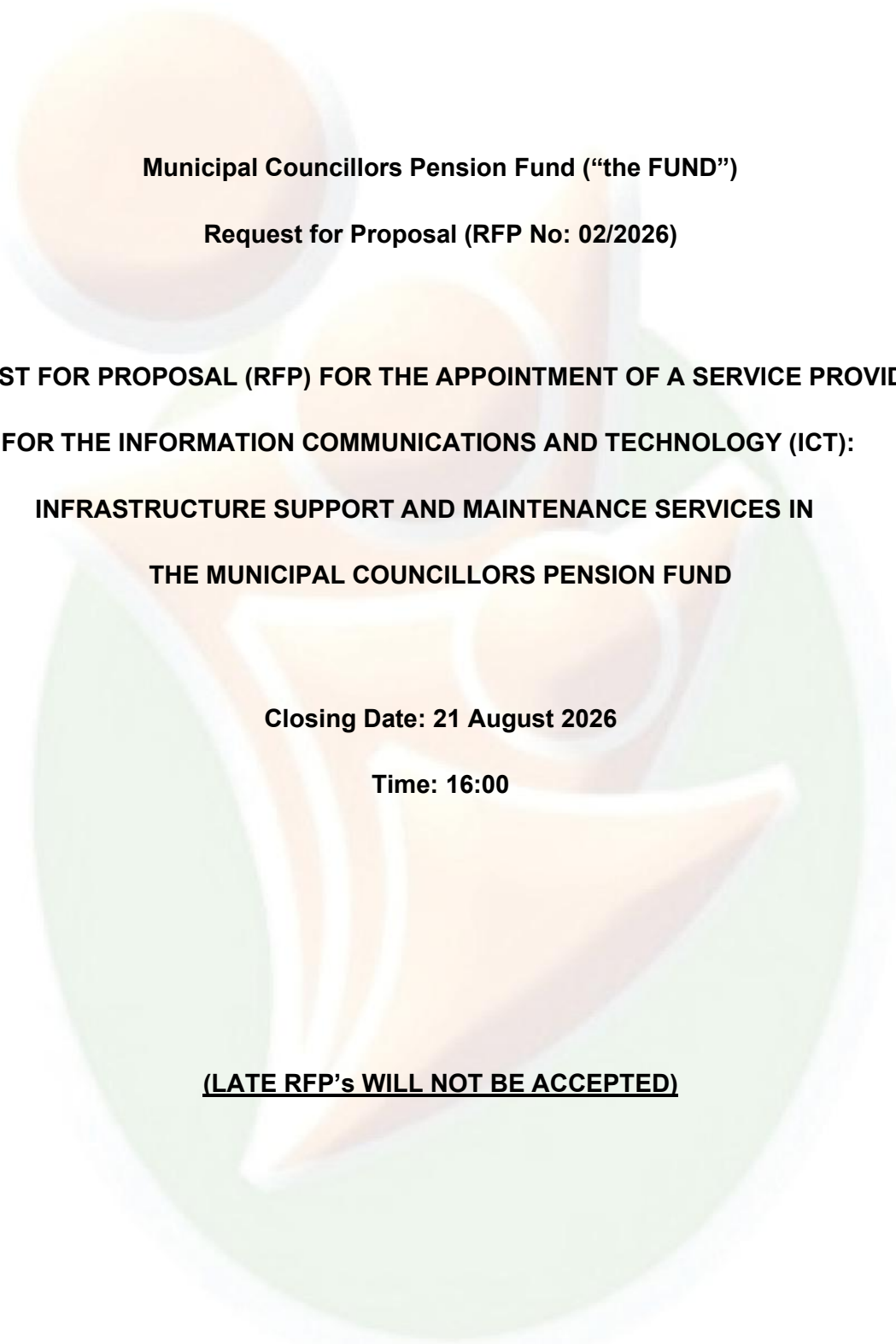




Municipal Councillors Pension Fund ("the FUND")

