

Procurement Schedule

RFP Issue Date: December 6, 2018

Submit Proposals to:

Ms. Kaila M. Bradley, Esq.
Chief Legal and Compliance Officer
Richmond Ambulance Authority
2400 Hermitage Road
Richmond, Virginia 23220

Investment Management Services RFP # 18-03
Proposal Submission Deadline: January 18, 2019 4:00 pm ET
Time is of the essence

Envelope

Please write the following on the front of your delivery package: **Investment Management Services**

Number of Proposal Copies

Please submit one original (1) and six (6) copies for our committee.

Inquiries

Efforts have been made to ensure the RFP provides adequate explanation. However, should Offerors have any questions or require further clarification, they are advised to direct all communication regarding this procurement, in writing, to Sam Rosenthal, sam@samric.com.

The submission of questions shall be made no later than December 21, 2018 at 4:00 pm ET. Answers to substantive questions raised by any Bidder shall be sent in written form to every potential Offeror that RAA was aware of that received a copy of the RFP.

Offerors are prohibited from contacting any member of RAA, its staff, RAA Board of Directors, its counsel, or any member of the City Council of Richmond, Virginia. RAA will not be responsible for any oral instructions given with regard to the completion and submittal of any proposal. Any information obtained by Offerors from any source, other than written communication from RAA's Chief Legal and Compliance Officer or Sam Rosenthal, shall be considered unofficial and quite possibly in error. Any changes to the RFP will be issued in a written addendum to the solicitation with a subsequent extension if deemed necessary by the RAA.

Duration of Offer

Proposals submitted in response to this RFP are irrevocable for 120 days following the closing date of proposals or from receipt of Best and Final Offers (BAFOs), if requested. This period may be extended at the RAA's Procurement Officer's request, only, with the Offeror's written agreement.

Incurred Expenses

Richmond Ambulance Authority will not be responsible for any costs incurred by an Offeror in preparing and submitting a proposal, in making an oral presentation, in providing a demonstration, or in performing any other activities relative to this solicitation.

Economy of Preparation

Proposals should be prepared simply and economically, providing a straightforward, concise description of the Offeror's proposal to meet the requirements of this RFP.

Pricing Proposal

Please include all fees and charges associated with your TPA program for our 457(b) program.

Proposal Evaluation

A committee of qualified personnel has been selected to review and evaluate timely submitted proposals. RAA will notify, in writing, of its selection the responsible Offeror whose proposal is determined to be the most advantageous to the RAA as determined by the Evaluation Committee after taking into consideration all factors.

Selection Process

Each proposal will be evaluated using the following criteria to determine which TPAs are most capable of implementing the Plan Sponsor's requirements:

TPA's experience with and ability to do the specific tasks and services requested. Significant focus will be placed on the TPA's experience in the 457(b) marketplace.

Quality, comprehensiveness and reasonableness of cost for services and products recommended for the plans.

Expertise, experience in the marketplace, industry credentials and availability of individuals presented for servicing to the Plan Sponsor.

Knowledge of the new government rules applying to deferred compensation programs and assistance creating an up to date plan document that incorporates the new requirements.

Information on how many withdrawals a participant can make to their individual program and guidance updating our plan document to reflect the withdrawals.

Conformity with the requirements of this RFP.

Any free services offered by the Administrator.

Demographic Data

RAA is located in Richmond, Virginia. There are approximately 200 full-time and 100 part-time employees. The annual total payroll is approximately \$11,000,000.

RAA currently uses a single Administrator for its 457(b) plan recordkeeping. The RAA's current Administrator is The Principal.

The 457(b) plan was adopted by the RAA mid-calendar year 2008. It is available to executive staff, administrators, supervisors and all full time employees.

Participation in the plan consists of approximately 157 employees having regular consistent payroll deductions.

There are regular employer contributions to participant accounts. Total plan assets are \$4,509,476.73.

Scope of Services

RAA is seeking proposals for third-party administration (TPA) for its 457(b) retirement plans. TPA implementation will begin immediately upon contract award. Ongoing daily services are expected to commence after the award of a new vendor structure potentially beginning on or about March 1, 2019.

RAA, serving as the Plan Sponsor, is intending to transfer 100% of the administrative and compliance responsibilities of the 457(b) plans to the TPA.

The TPA will provide at a minimum the following services:

- a. Administrative oversight
- b. Plan document creation and modification
- c. Document retention management
- d. Common remittance services
- e. Salary reduction agreements
- f. Employee communications/education
- g. Legal/regulatory compliance and updating plan document as required
- h. Customer service
- i. Loan and hardship withdrawal monitoring
- j. Loan withdrawal information and restrictions suggested
- i. Appropriate data security and privacy
- j. Point of contact/accountability
- k. RAA out of the administration of this program

Background & Organizational Information

Briefly furnish your organization's history, legal form (sole proprietorship, partnership, corporation and State of incorporation), number and location of offices, number of employees, days/hours of operation and other pertinent data.

