

# STATE OF ALASKA REQUEST FOR PROPOSALS



## **RECORDKEEPING FOR THE PERS/TRS DEFINED CONTRIBUTIONS PLANS, SUPPLEMENTAL ANNUITY PLAN AND THE DEFERRED COMPENSATION PLAN**

**RFP 2025-0200-0275-02-104-25**

ISSUED MAY 1, 2025

THE PURPOSE OF THIS RFP IS TO SECURE RECORDKEEPING AND BENEFIT EDUCATION FOR THE STATE OF ALASKA DEFERRED COMPENSATION PLAN, THE STATE OF ALASKA SUPPLEMENTAL ANNUITY PLAN, THE STATE OF ALASKA PUBLIC EMPLOYEES' TIER IV DEFINED CONTRIBUTION RETIREMENT PLAN AND THE STATE OF ALASKA TEACHERS' RETIREMENT SYSTEM TIER III DEFINED CONTRIBUTION PLAN

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**ISSUED BY:**

DEPARTMENT OF ADMINISTRATION  
DIVISION OF RETIREMENT AND BENEFITS

**PRIMARY CONTACT:**

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**OFFERORS ARE NOT REQUIRED TO RETURN THIS FORM.**

**IMPORTANT NOTICE:** IF YOU RECEIVED THIS SOLICITATION FROM THE STATE OF ALASKA'S "ONLINE PUBLIC NOTICE" WEB SITE, YOU MUST REGISTER WITH THE PROCUREMENT OFFICER LISTED IN THIS DOCUMENT TO RECEIVE NOTIFICATION OF SUBSEQUENT AMENDMENTS. FAILURE TO CONTACT THE PROCUREMENT OFFICER MAY RESULT IN THE REJECTION OF YOUR OFFER.

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## INTRODUCTION & INSTRUCTIONS

### SEC. 1.01 PURPOSE OF THE RFP

The Department of Administration, Division of Retirement and Benefits, is soliciting proposals for recordkeeping, benefit education, financial advice/guidance services, for the PERS/TRS DC, the SBS-AP and the Alaska DCP plans. Services for recordkeeping, benefit education, financial advice/guidance and investment services for the PERS/TRS DC, SBS-AP, and Alaska DCP plans will begin August 1, 2025.

### SEC. 1.02 BUDGET

The Department of Administration, Division of Retirement and Benefits, estimates a budget of **\$23,000,000.00 dollars** for completion of this project. Proposals priced at more than **\$23,000,000.00** will be considered non-responsive.

Payment for the contract is subject to funds already appropriated and identified.

### SEC. 1.03 DEADLINE FOR RECEIPT OF PROPOSALS

Proposals must be received no later than 3:00 p.m. prevailing Alaska Time on **June 11, 2025** as indicated by postmark or email timestamp and late proposals will not be considered.

### SEC. 1.04 ALASKA OFFICE MANDATORY REQUIREMENT

- A. Offerors must provide at least one staffed office in Anchorage, Alaska:
  - The office must be open and provide services to members before **January 1, 2026**;
  - An office in Anchorage is mandatory, with additional offices preferred in major Cities in Alaska;
  - The offeror's office must be adequately staffed to provide services and advice to members as outlined in Sec. 3.01 Scope of Work and Sec. 3.02 Deliverables.
- B. Offerors without a current office in Anchorage, Alaska
  - If the offeror **does not currently** have an office in Alaska, the offeror **must agree to establish an office in Anchorage, Alaska prior to December 1, 2025**.
  - The office must be open and provide services to members before **January 1, 2026**;
  - An office in Anchorage is mandatory, with additional offices preferred in major Cities in Alaska;
  - The offeror's office must be adequately staffed to provide services and advice to members as outlined in Sec. 3.01 Scope of Work and Sec. 3.02 Deliverables.

### SEC. 1.05 PRIOR EXPERIENCE

In order for offers to be considered responsive offerors must meet these minimum prior experience requirements: The offeror must clearly identify the Organization's, also known as the Record Keeper, experience on Submittal Form B Prior Experience. The Organization must have experience in the same scope of work as required in this RFP.

The offeror must include **five** Client Reference Form, (attachment five) for whom you provide, or have provided, the same services as required in this RFP.

