

GEPF MASTER CUSTODIAN BID NO: GEPF 07/2025

QUESTIONS	RESPONSES
1. What are the transaction settlement volumes per region, either per month, or a per annum average	Transaction volume for the total Fund is approximately 3 000 – 3 500 per month.
2. What is the Asset Under Custody Values (AuC) per region and at an average per annum	Please refer to Annual Reports
3. Regarding the requirement for: “systems and process walkthrough – simulation of offering from source document to consolidated reporting (based on sample data which we will provide”) - Please confirm when data will be shared	Data will be shared on Phase 3 of the tender, during the due diligence stage
4. Will you or your Fund Manager have dedicated accounts for Securities Lending and Borrowing activity	No
5. What are the expected dates for the on-site Due Diligence?	January 2028
6. What are the average cash balances per Fund Manager for custody transactional purposes?	Please refer to Annual Report

7. How are cash balances managed and impacted by the two-pot system?	The GEPF maintains to have positive cashbook balances, refer to GEPF Annual Report. Approximately R 12 billion was paid was in the previous FY as a result of the two-pot system.
8. Payment Volumes and Types a. What are the average monthly and annual payment volumes (number and value) processed through your accounts? b. Can you provide a breakdown of payment types (e.g., benefit payments, investment transactions, operational payments, supplier payments)? c. What is the typical value range for individual payments? d. Are there any peak periods or seasonal fluctuations in payment volumes?	a. Investment related payment volumes are significantly affected by the trade volumes. b. Master Custodian need affected by investment transactions and withdrawals for benefits. Operational and supplier payments are done by the GEPF. c. Depends on transaction type, investment related payments depend on trade purchases, benefits payments vary in accordance with the benefits due and payable. d. On the investment side volumes may increase around quarter ends (Portfolio rebalance)
9. Collections and Receipts a. How are contributions or receipts collected (e.g., payroll deduction, direct deposit, EFT, DebiCheck)? b. What is the average monthly volume and value of incoming receipts? c. Are there any specific collection tools or channels used (e.g., DebiCheck, RM, EFT)? d. Do you require reconciliation services for incoming receipts?	a. Payroll Deductions b. Investment income is approximately R 15 billion per month, receipts from that are approximately R 6,5 billion per month. c. Contributions – EFT through National Treasury d. Yes
10. Account Structure and Usage a. How many bank accounts do you operate for investments and foreign currency?	a. +- 80 across local and global markets (Bulk of accounts being local and Rest of Africa). b. R30 Bil consolidated monthly

b. What is the typical cash balance maintained in each account type? c. Are there minimum balances required for any accounts? d. How frequently are new accounts opened or closed?	c. No d. Not frequent
11. Cash Management Services a. Do you require automated daily cash sweeps between accounts, or do you prefer Notional Pooling? b. For short-term investments, are you able/permitted to place some of the funds with our Asset Management business (Ashburton)? c. Do you require overdraft facilities or credit lines? If so, what are the typical limits and usage?	a. Notional Pooling. b. All funds are managed in line with the investment management mandate (Discretionary mandate). c. No
12. Payment Channels and Integration a. Which payment channels do you use (e.g., online banking, host-to-host, SWIFT, API integration)? b. Is real-time or batch processing required for payments? c. Do you use an Enterprise Resource Platform (ERP), if so, which one do you use? d. What are your requirements for payment authorization and security controls?	a. Online banking and payment authorization. b. Batch processing. c. Not applicable for this tender d. Delegation Of Authority (DoA) and Specimen signatures to be provided once appointed. 1x Loader + 2x Releasers

13. Reporting and Reconciliation a. What are your requirements for daily, monthly, and annual reporting? b. Do you require customized or standard reporting formats? c. Is automated reconciliation of payments and receipts required? d. Are exception reports or alerts needed for failed or delayed transactions?	a. Daily, Monthly, Quarterly and Annual ESG, Risk, Performance, custody and accounting reporting is required for different forums. Specific reports will be requested as and when required. b. Customised reporting formats, but standard reporting formats can be submitted for purposes of this tender. c. Yes d. Yes
14. International Payments and Foreign Currency a. Do you process cross-border payments? If so, what are the typical volumes and currencies? b. Are foreign currency accounts required? c. What are your requirements for FX conversion and rate management?	a. Yes, largely USD (Pay Investment Manager fees and other) volumes small and amounts small/medium b. Yes c. Accounting/Financial reporting in ZAR, Bank accounts in base currency (Statement electronically distributed to Fund managers daily). Generally Spot rates.
15. Service Levels and Support a. What are your expectations for turnaround times on payments and collections? b. What are your requirements for support (e.g., helpdesk, training, escalation protocols)?	a. Trade settlement in line with market rules/requirements and other payments - effective/transaction day. > 1BIL (Next day payment) < 1 BIL (T + 2) b. Systems training and internal/bank escalation process. Direct contact with Relationships Manager.

