

Georgia Peach State Reserves

REQUEST FOR PROPOSAL TO PROVIDE DEFINED CONTRIBUTION & DEFERRED COMPENSATION ADMINISTRATION SERVICES

Issue Date: September 13, 2019

Deadline for Questions: September 20, 2019

Deadline for RFP Submission: October 11, 2019

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I. Georgia Employees Retirement System

ERSGA administers five separate and distinct cost-sharing, multiple-employer defined benefit (DB) plans, including the Employees' Retirement System of Georgia (ERS). With about \$13 billion in assets, the ERS, which is the largest of the five, provides retirement benefits for approximately 60,000 active and 52,000 retired members. In all, the DB plans have about 120,000 active and 73,000 retired members, and \$16 billion in assets. In addition, ERSGA administers three defined contribution (DC) plans, including the Peach State Reserves (PSR) 401(k) and 457(b) Plans, and two life insurance plans. ERSGA also serves as the state's Social Security administrator for all political subdivisions of the state.

On January 1, 2009, the Georgia State Employees' Pension and Savings (GSEPS) program under the ERS Plan became effective. This new benefit tier includes both a defined benefit from the ERS plan and a 401(k) account with an employer matching contribution into which newly hired members are automatically enrolled. Since the inception of this "hybrid" benefit tier, the 401(k) plan has grown significantly in both the number of accounts and the total plan balance. The two PSR plans combined have over 100,000 eligible participants, about 76,000 participants with a balance, and about 52,000 participants who are actively contributing. Total assets in the two plans are approximately \$1.7 billion. About 35,000 of the 60,000 active ERS members are in the current GSEPS tier.

All plans are governed by Boards of Trustees which are comprised of ex-officio members, governor appointed members, and board appointed members.

II. General Invitation

The intent of the RFP is to identify organization(s) as described in greater detail below.

Organization(s) with demonstrated experience in this area, and with an interest in making their services available to the PSR are invited to respond to this RFP.

Respondent(s) means the organization(s) that submit their qualifications to this RFP. The documents submitted will be referred to as "**Proposal.**"

Intent to Respond

Please complete the information below and send an email copy of this information to Craig Chaikin at Segal Marco Advisors, cchaikin@segalmarco.com regarding your intent to reply to this RFP by October 11, 2019. Return of this information is not required to submit a proposal.

The Employees' Retirement System of Georgia (ERSGA) in consultation with Segal Marco Advisors will issue responses to inquiries and any other corrections or clarifications it deems necessary in addenda issued prior to the Proposed Submission Deadline. Respondents should not rely on any representations, statements or explanations other than those made in this RFP or in a formal addendum. It is the Respondent's responsibility to ensure receipt of all addenda.

Addenda to the RFP will only be sent to those firms that complete and return this form via e-mail.

RFP Name: Peach State Reserves (PSR) 401(k) Defined Contribution and 457(b) Deferred Compensation Plans Administration Services

Craig Chaikin, Vice President
Segal Marco Advisors
cchaikin@segalmarco.com

All addenda will be sent via e-mail.

Any alterations to this document made by the Respondent may be grounds for rejection of the proposal, cancellation of any subsequent award, or any other legal remedies available to ERSGA.

A. Communications between the Parties

From the date this RFP is issued until the award of the contract, all communication related to this RFP shall be only directed to Segal Marco Advisors. Current vendors may discuss ongoing business with ERSGA but are not permitted to discuss any aspects of this RFP. All questions or requests for clarification must be in writing, sent by e-mail and directed to the attention of:

Craig Chaikin, Vice President
Segal Marco Advisors
cchaikin@segalmarco.com

There should be no communication, either in person, in writing, or by phone, between any Respondent (or prospective Respondent) and any (1) employee of ERSGA or its oversight board, (2) elected officials or their staff members or (3) any other person in a position to influence the decision any time during the RFP process.

Segal Marco Advisors and ERSGA may disqualify proposals from any Respondent who fails to abide by these restrictions.

B. Submission of Proposals

Each vendor **must** submit their RFP response in accordance with **all** stipulations listed below.

Submit a total six (6) copies, as outlined below, by 5:00 p.m. Eastern Time on Friday, September 27, 2019 to the following:

Four (4) bound copies and one (1) electronic, PDF copy to:

Angie Surface
ERSGA
Two Northside 75, Suite 300
Atlanta, GA 30318
angie.surface@ers.ga.gov

One (1) bound copy and one (1) electronic, PDF copy to:

Wendy Carter
Segal Company
11452 New Farrington Court
Glen Allen, VA 23059
wcarter@segalco.com

One (1) bound copy and one (1) electronic, PDF copy to:

Craig Chaikin, CFA
Segal Marco Advisors
7951 East Maplewood Avenue, Suite 327
Greenwood Village, CO 80111
cchaikin@segalmarco.com

Proposals must be clearly labeled: **Request for Proposal Response: Peach State Reserves 401(k) Defined Contribution and 457(b) Deferred Compensation Plans Administration Services.**

Proposals must include a statement that the offer is guaranteed for at least 120 days.

Proposals, both hard and soft copies, received after the deadline are late and will not be considered. Respondents are responsible for ensuring that all versions of their proposals are received by ERSGA and Segal in a timely fashion.

RFP Schedule

The timetable for the selection process is summarized below. Note that these target dates are subject to change by ERSGA.

Key Activity	Target Date
RFP release	September 13, 2019
Submission of vendor questions	September 20, 2019
Responses to vendor questions	September 25, 2019
Proposals due	October 11, 2019
Finalist presentations	November 19-20, 2019
Selection of vendor	Week of December 9, 2019
Contracts approved	February 2020

III. Scope of Services

A. Scope of Services

The Services that ERSGA seeks to acquire are described in detail in Section 1 to this RFP (the “Services”).

B. Term of Services

The initial agreement term will be five (5) years from the date when administrative services begin. The agreement may be renewed for one (1) year terms based upon the discretion of ERSGA. The agreement may be terminated by ERSGA for any reason upon ninety (90) days’ written notice.

IV. Preparing Proposals: Required Information

Each proposal must contain all of the following documents and must conform to the following requirements.

A. Format of Proposals

Proposals should be submitted on “8½ x 11” letter size paper, printed double-sided and bound on the long side.

Sections should be separated by labeled tabs and organized in accordance with subject matter sequence as set forth below in Section 2, the Administrative Services Questionnaire.

V. Evaluating Proposals

ERSGA, along with Segal Marco Advisors, will review and evaluate the Proposals. ERSGA may also review any other information that is available to it, including but not limited to information

gained by checking references, reviewing publically available information and by investigating the Respondent's financial condition.

ERSGA reserves the right to seek clarification of any information submitted by any Respondent in any portion of its proposal or to request additional information during the evaluation process. Any material misrepresentation made by a Respondent may eliminate the Respondent from further consideration. ***ERSGA reserves the right to reject incomplete, unresponsive or disorganized proposals.***

Minimum Qualifications of Service Provider

Respondent(s) must meet all of the following minimum qualifications to be given further consideration. If a proposal is submitted by a company that does not satisfy the minimum qualifications it will not be reviewed or considered.

1. Respondent must certify that they are a qualified firm to provide administrative services pursuant to Sections 401(k) and 457(b) of the Internal Revenue Code (Code) and all rules and regulations of the State of Georgia.
2. Respondent must have at least ten (10) years' experience in providing the proposed services and products to the defined contribution or 457(b) deferred compensation marketplace.
3. Respondent must administer a minimum of three (3) 401(k) or 457(b) defined contribution compensation plans. Each plan must have in excess of 50,000 eligible participants.

Service Provider Expectations

1. Respondents shall be able to accommodate a service implementation date of January 1, 2021 or earlier.
2. Respondents shall have the capability to establish a two-way data interface with all of the identified payroll locations. The successful Respondent will absorb all of the necessary programming costs to accommodate any changes to its payroll system.
3. Respondents shall have a Statement on Standards for Attestation Engagements (SSAE) 18 Audit conducted at least annually and provide their most recent SSAE 18 as part of their response to this proposal.
4. Respondents shall have its IT security and systems tested regularly as part of the SSAE 18 or through a separate IT or SPARK audit and provide the results as part of their response to this proposal.
5. Respondents shall be solely liable and responsible for any processing errors of the Respondent or its agents. In the event of a participant's loss of interest and/or dividend and/or principal due to an error by the selected Respondent or its agent in processing transactions on behalf of the participant, the selected Respondent agrees to adjust the participant's account to the same position as if the processing error had not occurred, at the Respondent's sole cost and expense.

