**City of Springfield 457 Deferred Compensation Plan**

**Request for Proposal as of April 22, 2022**

On behalf of the City of Springfield, OR (“City of Springfield”) and USI Consulting Group (“USICG”), please carefully review and complete the following Request for Proposal (“RFP”) for retirement plan recordkeeping and administration services. Please:

* Provide proposals for the City of Springfield’s 457 plan assuming you would be the sole provider going forward and assuming the Oregon Savings and Growth Plan (“OSGP”) remains as a provider in addition to your firm;
* Note that this RFP and any related materials are provided on a strictly confidential basis and are to be used solely for your reference as a condition of your receipt of this RFP;
* Use Bob Follette’s name for the paperwork; and
* Note that to supplement this RFP, USICG will also utilize information in our database regarding attributes of your firm and servicing features.

**Required Timeframe and Milestone RFP Events (subject to change)**



**Minimum Qualifications, Criteria**

The selected service provider will provide leadership and expertise in the following areas:

* Knowledgeable, responsive, and experienced service team with willingness to form a true partnership with the City of Springfield and provide training for administrative team members
* Efficient, accurate data exchange with an in-house payroll (PeopleSoft)
* Outsourcing and pragmatic automation of plan related administrative tasks
* Compelling in-person and virtual employee communications/education both as part of the conversion process and ongoing, population includes many close-to-retirement but also many new employees
* Streamlined and easy to administer onboarding process for new employees

**Please see second tab of attached representative investment lineup spreadsheet with plan financial and participant data**

**Payroll Information**

* Product: In-house (PeopleSoft)
* Payroll Frequency: Bi-weekly
* Number of Data Feeds per Payroll: 1
* Number of Funds Feeds per Payroll: 1

**Please Respond to the Below Items in a Concise Manner Speaking to the Minimum Qualifications Detailed Above Firm Background**

* 1. How long has your firm administered governmental 457 plans?
  2. What recordkeeping software is utilized, and do you own it?
  3. How many governmental 457 plans do you administer?
  4. How many municipal plans do you administer?
  5. What other plan types can you administer?
  6. How many governmental 457 plans do you administer between $25 million and $75 million?
  7. What is your average governmental 457 plan asset size?
  8. How many new clients were added last year?
  9. How many clients left last year, and what were the primary reasons?
  10. Detail your insurance coverage, carriers, and limits (e.g., errors and omissions, fiduciary liability, etc.).
  11. Detail any recent litigation or enforcement action taken against your firm, including specifics as applicable to 457 servicing.
  12. Provide a representative list of clients similar to the City of Springfield.

**Investment Platform**

* 1. How many unique investment options are offered (exclude multiple share classes of the same strategy)?
  2. Please describe your notification process to participants when a fund is added or removed from the fund lineup and note any charges.
  3. Do you offer a Self-Directed Brokerage Account? If yes, do you partner with another firm to provide this service?
     1. Can the recordkeeping fee be assessed on SDBA assets?

**Conversion**

1. How will you support the City of Springfield regarding employee communications and education related to the plans? Detail any additional costs that may be incurred.
2. Will you customize communications? Detail any additional costs that may be incurred.
3. Do participants have access to a transition website or call center representatives prior to the plan going live on your platform?
4. How will you keep the City of Springfield up to date regarding conversion progress and will periodic reports be provided on the progress of the work?
5. When do you require notice to facilitate a November 1, 2022 effective date?

**Service Team**

1. A service-oriented Relationship Management team is essential. They should be responsive, easy to work with, and proactive. Please include bios for the primary team members assigned to the City of Springfield.
2. Will the service team meet in person with the City of Springfield on a periodic basis? If yes, who will attend meetings in person, what will they typically present, and how often would they commit to meeting in person?
3. What is your service standard for response times for each team member?
4. Are communications, compliance, and education resources assigned to the City of Springfield in a dedicated or team-based manner?
5. Complete the below for each assigned team member (e.g., Relationship Manager, day-to-day contact, communications, compliance, education).
   1. Name
   2. Location
   3. Number of clients and maximum number of clients
   4. Average plan asset size of their book of business
   5. Retention rate of their book of business over the past 36 months
   6. Number of years of industry experience
   7. Number of years at firm
   8. Relevant professional certifications
   9. Note experience with comparable clients