16. Technology and Security a. Are there specific cybersecurity or data protection standards you must comply with? b. Do you require business continuity and disaster recovery support?	a. Yes, standard security protocols, with details to be provided to appointee please refer to RFP document. b. Yes
17. Fees and Pricing Structure a. Are there any preferred pricing models (e.g., per transaction, bundled, fixed monthly fee)? b. Are there any anticipated changes in volumes or services that could impact pricing?	a. Please refer to SBD 3.1 for guidance on Fees and Pricing structure (Most cost effective to the Fund) b. No
18. Provision of SOC reports would require an NDA to be in place, is this something GEPF would be comfortable putting in place?	Yes, NDA's will be in place ISAE 3402 reports will be required at phase 3 of the tender process.
19. <u>To ensure accurate and complete solutions and pricing proposals for custody and fund accounting services, and to maintain a level playing field among all competitors, please could the following information be provided:</u> - Model Portfolio or Priced Positions Portfolio: o A representative portfolio that reflects the expected asset mix, including asset classes, security types, and geographic distribution.	Data will be provided at phase 3 of the tender.

○ Detailed list of positions, including security identifiers (e.g., ISIN, CUSIP), quantities, and market values. - Volumetric Data: ○ To enable accurate and comparable pricing proposals, please provide detailed volumetric data covering the following areas: 1. Portfolio and Asset Composition - Total Number of Portfolios: ○ Specify the total number of portfolios/accounts/funds to be serviced. - Assets in Each Portfolio: - Detailed position report showing all in-scope holdings split by individual account (example included below) ○ Report to include ▪ Account name ▪ Position name ▪ Asset/instrument type ▪ ISIN code (if applicable) / asset identifier ▪ Market of settlement (if applicable) ▪ Base market value (in ZAR) - Detailed transaction report showing all in-scope trading activity over a recent 12-month period (example included below) ○ Report to include ▪ Account name ▪ Position name ▪ Asset/instrument type	
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▪ ISIN code (if applicable) / asset identifier ▪ Market of settlement (if applicable) ▪ Trade type 2. Transaction Activity - Trade Volumes: ○ Average number of trades per day, week, and month (broken down by asset class if possible). ○ Peak daily trade volumes during busy periods (e.g., quarter-end, year-end). ○ Breakdown of trade types (e.g., equity, fixed income, derivatives, FX, etc.). - Settlement Volumes: ○ Number of settlements per period (daily, monthly). ○ Percentage of trades settled on time vs. fails. 3. Account and Position Data - Number of Accounts/Funds: ○ Total number of custody accounts and/or funds to be serviced. ○ Expected growth or reduction in number of accounts/funds over the next 1–3 years. - Positions: ○ Average and peak number of positions held per account/fund. ○ Frequency of position changes (e.g., additions, removals, transfers). 4. Corporate Actions and Income Events - Corporate Actions:	
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○ Average number of corporate actions processed per month (e.g., dividends, mergers, splits). ○ Types of corporate actions most frequently encountered. - Income Collection: ○ Frequency and volume of income events (e.g., interest, dividends) per period. 5. Cash Movements - Cash Transactions: ○ Average and peak number of cash movements (e.g., deposits, withdrawals, transfers) per day/month. ○ Typical transaction sizes and currencies involved. 6. Reconciliation Activity - Frequency of Reconciliations: ○ Daily, weekly, and monthly reconciliation requirements. - Volume of Exceptions: ○ Average number of reconciliation breaks/exceptions per period. 7. Reporting Requirements - Report Generation: ○ Number and frequency of standard and customized reports required. ○ Volume of ad-hoc report requests. 8. Other Operational Activities - Proxy Voting: ○ Number of proxy voting events per year. - Tax Reclaims:	
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○ Volume and frequency of tax reclaim filings. - Client Inquiries: ○ Average number of client service inquiries per month. 9. Anticipated Changes - Forecasted Growth or Decline: ○ Any expected changes in transaction volumes, account numbers, or operational activities over the next 1–3 years due to business growth, new mandates, or other factors. - Additional Operational Details: ○ Reporting requirements (frequency, format, customization). ○ Service level expectations (e.g., cut-off times, turnaround times). ○ Any specific regulatory or compliance considerations.	
Fund Accounting / Investment Accounting a. Please provide the frequency of audited and unaudited NAV reporting i.e. are all daily NAVs unaudited and monthly NAVs audited? b. What would the requirement be for Financial Reporting? What frequency would be required? c. Please provide a list of OTCs and bank loans required to be recorded. d. Can you please provide your reporting hierarchy for performance measurement, risk and compliance (i.e.. accounts and composites)?	a. Please refer to the RFP document b. Monthly, Quarterly and Annual ESG, Risk, Performance, custody and accounting reporting is required for different forums c. Please refer to the Annual financial statements and Annexures. d. Performance and compliance is reported both at account and composite level e. Daily calculated Time weighted