6. Respondents shall be able to provide accurate and timely recordkeeping services, and administer the Plans within pre-described service standards.

VI. Confidentiality

Responses to this RFP become the property of ERSGA. All documents submitted in response to this RFP may be subject to Open Records requirements and may be regarded as public records subject to disclosure.

Confidentiality Requirements Related to Plan Information

All of the reports, information, or data, prepared or assembled by or provided to the Respondent in this RFP are confidential. Except as may be required by law, the Respondent will not make available such reports, information, or data, to any other individual or organization and will use the reports, information or data only to assist in preparation of Respondent's Proposals. The Respondent will promptly notify ERSGA of any requests to disclose the foregoing information, and cooperate with ERSGA in responding to the request or resisting the disclosure, if applicable.

Additional Details of the RFP Process

A. Addenda

If it becomes necessary to revise or expand upon any part of this RFP, addenda will be sent via e-mail.

B. Right to Reject Proposals

ERSGA reserves the right to reject any and all proposals that do not conform to the requirements set forth in this RFP.

Section 1: Scope of Services

Administration and Recordkeeping Services

The successful Respondent must provide detailed information about its recordkeeping and administrative systems and use of technology. Important factors include the ability to process payroll deductions from multiple locations, monitor compliance with applicable regulations, conduct daily processing of participant transactions and provide timely and accurate participant statements and financial statements. Participants shall be provided with transactional web-access to their accounts; however, transactional voice response services are not a requirement. ERSGA requires full reciprocity of information and full access (read only) to all program data and information.

Included in the Appendix is a summary of the PSR provisions and features as well as a variety of supporting documents, including current operational policies and statistics and volumes. In addition, there are a variety of service complexities and desired service enhancements that are described below.

Enrollment and Auto-Increase

All newly eligible GSEPS employees are auto-enrolled in the 401(k) Plan on a pre-tax basis. GSEPS members must receive a pop-up notice upon on-line login during the first 90 days of GSEPS eligibility. For members who opt out of the auto-enrollment process, contributions with associated earnings shall be automatically refunded by Respondent within the required time frames. Individuals who opt out of the auto-enrollment process or cease participation at a later date may rejoin the Plan at any time.

Enrollment in the 401(k) Plan for non-GSEPS employees is voluntary. Enrollment in the 457(b) Plan is voluntary for all eligible employees. All voluntary enrollments are made on-line or through the call center – there are no paper enrollment forms.

PSR has a voluntary auto-increase feature, which can be used by participants in either the 401(k) Plan, the 457(b) Plan or both as well as on pre-tax and Roth contributions. The auto-increase feature is promoted on the website. Current statistics on the percentage of participants that have elected auto-increase are included in the Appendix.

All escalations currently occur annually on December 1st but ERSGA is open to other frequencies. The Respondent is responsible for sending each participant enrolled in auto-escalation a notice one month in advance of the escalation date.

PSR participants can use Quick Enrollment to automatically contribute 5% of their pre-tax pay with contributions being invested in the age-appropriate Lifecycle Fund. Participants can also contribute at different contribution levels and/or on an after-tax basis.

See the Appendix for process flows.

Payroll, Demographic and Sponsor Administrative Support Services

The Respondent will be solely responsible for the timely and accurate posting of all payroll transmissions. The Respondent is also responsible for editing, validating and accurately posting the data it receives for processing enrollments and contribution activity including conducting a thorough review of data received.

Approximately 85% of PSR participants are on the State's PeopleSoft platform and demographic files for PeopleSoft are full files, sent daily. In terms of payroll data processing volume, this portion of the population represents about 65% of the total.

The remaining participants (approximately 15%) are from non-Statewide employers such as County Boards of Education. Non-Statewide employers must be given the ability to submit payroll and demographic files manually to the Respondent. Detailed information on the various employer populations as well as how payroll information is transmitted, including frequency, is included in the Appendix. About 35% of the participant population have employers who do not use PeopleSoft for payroll.

Demographic files will include all eligible participants for employers who submitted data via electronic files; however, employers who submit data via website upload sometimes only submit participants who have elected to participate. Differences in the provisions of the Plans offered by participating employers are provided in the Appendix. Employers will work directly with the Respondent's administrative staff and the Respondent must provide full employer support services, including remediating problems with transmissions of demographic data, payroll processing and contribution accuracy. The Respondent must proactively contact ERSGA and employers when payroll files are not received by the payroll date and/or contribution election changes completed by participants are not reflected on payroll files as expected. The Respondent must provide details on this as well as the employer support, online access tools and data quality control in the Demographic and Payroll Administration and Plan Sponsor Reporting sections of the Questionnaire.

The Respondent will be required to provide complete payroll contribution management services. This includes both those remitted via PeopleSoft as well as the participating employers who use various transmission processes. As part of the implementation process, the Respondent will be required to do a robust payroll transmission testing process. This testing process will include at least three tests with the first test on an agreed upon date that will identify potential difficulties.

All contributions, including matching contributions, are calculated by the employers. All 402(g) elections must be double-checked by the Respondent. For the 457(b) special catchup contribution election, ERSGA researches the unused contribution history and provides the information to be processed by the Respondent.

As the result of having multiple participating employers, there are participants who may work for two or more employers. For these participants, the Respondent will be responsible for ensuring that contribution limits are not exceeded and that vesting service for the 401(k) Plan is correctly calculated by employer. The Respondent will also be responsible for processing the break in service rules for the 401(k) Plan as described in the Program Summary.

PSR also has the following low volume, employer-related activities. The programming and set-up for these activities must be built as part of the implementation process and the cost included in your proposed fee:

1. ERSGA allows employers (such as newly created state-wide agencies) that are not currently participating in the program to join and cover their employees who meet the eligibility criteria. Generally ERSGA adds new participating employers on January 1 and July 1 of each year. The cost for adding up to five new participating employers annually is to be included in your proposed fee.
2. For a TRS employer that hires a GSEPS member, a quick, off-cycle onboarding process is required. ERSGA will notify the Respondent of this event. The Respondent will then be responsible for the set-up of the TRS employer as an eligible PSR employer so that the participant's GSEPS contributions continue or the auto-enrollment can occur. This event can occur at any time and must be completed quickly so that participant contributions can post in a timely manner. Note: this is an infrequent occurrence. To date only one participant has been added to PSR through this process.

Distributions and Forfeitures

Information on the various distribution options and forms, as well as the break in service provisions, are provided in the Appendix. Distributions to members are not made until 30 days after the member's termination of employment date. PSR also has a small balance (currently \$1,000 or less) cash-out sweep process that is conducted 90 days after separation of service. Vesting service calculations differ by employer and that information is included in the Appendix.

Distributions that include GSEPS employer contributions and earnings require participants to complete an O.C.G.A. § 50-36-1(e) (2) Affidavit.

The affidavit is completed by the participant. The participant returns the completed and notarized affidavit to the Respondent. The participant can submit the forms via an upload process, fax or mail.

The Respondent will review and approve/deny received affidavits within 2 days. The affidavit will be reviewed and approved only if the following is present:

- Notary seal
- Required choices on the form are checked
- The required verifiable and secure documentation accompanies the affidavit and the submitted documentation is listed as an approvable document
- Participant information will be compared on the submitted documents (name, DOB, etc.)

The Respondent will not be responsible for reviewing document expiration dates but is required to alert ERSGA during the review process when an affidavit is received denoting a participant as a qualified alien or non-immigrant under the Federal Immigration and Nationality Act. These affidavits require additional review by ERSGA before distributions can be processed. While such notification is required, it is a rare occurrence. In the last year there have been no affidavits processed that required ERSGA notification.

The Respondent is responsible for coordinating and documenting this process in coordination with ERSGA. It is expected that the volume for this service will be less than 4,000 annually. If this amount is exceeded, identify your per qualification unit cost in Fees.

Member Security Authentication and Initial Point of Contact Services

ERSGA's goal is to provide the best member service possible. ERSGA is requesting service proposals for outsourcing all ERSGA initial points of contact to the selected Respondent. Today the current administrator provides a complete, reciprocal, single sign-on process with ERSGA for ERSGA members who have a PSR account. The Respondent will be required to provide this service.

