

**POLK COUNTY
REQUEST FOR PROPOSAL
457/401(a) Retirement Plans
RFP #171-1112 DUE: OCTOBER 21, 2011 @ 4:00PM
GENERAL INFORMATION AND INSTRUCTIONS**

INTRODUCTION

Polk County (herein after referred to as “County” or “Owner”) is seeking a request for proposal (RFP) for services related to its 457 AND 401(a) Voluntary Retirement Plans.

ISSUING OFFICE

This RFP is being issued by the Polk County General Services Department for the Polk County Human Resources Department.

INQUIRIES

Inquiries concerning this RFP must be directed to:

Lola Evans
Benefits Administrator
Department of Human Resources Room 390
111 Court Avenue
Des Moines, Iowa 50309
Ph: (515) 286-3203 Fax: (515) 286-3316
Email: Lola.Evans@polkcountyiowa.gov

PROJECT TIMETABLE

The proposed project schedule for this RFP is as follows:

RFP Published	September 26, 2011
RFP Due no later than 4:00 p.m.	October 21, 2011
RFP Evaluation completed and finalists selected	November 30, 2011
Contract Negotiation and County Approval	TBD

Please note that the above dates are estimated and are subject to change. If changes are made, an addendum will be issued.

RECEIVING OF PROPOSALS

- A. Proposals will be received until 4:00 p.m., Friday, October 21, 2011. Proposals received after 4:00 pm will not be considered and will be returned unopened to the Vendor.
- B. Electronic submission (PDF format)of the proposal is the preferred method. If electronic proposal is not an option, please forward One (1) original to:

Polk County
Dept of Human Resources-Room 390
Polk County Administrative Office Building
111 Court Avenue
Des Moines, Iowa 50309

- C. The Bid opening will begin at 4:05 p.m. Friday, October 21, 2011 in room 390 of the Polk County Administration Office Building located at 111 Court Avenue, Des Moines, Iowa 50309.

FILING OF PROPOSALS

The package in which the Proposal (if not in electronic format) is provided to the County shall be clearly marked as follow:

Offeror Name and Address
The last number of Addendums received _____
Polk County Request for Proposal #171-1112
457/401(a) Retirement Plan Program

- A. An officer of the Firm, or a designated agent empowered to bind the Offeror in contract, shall sign the proposal and any clarification to the proposal.
- B. All electronic proposals will receive an acknowledgement of receipt with the time and date received by Polk County.

OFFICIAL CLOCK

The official clock is the date/time machine located in the Human Resources Office in the Polk County Administration Office Building, Room 390 or the electronic received date by the Polk County Information Technology Department.

DELAY IN RECEIPT OF PROPOSAL

Polk County Department of General Services or Information Technology, accepts no responsibility for delays in the receipt of your proposal due to mail delivery, messenger services, or any other method of delivery. The responsibility for timely proposal delivery rests with the Vendor.

PROPOSAL REVIEW

All proposals will be reviewed in a timely manner and a “Short List” approved. All respondents will receive notification of their status when the finalists are selected. All finalists will be scheduled for an interview.

REJECTION OF PROPOSALS

The Polk County Board of Supervisors reserves the right to reject any or all proposals in whole or in part, to waive irregularities, and to accept proposals which appear to be in the best interest of Polk County, The owner will not pay for any information herein requested, nor is it liable for any costs incurred by the offeror.

FAILURE TO COMPLY

Failure to supply information requested to accompany proposals may be cause for rejection of the proposal as noncompliant. Polk County reserves the right to request additional information if clarification is needed. Both the request and the response shall be in writing.

PROPOSAL IN FORCE

All proposals shall be firm for a period of ninety (90) days to allow the committee to fully evaluate all proposals and to make an award deemed in the best interest of Polk County.

DISCLOSURE OF PROPOSAL CONTENT

The laws of Iowa require that all proposals be placed in the public domain and be opened to inspection by interested parties. Trade secrets or proprietary information that are recognized as such and protected by law may be withheld if clearly identified as such in the proposal. The entire proposal cannot be designated as proprietary or trade secret. If a request to review the bid document is received, the County will notify the Vendor to permit the Vendor to defend the proprietary nature of the information.

