Ohio Department of Higher Education Recordkeeper Search

1 Overview and Scope

1.1 Pursuant to Ohio Revised Code 3305.03 ("Code"), the Chancellor of the Ohio Board of Regents, known as the Ohio Department of Higher Education, collectively referred to herein as the Ohio Department of Higher Education ("ODHE") is responsible for designating the entities that are eligible to provide investment options under alternative retirement plans maintained by public institutions of higher education. In order to designate these entities as vendors, the ODHE must accept and review applications. Vendors must meet certain requirements set forth in the Code.

In order to fulfill the duties and responsibilities outlined under the Code, ODHE is conducting a review process of all entities currently providing the investment options to the 401(a) Alternate Retirement Plan ("ARP (401(a))") and evaluating any potential new entities that submit an application. It is important to note that all entities providing these services today must complete the application process to be evaluated and have their designations renewed. Failure to complete the application process may result in the rescinding of the entity's designation moving forward.

The purpose of this review is as follows:

1. Review all current available vendors who are providing investments options and/or services under the ARP (401(a)) to evaluate if each current vendor satisfies all the requirements outlined within the Code.
2. Provide an opportunity to any vendors who are not providing services today to the ARP (401(a)) to submit an application for review and consideration to be added as a designated vendor.

Please note this review and evaluation has no impact on any other retirement plans that may be offered by any of the universities. This review is limited solely to the ARP (401(a)).

In order to submit your application, you must complete the online version; do not attempt to submit a pdf or other version of this application. If you do not currently have access to the online application, please contact Cynthia Zaleta at Cynthia.Zaleta@aon.com and Tamara Langham at Tamara.Langham@aon.com. You may also contact these individuals for other submission requirements, information requested and/or application clarification.

If there are any other inquiries not related to the requested materials and application process, these should be directed to Michelle Chavanne, General Counsel, Ohio Department of Higher Education at mchavanne@highered.ohio.gov.

Vendors who choose to reply may be disqualified, and proposals may be rejected, for failure to properly complete the Application.

Evaluation & Application Scoring Criteria

Factor	Criteria	Rating
ARP (401(a)) Requirements	Requirements under 3333-1-40	Pass / Fail

If all the requirements are not met, a vendor will not be approved and will not be eligible to contract with any of the public universities or colleges. Current vendors who are not approved through this process will have their authorization revoked and the current provider agreements with the public universities and colleges will be terminated. Once the ODHE has concluded the approval process, the public universities and colleges may contract with any or all the approved vendors. The public universities and colleges will offer individual agreements at their choosing.

In addition to the ARP (401(a)) requirements, additional information has been requested within this application to assist the public universities and colleges in selecting vendors as approved providers in the future. This information is not being used to determine whether the ARP (401(a)) requirements are being met, but complete information must be provided as part of the ARP (401(a)) requirements.

Public Universities Participating in the ARP (401(a)):

- Bowling Green State University
- Central State University
- Cleveland State University
- Kent State University
- Miami University
- The Northeast Ohio Medical University
- The Ohio State University
- Ohio University
- Shawnee State University
- University of Akron
- University of Cincinnati
- University of Toledo
- Wright State University
- Youngstown State University

Public Colleges

- Belmont College
- Central Ohio Technical College
- Cincinnati State Technical & Community College
- Clark State Community College
- Columbus State Community College
- Cuyahoga Community College
- Eastern Gateway Community College
- Edison State Community College
- Hocking College
- Lakeland Community College
- Lorain County Community College
- Marion Technical College
- North Central State College
- Northwest State Community College
- Owens Community College
- Rhodes State College
- Rio Grande Community College
- Sinclair Community College

- Southern State Community College
- Stark State College
- Terra State Community College
- Washington State Community College
- Zane State College

Prime Contractor, Sub-Contractors and Partnering Relationships

ODHE reserves the right to accept or reject any sub-contractor the vendor may include in its response. The prime contractor and all sub-contractors and related services must be clearly identified in your response.

Proposal Submission Process

All questions or concerns pertaining to this bid must be submitted in writing through the Proposal Tech System. All answers to any questions will be shared with all vendors. You must respond to this RFP through the Proposal Tech System. Please refer to the invitation email for instructions on how to access the Proposal Tech System.

Please do not refer us to generic marketing materials, other general literature, broadly descriptive attachments or the like. **Brevity in your responses is encouraged, and in certain cases, the length of your response will be limited on a question by question basis.**

1.2 **Application Schedule**

Date	Event
December 6, 2019	Release application
January 9, 2020	30-day public comment period ends
January 20, 2020	Written confirmation of application fee or submission withdrawal
January 22, 2020 – February 22, 2020	30-day public comment period, by new vendor applicants
February 7, 2020	Written questions due to Aon through online system
February 12, 2020	Response to vendor questions posted to all bidders
February 14, 2020	Submission of application fee (to ODHE)
March 6, 2020	Receive completed vendor applications
March 31, 2020	Conduct follow-up with vendors (as needed)
May 29, 2020	Inform vendors of results of review

Confidentiality

Any and all information relating to this application is strictly CONFIDENTIAL and should not be used for any purpose other than responding to this RFP. This information should be discussed within your organization **only** on a need to know basis. In no event should any information regarding this search, the plan design (current or pending changes), plan operation or financial information of the Plan(s) or ODHE be discussed with the press, other outside parties or any employee of ODHE.

Use of Information

The work products produced by Aon for this search are considered proprietary and are fully owned by Aon and ODHE. Vendors and their employees are not permitted to use or distribute these work products, even after sanitizing sensitive or client-specific information for any purposes other than for this search. The work products in question include this RFP and any other written materials, regardless of format (e.g., hardcopy, electronic), produced or provided by Aon.

Reservations

- Any restriction on the use of data contained within a response must be clearly stated in the response itself. Proprietary information submitted in response to this RFP will be handled appropriately and confidentially.
- ODHE reserves the right to reject any and all bids received.
- It is agreed that the selected vendor will not assign, transfer, convey, or otherwise dispose of the contract or its right, title, or interest in the same, or any part thereof, without written consent from ODHE.
- Before a determination is made, ODHE reserves the right to contact current and past accounts to obtain first-hand knowledge of service provided and other pertinent issues.
- ODHE reserves the right to make a determination without further discussion of information received. Therefore, it is important that your response be submitted in the most favorable terms from both the technical and cost standpoints.
- Costs incurred in the development of the response, attendance at meetings, presentations, and any other expenses are entirely the responsibility of the bidding organization and shall not be reimbursed in any manner by ODHE.

ODHE reserves the right to:

- Waive formality in these procedures;
- Communicate exclusively with one or more of the organizations invited to submit proposals;
- Request one or more of the bidding organizations to clarify its response, supply additional information, or expand upon its original submission; and
- Base designation of approved vendor status on factors including, but not limited to the selection criteria described herein.

Vendor Designation Considerations- Fee Submission

The ODHE reserves the right to assess the cost of the application approval process to both current and potential vendors. ORC 3333.032 provides the statutory authority for the rule to include fees. Rule 3333-1-40(K) states that:

“(K) Fees

Any entity submitting an application for designation or for continued designation agrees upon submission to pay the amount necessary to cover the chancellor's reasonable costs to review its submission, including but not limited to, the chancellor's costs to administer the process and the actual costs of any consultant evaluating the submission.”

The ODHE has calculated this cost and therefore, each vendor submitting an application for consideration will be charged a **one-time fee of $5,000 to cover the costs associated with the review of the firm applying**.

Please make checks payable to: **"Treasurer of the State"** and send to the following:
Ohio Department of Higher Education
ATTN: Dawn Gatterdam
25 South Front Street, 2nd Floor
Columbus, OH 43215

We will not begin the review of your application until we receive written confirmation of your acknowledgement and agreement to the above referenced fee. In accordance with the Ohio Code, any current providers who do not submit a timely application have 15 days to comply with the application requirements to move forward and be considered as an approved vendor on the ARP (401(a)) moving forward. If you would like to rescind your application, please send a written request via email to cynthia.zaleta@aon.com , tamara.langham@aon.com, and mchavanne@highered.ohio.gov specifying you are withdrawing your submission or provide written confirmation that you are in agreement **to this fee by January 20, 2020, with payment to ODHE by February 14, 2020.**

-General

1. ODHE contemplates an approved vendor designation will be effective for three years once implemented.
2. This RFP is not intended to constitute an offer or binding agreement to negotiate or consummate a contract between ODHE and any vendor relating to the services proposed. A designation to be an eligible vendor permits the universities and colleges to enter into an agreement but does not require the universities and colleges to enter into a binding agreement with any specific designated vendor. Therefore, it should not be regarded as imposing any obligation or liability on ODHE or any university or college. Any legal obligations between the parties shall be noted in an executed contract.
3. ODHE may rescind designation as an approved vendor through procedures set forth in rule 3333-1-40.
4. All records and data used by the vendor in its role as administrator shall remain the property of ODHE.
5. ODHE may require that its logo appear on various communication materials. The designated vendor must agree to this and ensure that logo placement and color requirements are met.
6. It will be the right of ODHE or their designated representative(s) to audit services, facilities, systems, as defined by the vendor. If designated as an approved vendor, the vendor may also be asked to provide a copy of a third-party audit report (SSAE 16) of its services and administrative functions to provide ODHE an opportunity to assess service standards, compliance, and performance.
7. Vendors must represent and warrant that:
   - Vendors have performed the appropriate and necessary due diligence of technical, administrative and operational capabilities to provide the services specified in this RFP and that vendors have the necessary capabilities.
   - Vendors will use the systems, staff, and facilities described in its response.
   - Any sub-contractors proposed will adhere to the same levels of services, and quality assurance.
8. The vendor(s) must be in compliance with all federal, state and local laws, regulations and standards and all applicable IRS rules.

If your firm does not meet or cannot meet any of the Reservations or Vendor Designation Considerations detailed, please do not proceed and you should inform Aon immediately.

Trade Secrets

All Lead Applicants are strongly discouraged from including in a proposal any information that the Lead Applicant considers to be a "trade secret," as that term is defined in Section 1333.61(D) of the Ohio Revised Code. All information submitted in response to this RFP is public information unless a statutory exception exists that exempts it from public release under the Ohio Public Records Act in Section 149.43 of the Ohio Revised Code. The institution or business asserting trade secret bears the responsibility to take formal action if necessary and defend such assertion. Otherwise, public records laws may require disclosure.