Request for Proposal (RFP No: 02/2026)

**REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF A SERVICE PROVIDER
FOR THE INFORMATION COMMUNICATIONS AND TECHNOLOGY (ICT):
INFRASTRUCTURE SUPPORT AND MAINTENANCE SERVICES IN
THE MUNICIPAL COUNCILLORS PENSION FUND**

Closing Date: 21 August 2026

Time: 16:00

(LATE RFP's WILL NOT BE ACCEPTED)

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1. INTRODUCTION

The Municipal Councillors Pension Fund (MCPF) was established on 01 May 1988 in terms of the Pension Benefits for Councillors of Local Authorities Act No. 105 of 1987. The MCPF is a Defined Contribution (DC) Pension Fund, as defined in legislation, committed to effectively and efficiently providing benefits to members and beneficiaries.

The Fund hereby invites proposals from suitably qualified and competent ICT Service provider to deliver the ICT services to the Fund. The Fund will select a service provider at its discretion, under the procedures described in this Request for Proposal ("**RFP**") document. It also reserves the right not to select any service provider, or a different one, as it may decide.

2. PURPOSE OF THIS RFP

The purpose of this RFP is to provide broad details relevant to the ICT services required and does not necessarily provide a detailed overview of every action.

3. BACKGROUND TO THE FUND

The Fund is a registered retirement Fund in terms of section 4 of the Pension Funds Act, 24 of 1956 ("**the Act**") and has its own legal personality. The Fund invests its assets with various investment managers and in terms of its investment policy statement, it has holdings both locally and offshore.

The Fund fully endorses and supports Broad-Based Black Economic Empowerment (B-BBEE') principles and Social Responsible Investment, which is evident in its activities. It also awards contracts for services in accordance with a system that is fair, equitable, transparent, competitive, and cost effective.

The object of this RFP is to provide details relevant to the ICT services required from suitably qualified and competent service providers to submit proposals to the Fund for the provision of ICT services.

4. INSTRUCTIONS FOR COMPLETING THIS RFP

4.1. CONTRACTUAL COMMITMENT

No commitment of any kind, contractual or otherwise, shall exist unless and until a formal written agreement has been executed by or on behalf of the Fund and the successful service provider. Any notification of preferred bidder status by the Fund shall not give rise to any enforceable rights by the bidder. The Fund may cancel this RFP at any time.

The Fund reserves the right at its sole discretion, and at any time, to amend, deviate from, postpone, discontinue or terminate the procurement process without incurring any liability whatsoever to any other party.

The Fund reserves the right not to award this tender to the highest ranked or highest scoring bidder. The Fund reserves the right to reject any and/or all proposals in response to this RFP. The Fund reserves the right not to make an appointment and that no correspondence will be entered into regarding the reasons for the Board of Trustees' decision to appoint certain bidders and not to appoint others.

4.2. RFP VALIDITY

All proposals received from a potential service provider by the closing date and time will remain valid for a period of ninety (90) days after the closing date.

4.3. IMPORTANT DATES

Release of RFP	29 July 2026
Last day for queries	07 August 2026
Responses to queries received	14 August 2026
Closing date and time for submission of proposals	21 August 2026

4.4. QUERIES

All queries must be addressed in writing only to the Principal Officer, Mr Wanda Ndabeni tenders@mcpf.co.za. Any other communication relating to the RFP should be directed to

this email address in writing only. Failure to observe this condition may result in the disqualification of the tendering party.