GRATUITIES

The laws of Iowa provide that it is a felony to offer, promise or give anything of value or benefit to a County employee with the intent to influence that employee's acts, opinion, judgment or exercise of discretion with the respect to that employee's duties. Evidence of violations of this statute will be turned over to the County Attorney's office.

REPORTING OF ANTICOMPETITIVE PRACTICES

When for any reason collusion or other anticompetitive practices are suspected among any Vendors or Offerors, the Polk County Department of Human Resources shall prepare a notice of the relevant facts which shall be transmitted to the Director of General Services for review and possible involvement of the office of the County Attorney.

AWARD

Polk County reserves the right to award this contract no necessarily to the Vendor with the lowest cost but to the Vendor which will provide the best match to the requirements of this RFP.

CONFLICT BETWEEN TERMS

Polk County reserves the right to accept or reject any exception taken by the Vendor to the terms and conditions of this request for proposal.

PROPOSAL EXPENSES

All costs incurred by the proposer associated with RFP preparations and subsequent interviews and/or negotiations, which may or may not lead to execution of an agreement, shall be borne entirely and exclusively by the bidder.

INDEPENDENT PROJECT COST DETERMINATION AND GRATUITIES

By submission of a proposal, the Proposer certifies that:

- a) Costs associated with this request have been arrived at independently, without consultation, communication, or agreement for the purpose of restricting competition, as to any matter relating to such prices with any other Proposer or Competitor;

- b) Unless otherwise required by law, the cost contained within this proposal which have been in this offer have not been knowingly disclosed by the Vendor and will not knowingly be disclosed by the Vendor prior to award, directly or indirectly to any other Vendor or to any Competitor; and no attempt has been made or will be made by the Vendor to induce any other person or Firm to submit or not to submit an offer for the purpose of restricting competition.
- c) No elected official, appointed official or employee of the County shall benefit financially or materially from this contract.

NEGOTIATED CHANGES

In the event negotiated changes occur after the awarding of the contract, the same pricing policies called for in the original contract will remain in effect.

CONTRACT AGREEMENT

The selected Proposer will be required to agree to and sign a formal written contract between the County and the Proposer.

INQUIRIES

- a) All questions regarding this request must be submitted, via email or fax, to Lola Evans.
- b) Answers to inquiries the County receives will be provided in writing to all parties.

TERMINATION FOR DEFAULT OR FOR THE CONVENIENCE OF THE CONTRACTING AGENCY

Performance under the contract resulting from this RFP may be terminated by the county whenever:

- a) The contractor, in the sole opinion of the County, is in default of the performance of the contract and shall fail to correct such default within the period specified by the County in a notice specifying default; or the County shall determine that the termination is in its best interest.
- b) Termination will be effected by delivery to the Contractor of a notice to terminate, stating the date upon which the termination becomes effective. Upon receipt of the notice to terminate, the Contractor shall:
 - Prepare to stop all work by the termination date.
 - Meeting with the County's representative to review work in progress to determine time critical tasks and to take such action as is necessary to protect the County's rights.
 - Cooperate and participate when needed in the orderly transition of the work being performed by the Contractor.
- c) County may terminate for convenience.

AMBIGUITY IN THIS REQUEST FOR PROPOSAL

Prior to submitting a response to this request, it is the responsibility of the Proposer to bring to the attention of the County any ambiguity in this document. Failure to do so shall result in the Proposer forfeiting any claim for adjustment based on such ambiguity as should have been noted by a prudent Proposer.

OWNERSHIP INFORMATION

The County shall have unlimited right to use, disclose, or duplicate, for any purpose whatsoever, all information developed, derived, documented, or furnished by the Proposer under any contract resulting from this RFP. In the event of contract award, all data collected and other documentation produced as part of the contract will become the exclusive property of the County and may not be copied or removed by any employee of the Contractor without written permission of the County.