To facilitate future, high-quality interactions, ERSGA strongly prefers a Respondent that can provide additional initial point of contact services and provide a single sign-on process and multi-factor authentication to grant members access to both the Respondent's PSR secure site and the secure DB site that ERSGA owns. In Section 3, Fees, the Respondent is required to provide the additional per participant member costs. ERSGA is considering two service approaches.

For the two options described below, the Respondent would provide, maintain, staff and service one toll-free phone number and one common website landing page that would serve all ERSGA member as the member's initial point of contact. ERSGA's goal is for members is to have only one initial point of contact. Information on the number of ERSGA members and retirees can be found in Section I, on page 1 of this RFP. In addition to the counts in Section I, ERSGA has about 223,000 inactive members with a balance and another 13,000 active temporary, seasonal and part-time employees in the Georgia Defined Contribution Plan which is administered by ERSGA. A summary of this program is included in the attachments.

Proposals on the two options described below are requested.

1. The Respondent only has data on PSR participants in its system. The Respondent will provide and staff its call center to take all ERSGA calls. In addition to providing full phone-support services for the PSR portion, the Respondent's call center will also provide high-level DB information to the member. If, as a result of the call, additional DB support is needed, the Respondent will transfer the call to ERSGA. The Respondent will provide a landing page with link(s) to ERSGA's site(s) along with the ability to log into the Respondent's secure PSR website. Member single sign-on is required; however, ERSGA will be responsible for its own member authentication for the ERSGA website when being accessed directly from the landing page and the Respondent would own authentication to its transactional PSR website. Single sign-on between ERSGA and the Respondent (both ways) will still apply for participants with a PSR account.
2. The Respondent has all PSR and all defined benefit participant/member demographic data in its system. This includes DB members who are not part of PSR. The Respondent's call center will provide high-level DB information and, if additional DB support is needed, the call will be transferred to ERSGA. ERSGA will send data for all ERSGA members to the Respondent. Since the Respondent will have demographic data for all DB and PSR participants/members, the Respondent will be responsible for authenticating online access for everyone and once authenticated, the member/participant would see links to either the PSR site (if eligible) and

the ERSGA secure site (if eligible). The ERSGA link would be a single sign-on into the ERSGA system; the Respondent would provide single sign on for PSR.

The Respondent shall provide a detailed process and work plan for the requested services. Information on the populations below can be found in Section I. of this RFP. Statistics on member calls and web logins for both the defined benefit and defined contribution plans are included in the Appendix.

Investments, Fee Collection, Forfeitures & Trustee/Custodial Services

PSR offers participants custom investment options. These investments are overseen by the Division of Investment Services. The Division is also responsible for preparing the fund fact sheets.

The Respondent will receive the daily NAV from the Plans' master global custodian JP Morgan. JP Morgan is responsible for the custody of all Plan assets, the striking of the daily NAV for the PSR funds as well as settling all trades and transmitting this information to the Respondent within agreed upon timeframes. As part of the contracting process, the successful Respondent and JP Morgan will enter into a mutual agreement regarding the procedures and methodologies for addressing errors and timing delays as well as making participants whole for any errors or delays.

The Respondent's contractual terms and fee schedule must permit up to two fund changes per year. Identify any restrictions on fund changes as well as the cost for more than two changes annually (a maximum of 10 changes over the five year contract term) in your Price Proposal. For investment fund options that are closed, participants will need to receive notices and the costs should be included in your firm's response to Section 3, Fees.

ERSGA will instruct the Respondent to deduct fees from participant accounts. Currently a flat fee of \$2 is deducted on a quarterly basis from each participant who has a balance in the 457(b) and/or 401(k) Plan. The fee must appear as a transaction in the participant's account each quarter. If a participant has both a 457(b) and a 401(k) Plan account, the fee will only be assessed to the participant's 401(k) account. Note that this per participant account fee is not direct revenue to the Respondent. Note: In addition to the quarterly fee, asset-based administrative fees are collected from the Plan investment options. This process is conducted by the Plan custodian as part of striking the daily NAV.

One of the investment funds in the large cap value fund (Dodge and Cox Stock Fund) currently provides revenue sharing to the program. It is currently credited back to participants in the large cap value fund. The Respondent will be required to credit the revenue sharing received from this fund back to the participants in this fund on a monthly basis.

The Respondent will also be responsible allocating Plan forfeitures and excess expenses to participant accounts as instructed by ERSGA. It is expected that allocations will be made no more frequently than annually and the cost for this activity is to be included in your proposed fee.

Annual Retirement Income Statement

The Respondent will be responsible for preparing an annual retirement income benefit statement for active ERS members, including those with only a DB benefit. The Respondent will also be responsible for calculating estimated Social Security benefits for incorporation into all the statements for all ERS members who have a PSR balance. ERSGA will provide a file with DB calculations and demographic information from the ERSGA database to the Respondent. The Respondent is responsible for combining the data provided by ERSGA with the DC data to generate and mail the statements. Respondent is also responsible for providing pdfs of all statements to ERSGA.

There are three types of ERS members who receive the annual retirement income statement (samples of the current statements can be found in the Appendix):

1. No PSR balance but the Respondent has the member on file
2. No PSR balance but the Respondent doesn't have the person on file
3. PSR balance

There are three general types of statements members receive:

1. On track to replace 80% of current income
2. Not on track to replace 80% of income
3. A DB only version

The 2018 statements volumes can be found in the Appendix.

The Respondent will receive the member's projected defined benefit from ERSGA. For all members with a PSR balance, the Respondent must calculate each participant's Social Security benefit, the member's projected account balance including future contributions, future earnings and projected appreciation.

It is incumbent on the Respondent to carefully review each component of the existing statements.

The Respondent will prepare all member retirement income statements including printing and mailing. These statements, in substantially the same form as the sample statements provided, shall be provided by the selected Respondent.

The retirement income statements include a high-level summary statement of the member's DC account at year-end (see the sample statements provided in the Appendix).

PSR participants who do not receive an ERS retirement income statement are mailed an annual PSR account statement, as of December 31 of each year.

ERSGA requires a detailed project plan, including robust testing of the accuracy of the output of the statements. The project plan must include a comparative analysis of the DC retirement income balances generated by your firm with the results the member would see if they used your firm's online retirement income calculator or the information provided through advice and

managed account mailers sent by or on behalf of your firm. As ERSGA's goal is to eliminate differences and member confusion, fully describe your proposed process and results in your response to the Annual Retirement Income Statement section of Section 2.

Service Credit Purchase and Annuity Support Services

Currently, participants are able to purchase defined benefit service credit. A description of the current process is included in the Program Summary and recent volumes can be found in the Appendix.

PSR participants who wish to annuitize some or all of their account balance are responsible for selecting an annuity provider. The Respondent shall assist the participant with the purchase of the annuity by withdrawing the funds from the participant's account and remitting it directly to the insurance company. In addition to continuing this level of assistance, indicate what annuity shopping services will be made available.

Self-Directed Brokerage Option

PSR currently offers participants a self-directed brokerage option. Usage of this feature has been limited (see Appendix). Respondents are asked to provide a price proposal with and without this service.

Implementation Services

The successful Respondent must provide a detailed plan transition strategy that will ensure a go-live date on or before January 1, 2021. The potential conversion from the current plan provider to a new provider will require the Respondent to provide an explanation of the process, blackout period and reconciliation of plan assets to the individual participant records. It is required that the Respondent have its participant support call center in place and operational at least 15 days prior to the actual transition date. All representatives must be fully trained and ERSGA requires the ability to test call center skills prior to live date.

A detailed implementation service plan must be provided in response to the Plan Implementation section of the Questionnaire and address all operational complexities in detail. Detailed reconciliations of post-transfer of assets at the plan and participant level will be required.

Optional Services

Annual Benefits Enrollment

ERSGA coordinates with the State's annual employee benefits enrollment process to encourage members to start or increase contributions to PSR. Assuming that the Respondent does not already have a processing relationship with the State's current health and flexible benefits administrator, the Respondent would be responsible for working with the health and flexible benefits administrator to incorporate PSR contribution information into the online annual benefit re-enrollment process flow for health and flexible benefits.

The Respondent's activities will include generating daily files for all participants with current DC contribution elections to the health and flexible benefits administrator and receiving and posting PSR election changes from the election/contribution change process facilitated by the health and flexible benefits administrator to their system. While the length of the annual benefits enrollment window may vary the Respondent should assume a 3 week window for pricing purposes.

Ad-hoc Member Communication and Education Services

ERSGA designs, drafts and prints all its own written communication materials as well as conducting in-person educational sessions. The Respondent is responsible for preparing administrative forms and confirmations and other direct administrative communication documents.