If any information in the proposal is to be treated as a trade secret, the proposal must:

a. Identify each and every occurrence of the information within the proposal with an asterisk before and after each line containing trade secret information and underline the trade secret information itself;
b. Identify that the proposal contains trade secret information in the cover letter; and
c. Include a summary page immediately after the cover letter that lists each page in the proposal that includes trade secret information and the number of occurrences of trade secret information on that page.
d. To determine what qualifies as trade secret information, refer to the definition of "trade secret" in the Ohio Revised Code at 1333.61(D), which is reproduced below for reference:

(D) "Trade Secret" means information, including the whole or any portion or phase of any scientific or technical information, design, process, procedure, formula, pattern, compilation, program, device, method, technique or improvement, or any business information or plans, financial information, or listing of names, addresses, or telephone numbers that satisfies both of the following:

(1) It derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by, other persons who can obtain economic value from its disclosure or use.

(2) It is the subject of efforts that are reasonable under the circumstances to maintain its secrecy.

Use of Information

The work products produced by Aon for this process are considered proprietary and are fully owned by Aon and ODHE. Vendors and their employees are not permitted to use or distribute these work products, even after sanitizing sensitive or ODHE specific information for any purposes other than for this application process. The work products in question include this application and any other written materials, regardless of format (e.g. hardcopy, electronic, etc.), produced or provided by Aon.

2 ARP (401(a)) Requirements

Please indicate whether you can meet the following requirements by following the instructions in the rightmost box for each question. For a Yes/No question, if you can meet the requirement, but take exception(s), you must disclose details on any and all exceptions as it relates to the requirement on the page provided for exceptions:

2.1 **The entity must be authorized to conduct business in the State of Ohio with regard to the investment options to be offered under an alternative retirement plan maintained by a public institution of higher education.**

a. Is your organization authorized to conduct business in the State of Ohio with regard to the investment options you currently offer under the ARP (401(a))?	*Single, Pull-down list.* 1: Yes, 2: Yes, with exception(s), 3: No

2.2 **The experience of the entity providing investment options in the State of Ohio or other states under alternative retirement plans, optional retirement plans, or similar types of plans that meet <u>one</u> of the following requirements:**

a. Has your organization provided investment options for a minimum of ten years under the ARP (401(a)) maintained by public institutions of higher education in the State of Ohio?	*Single, Pull-down list.* 1: Yes, 2: Yes, with exception(s), 3: No
b. Does your organization offer the same or similar investment options under alternative retirement plans, optional retirement plans, or similar types of plans with respect to which **<u>all</u>** of the following apply: i. (i) The plans are defined contribution plans that are qualified plans under Internal Revenue Code 401(a) or 403(b). ii. (ii) The plans are maintained by institutions of higher education in at least ten other states. iii. (iii) The plans are established as primary retirement plans that are alternatives to or a component of the applicable state retirement system.	*Single, Pull-down list.* 1: Yes, 2: Yes, with exception(s), 3: No
If you are satisfying this requirement under option (b), please provide a list of the other states for which your organizations provides the same or similar investment options.	*Unlimited.*

2.3 **The potential effectiveness of the entity in recruiting eligible employees to select that entity for purposes of participating in an alternative retirement plan and in retaining those employees' account.**

a. Provide the number of Ohio ARP (401(a)) participants as of December 31st for each year from 2014-2019.	*For comparison.*
2014:	*Unlimited.*
2015:	*Unlimited.*
2016:	*Unlimited.*
2017:	*Unlimited.*
Year to date 2019:	*Unlimited.*
b. Provide details on the communication methods used to recruit eligible employees to become plan participants. If this includes on-campus or one-on-one meetings with eligible participants, please provide details on the number of meetings annually from 2014 through Year-to-date 2019. Please differentiate between group and one-on-one meetings.	*Unlimited.*

2.4 **Whether the entity intends to offer a broad range of investment options to the electing employees**

a. Please complete Attachment X in its entirety for all current investment options available to ARP (401(a)) participants.	*Single, Pull-down list.* 1: Attached, 2: Not attached

2.5 **The suitability of the investment options to the needs and interests of the electing employees and their beneficiaries**

a. Do any of the available investment options contain front end, back end, or surrender charges?	*Single, Pull-down list.* 1: Yes, 2: Yes, with exception(s), 3: No
If yes, please provide specifics by fund for any charges participants would incur.	*Unlimited.*

2.6 **The capability of the entity to offer sufficient information to the electing employees and their beneficiaries to make informed decisions with regard to investment options offered by the entity**

a. Please provide copies of the forms and educational materials utilized today in Ohio to educate participants and to facilitate enrollment. (If these forms differ per university, please provide material for each applicable university.)	*Single, Pull-down list.* 1: Attached, 2: Not attached
b. Identify the channels available to ARP (401(a)) participants to access investment information including (but not limited to) prospectuses, fund fact sheets, expense ratios, etc. Please specify what (if any) educational material you provide to participants to explain the investment information.	*Unlimited.*
c. Detail how participants are informed prior to investment of potential liquidity restrictions and/or redemption fees.	*Unlimited.*

2.7 **The capability of the entity to perform in a manner that is in the best interests of the electing employees and their beneficiaries**

a. Does your organization act as a fiduciary in regards to the investment advice and guidance provided to ARP (401(a)) participants?	*Single, Pull-down list.* 1: Yes, 2: Yes, with exception(s), 3: No
b. Does your organization acknowledge this fiduciary commitment in writing?	*Single, Pull-down list.* 1: Yes, 2: Yes, with exception(s), 3: No
c. Are any of your organization's employees who support the ARP (401(a)) compensated by a means other than salary?	*Single, Pull-down list.* 1: Yes, 2: Yes, with exception(s), 3: No
If yes, please specify the compensation type and structure.	*Unlimited.*
d. Are any of the employees of your organization (and/or subcontractors, previously defined) for the ARP (401(a)) providing investment education, guidance, or advice to ARP (401(a)) participants compensated via commissions and/or incentives? Note: This includes brokers, advisors, or any individuals consulting with plan participants on investment related decisions.	*Single, Pull-down list.* 1: Yes, 2: Yes, with

	exception(s), 3: No
If yes, please specify who would be compensated and with which type of compensation.	*Unlimited.*

2.8 **The fees and expenses associated with the entity's investment options and the manner in which the entity intends to disclose those fees and expenses**

a. Explain your organization's process for communicating all fees associated with the investment options to ARP (401(a)) participants.	*Unlimited.*
b. How frequently and in what method does your organization provide participants with ongoing information regarding any and all fees related to the ARP (401(a))?	*Unlimited.*
c. Do you provide an annual fee disclosure to each university?	*Single, Pull-down list.* 1: Yes, 2: Yes, with exception(s), 3: No
If yes, please provide copies of the most recent fee disclosure per university and identify how each university receives this.	*Single, Pull-down list.* 1: Attached, 2: Not attached
If no, are you willing to provide full fee transparency to each university on an annual basis?	*Single, Pull-down list.* 1: Yes, 2: Yes, with exception(s), 3: No
d. Does your organization currently meet to review fees with each university annually? This includes proactively advising universities of potential share class changes, etc.	*Single, Pull-down list.* 1: Yes, 2: Yes, with exception(s), 3: No
If yes, please provide details from the last annual review	*Unlimited.*
If no, are you willing to commit to meeting with each university annually?	*Unlimited.*

2.9 **The rights and benefits to be provided under the investment options**

a. Specify the investment vehicles utilized today under the ARP (401(a)).	*Single, Pull-down list.* 1: Individual Contracts, 2: Group Contract, 3: Combination, 4: Other
b. Specify which additional offerings may be available.	*Unlimited.*
c. How are the universities notified of availability of funds and what may drop off or have significant impact on the population?	*Unlimited.*
d. Are there any withdrawal restrictions that exist for any of the current investment options?	*Single, Pull-down list.*

	1: Attached, 2: Not attached
If yes, please provide details in the appropriate section of Attachment X.	*Single, Pull-down list.* 1: Attached, 2: Not attached

2.10 **The capability of the entity to provide the rights and benefits under the investment options**

a. Has your organization or any advisor been found guilty of any violations of security regulations?	*Single, Pull-down list.* 1: Yes, 2: Yes, with exception(s), 3: No
b. Are all services provided to the ARP (401(a)) provided by your organization or are any third parties involved?	*Single, Pull-down list.* 1: Yes, 2: Yes, with exception(s), 3: No
If yes, please provide specifics on any third parties that may be providing services to the ARP (401(a)).	*Unlimited.*

2.11 **Any other information the chancellor, or consultant selected by the chancellor, deems relevant, which may include, but is not limited to:**

Does your firm have any of the following products and services, and if so, will you contractually agree not to use that information (now or in the future) upon client request:

Product/Service	Available through our firm	Contractually Agree Not to Market to Plan Participants
IRAs	*Single, Pull-down list.* 1: Yes, 2: No	*Single, Pull-down list.* 1: Yes, 2: No
529 Plans	*Single, Pull-down list.* 1: Yes, 2: No	*Single, Pull-down list.* 1: Yes, 2: No
Insurance	*Single, Pull-down list.* 1: Yes, 2: No	*Single, Pull-down list.* 1: Yes, 2: No
Wealth Management	*Single, Pull-down list.* 1: Yes, 2: No	*Single, Pull-down list.* 1: Yes, 2: No
Any Other Product or Service Outside the Plan	*Compound, Pull-down list.* 1: Yes. List such products: [Text], 2: No	*Single, Pull-down list.* 1: Yes, 2: No

2.12 **Any other information the chancellor, or consultant selected by the chancellor, deems relevant, which may include, but is not limited to:**

a. What percentage of terminated ARP (401(a)) participants' rollover their account balance to a proprietary IRA with your organization?	*Unlimited.*
b. Do you proactively review the investment options offered under the ARP (401(a)) today to assure they are in the cheapest share class available and how do you communicate this to the universities?	*Single, Pull-down list.* 1: Yes, 2: Yes, with exception(s), 3: No
c. Are you currently meeting with each university annually to discuss investments, communications, and participant enrollment/engagement?	*Single, Pull-down list.* 1: Yes, 2: Yes, with exception(s), 3: No
If no, are you willing to commit to meeting with each university annually to review this information?	*Single, Pull-down list.* 1: Yes, 2: Yes, with exception(s), 3: No
d. What performance standards do you have as related to the timeliness of distributions, payments, and transfers?	*Unlimited.*
e. Have you been party to any lawsuits regarding the timeliness of distributions, payments, and transfers?	*Single, Pull-down list.* 1: Yes, 2: Yes, with exception(s), 3: No
f. Are you willing to contractually commit to service guarantees related to the timeliness of distributions, payments, and transfers?	*Single, Pull-down list.* 1: Yes, 2: Yes, with exception(s), 3: No

2.13 **Exceptions to ARP (401(a)) Requirements**

Please prepare an attachment with any exceptions to the ARP (401(a)) Requirements below. Please indicate to which requirement this is an exception. (500 words)

Unlimited.