4.5. AUTOMATIC DISQUALIFICATION

If it is found that the bidder or person(s) acting on behalf of the bidder has, in the RFP or during the process of evaluation, selection, etc.:

- Misrepresented or altered material information in whatever way or manner;
- Promised, offered, or made gifts, or benefits to any employee or Trustee of the Fund;
- Canvassed, or lobbied in order to gain unfair advantage;
- Committed fraudulent acts; or
- Acted dishonestly and/or in bad faith.

such bidder and/or person(s) shall automatically be disqualified from further participation in the procurement process. In addition, the Fund reserves the right to report such conduct to the appropriate authority. Any attempts by a bidder to directly or indirectly canvas any Trustee or personnel of the Fund for support may result in disqualification of their bid/proposal.

4.6. FORMAT OF SUBMISSION OF PROPOSALS

Bidders are required to submit detailed bid responses in accordance with the submission format specified below (each schedule must be clearly marked):

SECTION	TITLE
A.	Cover page: Indicating the RFP Number, name, description and introduction of the bidder.
B.	Executive Summary of the Proposal
C.	Company Background and track record
D.	Proposed team members and their track record
E.	Proposed services
F.	Key deliverables and timeline for delivery
G.	Pricing Structure
H.	Original and valid Tax Clearance Certificate
I.	Valid B-BBEE Certificate
J.	Four letters of reference - 2 current and 2 former clients
K.	Professional Indemnity Cover
L.	Most recently audited Annual Financial Statements
M.	Data Security Disclosure: • Confirmation of breach procedure • Measure and processes in place to safeguard special, personal, and confidential information; • Confirmation of compliance with Protection of Personal Information Act
N.	Conflict of Interest Policy
O.	Supporting documentation

Note: Failure to provide any one of the documents required in A to O above will lead to an immediate disqualification of the service provider from the tender process.

4.6.1. Completed Questionnaire which includes 4 sections:

- a. Technical Functionality
- b. Governance and Ethics

- c. B-BBEE Confirmation
- d. Price Proposal

4.7. SUBMISSION OF PROPOSALS

Take note of the requirements listed below, as failure to meet these requirements will lead to automatic disqualification from the RFP process.

- All documentation submitted in response to this RFP must be in English.
- The Questionnaire should be completed in the format provided.
- All bidders should check the numbers of the pages of this RFP to satisfy themselves that none are missing. No liability will be accepted by the Fund with regard to anything arising from the fact that pages are missing.
- The closing date for the submission of proposals is **21 August 2026 at 16h00**. Under no circumstances will late tenders be accepted. As mentioned above, the completed RFP must be submitted electronically to the following email address: tenders@mcpf.co.za

4.8. SUB-CONTRACTING

The successful bidder will be prohibited from sub-contracting, conveying, assigning or otherwise disposing of any contract resulting from this RFP, its rights, title, or interest therein or its power to execute such agreement to any other company, corporation, or entity without the prior written consent and approval of the Fund.

4.9. PROPOSAL COSTS

All costs and expenses incurred by the bidder relating to their participation in, and preparation of this proposal process shall be borne by the bidder exclusively. The Fund assumes no responsibility or liability for costs incurred by the bidders in preparing or submitting their proposals.

5. QUALIFYING CRITERIA

Bidders will be evaluated according to the Fund's adopted Procurement Policy.

6. BID EVALUATION

All bids will be evaluated against the Fund's adopted Procurement Policy. Under this Policy, bidders will be scored out of a total of 100 points as follows:

STAGE	POINTS
Technical Functionality	45
Governance and Ethics	15
B-BBEE	10
Price	30
Total	100

7. PROVISION OF ICT INFRASTRUCTURE SUPPORT AND MAINTENANCE SERVICES

The Fund requires the following services:

7.1. Scope of Work

The scope of this work is limited to addressing the following aspects of ICT Infrastructure Support and Maintenance services for the MCPF's head office.

- Provide ICT infrastructure support and maintenance services to meet business requirements (infrastructure here is defined to include networking hardware and software, desktops and laptops, printers where necessary).
- Provide technical support to all ICT facilities.
- Supply and implementation of the hardware equipment and systems as specified.
- Implementation of new (additions and modifications) infrastructure-related services (as and when required).
- Provide ICT advice and troubleshooting related to operations of MCPF.