ASSIGNMENT OF RIGHTS, TITLES, AND INTERESTS

Any assignment or subcontracting for work to be performed related to this request, in whole or in part, and any other interest in conjunction with County procurement shall not be permitted without the express written consent of the County.

Subject: Request for Proposal Questionnaire

Prepared by: Polk County Iowa

Date: September 26, 2011

Responses Due: October 21, 2011



Prepared By:

Polk County

111 Court Ave, Suite 390

Des Moines, Iowa 50309

Phone : 515.286.3203

Email : Lola.Evans@polkcountyiowa.gov

Plan Information	
Contact Person to answer questions and phone number, e-mail, etc.	Lola Evans 515.286.3203 Lola.Evans@polkcountyiowa.gov
Name and type of plan (401(k), profit sharing, money purchase, thrift/savings, combination, etc.)	Polk County Deferred Compensation 457 and 401(a) Plans
Type of plan document? (Prototype or Individually-designed)	Individually-designed
Plan Operational Information	
Name of current recordkeeper or service provider	AXA, Valic and ING
Are contributions submitted through a single payroll or multiple? If multiple, how many?	Single payroll submitted bi-monthly
The goal of Polk County is to consolidate from the current 3 vendors to a single vendor solution.	
Current Market Value of Plan Assets	As of June 30, 2011, total Plan assets were approximately \$25 million
Number of active employees	812
Number of eligible employees	1,281
Total monthly contributions	Monthly contributions are about \$185,000

ORGANIZATION AND HISTORY

1. Please provide the name(s), title(s), address(es), e-mail address, telephone and fax number(s) of the individual(s) responsible for responding to this request.
2. Provide a brief overview of your company and history of your organization.
3. Indicate how many years your company has been active in the defined contribution business, i.e., 401(k), profit sharing, etc. (Indicate the period of time for each service, if different, such as investment management for X years, recordkeeping for Y years, trustee services for Z years.)
4. Indicate the total value of assets in all defined contribution plans *for which you provide recordkeeping services*.
5. What is the total number of participants in all defined contribution plans for which you provide recordkeeping services?
6. How many defined contribution plans do you currently administer (bundled services) in the following categories:

CLIENT SERVICE AND QUALITY ASSURANCE

1. Please describe the team that would deal directly with us during the transition *and* on an ongoing basis. Indicate staff size, experience and turnover rates.
2. What is the average number of clients managed by the plan administrator for plans of this size?
3. What type of training is required for new employees before they work on client plans?
4. What are your client retention statistics for each of the last three years?
5. Describe your procedures for monitoring
 - a. client satisfaction
 - b. participant satisfaction
6. Describe your service/timing standards. Please include statistics related to actual performance.

RECORDKEEPING / ADMINISTRATION

1. Do you provide one main contact for the daily administrative needs of this plan?
2. Do you provide daily valuation? If so, is there same day settlement of both the buy and sell transaction
3. Describe in detail how your system processes transfers/exchanges (including frequency/limitations). Are confirmations sent?
4. Describe your process and methods of reallocation (percent and/or dollar).
5. Describe in detail how your system processes contributions.
6. Describe in detail, including timing, how your system processes:
 - a. lump-sum distributions
 - b. systematic payments/installments
 - c. rollovers to another plan or an IRA
 - d. required minimum distributions
 - e. in-service and hardship withdrawals
7. Describe in detail how you administer Qualified Domestic Relations Orders (QDROs).
8. Describe in detail how your system handles Federal and State tax reporting (i.e. Form 1099R, W-2 for 457 plan). Do you provide tax form preparation and filing?
9. What checks and balances do you have in place to ensure transactional integrity?

REGULATORY SERVICES

1. Describe the type of legal support included in your proposal and any fees that apply.
2. How do you keep Plan Sponsors informed and updated on any regulatory and legislative changes?
3. Describe any past or pending litigation, within the last 5 years, relating to the services you are proposing.
4. Describe any regulatory or Licensing Investigations within the last 5 years.