3 ARP Additional Information

3.1 Organization and Market Focus

3.1.1 By your submission of this response to this RFI, do you certify that the substance of your answers accurately reflects your capabilities and the services that can be delivered?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.1.2 What best describes the organizational structure of your firm?

No space for details provided.
Single, Radio group.
1: Public,
2: Private,
3: Not for profit

3.1.3 Has your firm merged with, been acquired by, or acquired another organization within the past five years?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.1.4 Indicate what year your firm became active in the defined contribution recordkeeping /administration business.

No space for details provided.
To the year.

3.1.5 Provide the total number of employees within your firm's defined contribution plan recordkeeping /administration business.

Flagged: This has changed
No space for details provided.
Integer.

3.1.6 Are the following services done in-house, or on an outsourced basis (e.g., partially or fully)? If outsourced provide the requested information.

Flagged: Consultant Question
No space for details provided.

	In-house/outsourced	Name of outsourcing firm	Length of relationship in years	Client deals directly with outsourcing firm?	Separate contract required?	Payment method
Recordkeeping/Administration	Flagged: Priority related Flagged: This has changed *Single, Radio group.* 1: Not Provided, 2: In-house, 3: Partially Outsourced, 4: Fully Outsourced	*10 words.*	*Integer.*	Flagged: This has changed *Single, Radio group.* 1: Yes, 2: No	Flagged: This has changed *Single, Radio group.* 1: Yes, 2: No	*Single, Radio group.* 1: Paid by recordkeeper (cost included in recordkeeping fee), 2: Paid by recordkeeper (charges

						passed through to client), 3: Client is billed directly by outsourcing firm, 4: Paid from account of participants using service, 5: Other
Regulatory/Compliance	Flagged: Priority related Flagged: This has changed *Single, Radio group.* 1: Not Provided, 2: In-house, 3: Partially Outsourced, 4: Fully Outsourced	*10 words.*	*Integer.*	Flagged: This has changed *Single, Radio group.* 1: Yes, 2: No	Flagged: This has changed *Single, Radio group.* 1: Yes, 2: No	*Single, Radio group.* 1: Paid by recordkeeper (cost included in recordkeeping fee), 2: Paid by recordkeeper (charges passed through to client), 3: Client is billed directly by outsourcing firm, 4: Paid from account of participants using service, 5: Other
Trustee/Custodial	Flagged: This has changed *Single, Radio group.* 1: Not Provided, 2: In-house, 3: Partially Outsourced, 4: Fully Outsourced	*10 words.*	*Integer.*	Flagged: This has changed *Single, Radio group.* 1: Yes, 2: No	Flagged: This has changed *Single, Radio group.* 1: Yes, 2: No	*Single, Radio group.* 1: Paid by recordkeeper (cost included in recordkeeping fee), 2: Paid by recordkeeper (charges passed through to client), 3: Client is billed directly by outsourcing firm, 4: Paid from account of

						participants using service, 5: Other
Communication/Education	Flagged: Priority related Flagged: This has changed *Single, Radio group.* 1: Not Provided, 2: In-house, 3: Partially Outsourced, 4: Fully Outsourced	*10 words.*	*Integer.*	Flagged: This has changed *Single, Radio group.* 1: Yes, 2: No	Flagged: This has changed *Single, Radio group.* 1: Yes, 2: No	*Single, Radio group.* 1: Paid by recordkeeper (cost included in recordkeeping fee), 2: Paid by recordkeeper (charges passed through to client), 3: Client is billed directly by outsourcing firm, 4: Paid from account of participants using service, 5: Other
Conversion/Implementation	Flagged: Priority related Flagged: This has changed *Single, Radio group.* 1: Not Provided, 2: In-house, 3: Partially Outsourced, 4: Fully Outsourced	*10 words.*	*Integer.*	Flagged: This has changed *Single, Radio group.* 1: Yes, 2: No	Flagged: This has changed *Single, Radio group.* 1: Yes, 2: No	*Single, Radio group.* 1: Paid by recordkeeper (cost included in recordkeeping fee), 2: Paid by recordkeeper (charges passed through to client), 3: Client is billed directly by outsourcing firm, 4: Paid from account of participants using service, 5: Other
Investment Advice	Flagged: This has changed *Single, Radio group.* 1: Not Provided,	*10 words.*	*Integer.*	Flagged: This has changed *Single, Radio*	Flagged: This has changed *Single, Radio*	*Single, Radio group.* 1: Paid by recordkeeper

	2: In-house, 3: Partially Outsourced, 4: Fully Outsourced			*group.* 1: Yes, 2: No	*group.* 1: Yes, 2: No	(cost included in recordkeeping fee), 2: Paid by recordkeeper (charges passed through to client), 3: Client is billed directly by outsourcing firm, 4: Paid from account of participants using service, 5: Other
Self-Directed Brokerage	Flagged: This has changed *Single, Radio group.* 1: Not Provided, 2: In-house, 3: Partially Outsourced, 4: Fully Outsourced	*10 words.*	*Integer.*	*Single, Radio group.* 1: Yes, 2: No	*Single, Radio group.* 1: Yes, 2: No	*Single, Radio group.* 1: Paid by recordkeeper (cost included in recordkeeping fee), 2: Paid by recordkeeper (charges passed through to client), 3: Client is billed directly by outsourcing firm, 4: Paid from account of participants using service, 5: Other

3.1.7 Are all of your defined contribution plan operations performed in the U.S.?

Flagged: Consultant Question
Flagged: Priority related
Flagged: This is new
No space for details provided.

		Will the client have any contact with the employees of your offshore operations?	Are your offshore operations, if applicable, performed by employees of your firm or contract employees from another firm?
All defined contribution plan operations	Flagged: Priority		

	related Flagged: This is new *Single, Radio group.* 1: In the U.S., 2: Partially or entirely outside the U.S.		
Back office recordkeeping / administrative services	Flagged: This is new *Single, Radio group.* 1: In the U.S., 2: Partially or entirely outside the U.S.	Flagged: This is new *Single, Radio group.* 1: Yes, 2: No	Flagged: This is new *Single, Radio group.* 1: Employees, 2: Contractors, 3: Both
Call center	Flagged: This is new *Single, Radio group.* 1: In the U.S., 2: Partially or entirely outside the U.S.	Flagged: This is new *Single, Radio group.* 1: Yes, 2: No	Flagged: This is new *Single, Radio group.* 1: Employees, 2: Contractors, 3: Both
Communication services	Flagged: This is new *Single, Radio group.* 1: In the U.S., 2: Partially or entirely outside the U.S.	Flagged: This is new *Single, Radio group.* 1: Yes, 2: No	Flagged: This is new *Single, Radio group.* 1: Employees, 2: Contractors, 3: Both
Information technology	Flagged: This is new *Single, Radio group.* 1: In the U.S., 2: Partially or entirely outside the U.S.	Flagged: This is new *Single, Radio group.* 1: Yes, 2: No	Flagged: This is new *Single, Radio group.* 1: Employees, 2: Contractors, 3: Both
Other not in U.S.	Flagged: This is new *20 words.* N/A OK.	Flagged: This is new *Single, Radio group.* 1: Yes, 2: No	Flagged: This is new *Single, Radio group.* 1: Employees, 2: Contractors, 3: Both

3.1.8 Indicate how many defined contribution plans you currently recordkeep (within this market segment only) for the following plan types:

Flagged: This has changed
No space for details provided.

State ARP (401(a)) or other State Offered Plans that are available to Multiple Universities	*Integer.*

3.1.9 Indicate how many defined contribution plans you currently recordkeep (across all market segments) for the following plan types in each of the following participant count ranges:

Flagged: Consultant Question
Flagged: This has changed
No space for details provided.

	State ARP (401(a)) or other State Offered Plans that are available to Multiple Universities 401(k)
< 100 participants	*Integer.*
100 - 499 participants	*Integer.*
500 - 999 participants	*Integer.*
1,000 - 4,999 participants	*Integer.*
5,000 - 9,999 participants	*Integer.*
10,000 - 14,999 participants	*Integer.*
15,000 - 19,999 participants	*Integer.*
20,000 or more participants	*Integer.*
Total	*For comparison.* 0

3.1.10 Indicate how many defined contribution plans you currently recordkeep (across all market segments) by plan type in each of the following asset ranges:

Flagged: Consultant Question
Flagged: This has changed
No space for details provided.

	State ARP (401(a)) or other State Offered Plans that are available to Multiple Universities
Under 1 million	*Integer.*
1 - 5 million	*Integer.*
> 5 - 25 million	*Integer.*
> 25 - 100 million	*Integer.*
> 100 - 500 million	*Integer.*
> 500 million - 1 billion	*Integer.*
> 1 billion	*Integer.*
Total	*For comparison.* 0

3.1.11 Indicate the number of new defined contribution plans you have added in the past 2 years:

Flagged: This has changed
No space for details provided.

	State ARP (401(a)) or other State Offered Plans that are available to Multiple Universities
< 100 participants	*Integer.*
100 - 499 participants	*Integer.*
500 - 999 participants	*Integer.*
1,000 - 4,999 participants	*Integer.*
5,000 - 9,999 participants	*Integer.*
10,000 - 14,999 participants	*Integer.*
15,000 - 19,999 participants	*Integer.*
20,000 or more participants	*Integer.*
Total	*For comparison.* 0

3.1.12 Indicate the number of new defined contribution plans you have added in the past 2 years

Flagged: This has changed
No space for details provided.

	State ARP (401(a)) or other State Offered Plans that are available to Multiple Universities
Under 1 million	*Integer.*
1 - 5 million	*Integer.*
> 5 - 25 million	*Integer.*
> 25 - 100 million	*Integer.*
> 100 - 500 million	*Integer.*
> 500 million - 1 billion	*Integer.*
> 1 billion	*Integer.*
Total	*For comparison.* 0

3.1.13 How many State ARP (401(a)) or other State Offered Plans that are available to Multiple Universities defined contribution plans that you provided recordkeeping services for have you lost in the past two years?

Flagged: This has changed
No space for details provided.
Integer.

3.1.14 What was your firm's client retention rate over the last 5 years for defined contribution recordkept plans?

Flagged: Consultant Question
Flagged: Priority related
Flagged: This has changed
No space for details provided.
Percent.

