



**merSETA**

MANUFACTURING, ENGINEERING  
AND RELATED SERVICES SETA

# **Request for information for Pension Scheme Brokerage Services**

**RFI/HR/2025/001**

**Closing Date: 12 September 2025 -  
12:00 noon**

## Table of Contents

1.	BACKGROUND .....	3
2.	PURPOSE OF THE RFI.....	3
3.	SCOPE OF WORK .....	4
4.	CONFIDENTIALITY .....	7
5.	DISCLAIMER.....	8
6.	CLOSING DATE AND.....	8
7.	MODE OF SUBMISSION.....	8



## 1. BACKGROUND

- 1.1. The Manufacturing, Engineering and Related Services Sector Education and Training Authority (merSETA) was established in 2000 to promote skills development in terms of the Skills Development Act (Act No. 97 of 1998 as amended).
- 1.2. **The merSETA Role:** The merSETA facilitates skills development in the manufacturing, engineering, and related services that encompass the following sectors: Automotive, Metal, Motor, Tyre, Plastics, and Automotive Components Manufacturing.
- 1.3. The Manufacturing, Engineering and Related Services Sector Education and Training Authority (merSETA) has issued a formal Request for Information (RFI) to identify and evaluate qualified firms for the provision of comprehensive pension scheme brokerage services. This initiative is driven by a strategic objective to conduct a market review of consulting services, a process now according to internal policy, and to ensure that member benefits are managed according to the latest industry standards and legislative frameworks.
- 1.4. This RFI seeks to gather detailed information from potential service providers to inform a subsequent, formal Request for Proposal (RFP) process. merSETA is exploring the market to find a partner capable of delivering enhanced, innovative, and compliant services that align with its organisational goals and the evolving South African retirement landscape.
- 1.5. merSETA currently has a pension scheme in place for its employees. As per internal governance policies, a market review of the incumbent brokerage and consulting services is now due. This RFI process is therefore initiated to identify potential partners who can offer enhanced services, greater value, and solutions that are fully aligned with our organisational objectives and the dynamic South African regulatory environment.

## 2. PURPOSE OF THE RFI

The Manufacturing, Engineering and Related Services Sector Education and Training Authority (merSETA) is seeking detailed information from qualified, experienced, and innovative firms for the provision of pension scheme brokerage and consulting services. This Request for Information (RFI) is a critical step in a market review process designed to gather comprehensive details about potential service providers. The insights gained will be used to inform a subsequent Request for Proposal (RFP).

This RFI aims to:

- Understand the full spectrum of modern pension brokerage and consulting services available in the South African market.
- Assess the capabilities, experience, and technological readiness of potential service providers, particularly within the public sector and for Sector Education and Training Authorities (SETAs).
- Gather information on innovative solutions, best practices, and strategies for navigating the latest legislative changes, including the "two-pot" retirement system.
- Identify partners who can enhance member communication, financial well-being, and overall retirement outcomes.

### 3. SCOPE OF WORK

Respondents should provide detailed information on their ability to deliver the following services, with specific reference to the latest South African legislative and market context:

a) **Secretarial and Management Services:**

- Organise and attend Advisory Body/Board of Management meetings.
- Prepare and distribute comprehensive meeting materials in a timely manner.
- Record, maintain, and circulate accurate meeting minutes.
- Proactively oversee administrative services, benchmark them against industry best practices, and recommend improvements for efficiency and compliance.

b) **Legal, Governance, and Compliance Services:**

- Interpret and provide proactive guidance on retirement fund-related legislation, including the Pension Funds Act, the Financial Sector Regulation Act, and associated regulations and conduct standards issued by the Financial Sector Conduct Authority (FSCA).
- Provide detailed advisory on the implementation and ongoing management of the "two-pot" retirement system which became effective on 1 September 2024. This includes advising on rule amendments, member communication strategies, and administration of the vested, savings, and retirement components.
- Assist in drafting responses to legal queries and complaints from the Pension Funds Adjudicator.

- Review and provide expert feedback on all relevant agreements (e.g., Service Level Agreements, investment mandates, insurance policies).
- Ensure the fund's compliance with the Protection of Personal Information Act (POPIA), detailing how member data is processed, stored, and protected by all parties, including service providers.
- Facilitate obtaining external legal opinions when necessary.