The organization on a direct basis (i.e., no outsourced or third-party/back office model) must demonstrate that it meets the following minimum requirements:

- Must have at least \$250 billion in total recordkeeping assets under administration.
- Must have at least 5 million recordkeeping member under administration.
- Must provide direct recordkeeping services to at least three individual government plans consisting of 15,000 members, each (not in aggregate by plan sponsor).
- Must have at least 15 years' direct experience in governmental and private defined contribution plans – to include IRC Section 401(a), 401(k), 403(b), and 457(b) plans.
- Must have exceptional industry standard security, back-up and recovery capabilities for its recordkeeping system
- Must provide educational materials/publications that demonstrate an unbiased approach to investment information
- Must provide robust content with well-established capabilities to educate members on all aspects of defined contribution plans, including retirement planning, financial guidance and advice.

An offeror's failure to meet these minimum prior experience requirements will cause their proposal to be considered non-responsive and rejected.

## **SEC. 1.06 REQUIRED REVIEW**

Offerors should carefully review this solicitation for defects and questionable or objectionable material. Comments concerning defects and questionable or objectionable material should be made in writing and received by the procurement officer at least ten days before the deadline for receipt of proposals. This will allow time for the issuance of any necessary amendments. It will also help prevent the opening of a defective proposal and exposure of the offeror's proposals upon which award could not be made.

## **SEC. 1.07 QUESTIONS PRIOR TO DEADLINE FOR RECEIPT OF PROPOSALS**

All questions must be in writing and directed to the procurement officer. The interested party must confirm telephone conversations in writing.

Two types of questions generally arise. One may be answered by directing the questioner to a specific section of the RFP. These questions may be answered over the telephone. Other questions may be more complex and may require a written amendment to the RFP. The procurement officer will make that decision.

CONTRACTING OFFICER: Christine Mash EMAIL: [doa.oppm.procurement@alaska.gov](mailto:doa.oppm.procurement@alaska.gov)

## **SEC. 1.08 RETURN INSTRUCTIONS**

Offerors must submit their proposals via email, the technical proposal and cost proposal must be saved as separate PDF documents and emailed to [doa.oppm.procurement@alaska.gov](mailto:doa.oppm.procurement@alaska.gov) as separate, clearly labeled attachments, such as “Vendor A – Technical Proposal.pdf” and “Vendor A – Cost Proposal.pdf”. The email must contain the RFP number in the subject line.

The **maximum** size of a single email (including all text and attachments) that can be received by the state is **20mb (megabytes)**. If the email containing the proposal exceeds this size, the proposal must be sent in multiple emails that are each less than 20 megabytes, and each email must comply with the requirements described above.

Please note that email transmission is not instantaneous. Similar to sending a hard copy proposal, if you are emailing your proposal, the state recommends sending it with enough time to ensure the email is delivered by the deadline for receipt of proposals.

It is the offeror’s responsibility to contact the issuing agency at [doa.oppm.procurement@alaska.gov](mailto:doa.oppm.procurement@alaska.gov) to confirm that the proposal has been received. The state is not responsible for unreadable, corrupt, or missing attachments.

## **SEC. 1.09 ASSISTANCE TO OFFERORS WITH A DISABILITY**

Offerors with a disability may receive accommodation regarding the means of communicating this RFP or participating in the procurement process. For more information, contact the procurement officer no later than ten days prior to the deadline for receipt of proposals.

## **SEC. 1.10 AMENDMENTS TO PROPOSALS**

Amendments to or withdrawals of proposals will only be allowed if acceptable requests are received prior to the deadline that is set for receipt of proposals. No amendments or withdrawals will be accepted after the deadline unless they are in response to the state's request in accordance with 2 AAC 12.290.

## **SEC. 1.11 AMENDMENTS TO THE RFP**

If an amendment is issued before the deadline for receipt of proposals, the amendment will be posted on the State of Alaska Online Public Notice (OPN) website. The link to the posting of the amendment will be provided to all who were notified of the RFP and to those who have registered with the procurement officer after receiving the RFP from the OPN.

After receipt of proposals, if there is a need for any substantial clarification or material change in the RFP, an amendment will be issued. The amendment will incorporate the clarification or change, and a new date and time established for new or amended proposals. Evaluations may be adjusted as a result of receiving new or amended proposals.