3.1.15 What was your firm's total investment in cyber security for the last three years?

Flagged: This is new
No space for details provided.
Dollars.

3.1.16 Within the last three years has your firm experienced any systems breaches and had data compromised?

Flagged: This is new

Single, Radio group.
1: Yes, explain [200 words],
2: No

3.1.17 What was your firm's total investment in participant fraud prevention for the last three years?

Flagged: This is new
No space for details provided.
Dollars.

3.1.18 Please provide the current credit rating of your organization from the following major rating services:

No space for details provided.

Fitch	*10 words.*
Moody's	*10 words.*
Standard & Poor's	*10 words.*
Weiss	*10 words.*

3.1.19 Does your service agreement contain an arbitration requirement?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.1.20 Does your service agreement contain a limit on liability?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.1.21 Does your service agreement require gross negligence in order to accept liability?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.1.22 Does your service agreement specify that your firm will maintain confidentiality of client data?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.1.23 Does your service agreement provide for two-way indemnification?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.1.24 Does your service agreement have any penalties (other than investment fund penalties) if the client moves services from your firm within a specific amount of time?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.1.25 If yes, what is the minimum timeframe for a client to terminate the agreement without incurring any termination fees?

No space for details provided.
Single, Radio group.
1: Always a fee,
2: Term of contract,
3: > 3 years,
4: 3 years,
5: 2 years,
6: 1 year,
7: < 1 year

3.1.26 Will you incorporate specific service standards into your service agreement?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.1.27 If an error, by employees or contractors of your firm, results in a participant being in a less favorable position than they would have been in had the error not occurred, will your firm make the financial contribution necessary to put the participant in the position they would have been in had the error not occurred?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.1.28 Does your firm have a written code of conduct or a set of standards for professional behavior?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.1.29 Within the last 5 years, has your firm been subject to any litigation related to employee plan services denoted?

Flagged: This is new
No space for details provided.

Regarding any area below	Flagged: This is new *Single, Radio group.* 1: Yes, 2: No
Business Conduct	Flagged: This is new *Single, Radio group.* 1: Yes, 2: No
Fiduciary Issues	Flagged: This is new *Single, Radio group.* 1: Yes, 2: No
Fee Litigation	Flagged: This is new *Single, Radio group.* 1: Yes, 2: No
ER Stock Investments	Flagged: This is new *Single, Radio group.* 1: Yes, 2: No
Investments (other than ER stock)	Flagged: This is new *Single, Radio group.* 1: Yes, 2: No
Data Security	Flagged: This is new *Single, Radio group.* 1: Yes, 2: No
Trust Services	Flagged: This is new *Single, Radio group.* 1: Yes, 2: No
Compliance	Flagged: This is new *Single, Radio group.* 1: Yes, 2: No
Recordkeeping	Flagged: This is new *Single, Radio group.*

	1: Yes, 2: No
Employee Education	Flagged: This is new *Single, Radio group.* 1: Yes, 2: No
Other	Flagged: This is new *20 words.* N/A OK.

3.1.30 Will your firm serve as a fiduciary to participants?

Flagged: This is new
No space for details provided.

	Response
Investment Selection	Flagged: This is new *Single, Pull-down list.* 1: Yes, 2: No
Savings Rate	Flagged: This is new *Single, Pull-down list.* 1: Yes, 2: No
Distributions / Rollovers In	Flagged: This is new *Single, Pull-down list.* 1: Yes, 2: No

3.1.32 Does your firm's most recent SOC-2 audit report include any disclaimers regarding cyber security?

Flagged: June
No space for details provided.
Single, Pull-down list.
1: Yes,
2: No

3.1.33 As indicated in your response to question 3.1.16, if your firm has experienced any systems breaches or data compromises in the last three years, please provide the following:

Flagged: June
No space for details provided.

	Response
How many incidents have taken place in the last three years?	*Integer.*
Briefly describe the incidences.	*200 words.*
What client remedies were offered?	*100 words.*

3.1.34 Do you routinely conduct periodic risk assessments to identify cybersecurity threats, vulnerabilities, and potential business consequences?

Flagged: June

Single, Radio group.
1: Yes. How frequently are the routine assessments performed? [20 words] ,
2: No

3.1.35 Does your firm conduct an annual assessment of your firm's cybersecurity policies?

Flagged: June
No space for details provided.
Single, Pull-down list.
1: Yes,
2: No

3.1.36 Does your firm have a Chief Information Security Officer on staff?

Flagged: June
No space for details provided.
Single, Pull-down list.
1: Yes,
2: No

3.1.37 Does your firm carry cybersecurity insurance?

Flagged: June
No space for details provided.
Single, Pull-down list.
1: Yes,
2: No

3.1.38 Does your firm adhere to the SPARK Institute standards for cybersecurity?

Flagged: June
No space for details provided.
Single, Pull-down list.
1: Yes,
2: No

3.1.39 Do you have a formal policy on storing personal identifiable information (PII)?

Flagged: June
No space for details provided.
Single, Pull-down list.
1: Yes,
2: No

3.1.40 Are personnel trained on the protection of personal identifiable data?

Flagged: June
No space for details provided.
Single, Pull-down list.
1: Yes,
2: No

3.1.41 Is this training required of all personnel or just those with access to personal identifiable information?

Flagged: June
No space for details provided.
Single, Pull-down list.

1: Yes,
2: No

3.1.42 Is this training conducted on at least an annual basis?

Flagged: June
No space for details provided.
Single, Pull-down list.
1: Yes,
2: No

3.1.43 Is data encrypted at rest?

Flagged: June
No space for details provided.
Single, Pull-down list.
1: Yes,
2: No

3.1.44 Does your firm use “real time” malware detection software?

Flagged: June
No space for details provided.
Single, Pull-down list.
1: Yes,
2: No

3.1.45 Does your firm utilize two-factor authentication (2FA) to verify a participant's identity?

Flagged: June
No space for details provided.
Single, Pull-down list.
1: Yes, Optional,
2: Yes, Required,
3: No

3.1.46 When a participant attempts to log onto your system, does your system check to see if the device being used is a “known” device?

Flagged: June
No space for details provided.
Single, Pull-down list.
1: Yes,
2: No

3.1.47 When a participant attempts to log onto your system, does your system check to see if the location (eg: Africa, US, etc.) is a “known” address?

Flagged: June
No space for details provided.
Single, Pull-down list.
1: Yes,
2: No

3.1.48 If a participant changes personal information through your website, how do you send confirmation regarding the change?

Flagged: June
No space for details provided.
Multi, Checkboxes.
1: Emailed to address on file,
2: Mailed to address on file,
3: Mailed only if no email on file,
4: Text message notification to number on file,
5: No notification provided

3.1.49 Will your firm respond to a detailed cybersecurity / IT request from a client as part of a formal RFP?
Flagged: June
No space for details provided.
Multi, Checkboxes.
1: Yes, at the time the RFP is issued,
2: Yes, at the time we are picked as a finalist,
3: Yes, at the time we are awarded the business,
4: No

3.2 Recordkeeping Services

3.2.1 What recordkeeping system does your firm use?
10 words.

3.2.2 Is the recordkeeping system proprietary or non-proprietary?
No space for details provided.
Single, Radio group.
1: Proprietary,
2: Non-proprietary

3.2.3 In what year was your recordkeeping system developed/implemented?
No space for details provided.
To the year.

3.2.4 In what year was the last major system upgrade made?
No space for details provided.
To the year.

3.2.5 In what year is the next planned major system upgrade?
No space for details provided.
To the year.

3.2.6 Who is responsible for updating your recordkeeping system?
No space for details provided.
Single, Radio group.
1: Your firm,
2: Outside recordkeeper

3.2.7 Does your firm have any plans to replace the system?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.2.8 Do you provide an administration manual and/or individual administrative procedures?

Flagged: This is new
No space for details provided.
Single, Pull-down list.
1: Administration manual only,
2: Individual administrative procedures only,
3: Both,
4: Neither

3.2.9 Is the administration manual and/or individual administrative procedures generic for all clients or customized for each client based on their plan provisions and contracted services?

Flagged: Priority related
Flagged: This has changed
No space for details provided.
Single, Radio group.
1: Generic,
2: Customized,
3: Both (Portions are customized)

3.2.10 How frequently is the administration manual and/or individual administrative procedures reviewed and updated by the client servicing team?

Flagged: This has changed
No space for details provided.
Single, Radio group.
1: Never,
2: At least once a year,
3: Only when there is a plan change or administrative policy change,
4: Less frequently than annually

3.2.11 Do you train the client on the administration manual and/or individual administrative procedures when there is a change in personnel?

Flagged: This is new
No space for details provided.
Single, Pull-down list.
1: Yes,
2: No,
3: Upon request only

3.2.12 What is your cut-off time for processing transactions?

No space for details provided.
Single, Radio group.
1: Market close,
2: Earlier than market close

3.2.13 How often are the Web, Voice and recordkeeping systems adjusted so that they are in sync?

Flagged: This has changed
No space for details provided.
Single, Radio group.
1: > 1 day,
2: Next day,
3: Real-time

3.2.14 Does the Web and Voice system alert the participant that they are about to make a transaction in a fund that may be subject to redemption fees?

Flagged: This has substantially changed
No space for details provided.
Single, Radio group.
1: Web only,
2: Voice only,
3: Yes, both,
4: No

3.2.15 If so, does it show the approximate amount?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.2.16 Will your firm communicate directly with participants who have violated excessive trading restrictions imposed by the funds in the plan?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.2.17 If no, can you support the client with appropriate information, such as participant level reports of excessive trading, so that the client can communicate with participants who have violated excessive trading restrictions?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.2.18 Will your firm communicate directly with participants who have violated excessive trading restrictions imposed by the funds in the plan?

No space for details provided.
Unlimited.

3.2.19 Can you accept payroll files from multiple locations/recordkeepers?

Flagged: Priority related
No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.2.20 If so, are all payroll files required to be in the same format?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.2.21 Can employees enroll in the plan via:

Flagged: This has changed
No space for details provided.
Multi, Checkboxes.
1: Web,
2: Voice,
3: Call center representatives,
4: Paper Form,
5: Mobile App

3.2.22 Can you accommodate Roth contributions?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.2.23 Do participants need to self-certify rollovers, or will you collect and review rollover documentation and approve the rollover without plan sponsor involvement?

Flagged: Priority related
Flagged: This has substantially changed
No space for details provided.
Single, Radio group.
1: Participant self-certification only,
2: Recordkeeper will review/approve (based on safe harbor guidelines),
3: Both options are available

3.2.24 Can you accommodate Roth rollovers?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.2.25 Do you perform data edits for missing data, data inconsistencies and plan restrictions on the electronic data you receive?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.2.26 How often do you review data gaps/anomalies/discrepancies with the client?

