

## Questions and Answers to RFP 2018-1

1. Can companies from Outside the USA can apply for this?

*Yes.*

2. Does the Offeror need to come over there for meetings?

*Yes.*

3. Can we perform the tasks (related to RFP) outside USA?

*Yes.*

4. Can we submit the proposals via email?

*No.*

5. Is your current provider utilizing Small Diverse Business and Small Business Subcontractors? If so, in what areas are those subcontractors providing services?

*Not applicable. There is no current provider.*

6. Appendix I lists “Lump sum, and to purchase annuity contract” as the only available payout options. Do you intend to allow participants to take other types of distributions permitted by the Internal Revenue Code (e.g., periodic installment payments, rollovers)?

*Yes, additional payout options in accordance with the Internal Revenue Code can be offered.*

7. With regard to the number of payroll locations referenced in Appendix I, do you have any plans to centralize the payroll locations in the future? How many different payroll formats are currently used?

*Not at this time. Employers currently provide defined benefit data to the Issuing Office using one common format. The Issuing Office anticipates one common format will be used to provide data relating to the DC Plan to the selected TPA.*

8. Appendix N mentions Small Balanced Cash Outs for terminated participants with balances under \$5,000. Would you be amenable to participants with balances under \$1,000 being cashed-out and those with balances above \$1,000 being permitted to keep their assets in the plan?

*The Issuing Office does not plan to lower the current threshold.*

9. Does the System have a minimum number of annual education days they would like met? How do they expect this to increase during each year of the contract?

*The Issuing Office has no minimum in mind. The Issuing Office has identified the basic approach to meeting its requirements, allowing Offerors to be creative and propose their best solution to meeting these requirements.*

10. Has the System developed a plan document for the new plans or are you looking to use the vendor's document services?

*The Issuing Office is currently developing the plan document and does not intend to use the Offeror's document services for the plan document.*

11. Does the System have a preference for a fixed option type? Would you prefer a stable value or general account solution?

*The Issuing Office is currently developing the investment array. We have no preferences at this time.*

12. If a provider was to win both the PSERS plan and the Commonwealth of Pennsylvania plan which is out to bid as well, would they be able to share resources, including relationship manager and on site education, between the two plans?

*The Issuing Office will consider cost-savings ideas from Offerors submitting proposals on both RFPs made at the time of presentations, revisions or BAFOs, as appropriate.*

13. Has the committee discussed an in-plan lifetime income option as part of the fund lineup in addition to the required Annuity Payout Options?

*The Issuing Office has discussed an in-plan lifetime income option. There are no plans to offer this option.*

14. Could you please confirm the proposal is for a single plan with three separate classes, T-G, T-H and DC only?

*Confirmed.*

15. In Appendix P, the 7 regional offices are listed. Could you please confirm there will be a meeting space or office available for our salaried on-site advisors to meet with interested employees at each location.

*Appendix J, Scope of Services states that the TPA may utilize the Issuing Office's 7 existing regional offices around the Commonwealth to host educational meetings with participants. Specific use must be planned in advance and coordinated with the Issuing Office.*

16. Are you amenable to some non-member facing/back office work being done offshore, or does everything need to be done onshore?

*Yes, we are amenable to some non-member facing/back office work being done offshore.*

17. Please describe the changes that need to be made to the Issuing Office's existing pension administration system mentioned in Appendix K, II.A.35 (Implementation Strategy).

*Appendix K, II.A.35 (Implementation Strategy) refers only to those changes required to interface with the DC Plan. As identified in Appendix J, Scope of Services, I. Implementation Services, the Issuing Office expects the Offeror to collaborate with the Issuing Office to identify required automated interfaces between the System and the DC Plan and coordinate the development of requirements, system design, development, and testing of those interfaces with the Issuing Office.*

18. Is there one election that applies to the investment of future contributions or is it split between employee and employer money sources? Similarly, are transfers/reallocations between investment options split between employee and employer money sources?

*The Issuing Office does not anticipate future investments, transfers, or reallocations to be split by employee and employer money source.*

19. How likely are you to make Investment Advice/ Managed Accounts available to members to help address increasing challenge of retirement readiness? What barriers would prevent you from making this help to members?

*The Issuing Office does not anticipate offering Managed Accounts or Investment Advice to participants.*

20. Please confirm if a Self-Directed Brokerage Window should be assumed as required versus optional. In particular, for Cost Submittal Worksheet 2 in Appendix E, should the impact to "A. Start Up Costs" and "B. Full Plan Administration and Recordkeeping" be reflected separately from other services included in those sections?