ERSGA will coordinate preparing materials for the Respondent to host on its participant website. This website shall have a custom pre-login landing page on which ERSGA will be able to post custom content and have links to both the Respondent's participant website and ERSGA's member website (public and potentially the secure site, too). The Respondent shall make available a resource to assist with the process of coordinating the upload of ERSGA materials and notices. The Respondent must conduct a semi-annual review of content on the site to ensure that it is still accurate and relevant and to work with ERSGA to resolve inconsistencies and outdated materials.

On an ad hoc basis, ERSGA may ask the selected Respondent to prepare communication and education campaign materials as ad hoc services. These services could also include on-site, in person educational campaigns. These materials may include financial wellness and other emerging topics such as managing student loan debt. Annual enrollment for health and welfare benefits also presents an opportunity for retirement communications during a time when members are making financial decisions.

Respondents are asked to provide relevant sample materials. The scope and cost of such services will be discussed during the finalist stage of this RFP process.

Records Retention and Audit Rights

The successful Respondent shall establish and maintain all records related to the Plans and the Services Agreement, including, but not limited to, records related to operations, accounting, members, beneficiaries, contributions, distributions, plan loans, fees, statements and reports (the "Records"), in an orderly manner during the operation of the Services Agreement and for a period of 5 years after the termination of the Services Agreement.

Upon reasonable request of ERSGA, during the operation of the Services Agreement and during the 5-year period following termination, the successful Respondent, at its expense, shall make the Records available for inspection, copying and audit by ERSGA or its representatives. The successful Respondent shall ensure that its employees, agents, and assigns will comply with these requirements.

Fees

ERSGA will carefully examine all the costs associated with each Respondent's services. Each Respondent must fully disclose fees based on the Plans' information provided in this RFP.

Preparation Costs

All costs incurred or in any way associated with the proposal's preparation, response, submission, presentation or oral interviews shall be the sole responsibility of the Respondent and shall not be reimbursed by the Plans or ERSGA.

Contractual Requirements

ERSGA will require the successful Respondent to enter into a contract consistent with its contractual terms and requirements. Respondents are permitted to provide services related to PSR using off-shore personnel; however, these individuals cannot have access to member personal data. Also, per O.C.G.A §50-5-85, the Respondent must not currently be engaged in, and agrees for the duration of the Agreement, not to engage in, a boycott of Israel.

Finalist Presentations and/or On-site Visit

ERSGA, at its discretion, may limit finalist presentations or a site visit to a short-list of Respondents. The purpose of the site visits is to give each finalist an opportunity to further explain its qualifications, services, and capabilities and to give ERSGA the opportunity to meet those people who will work directly with ERSGA, if the Respondent is successful.

Exceptions/Additions

Any revisions proposed by a Respondent will be submitted for clarification only, and remain contingent upon ERSGA's acceptance. ERSGA assumes no obligation to accept, reject or negotiate proposed replacement terms or conditions with the successful Respondent.

The Respondent is responsible for clarifying any ambiguity, conflict, discrepancy, omission or other error in the Request for Proposal before submitting the proposal; otherwise, the right to raise such issues shall be waived.

Section 2: Administrative Services Questionnaire

Organization and History

1. Provide a brief overview of your organization. The narrative shall include the following:
 - a. Date established
 - b. Ownership (public, partnership, subsidiary, etc.)
 - c. Years active in the private sector defined contribution market
 - d. Years active in the public sector defined contribution plan market
 - e. Relationships with other entities relevant to or related to the subject matter of this RFP
2. Describe your firm's financial stability including:
 - a. What is the size of your company (revenues, employees, etc.)? Provide the latest annual report or other financial reports (including audited financial statements) that indicate the financial position of your organization. If your company is privately held, list owners with 5 percent or more of equity.
 - b. What has your company's performance been over time (growth rate, stock performance, etc.)? Has your company been profitable over the past 3 years (indicate by quarter)? What is your company's growth strategy?
3. Provide the following information:
 - a. Total assets under administration
 - b. Total defined contribution assets under administration
 - c. Total private sector defined contribution assets under administration
 - d. Total public sector assets under administration
4. Total public sector clients with employees who contribute to both a 401(k)/401(a) plan and a 457(b) plan at the same time.
5. What are your client retention statistics for each of the last three years broken out by year? What percentage left due to issues pertaining to services provided by your organization? Briefly explain those servicing issues.
6. How many private sector defined contribution plans have you lost in the last three years broken out by year? How many have you gained broken out by year? What is the average client relationship duration?
7. How many public sector defined contribution plans have you lost in the last three years broken out by year? How many have you gained broken out by year? What is the average relationship duration?
8. List the number of plans and total assets of the total defined contribution plans that you currently administer in the following categories:

Number of Participants	Plans		Assets	
	Number	Percent	Amount	Percent
Under 10,000				
10,001 – 20,000				
20,001 – 40,000				
40,001 – 60,000				
60,001+				
Total				

9. List the number of plans and total assets of the public sector defined contribution plans that you currently administer in the following categories:

Number of Participants	Plans		Assets	
	Number	Percent	Amount	Percent
Under 10,000				
10,001 – 20,000				
20,001 – 40,000				
40,001 – 60,000				
60,001+				
Total				

10. What is the total number of participants in all defined contribution plans currently being administered by your organization? Break out by public sector 401(k) and 457(b).
11. Describe your errors/omissions liability insurance and coverage. Describe the various types of insurance coverage and indemnification provided to protect clients.
12. Has your company, or any affiliates, been a party to any litigation or regulatory investigation during the last three years involving your defined contribution and deferred compensation recordkeeping and administration services? If yes, please provide: 1) the nature of the claim or action 2) the current status of the litigation, 3) any fines, judgments or settlements paid.
13. What is the last date when your organization had a change in its business structure, whether through an acquisition or divestiture or through an alliance arrangement? If applicable, how did this change in business affect the recordkeeping division?
14. Describe any pending or anticipated plans to re-organize your company within itself or as part of the larger organization of which your company is a part.

References

1. Please provide references for three current defined contribution clients that have similar plan demographics (*i.e.*, size and plan design). If available, at least one of the three should have converted within the last year. For each reference, please provide client name, contact name, address, phone number, services provided, and year they became a client.
2. Please provide references for three former clients who had similar plan demographics (*i.e.*, size and plan design). At least one of the three should have left within the last year. Please provide former client name, contact name, address, phone number, services provided, year they ceased to be a client and the reason(s) for leaving.
3. For one of these references provide a detailed case study of an operational or design challenge that your firm faced. Describe how the challenge was overcome and the results of your efforts. What learnings resulted and how will they benefit ERSGA if your firm were to be selected?

Client Service/Quality Assurance

1. How many of your employees work on DC plans? Is there staff dedicated specifically to public sector DC plans? If so, please provide the numbers in addition to completing the chart below on the number of full-time equivalent employees working on defined contribution plans:

Personnel Type	Number	% of Total
Management		
Call Center Mgmt./Supervisors		
Customer Service Reps		
Systems Management		
Systems Staff: Development & Operating/Maintenance		
Website		
Other		

2. What is the average tenure (in years) of the following positions?
 - a. Plan Administrator
 - b. Client Relationship Manager
 - c. Conversion Project Manager
 - d. 800 Customer Service Center Representatives

3. Describe the team that would deal directly with ERSGA on an ongoing basis:
 - a. Indicate size, roles, experience, and turnover rates.
 - b. Provide a brief resume for each individual as well as the proposed client relationship and service staffing plan.
4. As a hands-on client that is actively involved in the operation of PSR:
 - a. Describe in detail the interaction between the implementation team and the proposed client service team as the program moves from implementation to live operations. How do you define a “smooth handoff”?
 - b. Provide estimates of the ongoing expected time commitment for direct client-facing services, i.e., client relationship managers, on an ongoing basis and how this staffing level will be able to ensure full support to ERSGA staff responsible for PSR.
 - c. Describe how your proposed day-to-day client contact will interact with key ERSGA staff. What support does your firm provide to ensure that all service deliverables can be met?
 - d. Describe your process for maintaining an activity log of service issues and problems including current status. How will you interact with PSR on resolving outstanding issues as well as the status for process or systems changes that will resolve recurring problems?
5. Describe the training and trouble-shooting assistance your firm makes available. Describe a recent event in which your firm responded to a service issue, troubleshot the event and the learnings from the event.
6. Do you currently have an office and staff located in Georgia? If yes, where is your office located? If no, where is the closest office? What location(s) would provide the services described in this RFP?
7. Briefly describe the training program and licensing requirements for your 800 customer service representatives.
8. Will you need to hire any additional staff in order to service this account?