Flagged: This is new
No space for details provided.
Single, Pull-down list.
1: Not at all,
2: Per payroll,
3: Monthly,
4: Quarterly,

5: Semi-annually,
6: Annually

3.2.27 Can transfers/exchanges be processed in the following manner:

No space for details provided.
Multi, Checkboxes.
1: Balance realignment in percentages,
2: Percentage from/percentage to,
3: Dollar from/dollar to,
4: Shares from/shares to

3.2.28 Do you offer automatic rebalancing based on current elections?

No space for details provided.

Single, Radio group.
1: Yes. Frequency: [Multi, Checkboxes] ,
2: No

3.2.29 What is the standard turnaround time (in business days) for mailing the following withdrawal/distribution checks?

No space for details provided.

In-service withdrawal checks	*Single, Radio group.* 1: Over 5 days, 2: 3 - 5 days, 3: 2 days or less
Termination distribution checks	*Single, Radio group.* 1: Over 5 days, 2: 3 - 5 days, 3: 2 days or less
Loan checks	*Single, Radio group.* 1: Over 5 days, 2: 3 - 5 days, 3: 2 days or less

3.2.30 Are general purpose loans available on a paperless basis (assuming there are no spousal consent requirements)?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.2.31 For primary residence loans, do participants need to self-certify primary residence loans or will your firm collect, review and maintain the appropriate documentation, and approve the loan without client involvement?

Flagged: Priority related
Flagged: This has substantially changed
No space for details provided.
Single, Radio group.
1: Participant self-certification only,
2: Recordkeeper will review/approve (based on safe harbor guidelines),
3: Both options are available

3.2.32 Can loan proceeds be direct deposited into a participant's bank account (assuming the participant provides you with his/her banking information)?

Flagged: Priority related
Flagged: This has changed
No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.2.33 Can you accept loan payoffs via:

No space for details provided.
Multi, Checkboxes.
1: Personal check,
2: Cashier's check,
3: Money order,
4: ACH,
5: None of the above

3.2.34 Do participants need to self-certify hardships, or will you collect, review and maintain hardship documentation and approve the hardships without client involvement?

Flagged: Priority related
Flagged: This has substantially changed
No space for details provided.
Single, Radio group.
1: Participant self-certify only,
2: Recordkeeper will review/approve,
3: Both options are available

3.2.35 Which of the following will your firm handle without requiring client review/approval? Check all that apply.

Flagged: Priority related
Flagged: This has changed
No space for details provided.
Multi, Checkboxes.
1: Age 59½ withdrawal,
2: Other in-service withdrawals (non-hardship),
3: Termination distributions,
4: Distributions due to disability,
5: Distributions due to death

3.2.36 Can withdrawal/distribution proceeds be directly deposited into a participant's bank account (assuming the participant provides you with his/her banking information)?

Flagged: Priority related
Flagged: This has changed
No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.2.37 Will you automatically send a distribution kit to participants upon receipt of termination date?

Flagged: Priority related

No space for details provided.

Single, Radio group.

1: Yes,
2: No

3.2.38 Are distribution elections for terminated participants allowed via:

Flagged: This has changed

No space for details provided.

Multi, Checkboxes.

1: Web,
2: Voice,
3: Call center representatives,
4: Paper form,
5: Mobile App

3.2.39 Can you identify participants who are subject to a minimum required distribution and calculate the required amount?

No space for details provided.

Single, Radio group.

1: Yes,
2: No

3.2.40 Will you notify participants who are required to take a minimum distribution (in advance of the distribution deadline) without client involvement?

Flagged: This has changed

No space for details provided.

Single, Radio group.

1: Yes,
2: No

3.2.41 Will you process the required minimum distributions prior to the deadline for participants who have not actively requested it?

Flagged: Priority related

No space for details provided.

Single, Radio group.

1: No,
2: Yes upon direction/approval from client,
3: Yes without client involvement

3.2.42 Can terminated participants contact your firm directly and request a change to their address information?

No space for details provided.

Single, Radio group.

1: Yes,
2: No

3.2.43 Will you collect and maintain beneficiary information for plan participants?

Flagged: Priority related

No space for details provided.

Single, Radio group.

1: Yes,
2: No

3.2.44 Are beneficiary designations allowed via:

Flagged: This has changed
No space for details provided.
Multi, Checkboxes.
1: Web,
2: Voice,
3: Call center representatives,
4: Paper form,
5: Mobile App

3.2.45 When you are notified by a beneficiary of the death of a terminated participant, will you work directly with the beneficiary to collect the death certificate and set up a beneficiary account in accordance with the designation on file, without client involvement?

Flagged: Priority related
No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.2.46 Do you or a third-party partner provide qualification services for DROs?

Flagged: Priority related
Single, Radio group.
1: Yes, service provided in-house,
2: Yes, service provided by third party partner [10 words] ,
3: No

3.2.47 Do you or your third-party partner provide written QDRO procedures as part of your QDRO services?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.2.48 Do you or your third-party partner handle all the communications with the participant and alternate payee as part of your QDRO services?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.2.49 Do you limit accessibility to plan data to only those employees within your firm who work on the plan?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.2.50 How many redundant recordkeeping sites do you maintain?

No space for details provided.
Single, Radio group.

1: 0,
2: 1,
3: 2,
4: 3,
5: > 3

3.2.51 Are your redundant sites sufficiently geographically dispersed in order to minimize the possibility of multiple sites being impacted by the same disaster?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.2.52 How many redundant call center sites do you maintain?

No space for details provided.
Single, Radio group.
1: 0,
2: 1,
3: 2,
4: 3,
5: > 3

3.2.53 Where are your call centers located? (list city, state and country for each)

No space for details provided.

1)	*50 words.*
2)	*50 words.* Nothing required
3)	*50 words.* Nothing required
4)	*50 words.* Nothing required
5)	*50 words.* Nothing required

3.2.54 How often do you test your disaster recovery procedures?

No space for details provided.
Single, Radio group.
1: Annually,
2: Semiannually,
3: Quarterly,
4: Monthly,
5: Other [50 words]

3.2.55 In the event of a disaster, how long will it take for your hot site to be fully functional?

No space for details provided.
Single, Radio group.
1: > 48 hours,
2: Within 48 hours,

3: Within 24 hours,
4: Immediately

3.2.56 How often do you do full backups of your files?

Flagged: This has changed
No space for details provided.

Single, Radio group.
1: Monthly,
2: Biweekly,
3: Weekly,
4: Daily,
5: Other [50 words]

3.2.57 Are the backups catalogued and stored offsite?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.2.58 How quickly can the files be recalled if data needs to be restored?

No space for details provided.
Single, Radio group.
1: > 48 hours,
2: Within 48 hours,
3: Within 24 hours,
4: Immediately

3.2.59 Do you have an outside firm that is in charge of your back-up facility?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.2.60 How long is your recordkeeping data retained and accessible?

No space for details provided.
Single, Radio group.
1: < 7 years,
2: 7 years,
3: Life of client engagement,
4: Indefinitely

3.2.61 Do you retain a history of all transactions, the back-up detail of the decision request and the documentation supporting the request outcome, even when those details could ultimately show an error on the part of employees or contractors of your organization involving your clients' plans?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.2.62 How long are terminated employees maintained on your system?

Flagged: This has changed
No space for details provided.

Single, Radio group.
1: Less than 2 years,
2: 2-5 years,
3: Over 5 years,
4: Life of client engagement,
5: Indefinitely

3.2.63 The law requires OPERS/STRS to send a selected vendor any funds that went to the system before the accounts were opened. How would your firm ensure that when a constituent / employee elects the ARP within their first 120 days of employment funds are correctly deposited into the 401(a) account? Please include if this process is manual or automatic.

200 words.

3.2.64 How are negative contributions on the contribution file handled?

Flagged: This has substantially changed
No space for details provided.
Single, Radio group.
1: Automatically netted against any positive contribution,
2: Automatically applied against current account balance, only if the account balance is sufficient enough to cover the negative contribution,
3: Processed separately and applied against current account balance, only if the account balance is greater than $0 (assumes all or a portion of the negative contribution may be applied),
4: The client is contacted for specific directions,
5: Will not accept negative contributions on payroll files.

3.2.65 If a contribution reversal (or other error by the client) results in a situation where the participant needs to be made whole, will you calculate the applicable gain/loss and make the correction (assuming the client funds any gain)?

Flagged: Priority related
Flagged: This has changed
No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.2.66 Do you offer an address search service, to locate participants with bad address information on file?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.2.67 Is undeliverable mail returned to your firm (rather than the client)?

Flagged: Priority related
No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.2.68 When participant mail is returned because of a bad address, do you flag the participant's account to prevent any future mailings?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.2.69 When an active employee's mail is returned because of a bad address, do you notify the client?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.3 Participant Experience

3.3.1 What % of participant transactions are processed by channel (across all your firm's plans)?

Flagged: This has changed
No space for details provided.

Web	*Percent.*
Voice	*Percent.*
Mobile App	Flagged: This has substantially changed *Percent.*
Call center representatives	*Percent.*

3.3.2 What are the hours a call center representative is available? (ET)

Flagged: Consultant Question
No space for details provided.

	From	To	Not available that day
Monday - Friday	*5 words.*	*5 words.*	
Saturday	*5 words.*	*5 words.*	*Single, Radio group.* 1: Yes, 2: No
Sunday	*5 words.*	*5 words.*	*Single, Radio group.* 1: Yes, 2: No

3.3.3 What is the average wait time before a call is answered?

Flagged: This has changed
No space for details provided.
Single, Radio group.
1: Not Available,
2: > 30 seconds,
3: 21 - 30 seconds,
4: 11 - 20 seconds,
5: 1 - 10 seconds

3.3.4 What is the percentage of issues resolved on the first call to a call center representative?

Flagged: This has changed
No space for details provided.
Single, Radio group.
1: > 95%,
2: 90 - 95%,
3: 85 - 90%,
4: 80 - 85%,
5: < 80%,
6: Information not available

3.3.5 If an issue requires further research, what is the maximum timeframe to contact the participant with a status update?

No space for details provided.
Single, Radio group.
1: more than 48 hours,
2: 24 - 48 hours,
3: Within 24 hours

3.3.6 What is the average time to resolve an issue that is not resolved on the first call?

Flagged: This is new
No space for details provided.
Single, Pull-down list.
1: more than 48 hours,
2: 24 - 48 hours,
3: Within 24 hours

3.3.7 Are all participant calls recorded?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.3.8 How long are participant call recordings retained?