**Administration, Outsourcing, and Compliance**

* 1. How would your firm reduce the City of Springfield’s administrative burden by managing a variety of plan administrative tasks (e.g., plan enrollments, contribution calculation, loans, distributions, hardships, beneficiary designations, etc.)? Specify any additional costs that may be applicable.
     1. If there are multiple recordkeepers, how do you handle tasks requiring aggregation of data (e.g., loan limits, hardship approvals, de minimus sweeps, etc.)? Note any additional costs that may apply.
  2. Can your firm distribute hardcopy participant notices/communications, as applicable? Specify which notices are included in pricing and which may incur an additional cost (be sure to precisely detail the fee).
  3. How are rollovers into the plan handled? Who approves them?
  4. What is your small balance force out process? Do you partner with another firm?
  5. What steps are taken to ensure the accuracy of plan data, transactions, etc.?
  6. Are your processes evaluated by an independent third-party auditor (e.g., SOC 1, SOC 2 reports)? If yes, please detail any issues/concerns identified by the auditor and how mitigated.
  7. What types of participant, demographics, and usage reports are available for the employer?
  8. How does your firm help plan sponsors establish appropriate processes and fulfill their fiduciary duties?
  9. Can you firm help locate missing participants?
  10. How does your firm ensure plan sponsors are satisfied with servicing provided?

**Cross Selling**

1. As part of your agreement with the City of Springfield or in your business practices, is there a restriction on your ability to use plan participant data to sell additional services or products to plan participants? If no, please describe the reason or explain how this is accounted for as part of your fee.

**Payroll and Contribution Submission**

1. What would you require from the City of Springfield for payroll integration? Be specific, this is an important decision factor.
   1. Please detail your experience with in-house payrolls (PeopleSoft).
   2. Please provide a sample feedback file.
2. Do you have flexibility regarding the format of data provided?
   1. If you have a required file layout, please provide.
3. Can you provide training related to payroll submission?
4. What steps are taken to ensure data integrity with each payroll submission? Are there data checks/edit files?
5. What is the process for correcting payroll submission issues?
6. Will you notify the City of Springfield if a payroll/funding feed is not submitted?
7. How do you handle loan overpayments?

**Web Capabilities**

1. What are the highlights of your plan sponsor website?
   1. Please provide a demo link and login for the plan sponsor website.
2. What are the highlights of your participant website?
   1. Please provide a demo link and login for the participant website.
3. What are the highlights of your mobile capabilities? Does your mobile app allow for participant transactions?
   1. Please provide a demo link and login for the mobile app.
4. Please detail any forthcoming enhancements to your participant and plan sponsor web experience.

**Cybersecurity**

1. Please detail your information security standards, practices, policies, and audit results. Please indicate if your firm follows a certain standard or receives audits by a third-party to validate your cybersecurity practices.
2. How does your firm validate your standards internally? What levels of security standards has your firm implemented? What enhancements does your firm hope to implement in the near future?
3. Do clients have the right to review third-party or internal audit results?
4. Please detail any substantial cybersecurity breaches your firm has dealt with. How did your firm respond to the breach?
5. Do your service agreements with clients commit to ongoing compliance and cybersecurity and information security standards?
   1. Does your contract require obtainment of a third-party audit to confirm adherence to information security policies and procedures?
   2. Does your contract clearly detail your firm’s obligation to prevent unauthorized sharing of confidential information?
   3. Does your contract require plan sponsor notification of any cyber incident or data breach?
   4. Does your contract detail your firm’s obligation to meet all applicable record retention and privacy loss?
6. Please detail your cybersecurity and identity theft breach insurance policy coverage.
7. Do you utilize voice recognition software in your call center as part of fraud risk assessment?
8. Does your participant website support two-factor authentication?
9. Do you offer participant education related to cybersecurity best practices?
10. Do you offer a participant cybersecurity guarantee?

**Communications**

1. What is your firm’s approach to participant communications?
   1. Are communications provided across multiple mediums?
   2. Are communications customized for each participant?
   3. How many touchpoints do you expect to provide each participant in a year?
   4. Do you have a specific case study where you were able to effectively communicate to a diverse workforce spread across multiple locations?
2. Do you provide paper enrollment kits? Please detail any additional costs.
3. Can communications be customized with the City of Springfield’s branding (detail any potential additional fees)?
4. Can communications be targeted to specific employee populations?
   1. What support is provided to help the City of Springfield identify target populations and communications?
5. Are you able to provide a custom BrainShark for onboarding new employees? Please detail any additional costs.
6. What reporting is provided to the City of Springfield to assess the effectiveness of participant communications?
7. Please provide a couple sample communications you feel would be impactful with the City of Springfield’s population. Also, the City of Springfield would be interested in what you’ve found to be most effective for comparable clients.
8. What is the cost per in-person education day?
9. What is the cost per webinar?

**Financial Wellness**

* 1. What resources are made available to participants to help them with finances beyond the retirement plan?
  2. Were these resources developed in-house or via a third-party partnership?
  3. Can your firm support Roth and After-Tax contributions? If yes, please detail how you educate participants on the various types of contributions.
  4. Several current providers support the HELPS Act (Healthcare Enhancement for Local Public Safety Act) distribution provision for third-party health insurance premiums. Can you support this plan design provision? If yes, please detail how you would educate qualifying participants.
  5. How do you work to engage participants with Financial Wellness? Are resources available via phone or in-person?
  6. What reporting is provided to the City of Springfield regarding financial wellness (including program engagement) and participant retirement readiness?