9. Based on the services you are proposing for PSR, describe your service standards and turnaround time for the completion of the following:

Activity	Turnaround Time	Proposed Penalty (\$) for Not Meeting Standard
Program Implementation		
Issuance of Participant Statements		
Call Center Average Speed to Answer		
Website Hours of Downtime		
Transaction Confirmation Statements		
Processing Payroll Contributions		
Hardship/Unforeseen Emergency Withdrawals		
Termination/Rollovers/Direct Transfers for Distribution		
Fund Balance Transfers		
Investment Election Requests		
Error Corrections and Adjustments		
Participant Complaint Resolution		
Contribution Percentage Elections/Changes		
DRO Processing		

10. What is the total, annual amount you are willing to put at risk?
11. How frequently do you conduct client and participant satisfaction surveys of your services and performance? Provide a summary of the results of your last surveys for both.

Recordkeeping/Administration

- Describe, in general, the nature, structure and flexibility of your recordkeeping system in light of the requirements outlined in the Scope of Work.
- Describe the software and hardware that will be used to administer PSR. Identify the year your company began using the system(s), if the system(s) was developed internally or purchased and what plan types your recordkeeping system supports (457(b), 401(k), etc.).
- How much does your firm spend on the recordkeeping business in relation to your organization's total spending companywide for the last 3 calendar years? If you cannot provide actual figures, provide the ratio of recordkeeping spending to total company spending within the given time frames. What portion of your organization's expenses relates to recordkeeping and system technology development?

4. As the result of having numerous participating employers in PSR, a participant may be working at more than one employer. Describe your approach to administering the account of a participant who works for one or more employers. Describe your administrative approach as well as limitations, including accepting multiple payroll and demographic submissions for the same SSN, and the impact on the participant statement process (i.e., a consolidated statement or separate statements). Would participants be able to have different investment contribution and investment allocation elections for different employers?
5. How many of your current plan clients have implemented auto-enrollment and/or auto escalation? Express each of these as the total number of plans as well as percentage of the total plans your firm has under administration.
 - a. Fully describe your ability to administer ERSGA's current auto-enrollment and auto-increase program including a description of the reporting and opt out processes. See the Appendix for a current flow of the process. If you have any suggested modifications or improvements, describe.
 - b. Provide recommendations that you believe could improve the auto-enrollment process without negatively affecting PSR operations or participants.
 - c. How many plans do you administer with an opt-out program similar to PSR? Describe in detail the services you provide including operational challenges that you have overcome.
 - d. Describe the phone-based support you would provide to PSR employees who wish to:
 - 1) Opt out of auto-enrollment or auto-escalation.
 - 2) Opt back into auto-enrollment and/or auto-escalation.
6. Describe the proposed onboarding process you will conduct for Teachers Retirement System of Georgia employers who have hired a GSEPS member. What is your proposed timeline for this process? Confirm that you have included the cost for this service in your proposed fee.
7. Describe the level of customization available to the Plans on the electronic administrative forms used by the Plans' participants especially as it relates to the defined benefit portion. Given that GSEPS is a combined DB and DC program describe how you will incorporate appropriate DB plan references and information in the forms. In particular, ERSGA would be interested seeing a sample welcome letter and separation from service letter for GSEPS employees enrolled into the program.
8. For the small balance sweep process (see Appendix), confirm your ability to administer the current process. If you have suggested modifications, describe in detail.
9. Describe your process for allocating excess program expenses and plan forfeitures to participant accounts. What review procedures and safeguards do you apply to the process to ensure the amounts are allocated correctly? If an error is made by your firm, describe how you will inform participants of the error (at your firm's expense).

10. Confirm you are able to fully administer hardship/unforeseeable emergency distribution requests. Are you able to handle first level appeals? Describe how you propose to coordinate further appeals with ERSGA. Briefly describe any limitations or qualifications that apply.
11. Confirm your ability to continue the current systematic payment distributions (see Appendix). Payment must be able to be made on a pro rata basis as well as from a specified, single investment option. Describe your flexibility for participants to be able to designate a specific fund or funds from which distributions would be made. Describe any limitations.
12. Upon retirement or termination from service, 457(b) Plan participants periodically request rolling over their 457(b) Plan balance into the 401(k) Plan for the convenience of consolidating into one account. Describe your process for this rollover and how it can be automated to eliminate or reduce the amount of time funds will be out of the market. See the volume statistics for this activity and include the cost for this activity in your per participant fee.
13. As the administrator of the defined benefit plans, ERSGA is interested in combining its lost member search process with that of the DC recordkeeper. Describe your proposed process and whether you provide this service to any clients. Information on any additional costs should be provided in your Cost Proposal that you are currently providing for these services.
14. Please describe your process for searching for members who have not cashed their distribution payment checks and how you would propose to streamline operations in combination with ERSGA.
15. Are you able to fully qualify and process Domestic Relations Orders (DROs) for the 457(b) plan with the attorneys representing the parties? Describe in detail any role ERSGA will be required to play considering that ERISA does not apply to the 457(b) Plan. Note: the 401(k) Plan does not permit QDROs.
16. List any limits imposed on any participant initiated transactions (i.e., investment mix changes, contribution rate changes, etc.).
17. Describe the process you use to track and maintain employee beneficiary data. Is your firm able to notify ERSGA if a member makes a change to their beneficiary designation? ERSGA is interested in having a process for notifying PSR participants who do not have a DB beneficiary on file (including the possibility of a pop-up notice) when members log into their PSR account. Note: ERSGA will provide the necessary data to the Respondent.
18. Provide a case study of a successful beneficiary designation campaign and the results.

Demographic and Payroll Administration

1. In terms of data and payroll administration as described in the Scope of Work and detailed in the Appendix, the Program has a variety of operational complexities. After reviewing the information provided, describe your proposed administrative services. This information should be provided with the same level of detail that will be used in ongoing process specification documents.
2. For each of the payroll remission methodologies, describe how you accept edits, adjustments, and indicative data changes to the demographic and contribution input files. Describe your process for participating employers to submit payrolls manually as well as make data changes in the same manner.
3. Confirm that you will conduct a review and reconciliation of each participating employer's contribution rate file and troubleshoot/reconcile issues identified with the local employer. Describe the process including how you will QC the data and identify errors and outliers.
4. Describe your experience with identifying and resolving issues identified, including how you provide proactive interventions. How will you interact with the employers to clean up participant contribution elections on file with information being remitted by the participating employer? Provide a sample payroll discrepancy report and a full description, including sample employer communications.
5. Describe in detail how your firm addresses situations in which the payroll file and funding do not balance. Describe any limitations to your process that would apply.
6. Can you handle negative data from the payroll files? Briefly describe any limitations or qualifications that apply.
7. Describe how your payroll contribution reports identify participants contributing up to the current maximum contribution, and identify participants in catch-up status. Describe how you will interface with the various payroll centers and personnel. Provide samples of the payroll administration support documents and services that you will make available. What approach do you take in educating payroll staff both initially and ongoing?
8. Are you willing to provide web-based training for payroll administrators both initially and ongoing? What are the limitations? If requested to conduct in-person payroll training (initial or refresher), would there be additional charges for travel, etc.? For employers that are outside the PeopleSoft payroll process, provide a sample training presentation (print, video or webinar replay). Provide pricing information as requested in Section 3.

Disaster Recovery & Data Security

1. Provide a copy of your disaster recovery policies and procedures and describe your disaster recovery plans and procedures to handle the following situations:
 - a. Loss of inbound telecommunications services by the carrier.
 - b. Individual system failure including the following systems: VRU, application server, case management system, software down-times.