No space for details provided.
Single, Radio group.
1: < 1 year,
2: 1 - 3 years,
3: 4 - 5 years,
4: 6 - 7 years,
5: > 7 years,
6: N/A

3.3.9 If a client requests a recording of a call, how long does it typically take to provide to the client?

Flagged: This is new
No space for details provided.
Single, Pull-down list.
1: more than 48 hours,
2: 24 - 48 hours,
3: Within 24 hours

3.3.10 Can your firm provide reporting on topics being discussed with participants?

Flagged: This is new
No space for details provided.
Single, Pull-down list.
1: Yes,
2: No

3.3.11 Can a dedicated toll-free number be established for this client?

Flagged: This has changed
No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.3.12 Does your call center employ a skills-based routing system whereby participant calls are directed to an appropriate representative based on (for example) the complexity of the issue/request, the participant's particular age/life stage, etc.?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.3.13 Does your firm's call center offer Spanish-speaking representatives?

Flagged: Priority related
No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.3.14 Is access to languages other than English or Spanish provided through Language Line or some other means?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.3.15 Can participants communicate with call center representatives via secure e-mail?

Flagged: Priority related
No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.3.16 If yes, do you retain a history of these emails?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.3.17 How long are participant emails retained?

No space for details provided.
Single, Radio group.
1: < 1 year,
2: 1 - 3 years,
3: 4 - 5 years,
4: 6 - 7 years,
5: > 7 years

3.3.18 Can participants communicate with call center representatives via live chat?

Flagged: Priority related
No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.3.19 If yes, do you retain a history of these chat communications?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.3.20 How long are participant chat communications retained?

No space for details provided.
Single, Radio group.
1: < 1 year,
2: 1 - 3 years,
3: 4 - 5 years,
4: 6 - 7 years,
5: > 7 years

3.3.21 What kind of licenses/credentials do you require for call center representatives?

No space for details provided.

Multi, Checkboxes.
1: NASD Series 6,
2: NASD Series 7,
3: NASD Series 63,
4: NASD Series 65,
5: ASPPA - QKA,
6: ASPPA - QPA,
7: ASPPA - CPC,
8: Other: [10 words]

3.3.22 Is a call center representative's compensation based on participation satisfaction?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.3.23 Provide your current website availability percentage over the prior 12 months.

Flagged: This has changed
No space for details provided.
Single, Radio group.

1: 99% or more,
2: 97% - 98%,
3: 95% - 96%,
4: 90% - 94%,
5: < 90%

3.3.24 What options exist for customizing / branding the website for the client?

Flagged: Priority related
No space for details provided.
Single, Radio group.
1: Include client logo on website,
2: Customized banner,
3: Optional color schemes / artwork,
4: Fully customizable

3.3.25 Will you establish a dedicated website address for this client?

Flagged: Priority related
Flagged: This has changed
No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.3.26 Can custom client messages or announcements be posted on the website?

Flagged: Priority related
No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.3.27 If so, can messaging be targeted (for example, by location, age, etc.)?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.3.28 If a participant has multiple accounts with your firm (Retail, DB plan, IRA, NQ plan, etc.), are all accounts accessible via a single sign-in?

Flagged: Priority related
Flagged: This has changed
No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.3.29 If the client has multiple Defined Contribution and/or Non-qualified plans being recordkept by your firm, can you provide consolidated statements?

Flagged: This has changed
No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.3.30 If the client provides you with a file of information regarding other benefits (such as a DB plan accrued benefit), can you report that information:

Flagged: This has changed
No space for details provided.
Multi, Checkboxes.
1: On the website,
2: On the participant statement,
3: On mobile app,
4: Not available

3.3.31 Can account data be imported directly into personal finance applications or websites (e.g., Quicken or Mint.com)?

Flagged: This has changed
No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.3.32 How many years of history can be displayed on the website?

No space for details provided.
Single, Radio group.
1: 1 year,
2: 2 years,
3: 3 years,
4: > 3 years

3.3.33 What inquiry functionality is available on the website?

No space for details provided.
Multi, Checkboxes.
1: Balance by fund,
2: Balance by source,
3: Vested balance,
4: Vested percentage,
5: Current outstanding loan balance,
6: Current deferral rate(s),
7: Current investment elections,
8: Current beneficiary elections,
9: Personal rate of return,
10: Investment performance history,
11: Pending transactions,
12: Loan modeling,
13: Loan payoff amount / instructions,
14: Prior quarterly statements,
15: Fund prospectuses,
16: Fund fact sheets / M* page,
17: Summary Plan Description,
18: Plan highlights / summary of plan provisions,
19: Call center contact instructions

3.3.34 What transaction functionality is available on the website?

Flagged: This has changed
No space for details provided.
Multi, Checkboxes.

1: Create and change user ID,
2: Change PIN / password,
3: Enrollment,
4: Change deferral rate(s),
5: Change investment elections,
6: Rebalance account,
7: Enroll in automatic rebalancing,
8: Transfers / exchanges,
9: Enroll in automatic increase,
10: Elect or change beneficiary,
11: Request in-service withdrawal,
12: Request final distribution,
13: Request loan,
14: Request statement on demand, for a participant-specified time period,
15: Request statement on demand, for prior quarterly statements

3.3.35 Do you offer an online retirement income projection or "gap analysis" tool?

Flagged: Priority related
No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.3.36 If yes, does your online retirement income projection tool:

Flagged: Priority related
No space for details provided.
Multi, Checkboxes.
1: Project Social Security benefits,
2: Offer default assumptions with the flexibility for the participant to change assumptions,
3: Allow participants to manually enter other retirement income sources such as spousal benefits, IRAs or other personal savings, etc.,
4: Incorporate automatic data collection and aggregation from other financial institutions (if the participant provides the necessary account login information),
5: Provide suggestions to participants for improving results (by increasing their deferral rate or investing more aggressively, for example)

3.3.37 Do you provide lifetime income projections:

Flagged: Priority related
No space for details provided.
Multi, Checkboxes.
1: On the website,
2: On the participant statement

3.3.38 Are pre-recorded generic financial education webinars available to participants on the website?

Flagged: Priority related
No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.3.39 Can your firm conduct on-site group meetings for employees?

Flagged: Priority related
No space for details provided.
Single, Radio group.

1: Yes,
2: No

3.3.40 Can your firm conduct on-site one-on-one meetings for employees?

Flagged: Priority related
No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.3.41 Is an online scheduling tool available to schedule one-on-one meetings or phone appointments?

Flagged: Priority related
No space for details provided.
Single, Radio group.
1: Yes,
2: No,
3: N/A

3.3.42 What kind of licenses/credentials do you require for "on-site" representatives who meet one-on-one with the client's employees?

No space for details provided.

Flagged: This has changed
Multi, Checkboxes.
1: NASD Series 6,
2: NASD Series 7,
3: NASD Series 63,
4: NASD Series 65,
5: ASPPA - QKA,
6: ASPPA - QPA,
7: ASPPA - CPC,
8: CFP,
9: N/A,
10: Other: [10 words]

3.3.43 Do your firm's on-site representatives serve as a fiduciary?

Flagged: This is new
No space for details provided.
Single, Pull-down list.
1: Yes,
2: No,
3: N/A

3.3.44 Is an on-site representative's compensation based on participant satisfaction?

No space for details provided.
Single, Radio group.
1: Yes,
2: No,
3: N/A

3.3.45 Are on-site representatives permitted to discuss other investment products or services that your firm offers?

Flagged: This is new
No space for details provided.
Single, Pull-down list.
1: Yes,
2: No,
3: N/A

3.3.46 Is an on-site representative's compensation tied to certain investment products, asset levels invested in the particular funds or products?

No space for details provided.
Single, Radio group.
1: Yes,
2: No,
3: N/A

3.3.47 Does your firm have "brick and mortar" retirement service centers / investor centers where participants can receive one-on-one counseling?

Flagged: Priority related
Flagged: This has changed
No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.3.48 What kind of licenses/credentials does your firm require for investor center representatives?

Flagged: This is new
No space for details provided.

Multi, Checkboxes.
1: NASD Series 6,
2: NASD Series 7,
3: NASD Series 63,
4: NASD Series 65,
5: ASPPA - QKA,
6: ASPPA - QPA,
7: ASPPA - CPC,
8: CFP,
9: N/A,
10: Other: [10 words]

3.3.49 Do the representatives working in your firm's investor centers take on a fiduciary role related to the advice given to participants?

Flagged: This is new
No space for details provided.
Single, Pull-down list.
1: Yes,
2: No

3.3.50 Do the representatives working in your firm's investor centers have access to the same plan and participant data as your firm's call center representatives?

Flagged: This is new
No space for details provided.
Single, Pull-down list.

1: Yes,
2: No

3.3.51 How are representatives working in your firm's investment services centers compensated?

Flagged: This is new
No space for details provided.
Single, Pull-down list.
1: Salary only,
2: Salary, plus incentive compensation,
3: Commission only,
4: Combination of salary, incentive compensation and commissions

3.3.52 What services are available at your firm's investment center?

Flagged: This is new
No space for details provided.
Single, Radio group.
1: Retirement plan guidance / advice only,
2: Comprehensive financial planning,
3: Other: [50 words]

3.3.53 What investment products are available to participants through representatives at your firm's investment center?

Flagged: This is new
No space for details provided.
Single, Radio group.
1: Proprietary investment products only,
2: Proprietary and non-proprietary investment products,
3: Non-proprietary investment products only,
4: Other: [50 words]

3.3.54 Is your website optimized for mobile viewing through tablets and smartphones?

Flagged: This has changed
No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.3.55 Is there an application available specifically for mobile devices?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.3.56 If so, which devices are supported:

No space for details provided.
Multi, Checkboxes.
1: iOS (Apple),
2: Android,
3: Windows (Microsoft),
4: Fire OS (Amazon Kindle Fire),
5: Blackberry,
6: Other: [20 words]

3.3.57 Can participants conduct any of the following transactions via your mobile application?

Flagged: Priority related
Flagged: This has changed
No space for details provided.
Multi, Checkboxes.
1: Enrollment,
2: Contribution rate changes,
3: Investment election changes,
4: Fund transfers / exchanges,
5: Initiate a loan,
6: Initiate an in-service withdrawal,
7: Initiate a hardship withdrawal,
8: Initiate a distribution due to termination

3.3.58 If your mobile application is currently inquiry-only, do you have plans to introduce transaction capabilities in the future and what is the expected timing?

