

SOLICITATION ADDENDUM

Date: **March 1, 2024**
Subject: **Third Party Administrator/Recordkeeper (TPA)**
Solicitation Number: **SERS RFP #23-028**
Due Date/Time: **March 15, 2024 4:00PM**
Addendum Number: **3**

To All Suppliers:

The Commonwealth of Pennsylvania defines a solicitation “Addendum” as an addition to or amendment of the original terms, conditions, specifications, or instructions of a procurement solicitation (e.g., Invitation for Bids or Request for Proposals).

Solicitation Addendum No. 3 Questions and Answers

- 1. Should the responses on the RFP reflect the contemplated service model or the current service model?**
The responses should reflect the contemplated service model. At implementation on January 1, 2025, for a new vendor, it is expected that the new model would be in place, and no replication of the existing model is anticipated. The successful vendor is expected to convert the existing current service model to the contemplated future state with delegated custodial duties as described in section Part I, Section 2.12 on page 9, and Part III, Section B on page 25 of the RFP.
- 2. Is there a specific number of field education representatives required for this proposal?**
For purposes of the proposal, responses should use an example of 7 representatives and provide an a la cart pricing menu to include an annual cost for a representative.
- 3. Does SERS require that the field education representatives are dedicated to SERS?**
Yes.
- 4. Does SERS require/contemplate having a brick-and-mortar office requirement as part of this proposal?**
No. With changing business practices, SERS no longer requires a brick-and-mortar office.
- 5. To confirm the submission requirements, will the ProposalTech submission vary from the state submission? In the printed version of the ProposalTech response, should fees be redacted to ensure compliance with cost proposal separation requirements?**
It will not differ, and fees are submitted separately via ProposalTech. Questions pertaining to how to segregate the fee proposals in ProposalTech can be directed to Ben Taylor of

Callan or ProposalTech support, copying Cathy Gusler as the Issuing Agent. Consistent with the instructions contained within the RFP, printed cost proposals must be segregated and submitted in separately sealed envelopes. No cost information should be included in the questionnaire. Please see Part I, Sections 2.4 and 2.5 on pages 6 and 7 of the RFP.

6. The Callan 2023 database contains over 500 questions. Can the database responses be included in the electronic/USB proposal instead of hard copy?

The responses must be included as both a hard copy document and on an electronic/USB medium. A hard copy of the questions must be submitted. Please refer to the answer to Question 5 above with respect to printed and electronic submissions of the technical and cost proposals.

7. Due to the sensitivity of information that is provided within our SOC 1 and SOC 2 reports, our auditor, Deloitte & Touche, LLC, require these documents to be delivered in an electronic format or via a USB and not in a printed format. Can we provide the SOC reporting exclusively in electronic format?

No, SERS must receive a hard copy of the SOC 1 and SOC 2 reports.

8. In the bidders' conference, we were instructed that no assumptions should be included in Cost Proposals. Can SERS define what is meant by assumptions.

The RFP is intended to instruct offerors on the needs and expectations of the Issuing Office. The Cost Proposal must be based solely on the information provided in the RFP, accompanying addenda, pre-proposal conference, and posted question responses. Except for Service Level Agreements and assumptions about the approximate size of the plans as measured by the number of participants and total plan assets, the Cost Proposal must not be contingent upon any other potential factors.

9. On the required USBs are we able to hyperlink exhibits or are we required to provide them as separate PDFs?

No, as instructed in the RFP document on page 6, please upload individual documents for each requested attachment.

10. Does PA SERS provide participant pension data to Empower?

SERS provides the TPA indicative data and contribution data for the 401(a) plan participants based on what the employers report to SERS. SERS confirms vesting, termination, Commonwealth debt information, and pension creditable service. SERS only provides termination and rehire data for the 457 plan. Any indicative or contribution data for the 457 plan would be sent directly to the TPA by the employers. SERS provides participants' home addresses to the TPA, but phone numbers and emails must be supplied by the participants as well as other personal data.

11. **With respect to the custom cashless model described in the RFP, we recognize the selected recordkeeper is expected to administer to a cash custodian model. Will there be any overlap where the selected recordkeeper is expected to administer to the current custom cashless model?**

We anticipate that the transition takes place all at once, as articulated in response to Question 1 above.

12. **How many field representatives currently service the plans?** Currently 7 representatives, 1 manager, 1 clerical support person service both plans. **How many participant education meetings did they conduct in 2023?** There were approximately 2,770 individual participant retirement readiness reviews.

13. **Please provide call center utilization data for 2023 – for example, volume of calls to the toll free number, number of website visits, web chat volume.** We do not have individual call center utilization data. **Web Use 2023:** (i) Unique users - 96,966, (ii) Sessions - 255,830, **Mobile Application 2023:** (i) Unique users - 21, 632, (ii) Sessions - 384,087. **Total email campaigns 2023,** sent to approximately 115,000, 183,000, 202,000 and 3,300 employees.

Except as clarified and amended by this Addendum, the terms, conditions, specifications, and instructions of the solicitation and any previous solicitation addenda, remain as originally written.

Respectfully,

Name: Cathy Gusler
Title: Issuing Officer
Email: cgusler@pa.gov