- c. Loss of power.
 - d. Loss of daily backup/natural disaster.
2. Describe the most severe disaster that has occurred at your facility and explain the cause, how it was handled, and what steps were taken to prevent future occurrences.
 3. Provide information on how short outages (2 hours or less) vs. prolonged outages (more than 2 hours) would be handled.
 4. Have there been any system outages within the last three years and if so, how were they handled? Has any liability resulted from these outages and are there any pending claims related to these outages?
 5. Describe your maintenance and back-up procedures including daily back-ups, retention timetable and off-site back-up storage approach.
 6. Are any other applications or services, which your system may be dependent on, provided by a third party vendor? If so, which and by whom?
 7. What is the capacity for the number of simultaneous users for your applications?
 8. Confirm that all computer data files maintained by the Respondent shall at all times remain the property of ERSGA notwithstanding the fact that such records may be stored upon or within one or more data centers owned, operated or leased by the Respondent and that the Plan shall at all times, have access to the above-stated information. To the extent that any such records are to be maintained upon a computer system which is not owned by the Respondent, the Respondent shall provide assurances from the owner of such computer facilities, satisfactory to the Respondent, of the continued availability and security of such records at all times.
 9. Provide a copy of your most recent SSAE18 and note any exceptions found. Who completes the audit and how frequently? ERSGA will require finalist firms to provide the results of these audits and certifications. In addition, provide a copy of your firm's IT audit that at a minimum complies with the SPARK standards. If this audit has not been completed when do you expect it to be completed?
 10. Describe your participant level protection for any security breaches of your systems. Are there any instances where participants would not be protected? Describe in detail your procedures and safeguards used to guarantee:
 - a. Security for your hardware and facility;
 - b. Authorized access to data;
 - c. Confidentiality of data;
 - d. Security for any hard copy of plan-related data or documents; and
 - e. Explain your process in the event that participant data is compromised.

Trustee / Custodial Services

1. How many of your DC plan clients use an independent custodian? What number and percentage of these use JP Morgan?

2. For a client most similar to the Plans, provide a detailed description of your interaction with the independent custodian and how you integrate with their system. Provide a flow chart, sample file layout and describe the balancing and accuracy checks that are conducted.
3. Describe your process for verifying the accuracy of NAVs received (i.e., tolerance variation measure) and coordinating with the independent custodian in resolving situations in which there has been an incorrect NAV received
4. Describe how your firm would coordinate with JP Morgan to provide participants with the ability to download/print a copy of their 1099.

Regulatory/Compliance Service

1. Describe how you monitor Code Section 401(a)(9) required minimum distributions including:
 - a. Identification and notification of individuals;
 - b. Determination of the amount of the minimum required payment; and
 - c. Payment within required deadlines.
 - d. A detailed schedule notifying and following up with participants, including the number of notices/reminders that you send. Do you use email for additional reminders? Note: ERSGA requires that a 30-day reminder notice be sent to participants who have not taken their RMD.
2. Describe your capabilities and timeframes for monitoring maximum deferral limits and the catch-up provisions.
3. What resources do you have to obtain legal opinions, interpretations of laws, regulations, and other matters on issues pertaining to deferred compensation plans?
4. How do you ensure that your recordkeeping system complies with all applicable rules and regulations?
5. How quickly are changes in the law reflected in the system?

Plan Sponsor Reporting (including Annual Plan Audit)

1. Confirm that your firm will give ERSGA on-line view and inquiry access to all elements of PSR Program data. Fully describe this access including any restrictions, security access protocols and ERSGA staff training. Provide a description of how ERSGA staff would view transaction data, including pending transactions, and emails/forms/notices generated for participants. Provide screen shots of each step, starting with the login screen that ERSGA staff will see.
2. Describe the standard reporting package that you will provide to ERSGA on a monthly and quarterly basis on the sponsor site (provide links, screenshots or samples with your proposal). Confirm that you are able to provide an annual report on every participants' rate of return.

3. Your firm will be responsible for generating ERSGA's regular monthly reporting package and providing an email notification of the reports availability for download. Provide the performance standard (number of days) within which the reporting will be provided. Describe any limitations on ERSGA requests for custom reports. Fully describe the reporting you will provide as well as any additional hourly or per report costs for reporting outside the parameters you listed.
4. Will ERSGA be able to generate these and ad hoc reports on-line? If yes, what type of training is provided to staff in the use of the reporting system as well as other aspects of program administration?
5. What is the standard timeframe for providing each plan sponsor report after the reporting period ends?
6. For participating employers, confirm that you will provide on-line reporting capabilities for them to generate reports in addition to submitting demographic and payroll data. Fully describe how this on-line application will be deployed, the employer training that you will provide and any additional costs.
7. Fully describe how you provide support for employers encountering difficulties in submitting data and accessing information. Provide a sample employer training presentation as well a link to a demo of the employer access software.
8. Confirm that you can provide ERSGA with the monthly data comparable to what is currently received. Describe what parameters are client changeable? Is a data dictionary available for client use in ad-hoc reporting? Are there any limits to the number of rows returned on a report (implemented limits or system limits)?
9. For the annual audit:
 - a. Briefly describe your process for assisting ERSGA and its auditor.
 - b. Describe your firm's resources dedicated to audit assistance.
 - c. What is the lead time needed to fulfill requests?
 - d. Provide a listing of documentation and reporting included in your standard annual audit package (provide samples with your proposal).
 - e. Identify how many hours of support you will provide. Indicate the maximum and the additional hourly rates by staff level below.
 - f. Conduct an annual internal procedural audit of your activities associated with administering the 401(k) and 457(b) Plans. Provide a high level description of similar audits you have conducted for other plan sponsors. If there are additional charges for this audit, please specify.

Participant Services/Automated Voice Response System (VRS) & 1-800 Customer Service Center

1. ERSGA requires only limited transaction VRS support, which consists of the participant's DC balance and a call tree. Please comment on any modifications or changes you would like to propose.

2. Describe the PIN management process including the timing of assigning a new PIN at the initial conversion and for new plan enrollments.
3. Describe the types of information customer service representatives (CSRs) will be able to provide to the participants.
4. List the transactions that cannot be processed through your customer service center.
5. Confirm participants can enroll in the Plans through the customer service center.
6. Can participants change their PSR PIN by calling the customer service center? Can PINs be reset and immediately provided to a participant during the call? Can participants who misplace their PIN call the customer service center and have a new PIN sent directly to their home address?
7. Provide the following information about your customer service representatives (CSR):
 - a. Describe your employment qualifications as well as the training process to bring on a new customer service representative. How long before a new representative will commence dealing with “live” calls?
 - b. List your licensing requirements, average tenure and the total number of CSR agents employed on a year-round basis
 - c. Compensation structure:
 - 1) On what basis are CSRs paid?
 - 2) Confirm that CSRs are not paid via commissions.
 - d. What are your educational requirements for customer service representatives?
 - e. What languages are your staff capable of handling? Do you have customer service representatives fluent in Spanish? What other languages are available?
 - f. How would you determine the number of CSRs to use for/dedicate to the Plans? How many other clients would those same CSRs serve? Do you have different levels within the customer service function for call escalation?
 - g. For a plan that is similar to PSR based on size and/or complexity, under what circumstances is a call referred to a plan administrator outside of the customer service center?
 - h. What workflow tools do you have in place for escalation of calls and routing of process?
 - i. Do you conduct customer satisfaction surveys to obtain feedback from participants?
 - j. Confirm all calls are recorded. Are all callbacks by customer service representatives and plan administrators recorded? What is the accessibility of these recordings by the client and how long are they retained?
 - k. With respect to escalation of calls, what are the procedures for referring a participant to a supervisor?
 - l. With respect to complaints, what is the follow-up procedure for complaints about CSRs?
 - m. Do you monitor participant calls for quality control?

8. Provide the information below on your service center standards:

	Performance Standard	3rd Qtr. 2018	4th Qtr. 2018	1st Quarter 2019	2nd Quarter 2019
Number of calls					
Average length					
Average response time					
Percentage requiring follow-up					
Abandonment rate					
Percentage handled 100% via VRS versus 1-800					

9. Provide your call center hours and confirm that your call center will be staffed from 8 a.m. to 5 p.m. ET which are ERSGA’s call center hours.
10. As callers will also have a defined benefit aspect to their overall retirement benefit, describe how you expect to coordinate servicing a member with ERSGA’s call center.
11. What is your recommendation about the data that your representatives should have access to provide high level information on the defined benefit feature of the plans? Specifically describe what the aspects and limitations of your providing general information on the defined benefit plans? Outline the specifications and requirements of accessing this information.
12. Provide a case study for a client similar to ERSGA, with a plan similar to GSEPS, including what interactions and information exchanges exist between DB and DC call centers handled by different parties. How do you triage an angry participant when information on benefits is handled by two call centers?