**SEC. 1.12 RFP SCHEDULE**

RFP schedule set out herein represents the state’s best estimate of the schedule that will be followed. If a component of this schedule, such as the deadline for receipt of proposals, is delayed, the rest of the schedule may be shifted accordingly. All times are Alaska Time.

ACTIVITY	TIME	DATE
Issue Date / RFP Released		May 1, 2025
Pre-Proposal Conference	10:00 A.M. AKST	May 13, 2025
Last day for submittal of questions		May 16, 2025
Deadline for Receipt of Proposals / Proposal Due Date	3:00 P.M. AKST	June 11, 2025
Proposal Evaluations Complete (approximately week of)		July 2, 2025
Negotiations (approximately week of)		July 9, 2025
Notice of Intent to Award (approximately week of)		July 21, 2025
Contract Issued		August 1, 2025

This RFP does not, by itself, obligate the state. The state's obligation will commence when the contract is approved by the Commissioner of the Department of Administration, or the Commissioner's designee. Upon written notice to the contractor, the state may set a different starting date for the contract. The state will not be responsible for any work done by the contractor, even work done in good faith, if it occurs prior to the contract start date set by the state.

**SEC. 1.13 PRE-PROPOSAL TELECONFERENCE**

A pre-proposal teleconference will be held at **10:00 A.M.**, Alaska Time, on **MAY 13, 2025**, via Microsoft Teams meeting. Approximately two days before it is scheduled to occur, registered offerors will be sent an email with details on how to join the teleconference. Attendance is not mandatory.

The purpose of the **TELECONFERENCE** is to discuss the work to be performed with the prospective offerors and allow them to ask questions concerning the RFP. Prospective Offerors are encouraged to send questions in writing to [doa.oppm.procurement@alaska.gov](mailto:doa.oppm.procurement@alaska.gov) prior to the teleconference. All questions raised during the meeting must be submitted in writing to the Procurement Officer and will be posted along with the answers on the Alaska Online Public Notice website as an Amendment to the RFP, as soon as possible after the teleconference.

Offerors with a disability needing accommodation should contact the procurement officer prior to the date set for the pre-proposal conference so that reasonable accommodation can be made. All interested offerors must register with the Contracting Officer via email at [doa.oppm.procurement@alaska.gov](mailto:doa.oppm.procurement@alaska.gov).

**SEC. 1.14 ALTERNATE PROPOSALS**

Offerors may only submit one proposal for evaluation. In accordance with 2 AAC 12.830 alternate proposals (proposals that offer something different than what is asked for) will be rejected.

## **SEC. 1.15 NEWS RELEASES**

News releases related to this RFP will not be made without prior approval of the project director.



## **SECTION 2. BACKGROUND INFORMATION**

### **SEC. 2.01 BACKGROUND INFORMATION**

The Department of Administration (DOA), Division of Retirement and Benefits (DRB), is the Plan Administrator for the Public Employees' (PERS), Teachers' (TRS) Defined Contribution Retirement Plans (DCR), the Alaska Supplemental Annuity Plan (SBS-AP) and the Alaska Deferred Compensation Plan (DCP).

Enrollment in the PERS and TRS DCR plans is mandatory for all new employees and no enrollment services are required. Active membership results from employment with a participating employer.

The SBS-AP plan is a Social Security replacement plan for all employees of the State of Alaska and 22 political subdivisions. All employees are enrolled upon employment with a participating employer. Enrollment is mandatory and no enrollment services are required. Contributions are reported on a consolidated payroll file.

The DCP is a voluntary plan for the State of Alaska and 26 political subdivision employers who have elected to participate. Some of the political subdivision employers have elected an employer contribution match up to 6% of the employees' contributions. The Plan Administrator conducts the enrollments. The DCP is continuing to expand to other political subdivision employers. The Offeror must have the capability to handle up to 200 individual payroll centers.

