members dedicated to the CCMA.
- 7.4 The following evaluation criteria will be applied: Price 30 points, Quality/Functionality 50 points and B-BBEE 20 points.
- 7.5 The CCMA Retirement Fund Advisory Committee does not bind itself to accept the lowest quote and reserves the right to award this tender in whole or in part.
- 7.6 Quotations which are late, incomplete, unsigned will not be accepted.
- 7.7 All quotations are to remain valid for a period of ninety days (90 days) from the closing date of the submission.
- 7.8 A Tax Clearance Certificate (an original SARS certificate) must be submitted with the response document in order for the bid to be considered.

7.9 Failure to complete all supplementary information and the Returnable Schedules may result in the bid being deemed null and void (disqualified).

7.10 Ability to deliver countrywide (Nationally).

7.11 An SLA must be concluded between the parties within 30 days upon appointment of the service provider.

The appointed service provider will initiate the draft SLA to be agreed upon by the parties.

8. PRICE AND B-BBEE EVALUATION

A minimum **point of 80** must be achieved and all satisfy all conditions and special conditions to proceed to the next stage of evaluation (Pricing and B-BBEE).

Bidders with a total functionality score of less than **80 points** for functionality and/or fail to satisfy any of the conditions and special conditions will be disqualified.

The bidder will be required to complete the table below illustrating the unit price for each product over the term of the contract, all costs to be included. Where necessary, supplementary//explanatory information to the costing to be provided

	Retirement Fund	Risk Benefits	Medical Scheme	Total (Vat Inclusive)	Comments
Year 1					
Year 2					
Year 3					
Total (Vat Inclusive)					