Participant Services/Internet Services

1. Provide an Internet address and instructions on how to access a demonstration of your Internet capabilities for both the participant and plan sponsor. Confirm that you will provide ERSGA online access to view the website as participants see the site to assist ERSGA to be able to assist participants when necessary. Describe any limitations that would exist.
2. Briefly highlight your standard participant website capabilities. Fully describe the customization you would provide ERSGA including landing and/or splash pages and custom content.
3. Describe how you monitor and maintain the content on the website to ensure that the information is current. Indicate how regularly this is done and that you will provide a written confirmation of the review to ERSGA.
4. Specify any transactions that cannot be completed via your Internet site.

5. Do you have a mobile app or mobile optimized website? Are there limitations to the functionality versus the full site? If yes, what?
6. What general and investment education materials and retirement planning tools do you offer participants via the Internet? What percentage of the total content do you estimate will be custom PSR-specific content?
7. Can participants e-mail specific questions via the Internet site? If yes, who receives the e-mail, researches the issue, and responds? What is the turnaround time?
8. Can participants live chat via the Internet Site? If yes, who answers the chat and what hours are they available?
9. Describe the security through which a participant passes to use your Internet system. What firewalls do you have in place for your Internet services?
10. Describe any security breaches that resulted in improper access to one or more participant's accounts within the last three years and the steps you took to remedy the breach.
11. What improvements to your Internet capabilities are designated to occur in the next two to three years?
12. Are the same improvements being made to your mobile capabilities? If no, briefly describe what is being done to enhance your mobile capabilities.
13. Is your Internet site compliant with the American with Disabilities Act (ADA)?
14. What time periods are illustrated for a participant's personalized rate of return? Provide the formula your firm uses to calculate the participant's rate of return. Also, note the requirement that this information be provided bi-annually to ERSGA.

Self-Directed Brokerage (SDBO)

1. Through whom do you offer SDBO services?
2. Fully describe the SDBO features. What is the annual cost for maintaining an account? Would you be willing to waive the fee or reimburse participants for the cost?
3. Does your SDBO account require any minimum balance? What happens if minimum balances are not maintained?
4. Can your SDBO account restrict a participant from certain investments?
5. Are there any transfer restrictions for moving money between the core investment line-up and the SDBO? Describe the rules for transferring from the core options into the brokerage accounts and vice-versa.
6. Provide information on the website that participants use at the brokerage service provider as well as the telephone support services provided. Provide the results of any customer service feedback surveys.

7. Confirm participants receive a detailed account summary of all assets held in the brokerage account. Will SDBO participants receive paper statement via mail unless they opt out? Will ERSGA be required to execute a separate contract for self-directed brokerage?
8. In your Fee Proposal, indicate the cost with and without these services.

Member Investment Advisory Services

1. PSR currently offers the Financial Engines advisory platform.
 - a. Are you able to support Financial Engines?
 - b. If yes, identify the associated costs (including the amortization of those costs), clearly identify them and include them in your cost proposal.
2. If other advisory options are offered, fully describe the participant investment advisory services you propose to offer (Morningstar or other service).
 - a. Describe your due diligence process for selecting the vendor who provides these services and what services are provided.
 - b. Identify the associated costs (including the amortization of those costs), clearly identify them and include them in your cost proposal.
3. All respondents are asked to provide a pricing scenario in which investment advisory services are offered both with or without managed account services; see Section 3, Fees.
4. Describe whether or how your proposed service:
 - a. Produces asset allocation recommendations?
 - b. Provides recommendations of specific funds?
 - c. Includes savings rate recommendations?
 - d. Takes into account a participant's assets outside the Plans?
 - e. Incorporates financial wellness and retirement readiness into the recommendations provided.
 - f. Provide samples of your educational mailings as well as a proposed schedule on how these would be distributed to participants and the parameters (such as retirees, contributors, non-contributors, etc.)
 - g. Outline the support services such as a call center or periodic on-site seminars.
5. Describe the generally accepted investment theories that form the basis for the vendor's advice model.
6. Briefly describe the type and level of indemnification you provide to ERSGA for the vendor's advisory services.
7. What is disclosed to participants regarding your fiduciary role and the vendor's fiduciary role with respect to these participant investment advisory services?
8. How many of your existing public sector clients have subscribed for each level of service you offer?

Annual Retirement Income Statement

1. Describe the process, including robust testing of the accuracy of the output of the statements, and a high-level timeline including adequate time to allow for complete accuracy testing.
2. Describe the methodology that you will use to create a participant's projected DB, DC and Social Security retirement income at retirement. (Sample statements are included in the Appendix). Fully describe your ability to prepare these statements, including any changes or modifications that you would require.
3. ERSGA's goal is to provide members with statements that provide valuable information that complement and coordinate with other educational tools provided by your firm. Fully describe your proposed process and the consistency of your projected estimate results with:
 - a. Your firm's or your 3rd party investment advisory firm's (e.g. Financial Engines or Morningstar) website tools and retirement income calculators,
 - b. Mailings that would be sent to the participant by your firm or your 3rd party investment advisory firm (e.g. Financial Engines or Morningstar).
4. If there are variations in comparison to these other information sources, fully describe and provide examples. It is incumbent upon the Respondent to explore controls and processes that will ensure consistency.
5. Describe how your firm's call center staff would respond to participant questions.

Retirement and Annuity Support Services

1. Describe how your firm supports a sponsor's commitment to ensuring that active, inactive and retired participants are informed of the potential benefits of leaving the account balance in the 401(k) and/or 457(b) Plan.
2. Briefly describe the assistance that you will provide to participants who would like to purchase an annuity with their DC plan assets. Do you offer an annuity shopping service? If so, describe and list the insurance companies included.
3. What is your firm's approach to discussing with a participant an IRA rollover of the individual's account balance out of the 401(k) and/or 457(b) Plan? Fully describe the topics discussed and how these conversations are structured to ensure impartiality.
4. If your firm offers a proprietary IRA, provide statistics over the last 5 years of the percent of participants making a direct rollover to your firm's IRA as a percentage of the total annual IRA rollovers.

Note: ERSGA is not entertaining proposals for retirement income products at this time.

Plan Implementation

1. Describe your implementation/conversion process including a timeline, based upon a January 1, 2021 conversion.

2. Describe the implementation support you provide and a general timeline using the effective date(s) described in this RFP. In addition:
 - a. Do you follow any specific implementation methodologies?
 - b. Describe your standard implementation team structure.
 - c. How many concurrent implementations are your project managers assigned?
 - d. What techniques are used to ensure that data integrity and data quality are a part of the implementation plan?
 - e. Describe your process for transition from support of your implementation team to your general support team after implementation is complete.
3. Confirm you will provide at least 2 test conversions of prior valuation and reconciliation of assets to balance before conversion
4. Provide information about the conversion's blackout period and how participants will be informed of the change.
5. How would any blackout period be handled over a weekend to minimize impact on participants?
6. Please list any plans that you have transitioned from Alight in the last 5 years.
7. Provide a detailed description and complete history of the two (2) largest defined contribution plan implementations where you assumed recordkeeping functions from another firm (within the last 7 years). Include the name of the plan(s) and the name and telephone number of a person that ERSGA may contact. Also, provide the dates of the implementation process and whether you met the initial agreed upon completion date. If there were variances, describe the reasons.
8. For those Program participants currently utilizing the self-directed brokerage option, describe how these accounts would be transitioned to your proposed self-directed brokerage services. Would these participants receive separate transition communications?
9. For those participants using investment advisory services, describes how these services would be transitioned to your firm.

Optional Ad hoc Program Services

Communication & Education

1. As described, ERSGA may wish to obtain fee-for-service communications consulting services on a project basis. Describe your firm's communication and educational philosophy.
2. Describe two recent communications projects and how such a communication project would benefit PSR participants. How will you customize your educational approach to ERSGA? In particular ERSGA would be interested in a campaign that was conducted in coordination with a sponsor's benefits open enrollment period.

3. What resources do you have to conduct ad hoc in-person educational sessions? Describe fully.
4. Ensuring that members are able to retire with an adequate income is one of ERSGA's primary goals. Fully describe how you are able to help ERSGA meet this goal, including:
 - a. How you incorporate financial wellness and retirement readiness to and through retirement in your communication and education programs;
 - b. The key services and capabilities your firm offers that you view as key to achieving these results;
 - c. The measurements you use to determine results, progress, and success; and
 - d. Any third parties you work with in providing this service or that can enhance your standard materials and delivery.
5. What suggestions would you make for education campaigns around the annual retirement income statement release?