*A Self-Directed Brokerage Window should not be assumed as required. These fees, if included, in Part III – Additional Fees/Services, will be used for informational purposes only.*

21. Please describe any preference with regards to avoiding potential conflicts of interest by having separate organizations responsible for the plan recordkeeping/education versus annuity payout option.

*The Issuing Office has no preference. Offerors may choose to partner with an outside annuity provider or may offer an annuity payout option through an affiliated entity. In either event, the Issuing office may periodically review the annuity payout option and reserves the right to change the annuity provider at any time during the contract term. Please refer to contract terms and conditions contained in Part VI of the RFP with regard to conflicts of interest.*

22. Appendix K, I.C.65 describes the stale-dated check process. Can you confirm the role that the Commonwealth will play with regards to benefit payments in order to define how the stale-dated check process will work?

*The Commonwealth will not be issuing DC benefit payment checks (distributions), rather, as identified in Appendix N, Administrative Processes, it is anticipated that the TPA will handle this process. Appendix K, I.C.65 asks the Offeror to describe its process for reconciling stale-dated checks.*

23. Do all employees have a telephone number that can be provided to the Offeror?

*The Issuing Office will provide appropriate Issuing Office employee contact information to the selected Offeror.*

24. How do you typically communicate to your members?

*In writing to specific members, via website for some general informational matters. Moreover, the Issuing Office is beginning to offer the full spectrum of communications to its members via e-mail and has recently begun using videos for communication purposes.*

25. Please describe how successful communication via print versus e-mail or other electronics has been.

*The Issuing Office is just beginning to offer the full spectrum of communications to its members via e-mail. The Issuing Office does not currently utilize social media or webinars to communication with its members. The use of videos has recently been implemented. The Issuing Office does not yet have metrics available to measure the success of these various communications.*

26. Appendix K, I.C.25 indicates all participant data, including phone calls, are required to be provided prior to deletion or transition to a new provider. Please confirm the required retention period for recorded telephone calls.

*One year, as provided in Appendix O, Information Security Addendum, II. G.*

27. Is there a preference for communications materials – electronic “green” default whenever possible or mailings?

*Yes, whenever possible and agreed to by the participant.*

28. What current or prior benefit communication strategies have been effective with participants? What strategies have not been as effective?

*Our primary communication strategy has been in writing. In Appendix J, Scope of Services, the Issuing Office has identified the basic approach to meeting its requirements, allowing each Offeror to be creative and propose its best solution to meet these requirements. Please refer to the answer to question 25 above for additional information.*

29. What does your wish list include for Communication and Education services to support your retirement plans?

*In Appendix J, Scope of Services, the Issuing Office has identified the basic approach to meeting its requirements, allowing each Offeror to be creative and propose its best solution to meeting these requirements.*

30. Please confirm the pension data described in Appendix K, II.D. 55 required to be incorporated into an annual statement?

*Specific data to be included will be determined through collaborative discussion between the Issuing Office and the selected Offeror.*

31. With regards to the scope of supporting the plan choice in Appendix K, V.A.132, please confirm the minimum required scope versus what should be considered optional. For example, should the support in the proposed fees include a brochure, video, interactive online modeler or some combination?

*In Appendix J, Scope of Services, the Issuing Office has identified the basic approach to meeting its requirements, allowing each Offeror to be creative and propose its best solution to meeting these requirements. Appendix K, V.A.132 asks Offerors to describe how it would develop communications to explain the different class options and provide guidance for participants to make an appropriate selection, within 90 days of eligibility, based upon the unique needs of the participant. Sample materials are to be included as part of the response.*

32. Please confirm with group or groups the Offeror will partner with in the design of branding and communications strategy.

*Offeror is not expected to partner with any group or groups except for the Issuing Office.*

33. How would you like to see technology support your future vision when it comes to communicating and engaging your populations?

*In Appendix J, Scope of Services, the Issuing Office has identified the basic approach to meeting its requirements, allowing each Offeror to be creative and propose its best solution to meeting these requirements.*

34. Are you able to share recent focus group or survey data that will help understand your unique audiences?

*The Issuing Office is not able to share such information.*

35. Please confirm the preferred format for responding to Part III-2. Objections and Additions to Standard Contract Terms and Conditions. Should a redline version of the Contract Terms and Conditions be provided for any requested modifications or is a summary of some kind preferred?

*The Issuing Office prefers a redline version with detailed objections or exceptions and proposed alternative language in each case. The Issuing Office will consider the detailed objections or exceptions and the proposed alternate language at the time of contract negotiations with the selected Offeror.*