7.1.1. An ICT Service provider will be required to perform ICT Support and Maintenance Services in carrying out the following:

- Ensure that the physical infrastructure and facilities is always available at 98% uptime to support the business:
 - End-to-end Data Network (Servers, LAN, WAN etc.) maintenance and support.

- Desktop maintenance and support (including remote workstation support, software and hardware inventory, laptop imaging, laptop security and laptop software licenses tracking).
- Total security maintenance and support (firewall management, anti-virus, security patches etc.).
- e-Mail and directory services maintenance and support.
- Implementation of Domain related policies and procedures (as and when required).
- Software Applications, Systems maintenance and support, but not limited to the below applications:
 - MS suite applications (ALL)
 - Firewall OS and Configuration
 - Network Security (Internal and External Perimeter)
 - SQL data-center and Clustering
- Management of internet and voice communication services.
- Printer support.
- Supply addition ad-hoc (and modifications) of the infrastructure as and when required.
- Website support and maintenance (content updates).

7.1.2. An ICT Service provider will also be required to:

- Ensure that the ICT infrastructure and related services is managed according to the best practices and standards [Ensure that a help (service) desk is implemented to offer centralized support to all users]
 - Source and implement a Service Desk System based on the prescribed technical requirements
 - Implementation of Information Technology Infrastructure Library (ITIL) processes and procedures as and when required
 - Management of the Configuration Management Database (CMDB) and change procedures
 - Ensure that the help desk is always available as per the business requirements

- Manage escalations (level 2 and 3 support queries)
- Implement service desk processes as and when required
- Monthly service desk reporting King IV, ITIL and Control Objectives for Information and Related Technologies (COBIT) compliance.

7.1.3. The Service Provider will also be required to advise on the ICT Business Continuity strategy plan/review:

As the development of a business continuity strategy is highly specialised.

The specification focus for the review should be on a new business impact analysis, threat and risk analysis, impact scenarios, and recovery requirements and in the end designing a customised solution for MCPF.

The successful service provider will be required to assist in developing/reviewing an ICT business continuity strategy, Disaster Recovery Plan and implementation.

- Assist in migrating the on-premises servers to a cloud hosted environment;
- Assist in the implementation of the fully functional backup solution and recovery plan;

The successful service provider will be required to assist in ensuring that the Fund complies with the requirements of the FSCA Cyber Security and Resilience Joint Standards.

7.1.4. Deliverables

- 7.1.4.1. Effective and efficient client service management.
- 7.1.4.2. Stable ICT environment with less or no interruptions.
- 7.1.4.3. Proper ICT Security mechanisms in place with no vulnerabilities.
- 7.1.4.4. Adherence to ICT best standard practices and keep up to date with ICT latest market trends.
- 7.1.4.5. Comply with ICT Audit requirements and regulatory frameworks.

Where the bidder responds to the above, their duties shall entail, amongst others, ensuring the services provided to the Fund adheres to all Rules and regulations, Best Industry Practice and any applicable legislation.

8. QUESTIONNAIRE AND SCORE

	SECTION	POINTS
8.1	TECHNICAL FUNCTIONALITY	45
A	COMPANY INFORMATION ▪ Brief history of the company. ▪ Contact details of the company and contact person. ▪ CIPC registrations documents. ▪ Core business of the company. ▪ Organisational structure organogram indicating holding company, subsidiaries, sister companies etc.	
B	EXPERIENCE IN ICT INFRASTRUCTURE SUPPORT AND MAINTENANCE SERVICES ▪ Number of years the company has been providing the required services. ▪ Experience of the team to be assigned to provide required services. ▪ Number of retirement Funds being provided related services, which are currently managed by the bidder. ▪ Provide a list of 2 current clients and 2 former clients to whom the company provided/provides this/similar service - <i>Section J above</i>.	
C	PEOPLE ▪ Total number of full-time people employed within the business. What is the percentage of black staff and what is the percentage of female employees? ▪ What is your succession plan within the team? ▪ Please provide an organogram of your servicing structure, confirming that their respective qualifications have been appropriately verified. ▪ Do you have any staff capacity constraints? <i>Include overview of proposed team members and their track record – Section D</i>	