Annual Benefits Enrollment

1. Describe how you will coordinate with the State's health and flexible benefits administrator to provide the information/data exchange that will enable members to start or change contributions to PSR as part of their annual benefits enrollment.
2. What are your expectations of the health and benefits administrator and what are the critical deliverables you require to be able to provide the necessary information to administrator?
3. Outline your project plan for providing this service. List the assumptions you have made.
4. Provide a sample project timeline.
5. Describe a similar service that you provide for a current client and how you successfully implemented the process.

Member Initial Point of Contact Services

1. Regarding the member initial point of contact services described in the RFP, fully describe your proposed services, including any changes, improvements, variations or alternative approaches that you would recommend.
 - a. Describe the phone tree that you would suggest as well as how you would handle participants who opted-out of the call script.
 - b. How would DB information be integrated into the call tree protocol?
 - c. How would you facilitate transfers for a participant who is speaking to a call center representative?
 - d. How will you triage an angry participant when potential information on benefits is handled by two separate entities?

2. Fully describe your proposed approach including details on the authentication process and how data will be exchanged between your firm and ERSGA. Provide a work plan with all activities and the expected timeline for implementation. Provide any recommendations or suggestions for this enhancement. Identify expected development and ongoing costs as requested in the Fee Section.
3. What is your recommendation about the data that your representatives should have access to provide high level information on the defined benefit aspect of the program? Specifically describe what the aspects and limitations of your providing general information on the defined benefit portions would be? Outline the specifications and requirements of accessing this information.
4. Provide a case study for a similar client, including what interactions and information exchanges exist.

Section 3: Fees

The initial agreement term will be five (5) years from the administration live date that is agreed to by both parties. The agreement may be renewed for additional one (1) year terms based upon the discretion of ERSGA. The agreement may be terminated by ERSGA for any reason during the renewal term upon ninety (90) days' written notice.

For the initial five (5) years of the contract, Respondents are asked to provide a base per participant annual fixed dollar fee for the core services outlined in this RFP. Fully describe all the assumptions you have made in arriving at your proposed service solution, as well as any variations, modifications, considerations or deviations. It is critical that you provide complete information so that fees can be compared on an equitable basis.

Note: The fee proposed below for your firm's services is not the fee that will be collected from participant accounts. Respondents will bill ERSGA monthly for the fees agreed upon with the successful Respondent. On behalf of ERSGA, the Respondent is also responsible for collecting quarterly fixed dollar fees from participant accounts and instructing the custodian to remit the amounts to ERSGA.

Using the tables below, the Respondent should provide proposed pricing under the alternatives listed below.

Option 1-A assumes that the cost for the set-up and implementation of the program **is not** included in the fixed per participant fee. Postage costs for all required participant mailings, including the annual retirement income statements, **are not** included in the annual fixed dollar fee but are to be billed to ERSGA monthly. Postage costs for any ad-hoc communication mailings should also not be included.

Option 1-B assumes that the cost for the set-up and implementation of the program **is not** included in the fixed per participant fee. Postage costs for all required participant mailings, including the annual retirement income statements, **are** included in the annual fixed dollar fee. Postage costs for any ad-hoc communication mailings should not be included. Postage costs for any ad-hoc communication mailings should not be included.

Option 2-A assumes that the cost for the set-up and implementation of the program **is** included in the fixed per participant fee. Postage costs for all required participant mailings, including the annual retirement income statements, **are not** included in the annual fixed dollar fee but are to be billed to ERSGA monthly. Postage costs for any ad-hoc communication mailings should also not be included.

Option 2-B assumes that the cost for the set-up and implementation of the program **is** included in the fixed per participant fee. Postage costs for all required participant mailings, including the annual retirement income statements, **are** included in the annual fixed dollar fee. Postage costs for any ad-hoc communication mailings should not be included. Postage costs for any ad-hoc communication mailings should not be included.

Contract Year Commencing	Option 1-A Per Participant Fixed Dollar Annual Fee ¹	Option 1-B Per Participant Fixed Dollar Annual Fee ¹¹	Option 2-A Per Participant Fixed Dollar Annual Fee ¹	Option 2-B Per Participant Fixed Dollar Annual Fee ¹
January 1, 2021				
January 1, 2022				
January 1, 2023				
January 1, 2024				
January 1, 2025				

¹The per participant fixed dollar fee is to be quoted per participant, not per plan. For example, the per participant fixed dollar annual fee would be the same regardless of whether the participant participates in the 401(k) Plan, the 457(b) Plan or both.

²These fees are to reflect standard call center and web services. The additional fees associated with the Member Initial Point of Contact and Security Authentication Services described in the RFP should be provided under Additional Services below.

Provide your assumptions for the number of participants in the Program at the beginning of each contract year in the table below.

Contract Year Commencing	Projected Participant 401(k) Accounts End of Year	Projected Participant 457(b) Accounts End of Year
January 1, 2021		
January 1, 2022		
January 1, 2023		
January 1, 2024		
January 1, 2025		

Additional Services/Fees

Respondents are also asked to provide the additional fee for the optional services or services that may exceed an agreed upon limit and for which an additional fee may be charged. Fully describe your proposed service solution, all the assumptions you have made in arriving at the proposed fee as well as any variations, modifications, considerations or deviations.

Member Initial Point of Contact and Security Authentication Services: For these services, as requested in this RFP and proposed by your firm, describe in detail the costs both for the development and implementation, as well as ongoing administration, of these services for both options. For each option, your proposed cost should be provided as a project-based fixed dollar fee for the development and implementation effort (project-based fixed dollar fee) and as a flat,

per member fee for the providing the ongoing services.

1. **All GSEPS members:** Under this option, the Respondent provides the requested services for this population. Fully describe:
 - a. The assumptions that you have made in estimating your proposed costs for this service.
 - b. Any limitations that would apply or service alternatives that you propose.
2. **All ERS members:** Under this option, the Respondent provides the requested services for this population. Fully describe:
 - a. The assumptions that you have made in estimating your proposed costs for this service.
 - b. Any limitations that would apply or service alternatives that you propose.

Ad-hoc Fee-For-Service Communication Services: For these services, provide the hourly rates for your communication personnel by category. Break out by personnel by category, such as designer, project manager, etc.

Investment Fund Changes: The Respondent's contractual terms and fee schedule must permit up to two fund changes per year. Identify any restrictions on fund changes as well as the cost for more than two changes annually (a maximum of 10 changes over the five year contract term).

Participant Investment Advisory Services: For the services you proposed under Participant Investment Advisory Services in the Questionnaire, list below all fees and charges associated with your proposed advisory services.

Self-Directed Brokerage Option: As noted, the use of the self-directed brokerage window has been limited. What is the impact of eliminating this feature on your proposed per participant fee provided in the chart above?

Lost Member Search Services: ERSGA is interested in possible cost savings and efficiencies that might be realized by locating lost members on a combined basis. Describe your high-level proposed approach for conducting these services in coordination with ERSGA. This service is likely to include DB members who are not in GSEPS. Additional information will be provided to finalists to make a specific service proposal.

Retirement Income Statements. For the retirement income statement work plan described in your response, provide your estimate of the initial development costs that you would incur. Also, provide the expected annual cost of generating these statements expressed as a percent of your total annual proposed per participant fee. Identify the associated postage costs for this mailing separately.

Set Up of Additional Participating Employers. As noted in the Payroll and Sponsor Administrative Support Services section of the Scope of Work, indicate the fee you would charge to set up additional participating employers (above five per year) and the amount of the fee.

Georgia Affidavit Processing: In the event the annual volume of reviews conducted exceeds 4,000 annually, identify your per Affidavit qualification fee.

Optional Annual Benefits Enrollment: For these services as described above, indicate your costs for this service. Provide the information for the implementation and set up effort, as well as the annual cost to provide the services.

Other Alternatives: Provide other alternatives not outlined in this RFP that could result in the lowering of participant fees or improved service. Be clear in your response and provide the condition and the result.

Additional Fees

Complete the table below and if there are ANY additional fees for participant level services not listed below, describe them, in detail, under “Other”. It is incumbent upon the Respondent to provide as much information and detail as possible.

Member Level

Services	Fee	Comments
Investment advisory		
Managed accounts		
Self-directed brokerage		
Hardship Qualifications		
Wire Fees		
Non-periodic Withdrawals (lump or partial sums)		
Periodic Withdrawal Set-up		
Periodic Withdrawal Maintenance		
Other (be specific)		

ERSGA will pay the Respondent its contractual fees directly according to the agreed upon contractual fee schedule upon receipt of its invoice.