5. Please provide a sample services agreement or contract

LOANS

NOTE: POLK COUNTY DOES NOT CURRENTLY OFFER A LOAN PROVISION WITH ITS EXISTING VENDORS BUT PLANS TO ADD THIS FEATURE UPON CONSOLIDATION TO A SINGLE VENDOR

1. Describe in detail your loan processing capabilities. Including paperless loan capabilities, if applicable
2. What responsibility do we retain for initial and ongoing loan servicing?

REPORTING

1. Describe the standard reporting package that you would provide us as well as the medium(s) used (provide samples).
2. Describe any customized or ad hoc reporting capabilities including Internet capabilities.

VOICE RESPONSE SYSTEM (VRS), INTERNET ACCESS AND CALL CENTER

1. Describe the services available through your access systems.
2. Describe the level of customization available within your access systems.
3. How are transactions processed? How are transactions documented? Are confirmations sent?
4. What are the standard hours of operation?
5. Can a participant elect to move from the VRS or Internet to a service representative? When and what services are available?
6. How often is the data on the systems updated?

COMMUNICATION AND EDUCATION

1. Briefly describe your background and experience in providing communication and education programs.
2. Identify the key elements provided as part of a standard communication and education program package *included* in your proposal.
3. Identify non-standard elements to a communication and education program you may provide for an *additional charge*.

4. Do you provide communication and education material in a foreign language? If so, what language(s) and what material?
5. Does your organization provide any services (i.e., personal questionnaires, software) that would help individual participants with financial planning? Describe any electronic education tools you provide, both software-based and web-based.
6. Describe your position on providing investment advice to participants. What fiduciary responsibility do you assume if advice is provided?
7. If advice is offered, is it in-house or via a third party? Describe your process, mode and scope of advice.
8. Provide samples of initial enrollment and on-going communication and education materials.

CONVERSION

1. Explain your conversion process, including time frame, based on the options available (i.e. mapping, etc.).
2. Do you provide a dedicated conversion team?
3. Describe your process to ensure accurate conversion of all historical data.

INVESTMENTS

1. Please identify the number and types of investment vehicles you would make available to us.
2. Discuss your organization's ability to provide investment vehicles for defined contribution plans. Be sure to disclose if you are providing these vehicles in-house or through external managers.
3. For each investment vehicle identified above, provide:
 - the inception date,
 - the name of the investment/portfolio manager,
 - the investment vehicle objective,
 - annualized return for the 1, 3, and 5 year (or since inception) periods ending on the last calendar quarter.
 - annualized standard deviation 3 and 5 year

- the expense structure (including any loads, load waivers, management fees, other expenses, 12b-1 fees, fee subsidies, etc.),
 - a comparative index(s) used by the manager, and
 - withdrawal provisions (including restrictions on transfers).
4. If you have any additional information you would like to provide on the investment vehicles identified above, please do so as an appendix to your responses.

REFERENCES

1. Please provide 3 references of current clients who have similar plan demographics (i.e., size and plan design). At least 1 of the 3 should have converted within the last year.
2. Please provide 3 references of former clients who had similar plan demographics (i.e., size and plan design).

EXPENSES

Please attach a schedule of all expenses covering each of the services and activities identified within your proposal. Also, identify services available at an additional charge and the applicable fee.

In addition to the expense schedule, please respond specifically to the following:

1. What are the start-up/conversion costs and the termination costs?
2. For how long will you guarantee specific expenses?
3. What are the factors you consider in determining future increases and when they are to occur?
4. Are there additional charges made at the time of plan changes we initiate or legislated or regulated changes? Please address the differences should we use a prototype or individually designed plan.
5. Describe what plan consulting services are included and related hourly charges and out-of-pocket expenses.
6. How are expenses adjusted if a sizable number of participants are added or removed from the plan (such as either acquisition or divestiture or partial plan termination)?
7. Do you offer any expense arrangement whereby we share in your firm's upside potential as participants and plan assets increase over time?