Disclose any conditions (e.g. bankruptcy or other financial problems, pending litigation, planned office closures, impending merger) that may affect your organizations' ability to perform contractually.

Certify that your organization and any principal of the organization is not prohibited, suspended or otherwise declared ineligible to contract or provide any services required hereunder by any federal, state or local public agency.

Describe how your organization is properly licensed, bonded and/or insured (both fidelity insurance and errors and omissions insurance).

Profile your organization's most noteworthy qualifications for providing Third Party Administration (TPA) services. Specifically highlight qualifications that distinguish your organization from competitors.

How many total employees does your organization have?

How many years has your organization been in 457(b) administration?

What is the size of your largest, smallest and average clients in terms of assets and participation?

Provide a list of five (5) current client references, including to which your firm currently provides similar 457(b) services. Include entity name, and contact information (name, title, telephone number and email address) of individuals that can be contacted as references for your organization.

Advise if you have minority agents or a minority agency to handle our program.

Legal/Regulatory

With regards to the Plan Document, does your organization:

Create and maintain an IRS qualified 457(b) Plan Document and modifications in compliance with federal and state regulations?

Do you manage all distributions and optional features authorized by the Authority?

Describe in detail the procedures you will use to certify employee qualification, and process employee transactions described below (as may be available under the Plan). Please also include which of these services can be processed on your internet site:

- Catch up contributions
- aged 50+ catch up,
- 15 years of service catch up
- Roth contributions
- Employer contributions
- Contract exchanges
- Plan-to-Plan transfers
- Loans
- Hardship withdrawals
- Qualified Domestic Relations Order (QDRO)
- In-service distributions
- Distributions to correct excess deferrals and contributions
- Separation from service distributions
- Rollovers to state retirement plans
- Rollovers to other eligible retirement plans.

Describe your procedures for the secure transfer of confidential employee data between the TPA, vendors/providers, and the Plan Sponsor.

Loans

Please clarify how members in the 457b program can secure a loan against the current balance, including any limitations permissible under IRS rules. RAA desires this information to be on one page within its plan document so employees will have a clear understanding of how loans operate. We want it to be perfectly clear about hardship loans and have our TPA make the determination based on the prevailing IRS rules.

RAA also wants to discuss how to avoid allowing loans within legal boundaries.

On-Line Program Changes

RAA is interested in having a program where the employees can go online and use the Internet to make changes to their account. Please let us know if you have such a program and how it operates.

Rollover

Should Richmond Ambulance Authority make a change from The Principal, we will be transferring all funds from The Principal to the successful program. Please detail how your company can assist us with this rollover.

Employee/Employer Account Administration

Do you:

Monitor contribution limits under the Plan under IRC Sections 457(b) and advise and assist RAA in taking appropriate corrective action whenever the situation requires such actions?

Establish & monitor maximum allowable contribution (MAC) limits for all employees and all vendors/providers including basic and catch-up limits?

Manage all “grand-fathered” account activity for compliance with Federal and State laws and regulations.

Approve and monitor loan requests? Does the vendor need to notify the Plan Sponsor (Employer) of approved loan transactions?

Audit individual vendor/provider activity to ensure contributions are distributed to employee accounts in a timely manner when received?

Audit for Federal and State legal compliance for all post-employment plan contributions?

Provide information on employee deferral changes?

Provide information on changes to employee investment instructions to the affected vendors

Will you notify and complete minimum required distributions (at 70 ½) as required by Section 401(a) (9) of the Internal Revenue Code?

Provide annual plan-level reports at the employer group level? (Attach a sample of report). Will the plan sponsor have access to an online application to monitor activity within the plan?

Will your company prompt participants when they are eligible for age 50 catch up elections? If yes, please describe.

Will your company determine eligibility for the 457(b) plan?

Describe your standard reporting, including frequency. Include a sample dashboard for our review.

Customer Service Response

Does your organization offer live administrative support? If yes, do you tape these calls?

Where is your call center located?

How many call center representatives are currently employed?

What are the days and hours of availability for telephone account service representatives?

Do you offer phone services to Spanish speaking participants? Are any additional languages available? Please identify.

Please describe all security including cyber security.

Pricing/Program Fees

Describe the fees associated with the services to be provided.

Identify fees to the Plan Sponsor, the employees, plan participants, and vendors. If fees are related to specific services or transactions, please identify those separately.

Please describe your fee structure. Explain if your pricing is based on number of providers, number of employees, amount of assets and/or number of participants.

What is your implementation fee?

What is your audit assistance fee?

How long does your standard contract guarantee your professional fee schedule?

Once the program becomes effective, how often will your company review pricing in order to determine any pricing concessions?

Are you willing to offer any performance guarantees for implementation and/or ongoing administration? If so, please describe.

Are there any additional fees for assisting RAA in the review of the RFP for vendors?

As an option to consider, can you offer the 457(b) TPA services for no cost if RAA agrees to allow your company to start offering 403(b) voluntary insurance products via payroll deductions?

Enclosure

Copy of Plan Document