#### **Plan Overviews**

##### Provisions of the PERS/TRS DCR Plan IRC 401(a)

- The plan is a 401(a) employer-sponsored multi-employer defined contribution plan not subject to ERISA, or those sections of the IRC not applicable to governmental plans.
- The plan is mandatory for all employees who are first hired on or after July 1, 2006.
- The plan year-end is December 31.
- Members contribute 8% of their gross salary each pay period on a mandatory basis. No additional contributions are allowed.
- Employers contribute 5% of the member's gross salary to the account for PERS members.
- For TRS members, employers contribute 7% of the member's gross salary.
- Contributions are withheld per pay period.
- Members are 100% vested in the employee contributions from inception and vest in the employer contributions in graduated percentages over a 5-year period as follows:
  - 25% vested with 2 or more but less than 3 years
  - 50% vested in 3 or more but less than 4 years
  - 75% vested with 4 or more but less than 5 years
  - 100% with 5 or more years.

- 
- Members invest both employer and employee contributions regardless of vesting status among the options selected the Alaska Retirement Management Board (Alaska Statute 37.10.220 See <https://drb.alaska.gov/employee/dcrplan.html#investment> for list of current investment options.).
  - Any residual balance of the employer’s contribution that is not disbursed at the time of membership termination based on the above vesting schedule will be returned to the Plan Administrator.
  - Members may also make a plan-to-plan transfer of funds from another qualified plan into the PERS/TRS.
  - PERS DCR Plan general statistics as of December 31, 2024, unless otherwise noted:
    - 42,274 active members with balances
    - 10,602 separated from service members with balances
    - Average member account balance of \$52,364
    - \$2,768,774,635 in plan assets
    - 19,262 number of withdrawals per year
    - 4,947 number of newly eligible members
    - Contribution cash flow of \$248,799,624 for the period of January 1, 2024, through November 4, 2024
    - 7,302 payrolls processed
    - Disbursements of (\$133,023,431) for the period of January 1, 2024, through December 31, 2024.
    - 55% of members with valid email addresses
  - TRS DCR Plan general statistics as of December 31, 2024, unless otherwise noted:
    - 10,897 active members with balances
    - 914 separated from service members with balances
    - Average member account balance of \$93,666
    - \$1,106,288,523 in plan assets
    - 6,368 number of withdrawals per year
    - 782 number of newly eligible members
    - Contribution cash flow of \$75,176,459 for the period of January 1, 2024, through November 4, 2024
    - 2,105 payrolls processed
    - Disbursements of (\$48,815,982) for the period of January 1, 2024, through December 31, 2024.
    - 60% of members with valid email addresses

#### Provisions of The Alaska Supplemental Annuity Plan (SBS-AP)

The plan is a 401(a) employer-sponsored multi-employer defined contribution plan not subject to ERISA or those sections of the IRC not applicable to governmental plans.

- The plan year-end is December 31.
- The plan is a Social Security replacement plan for the State of Alaska and 22 political subdivisions/public organizations.
- The plan is mandatory for all employees upon date of hire.

- Members contribute 6.13% of their gross salary each pay period on a mandatory basis. No additional contributions are allowed.
- Employers contribute 6.13% of the participant's gross salary to the account.
- Contributions are withheld per pay period.
- Members are 100% vested in the employee and employer contributions from date of hire.
- Members invest both employer and employee contributions among the investment options selected by the Alaska Retirement Management Board (Alaska Statute 37.10.220. See <https://drb.alaska.gov/employee/sbsplan.html#investment>).
- Members may also make a plan-to-plan transfer of funds from another qualified plan into the SBS-AP Plan.
- Alaska Supplemental Annuity Plan general statistics as of December 31, 2024, unless otherwise noted:
  - 29,854 active members with balances
  - 23,028 separated members with balances
  - Average member account balance of \$100,616
  - \$5,320,758,565 in plan assets
  - 84,360 number of withdrawals per year
  - 3,965 number of newly eligible members
  - Contribution cash flow of \$202,042,261 for the period of January 1, 2024, through November 4, 2024
  - 2,249 payrolls processed
  - Disbursements of (\$407,586,172) for the period of January 1, 2024, through December 31, 2024.
  - 61% of members with valid email addresses