**c) Benefit Design and Investment Advisory Services:**

- Regularly review member benefits to ensure they remain competitive, cost-effective, and aligned with organisational objectives.
- Advise the Advisory Body on the formulation and regular review of the fund's Investment Policy Statement (IPS).
- Provide guidance on compliance with Regulation 28 of the Pension Funds Act, including advice on leveraging the amended asset class limits for infrastructure and foreign investments to enhance diversification and returns.
- Advise on the selection and ongoing monitoring of default investment portfolios, ensuring they remain suitable for the fund's demographic.
- Offer and facilitate access to independent, professional financial advisory services for members at various career stages.
- Provide strategic guidance on developing and implementing comprehensive member wellness and financial well-being initiatives, in line with emerging FSCA standards for financial education.

**d) Communication Services:**

- Coordinate, design, and distribute clear, accurate, and engaging communication materials, including membership booklets, benefit statements, and fund updates.
- Develop a multi-channel communication strategy to effectively educate members on complex topics, especially the rules and implications of the "two-pot" system.
- Supply the Advisory Body with regular updates and analyses of legislative changes, market trends, and industry developments.

- Utilise modern digital platforms (e.g., web portals, mobile applications) to enhance member engagement and access to information.

**e) Training and Seminar Services:**

- Organise and conduct pre-retirement seminars and targeted financial literacy workshops for members.
- Conduct regular training and trustee-development sessions for the Advisory Body on fiduciary duties, governance, new legislation, and investment principles.

**f) Insurance and Risk Benefit Services:**

- Arrange and manage appropriate insurance cover for member risk benefits (e.g., death, disability, funeral).
- Conduct periodic, independent risk re-broking exercises to ensure benefits are competitive and premiums are cost-effective.
- Provide detailed comparative analyses and recommendations following re-broking exercises.
- Manage all medical underwriting requirements and risk administration processes efficiently.

## **5. Information Requested**

Interested firms are requested to provide the following information:

**a) Company Profile:**

- Legal name, physical address, FSCA license number, and contact details.
- A brief history, ownership structure, and B-BBEE credentials.
- Demonstrable experience in providing pension brokerage services to public sector entities in South Africa.

**b) Service Offerings:**

- A detailed description of services offered in relation to the updated scope of work outlined above.
- Provide specific examples of how you have guided clients through recent legislative changes like the "two-pot" system and POPIA implementation.

- Showcase examples of innovative solutions, such as digital engagement tools or bespoke financial wellness programs, implemented for other clients.

**c) Team Composition:**

- Profiles, qualifications (e.g., CFP), and relevant experience of key personnel who would be assigned to the merSETA account.
- An overview of the organisational structure and resource allocation for client servicing.

**d) Client References:**

- A list of at least three current or recent clients, preferably in the public sector, with similar requirements.
- Contact information for references (to be contacted only with prior notification).

**e) Compliance and Risk Management:**

- Describe your approach to ensuring your firm and your clients remain compliant with all relevant legislation, including the FSCA's Conduct Standards.
- Outline your internal risk management policies and professional indemnity cover.

**f) Technology and Systems:**

- A description of the technology platforms and digital tools used to deliver services, manage data, and engage with members.
- Detail your data security and confidentiality measures, ensuring full compliance with POPIA.

**g) Fee Structure:**

- Provide a clear and transparent overview of your fee models (e.g., fixed retainer, asset-based fee, or a hybrid model) and pricing structures

#### **4. CONFIDENTIALITY**

All information provided in response to this RFI will be treated as confidential and will be used solely for the purpose of evaluating potential service providers for a future procurement process.

## 5. DISCLAIMER

This RFI is for information-gathering and market-assessment purposes only. It does not constitute a commitment to issue an RFP, award a contract, or pay any costs incurred in the preparation of a response. merSETA reserves the right to change or cancel this RFI at any time and to use the information gathered to structure any future procurement process.

## 6. CLOSING DATE AND

Closing date for submission shall be **12 September 2025 at 12:00 noon**.

## 7. MODE OF SUBMISSION

Providers must e-mail their documents to [tenders@merseta.org.za](mailto:tenders@merseta.org.za)