**Investment Advice for Participants**

* 1. Is point-in-time co-fiduciary investment advice for participants included in pricing? If not, please detail the cost.
  2. Do you offer managed accounts? If yes, please detail the cost.
  3. Do you partner with a third-party to provide this advice?
  4. Can participants access this advice via phone or in-person?
  5. Noting in-person, virtual, and call center-based resources, please detail investment education support available beyond point-in-time and managed account resources.

**Call Center**

* 1. Where are your call centers located?
  2. What are the call center hours?
  3. What was the average hold length and first call resolution percentage in the last year?

**Participant Transaction Fees**

1. Please detail the following fees:
   * 1. Lump-sum distributions
        1. Does this fee apply to rollovers (both to an affiliated IRA product and between plans on your platform)?
     2. Periodic/installment distributions
     3. Hardship distributions
     4. Loans
     5. QDROs
     6. Lost participant search

**Pricing Proposals**

* Please provide your annual fee for recordkeeping and servicing; **do not include any in-person education days or webinars in pricing at this time**.
  + Full investment flexibility is expected but make clear if use of any proprietary investments is required as part of your proposal.
* Make clear how your fee is calculated and note if there are any separate additional charges for anticipated or required services.
* Please refer to the attached investment lineup spreadsheet and complete the revenue sharing section.
  + If there were necessary adjustments to the investment lineup, highlight both the investment name and ticker in yellow – only the ticker if it is a share class adjustment.
  + If you indicate a specific proposed stable value vehicle, **please state the current crediting rate, provide a fact sheet for the product, and clearly detail any Put or Market Value Adjustment provisions applicable**.
  + As applicable, the investment mapping strategy (e.g., style box, re-enrollment, etc.) upon conversion will be made by the City of Springfield after service provider selection.

**Questions**

All questions concerning the RFP shall be submitted in writing via email to the attention ofChris Taylor ([Christopher.Taylor@usi.com](mailto:Christopher.Taylor@usi.com)) and Brandon Zima ([Brandon.Zima@usi.com](mailto:Brandon.Zima@usi.com)) no later than 12:00 p.m. Pacific Daylight Time on Friday, May 13, 2022. A written response in the form of an addendum may be issued as appropriate. No contact with any other City employee shall be made during the RFP process.

**Delivery Instructions**

Hard copies of your proposal are not required at this time but may be requested at a later date. Please provide your responses in writing via email to the attention of Chris Taylor ([Christopher.Taylor@usi.com](mailto:Christopher.Taylor@usi.com)) and Brandon Zima ([Brandon.Zima@usi.com](mailto:Brandon.Zima@usi.com)) no later than 5 p.m. Pacific Daylight Time on Monday, May 23, 2022. The City of Springfield reserves the right to reject any or all proposals submitted.

**Alternate Proposals**

The proposal specifications may not start than an alternate proposal is permissible, but each proposer is encouraged to do so. In soliciting alternate proposals, the City of Springfield is drawing upon the proposer’s expertise and knowledge within the scope and/or context of the service sought.

**Proposals Binding for 120 Days**

Unless otherwise specified, all proposals submitted shall be binding for one hundred and twenty (120) calendar days following date of receipt.

**Proposal Preparation Costs**

All costs directly or indirectly related to the preparation of a response to this RFP, any oral presentations required to supplement and/or clarify a proposal, and or reasonable demonstrations which may be, at its discretion, required by the City of Springfield shall be the sole responsibility of, and shall be borne completely by, the vendor submitting a proposal.

**Proposal Ownership**

All proposals, including attachments, supplementary materials, addenda, etc., shall become the property of the City of Springfield and will not be returned to the proposer.

**Appeals and Remedies**

Any actual or prospective bidder, offeror, or contractor who is aggrieved in connection with the solicitation or award of this contract may protest to Chris Taylor and Brandon Zima.

**Oregon Freedom of Information Act**

The Oregon Public Records Law ([O.R.S. 192.410 et seq.](https://www.oregonlegislature.gov/bills_laws/ors/ors192.html)) is a series of laws designed to guarantee that the public has access to the public record of government bodies at all levels. Upon notification from the City of Springfield that it has received a request that calls for records within the proposer’s control, the proposer shall promptly provide all requested records to the City of Springfield so that the City may comply with the request within the required timeframe. The City of Springfield and the proposer shall cooperate to determine what records are subject to such a request and whether or not any exemptions to the disclosure of such records or part thereof, are applicable.

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Thank you.