#### The Alaska Deferred Compensation Plan (DCP)

- The plan is a 457 employer-sponsored deferred compensation plan not subject to ERISA or those sections of the IRC not applicable to governmental plans.
- The plan year-end is December 31.
- The plan is voluntary for all eligible employees of the State of Alaska.
- Members contribute a minimum of \$25 each pay period on a mandatory basis. Participants may set up an automatic escalation at times of their choosing.
- Contributions are withheld per pay period.
- Members are 100% vested in the employee contributions from enrollment into the plan.
- Members enroll online and designate beneficiaries online.
- Members invest their contributions among the investment options selected by the Alaska Retirement Management Board (Alaska Statute 37.10.220. See <https://drb.alaska.gov/employee/dcrplan.html#investment> for list of current investment options).
- Members may also make a plan-to-plan transfer of funds from another 457 employer qualified plan into the DCP Plan.
- Alaska Deferred Compensation Plan general statistics as of December 31, 2024, unless otherwise noted:
  - 7,652 active members with balances

- 4,783 separated members with balances
- Average member account balance of \$100,264
- \$1,246,787,194 in plan assets
- 20,782 number of withdrawals per year
- 6,965 number of newly eligible members
- Contribution cash flow of \$52,554,825 for the period of January 1, 2024, through November 4, 2024
- 1,091 payrolls processed
- Disbursements of (\$124,045,049) for the period of January 1, 2024, through December 31, 2024.
- 92% of members with valid email addresses

## **Recordkeeping Services**

### **Contribution Receipt and Processing**

**SBS-AP:** For the State of Alaska, employer and employee contributions are initiated in the State payroll system AKPAY and are transmitted twice per month to a Department of Revenue, Division of Treasury (DOR-DOT) trust fund account maintained for the plan. Detailed member contribution records and indicative data changes are transmitted to and maintained by the Plan Administrator and are processed in an internal accounting system.

Contributions from political subdivisions are transmitted to the Plan Administrator. Monies from the political subdivisions are also deposited into the DOR-DOT trust fund account. Contribution and indicative data are processed into the internal accounting system as they are received.

**DCP:** Employee deferrals are initiated in the State payroll system twice a month and are transmitted to DOR-DOT where they are temporarily held in a segregated fund within the State General Fund. Detailed member deferral records and indicative data changes are transmitted as maintained by the Plan Administrator and are processed in an internal accounting system. The Offeror must work directly with the political subdivision employers. The Offeror shall need to handle contribution reporting for up to 200 individual payroll centers.

**PERS/TRS DCR:** Contributions are received from 219 participating employers, including the State of Alaska, municipalities, school districts and other public organizations. Contributions are transmitted to the Plan Administrator multiple times per month depending on each employer's payroll schedule. Contributions received are transmitted to DOR-DOT trust account maintained for the plans. Detailed participation contribution records and indicative data changes are transmitted to and maintained by, the Plan Administrator and re-processed in an internal accounting system as they are received.

**All Plans:** The Plan Administrator accumulates the contribution information for transmission to the record keeper. The record keeper will use this contribution information to allocate the money between the various investment options and conducts the net due-to\due-from monetary transfers to investment managers based upon new contribution criteria specified by individual members.

**Accounting, Indicative Data Accumulation \ Transmission, Payment of Account Authorization:** The Plan Administrator's internal accounting system maintains indicative, master file, beneficiary, related Qualified Domestic Relations Order (QDRO), Child support Enforcement Division Orders, IRS Levy information, balance, detail contribution, fee, disbursement, summary change-in-value and adjustment data, text comment records, member projection models, and the facility to print various summary reports for members of the plan. This system uses an ORACLE database engine for the **SBS-AP** and DCP plans. The **PERS/TRS** DC Plan will use an IBM AS400 with a DBII database platform until the new system goes live which is projected for fall of 2025. Data processing professionals who work for the Plan Administrator maintain both systems.

Indicative data changes for active employees must be done with the Plan Administrator. Indicative data changes for terminated employee who have not withdrawn their account balance must be done by the record keeper. The record keeper determines eligibility for payment and conducts the work necessary to allow payment of an account. The record keeper provides an authorized payment list to the Plan Administrator for approval. Once approved, the record keeper makes the payment according to the member distribution election.

Accounts are also split, and a new account is set up for an alternate payee under QDRO or for beneficiary purposes.

At the end of each month the record keeper transmits a summary record of each account that the Plan Administrator loads into an internal accounting system that maintains historical information on each member (there have been different record keepers in the past). The record keeper and the Plan Administrator reconcile their systems on a regular basis.