No space for details provided.
Single, Radio group.
1: No,
2: Within the next 3 months,
3: Within the next 6 months,
4: Within the next year,
5: > 1 year from now,
6: N/A

3.3.59 Assuming that participants have provided your firm with their contact information, do you have the ability to push communications to participants via:

Flagged: Priority related
No space for details provided.
Multi, Checkboxes.
1: Email,
2: Text,
3: Neither

3.3.60 Provide your current voice system availability percentage during the prior 12 months.

Flagged: This has changed
No space for details provided.
Single, Radio group.
1: 99% or more,
2: 97% - 98%,
3: 95% - 96%,
4: 90% - 94%,
5: < 90%

3.3.61 Is the voice system inquiry-only or is there any transaction capability?

No space for details provided.
Single, Radio group.
1: Inquiry Only,
2: Limited transaction capability,
3: Full transaction capability

3.3.62 Does your firm maintain a presence on any of the following social media platforms?

Multi, Checkboxes.
1: Facebook,
2: LinkedIn,
3: Twitter,
4: Google+,
5: YouTube,
6: Other, list [10 words]

3.3.63 In what ways do you monitor participant satisfaction? Check all that apply:

No space for details provided.

Flagged: Priority related
Multi, Checkboxes.
1: Conduct random survey of call center participants. Frequency: [Single, Pull-down list] ,
2: Conduct random online survey of participants using the website. Frequency: [Single, Pull-down list] ,
3: External independent third party surveys. Frequency: [Single, Pull-down list] Name of firm: [10 words] ,
4: Solicit feedback from employee enrollment / education meetings,
5: Conduct focus groups to evaluate call center and/or web capabilities,
6: Do not monitor,
7: Other: [20 words]

3.4 Plan Sponsor Experience

3.4.1 What are the minimum education requirements and years of industry experience required before working on client plans?

No space for details provided.

	Plan Administrator	Relationship Manager
Minimum Education	*Single, Radio group.* 1: High School Diploma, 2: Associate Degree (2 year), 3: Bachelor Degree (4 year), 4: Other	*Single, Radio group.* 1: High School Diploma, 2: Associate Degree (2 year), 3: Bachelor Degree (4 year), 4: Other
Minimum Experience	*Single, Radio group.* 1: None, 2: 1-2 years, 3: 3-5 years, 4: > 5 years	*Single, Radio group.* 1: None, 2: 1-2 years, 3: 3-5 years, 4: > 5 years

3.4.2 What kind of licenses/credentials do you require for the Plan Administrator?

No space for details provided.
Multi, Checkboxes.
1: NASD Series 6,
2: NASD Series 7,
3: NASD Series 63,
4: NASD Series 65,
5: ASPPA - QKA,
6: ASPPA - QPA,
7: ASPPA - CPC,
8: None,
9: Other

3.4.3 What kind of licenses/credentials do you require for the Relationship Manager?

No space for details provided.
Multi, Checkboxes.
1: NASD Series 6,
2: NASD Series 7,
3: NASD Series 63,
4: NASD Series 65,
5: ASPPA - QKA,
6: ASPPA - QPA,
7: ASPPA - CPC,
8: None,
9: Other

3.4.4 What is the average tenure for your employees in the following roles?

No space for details provided.

	Internal	External
Plan Administrator	*Single, Radio group.* 1: 5 years or less, 2: 6 - 10 years, 3: 10 - 20 years, 4: 20+ years	*Single, Radio group.* 1: 5 years or less, 2: 6 - 10 years, 3: 10 - 20 years, 4: 20+ years
Relationship Manager	*Single, Radio group.* 1: 5 years or less, 2: 6 - 10 years, 3: 10 - 20 years, 4: 20+ years	*Single, Radio group.* 1: 5 years or less, 2: 6 - 10 years, 3: 10 - 20 years, 4: 20+ years

3.4.5 In what ways do you monitor client satisfaction? Check all that apply:

No space for details provided.

Flagged: Priority related
Multi, Checkboxes.
1: Self-driven client satisfaction survey. Frequency: [Single, Pull-down list] ,
2: External independent third party surveys. Frequency: [Single, Pull-down list] Name of firm: [10 words] ,
3: Measurable service guarantees,
4: Other: [50 words] ,
5: Do not monitor

3.4.6 If a team member's compensation is based on client satisfaction, indicate which team members are subject to this measurement.

Flagged: Priority related
No space for details provided.
Multi, Checkboxes.
1: Plan Administrator,
2: Relationship Manager,
3: Communication Specialist,
4: Compliance Specialist,
5: Conversion Specialist

3.4.7 If there are service standards in place (regardless of whether or not they are part of your service agreement), how frequently will the team members measure, and report results back to the client?

Flagged: Priority related
No space for details provided.
Single, Radio group.

1: Annually,
2: Semiannually,
3: Quarterly,
4: As needed,
5: Less than annually

3.4.8 How do you measure the success of each communication campaign completed each year?

Flagged: Priority related

No space for details provided.

Single, Pull-down list.

1: Develop custom "before and after" metrics,
2: Report the change in participation, allocation and transaction volume before and after the campaign,
3: Other,
4: We do not measure the success of each communication campaign

3.4.9 Can you provide retirement related articles for clients to use in their in-house newsletters?

No space for details provided.

Single, Radio group.

1: Yes,
2: No

3.4.10 What plan-level information is available on the plan sponsor website?

No space for details provided.

Multi, Checkboxes.

1: Balance by fund,
2: Balance by account,
3: Investment performance history,
4: Fund prospectuses,
5: Fund fact sheets / M* or Lipper page,
6: Plan document,
7: Summary Plan Description,
8: Loan policy,
9: Plan administration manual,
10: QDRO procedures,
11: Plan service reviews,
12: Service agreement,
13: 408(b)(2) disclosure,
14: Compliance testing results,
15: Audit package,
16: Participant communications

3.4.11 What other features are available on the plan sponsor website?

No space for details provided.

Multi, Checkboxes.

1: Team calendar,
2: Regulatory calendar,
3: Administrative scorecard / Service Level Agreement results,
4: Secure exchange of documents and files,
5: Transaction approval for loans / withdrawals,
6: Transact business on participant's behalf,
7: Participant indicative data changes,
8: Create custom messages to appear on the participant website,
9: Regulatory / legislative updates from your firm,
10: Research, surveys and other thought leadership from your firm

3.4.12 Is the client required to use the participant's Social Security Number when reviewing a participant's account?

No space for details provided.
Single, Pull-down list.
1: Yes,
2: No

3.4.13 Is the client able to access detailed participant-level information via the plan sponsor website?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.4.14 How many years of participant-level history can be accessed through the plan sponsor website?

No space for details provided.
Single, Radio group.
1: 1 year,
2: 2 years,
3: 3 years,
4: > 3 years

3.4.15 Are different levels of access to the plan sponsor website available based on a client contact's role (for example, an HR contact could access participant level data, but a Finance contact could only access plan level data)?

Flagged: Priority related
No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.4.16 Can access to the plan sponsor website be based on organizational structure (for example, a contact for ABC division would only be able to see data for ABC division)?

Flagged: Priority related
No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.4.17 Does your firm offer a library of standard reports available on the plan sponsor website?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.4.18 Does the client have the ability to create custom ad-hoc reports on the plan sponsor website?

Flagged: Priority related
No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.4.19 How quickly are custom ad-hoc reports typically available after request through the plan sponsor website?

No space for details provided.
Single, Radio group.
1: Immediately,
2: within 2-4 hours,
3: within 24 hours,
4: within 48 hours,
5: > 48 hours

3.4.20 Is the client able to save an ad-hoc report they developed through the plan sponsor website as a template for future use?

No space for details provided.
Single, Pull-down list.
1: Yes,
2: No

3.4.21 Can the client schedule the templates created (based on the question above) to be run at a future date?

No space for details provided.
Single, Pull-down list.
1: Yes,
2: No

3.4.22 Can reports generated off of the plan sponsor website be downloaded to Excel?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.4.23 How many years of data can be accessed through the plan sponsor website reporting tool?

No space for details provided.
Single, Radio group.
1: 1 year,
2: 2 years,
3: 3 years,
4: > 3 years

3.4.24 Can the client request a custom report from the servicing team directly, without using the plan sponsor website?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.4.25 What is the typical turnaround time for custom reports requested through the client service team?

No space for details provided.
Single, Radio group.
1: Immediately,
2: within 2-4 hours,
3: within 24 hours,
4: within 48 hours,
5: > 48 hours

3.5 Regulatory and Compliance Services

3.5.1 Will your firm provide a written commitment that its plan operations comply with plan documents, IRC code, IRS regulations and ERISA?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.5.2 Will a dedicated compliance consultant be assigned to the client?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.5.3 Will you mail the plan SPD to the homes of newly eligible employees once the eligibility requirements are met (regardless of whether your firm created the SPD)?

Flagged: Priority related
No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.5.4 Without regard to whether additional fees would be involved, are you willing to distribute the plan SPD/SMMs to all eligible participants using any of the following delivery methods?

Flagged: Priority related
No space for details provided.
Multi, Checkboxes.
1: Mail to participant homes,
2: Email if consent to email delivery has been provided by participant,
3: Include with quarterly statement mailing,
4: Post on website,
5: Client is responsible for delivery

3.5.5 Do you provide a loan policy for plans that offer loans?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.5.6 Can the plan loan policy be made available to participants upon request (regardless of whether your firm created it)?

Flagged: Priority related
No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.5.7 Will you monitor 402(g) limits on a per-pay-period basis, and notify the client if a participant exceeds the limit?

Flagged: Priority related
Flagged: This has changed
No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.5.8 If so, how do you process the contribution for the participant who exceeds the 402(g) limit?

No space for details provided.
Single, Radio group.
1: Post entire contribution (notify client of issue),
2: Post only the portion that does not exceed the limit,
3: The contribution errors out and does not post

3.5.9 To complete the annual testing, how many business days prior to the due date does data need to be received and in good order?

No space for details provided.
Single, Radio group.
1: > 30 business days,
2: 15 - 30 business days,
3: < 15 business days

3.5.10 Will you assist clients in making corrections based on:

No space for details provided.
Multi, Checkboxes.
1: EPCRS,
2: VCP,
3: VFCP,
4: N/A

3.5.11 Will you monitor the timing of payroll deposits to ensure they are in compliance with DOL regulations and notify clients if they are not in compliance?