- e. Does monthly performance mean daily calculated time weighted performance delivered monthly or monthly calculated modified Dietz?
- f. Please confirm how many fixed income portfolios require manager level attribution, and how many equity portfolios require manager level attribution.
- g. Is market risk required on a monthly basis, and should it be provided on an absolute or relative basis?
- h. Do the benchmarks listed on page 4 of the RFP cover all performance, risk and compliance requirements? Can you please advise the tickers for each benchmark required.
- i. Can you confirm that IRESS is your preferred pricing vendor? Which assets and markets would this cover? Are you happy that we use our standard pricing hierarchy where there is no IRESS feed.
- j. Confirm that you would be able to provide sophisticated investment accounting services for private loans with amortization schedules, in a system and with functionality to generate supporting schedules at year end for auditors. Describe the process and the capabilities (system, staff etc.) to interpret complex loan agreements and navigate the confidentiality restrictions." The RFP document refers to unlisted loans does it mean private loans, there is a earlier question where it refers to them as private loans so want to confirm it is referring to the

- f. Currently attribution is reported at the composite level. GEPF has 11 composites.
- g. Both absolute and relative basis
- h. Tickers cannot be provided at this stage. Bidders can use related indices of their choice to produce reports.
- i. For demonstration purposes, IRESS or Bloomberg will suffice.
- j. It is the same thing, used interchangeably.
- k. No, it refers to Loans and advances
- l. Independent unlisted investments valuers
- m. PIC as the Investment Manager should have all this information

same thing and just using interchangeable terms for the same thing? k. “Advances” is this reference to a drawdown? l. Q25 – “impairments as per the external appraisers” is this pricing from a vendor or agent bank notification? m. Q12 – “A list of all additions to unlisted investments specifying the nature of the investment. The list should be supported by signed contracts/ available contractual information. For all loans and advances, securities must be disclosed. Reasons for unsecured loans & advances should be provided.” Please confirm that the IM maintains these documents	
20. Private Assets / Unlisted a. Please describe the current end-to-end operating, accounting, cash management and reporting workflow for the private equity, real estate and infrastructure close-ended funds and direct investments. b. What functions are performed by your provider(s) (current custodian or outside provider) or in-house? c. What are the total private equity commitments to be serviced? d. What is the number of fund partnerships that are in scope? e. What is the average vintage year for client’s alternative investments? And in what format is the	a. Please refer to the RFP document for requirements b. Custodian services and value-added services c. Please refer to the GEPF audited financial statements for the year ended 31 March 2025 d. Please refer to the GEPF annual report e. average term of 12 years

data maintained (excel, proprietary internal system, etc.)?	
21. ESG Reporting Please provide: a. Number and names of data vendors (i.e. MSCI, BBG, Rimes, Sustainalytics) b. Number and names of datasets (reference, pricing, company financials, indices, ESG, emissions etc...) FX c. Does the GEPF and its external managers use the Custodian to execute Foreign Exchange transactions linked to security settlement and asset servicing (e.g. income / corporate actions) activity? d. Please provide the annualised volume of securities related FX activity that is traded in Freely/Developed markets/currencies vs. Restricted/Emerging markets/currencies.	a. MSCI (MSCI One); Bloomberg b. MSCI ACWI index c. Yes d. The GEPF is a Long-only with derivative overlays with positions spread across developed and developing markets. The number of tickers/positions are high, trading volumes are minimal-to-medium for a Fund of its size
22. Collateral Management Collateral management is mentioned in the additional services and referenced in other parts of the RFP but there are no specific questions. Does Collateral refer to margin movements or a collateral management service with a long-box?	Collateral on Debt instruments