D	REPORTING, COMMUNICATION AND SERVICING ▪ Please provide details on the type and frequency of reporting you will provide to the Fund. ▪ Are reports customisable? ▪ What is your turnaround time in respect of queries? ▪ Please provide details on your client service model. ▪ Please provide details on your organisations cyber security and cyber resilience supporting the service.
8.2	GOVERNANCE AND ETHICS
A	CONFLICTS OF INTEREST ▪ Does the company provide any other services to the Fund? If so, please describe the services provided. ▪ Does the company have any rebate/commission or similar arrangements in place with service providers? If so, please describe the nature of these relationships. ▪ Does the company have any strategic alliances with other financial services providers? If so, please describe. ▪ Does your company have a contractual fee sharing arrangement with any current service provider to the Fund? If so, please provide more details.
B	GOVERNANCE ▪ Has the company ever received a qualified audit? ▪ Has the company ever been penalised by any regulatory body? ▪ Is the company engaged in any dispute and or investigation by the Authorities, or any regulatory body? ▪ Has the company or any of its directors, shareholders or staff ever been fined for wrongdoing? ▪ Is the company or any of its directors, shareholders or staff under investigation by any regulatory authority for wrongdoing? <i>If the answer is yes to any of the questions above, please provide full detail.</i> ▪ Provide details of corporate governance structures in place and mechanisms to mitigate governance risk within the organisation.

	<i>Please provide a copy of your Conflict-of-Interest Policy – Section O</i> What is the level of your Professional Indemnity Cover? Please provide copies of cover.	
C	MEMBERSHIP OF PROFESSIONAL BODIES Is the company a member of a professional body? If so, please list the organisations to which the company is a member.	
8.3	B-BBEE CONFIRMATION	10
A	- Ownership structure – provide full transparency and indicate black ownership level, shareholders and state what percentage is held by employees of the firm and what % is held by parties outside the company. Board of directors – indicate independent non-executive, executive, gender and race profile. - Only bidders with a minimum B-BBEE contribution level of 3 (i.e. level 1, 2 or 3) and minimum black ownership of 30% will qualify to provide services to the Fund. The maximum points earned by bidders based on their B-BBEE contribution level is as follows: Level 1 = 10 Level 2 = 5 Level 3 = 0 <i>Provide certified proof of black ownership (full B-BBEE ratings report) – Section I - Please include your firm's Transformation Policy</i>	
8.4	PRICE PROPOSAL AND POINT ALLOCATION METHODOLOGY	30
A	ICT INFRASTRUCTURE SUPPORT AND MAINTENANCE SERVICES TO THE MCPF (“SERVICES”) (SECTION 8 ABOVE) - The Fund's Terms of Reference for provision of ICT Infrastructure Support and Maintenance services to the MCPF has been clearly defined in Section 7 of this document. - Please provide a total fee proposal for the delivery of the listed services in the form of a Rand value fee. (Please note that the Fund will only provide inflation-	

	related annual increases, subject to satisfactory performance, where applicable). Clearly state if there are any other fees that the Fund could be charged for such as travelling costs, administration disbursements, etc.
B	POINTS WILL BE DETERMINED AS FOLLOWS: $P_s = 25 * \left[1 - \frac{P_t - P_{min}}{P_{min}} \right]$ Where: - P_s = Points scored by the Provider P_t = Price quoted by the Provider (inclusive of interest rate band for the Fund's member and any additional enhanced returns for the Fund) P_{min} = Lowest price quoted by the group of Providers



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DocuSigned by:

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