Flagged: Priority related
No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.5.12 Does your firm take responsibility for preparing the annual participant disclosure required under 404a-5?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.5.13 Without regard to whether additional fees would be involved, will your firm distribute the annual fee disclosure to participants and beneficiaries with a balance (including terminated employees), and eligible employees who are not participating, using any of the following delivery methods?

No space for details provided.
Multi, Checkboxes.
1: Mail to participant homes,
2: Email if consent to email delivery has been provided by participant,
3: Include with quarterly statement mailing,
4: Post on website,
5: Client is responsible for delivery

3.5.14 Does your firm take responsibility for disclosing the administrative and investment expenses charged against individual accounts on the quarterly statements, as required under 404a-5?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.5.15 What is your turnaround time for quarterly participant statements or the annual notice (in business days after period end)?

No space for details provided.
Single, Radio group.
1: > 30,
2: 15 - 30,
3: < 15

3.5.16 Does your firm take responsibility for including the investment information required under 404a-5 on your participant website?

Flagged: Priority related
No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.5.17 Does your firm prepare a draft IRS Form 5500, or provide client reports for completion by the client?

Flagged: Priority related
No space for details provided.
Single, Radio group.
1: Reports for Client,
2: Draft form with all schedules,
3: Can provide either

3.5.18 Are your firm's systems and procedures audited by an independent certified public accountant?

No space for details provided.

Single, Radio group.
1: Yes. Date of last audit: [To the day] ,
2: No

3.5.19 Will your firm serve as a 3(16) fiduciary for any of the following services?

Flagged: Priority related
Flagged: This is new
No space for details provided.
Multi, Checkboxes.
1: Timely and accurate reporting (e.g., Form 5500),

2: Timely and accurate disclosures (e.g., SPD/SMM, fee disclosure, benefit statements, QDIA notices and other required participant disclosures),
3: Distribution of benefits,
4: Administration of loans,
5: Administration of home loans,
6: Administration of hardships,
7: Administration of hardship loans,
8: Administration of QDROs,
9: Tracking of eligibility,
10: Tracking of vesting,
11: Tracking of beneficiaries,
12: Calculation of employer contributions,
13: None of the above

3.5.20 Are there any states in which you are not licensed to conduct business for either 401(k), 403(b) or 457 plans?

Single, Radio group.
1: Yes (if yes, which states?) [Unlimited] ,
2: No

3.6 Investment Products

3.6.1 Do you offer a self-directed brokerage account option?

Flagged: Priority related
No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.6.2 Can restrictions be placed on the types of securities that will be offered for the self-directed brokerage option?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.6.3 Can trading be restricted to mutual funds only for the self-directed brokerage option?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.6.4 Can trading of company stock be restricted for the self-directed brokerage option?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.6.5 Are there limits on the amount of money that can be directed to the self-directed brokerage option?

No space for details provided.

Single, Radio group.
1: Yes. Describe: [10 words] ,
2: No

3.6.6 If yes, who sets the limit for the self-directed brokerage option?

No space for details provided.
Single, Radio group.
1: Recordkeeper,
2: Client

3.6.7 If no, can the client set a limit for the for the self-directed brokerage option?

Single, Pull-down list.
1: Yes,
2: No

3.6.8 Is additional education given to participants using the self-directed brokerage option?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.6.9 Do you offer a web-based participant investment advice product?

No space for details provided.
Flagged: Priority related
Multi, Checkboxes.
1: In-house system,
2: Financial Engines,
3: Morningstar,
4: ProManage,
5: ProNvest,
6: Guided Choice,
7: MasteryPOINT,
8: Other: [10 words] ,
9: None of the above

3.6.10 If multiple providers are offered, at what level is the choice of provider made?

No space for details provided.
Single, Radio group.
1: Client Level,
2: Participant Level,
3: Not Offered

3.6.11 Will the provider(s) named above take on a fiduciary role with respect to the advice they provide to plan participants?

No space for details provided.
Single, Radio group.
1: Yes,
2: No,
3: N/A

3.6.12 Is the information from your recordkeeping system fed directly into the investment advice software?

No space for details provided.
Single, Radio group.
1: Yes,
2: No,
3: N/A

3.6.13 Do you offer a managed account product for participants, with the authority to make investment decisions delegated to an investment professional?

No space for details provided.

Flagged: Priority related
Single, Radio group.
1: Yes. Service is provided by: [10 words] ,
2: No

3.6.14 Will the provider(s) named above take on a fiduciary role with respect to the investment decisions they make on behalf of participants?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.6.15 Is the information from your recordkeeping system fed directly to the managed account provider?

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.6.16 If you offer a managed account product for participants, does it include a drawdown feature (provider allocates participant assets for income and manages the annual amount paid from the plan)?

Flagged: Priority related
No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.7 Fee Flexibility and Transparency

3.7.1 Confirm whether your firm will provide the client with an initial plan sponsor fee disclosure as required under ERISA section 408(b)(2), along with updated disclosures as needed.

No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.7.2 How frequently will team members review fees with the client?

Flagged: Priority related
No space for details provided.
Single, Radio group.
1: Annually,

2: Quarterly,
3: Upon request,
4: Less than annually

3.7.3 In general for this Service Offering / Product, will you set up an expense budget account for the plan?

Flagged: Priority related
No space for details provided.
Single, Radio group.
1: Yes,
2: No,
3: Varies based on size of plan

3.7.4 Is there a minimum plan asset size in order for you to set up an expense budget account for the plan?

No space for details provided.

Single, Radio group.
1: Yes: [Dollars] ,
2: No

3.7.5 If an expense budget account is available, is it part of the plan assets or is it a bookkeeping arrangement outside of the plan?

Flagged: Priority related
No space for details provided.
Single, Radio group.
1: Part of the plan assets,
2: Bookkeeping arrangement

3.7.6 If an expense budget account is set up, how frequently do you provide a reconciliation report to the client?

No space for details provided.
Single, Radio group.
1: Never,
2: As requested by client,
3: Annually,
4: Semiannually,
5: Quarterly

3.7.7 If an expense budget account is set up, how is the money invested? Check all that apply.

Flagged: This is new
No space for details provided.

Flagged: This is new
Single, Radio group.
1: Plan's investments – the way in which the money was deducted,
2: Plan's investments – as directed by the plan sponsor's investment elections,
3: Plan's QDIA,
4: Investment(s) not offered under the Plan's investment menu,
5: Proprietary fund fixed product (e.g. money market, stable value),
6: Fixed product (e.g. money market, stable value),
7: Other: [20 words]

3.7.8 How can the assets in the expense budget account be used?

Flagged: This has changed
No space for details provided.

Multi, Checkboxes.
1: Pay eligible plan expenses,
2: Allocate to participants,
3: Offset gross fees and then allocate any excess to participants

3.7.9 If an expense budget account is only available as a bookkeeping arrangement outside of the plan, what happens to any money remaining in the account at year end?

No space for details provided.

Single, Radio group.
1: Retained by your firm,
2: Allocated to participants,
3: Rolls over to the next year & continues to be available,
4: Other: [20 words]

3.7.10 When assets from the expense budget account are allocated to participants, how is the transaction reflected in the participant accounts?

No space for details provided.
Single, Radio group.
1: Separate line item,
2: Netted with earnings

3.7.11 Is revenue sharing rebated at a fund level or a plan level?

Flagged: Priority related
No space for details provided.
Single, Radio group.
1: Fund level,
2: Plan level,
3: Both options are available

3.7.12 What allocation options are available for rebating revenue sharing?

Flagged: This is new
No space for details provided.
Multi, Checkboxes.
1: Pro rata based on participant fund specific account balance,
2: Pro rata based on total participant account balance,
3: Per capita,
4: Direct rebate to participants by fund,
5: Deposit to expense budget account

3.7.13 How is revenue sharing accrued?

Flagged: This has changed
No space for details provided.
Single, Radio group.
1: Quarterly,
2: Monthly,
3: Daily,
4: Annually,
5: Based on the timing of when revenue sharing is received,
6: n/a – revenue sharing is retained by our firm

3.7.14 How is revenue sharing rebated?

Flagged: Priority related
Flagged: This is new
No space for details provided.
Single, Radio group.
1: Quarterly,
2: Monthly,
3: Daily,
4: Annually,
5: Based on the timing of when revenue sharing is received

3.7.15 When revenue sharing is rebated to a participant, how is the transaction reflected in the participant accounts?

No space for details provided.
Single, Radio group.
1: Separate line item,
2: Netted with earnings

3.7.16 Do you ever put your fees at risk if service standards are not met?

Flagged: Priority related
No space for details provided.
Single, Radio group.
1: Yes,
2: No,
3: Varies by client

3.7.17 What is the maximum amount of your total annual fees you are willing to put at risk?

No space for details provided.

Multi, Checkboxes.
1: % of fees: [Percent] ,
2: Flat amount: [Dollars] ,
3: Varies by client,
4: N/A

3.7.18 Will you proactively provide reporting of your performance against the service standards?

Flagged: This is new
No space for details provided.
Single, Pull-down list.
1: Yes - annually,
2: Yes – other frequency,
3: No,
4: Upon client request only

3.7.19 If you are not willing to put your fees at risk but service standards are not met, will you provide additional services instead (such as participant meetings, communication materials, consulting services, etc.)?

No space for details provided.
Single, Radio group.
1: Yes,
2: No,
3: N/A

3.7.20 If your firm retains "float" income as additional earnings, will you disclose these earnings to the client?

No space for details provided.
Single, Radio group.
1: Yes,
2: No,
3: N/A

3.7.21 Will your firm agree to return "float" income to the client/plan?

Flagged: Priority related
No space for details provided.
Single, Radio group.
1: Yes,
2: No

3.7.22 If yes, how often will your firm agree to return "float" income to the client/plan?

Flagged: This is new
No space for details provided.
Single, Pull-down list.
1: Monthly,
2: Quarterly,
3: Semi-annually,
4: Annually

3.7.23 Does your firm (including any affiliate of your firm) ever receive revenue sharing on the mutual fund assets held in the plan's self-directed brokerage accounts?

No space for details provided.

Does your firm (including any affiliate of your firm) ever receive revenue sharing on the mutual fund assets held in the plan's self-directed brokerage accounts?	*Single, Radio group.* 1: Yes, 2: No
If so, will you report the amount of revenue sharing received to the client?	*Single, Radio group.* 1: Yes, 2: No
Can the revenue sharing received be used to offset your firm's recordkeeping fees?	*Single, Radio group.* 1: Yes, 2: No

3.7.24 Does your firm retain any of the fees paid for investment advice and managed account products offered in the plan?

No space for details provided.
Single, Radio group.
1: Yes,
2: No