23. References The RFP document makes reference to 4 signed reference letters on page 24 vs 5 contactable references on page 26 which would you prefer?	5 signed reference letters are required
24. Would you provide the breakdown of the alternative's portfolio given the importance of this portfolio as stated in the briefing session?	By Alternative's portfolio, we assume you are referring to the unlisted portfolio. Please refer to the GEPF's Annual Report for the Fund's unlisted portfolio.
25. We have noted that securities lending is not present in the RFP, will you be running a separate RFP for this service?	N/A to this tender.
26. .Can you provide the breakdown between the local and international managers?	Refer to Annual Report
27. With regards to the custody contract, we assume that you will be comfortable with working on an industry standard custody documentation as opposed to your general supplier T&C's?	Standard documentation can be provided during the tender process. GEPF specific reports will be outlined in the SLA.
28. Please can you provide volumes for the following: a. Number of portfolios/ mandates b. Number of performance aggregates (i.e. levels of performance reporting required)	a. There are at least 70 portfolios b. 11 composites
29. Can you summarise current services received for performance and risk and highlight any priorities requiring enhanced services.	Return calculations (fund and benchmark) including performance charts, composites, ex post/ex ante absolute and relative risk measures (can used MSCI bara for demo) and attribution.

your investment, your future

30. What is the longest time-period that you currently receive reporting for attribution?	Up to 5 years								
31. Unlisted Assets – Question 8: a. Can you advise if there is a specific third-party service provider that GEPF require connectivity to? b. Is the requirement to feed data from master custodian to a third-party or absorb data into master custodian from a third party? c. What type of data would be included in the feed?	a. Yes, GPAA and PIC. b. Both functionalities are required c. Trade data from underlying Investment Managers and other Core custody data. Data out would be reporting as set out in tender document								
32. Please can you provide a list of benchmarks/ index vendors required for performance/ risk reporting?	Actual BM cannot be provided at this stage; bidders can use related indices (see table on page 4 of the RFP) to prepare their reports. <table><tr><td>Benchmark</td></tr><tr><td>SWIX (adjusted)</td></tr><tr><td>ALBI</td></tr><tr><td>SAPY</td></tr><tr><td>STEFI</td></tr><tr><td>FTSE Africa (excluding SA)</td></tr><tr><td>MSCI All Country</td></tr><tr><td>JP Morgan Global Bond Index</td></tr></table>	Benchmark	SWIX (adjusted)	ALBI	SAPY	STEFI	FTSE Africa (excluding SA)	MSCI All Country	JP Morgan Global Bond Index
Benchmark									
SWIX (adjusted)									
ALBI									
SAPY									
STEFI									
FTSE Africa (excluding SA)									
MSCI All Country									
JP Morgan Global Bond Index									

33. Could you please clarify what is required on the below statement on page 12 of 60, point 2. Provide a list of the percentage of buy fails and the percentage of sell fails by product and indicate the average total time for resolution of "Don't Knows".	What percentage of the trades of current core custody client base are failed trades (existing client base)
34. Which of your account locations will be responsible for providing us with custody and related services?	Will the team responsible for the GEPF account, predominantly be based in RSA (CPT or JHB or DBN) or outside of the country?
35. Describe your standard arrangements for a) portfolio review b) seminars c) training and d) research.	What does your organisation do for its clients when it pertains to points a-d?
36. Please confirm that there is no requirement to submit Original Tax Clearance Certificates and that the TCS PIN will suffice? (Page 30 - 2.4 Page 49 - 1.6.1.a Page 60 - 32.3)	Yes, the tax compliance status pin document is sufficient or the CSD report.
37. Could GEPF clarify whether prior experience in providing Master Custody services to an organisation of comparable size and complexity to GEPF is a mandatory requirement, or will equivalent experience in similar custody-related services be considered?	Similar custody-related services experience will be considered.
38. Does the evaluation process differentiate between providers with global-scale Master Custody experience versus those with South African experience, and if so, how will this be weighted?	The master custodian should have international and local presence. Please refer to page 24 of the RFP for the evaluation matrix

39. Could GEPF clarify how prior experience in providing Master Custody services to organisations of comparable size and complexity will be assessed in the technical evaluation? Specifically, is there a defined benchmark for what constitutes 'comparable experience' in terms of assets under custody, number of portfolios, or geographic reach, given the importance of meeting the required technical standards to progress further in the evaluation process?	Provide prior experience as a Master Custodian in the Pension Fund environment. Refer to RFP document for number of years of Master Custodian experience required.
40. We note that the tender pack includes SBD-4, SBD-8 and SBD-9 forms. National Treasury's most recent guidance indicates that SBD-4 has been updated, with SBD-8 and SBD-9 consolidated into the revised bidder disclosure requirements. We also understand that organs of state may apply these updates at different stages, depending on their internal procurement frameworks and processes. To ensure full compliance and to submit documentation in the exact format preferred by the GEPF, could you kindly confirm whether you would like bidders to: - Complete and submit the SBD-4, SBD-8 and SBD-9 forms as provided in the tender pack, or - Make use of the updated Treasury-issued consolidated SBD declaration form.	The SBD forms as provided in the tender documents that were uploaded on the GEPF website are to be completed