#### Day-To-Day Member Account Activity

All investment options are provided on an "unbundled" basis. The recordkeeping contract must be self-sustaining and is not dependent on investment option interaction. All investment options use a variable daily unit value. Members can conduct at the member's request, but they are greatly discouraged. The Plan Administrator maintains a web site for all plan activity, and the record keeper's system is linked through that system.

Members can conduct transfers among options using same-day\late-day trading settlement, changes in the investment of future contributions, obtain information on account balances, account composition, past activity history etc. Alaska Deferred Compensation Plan members can also enroll, change contribution amounts, set automatic contribution increases, stop contributions and complete beneficiary designations online.

Investment transfer confirmations for web transactions are not normally mailed, the member obtains them directly from the web site after a transaction has been accepted. Interactive Voice Response (IVR) and Voice Response Unit (VRU) transaction confirmations are mailed to the member's address on file.

The record keeper also prepares quarterly consolidated account statements for all plans in which the member is enrolled. They include complete details of all transactions by investment option. Also included

are a four to six page report on option results and plan direct information, a quarterly newsletter of varying length, and, on occasion, inserts with specific information to be communicated as needed. The Plan Administrator's goal is to have members receive one consolidated statement for all enrolled plans. All material that is included in the statement is also placed on the Plan Administrator's web site. Members have the option to elect the use of electronic statements rather than paper statements.

#### Fund Investment Support

Fund Investments are chosen by the Alaska Retirement Management Board and administered by the Treasury Division, Department of Revenue by a Chief Investment Officer. Recordkeeping support is needed to assist in the audit of the investment funds, provide reconciliation to fund managers and to strike the daily price for the State Street Global Advisors (SSgA) funds and report the price to the fund manager.

#### Benefit Education Services

The PERS/TRS DC Plan is the core retirement plan for all public employees and teachers. It is the Plan Administrator's objective to provide the education, resources and tools necessary for members to successfully manage their accounts.

The SBS-AP and DCP plans are supplemental plans. It is the Plan Administrator's objective to provide education, resources and tools for successful management of accounts to members in these plans as well as education efforts illustrating how these plans enhance the retirement capabilities of members. The Plan Administrator expects proposals to include an in-Alaska office that is appropriately staffed to meet the needs of members in the most populated areas of the state as well as the capability to travel to other areas of the state to meet with members.

#### Financial Guidance and Advice

The recordkeeper provides the level of assistance needed for members to make informed investment decisions and to reach retirement planning goals. Services range from education regarding investments, retirement and financial planning principles, financial guidance and advice, and assistance with portfolio allocations.

## SECTION 3. SCOPE OF WORK & CONTRACT INFORMATION

### SEC. 3.01 SCOPE OF WORK

DOA, DRB, is soliciting proposals for recordkeeping, benefit education, financial advice/guidance services, for the PERS/TRS DC, the SBS-AP and the Alaska DCP plans. Services for recordkeeping, benefit education, financial advice/guidance and investment services as outlines below:

#### **Recordkeeping Operations**

The offeror must provide the following:

- The offeror must maintain records associated with a Member's account including, but not limited to beneficiary, address, investment election and account balance information, including contributions, earnings, administrative costs, fees and any other information necessary for the proper administration of a member's account.
- The offeror must comply with Security Policies to protect and safeguard personal information. The following list of State policies are available on request.
  - **ISP-122: Privacy of Personal Information**
    - Requirements for safeguarding confidential information
    - Public communication and notification following the loss of personally identifiable information
    - Personally identifiable information retention
  - **ISP-124: Compliance with Statutes and Regulations**
    - SOA compliance with statutes and regulations
    - Compliance with regulatory agencies standards
    - Proper crediting of source information
  - **ISP-131: Personnel Security**
    - Personnel security responsibilities
    - Appropriate access to information
    - Personnel safeguards, access and termination
    - Personnel training and awareness
    - Personnel security background checks
  - **ISP-132: Security Awareness and Training**
    - Appropriate program design
    - Program material
    - Program implementation
- The offeror must display Health Reimbursement Arrangement balances on the offeror's website and quarterly statements to members.
- The offeror must make investment election changes and investment transfers for members daily.
- The offeror shall not impose any limitations such as a maximum number of changes, contribution investment transfers or elections.

- The offeror shall work with and timely provide the State investment staff and consultants with data requested.
- The offeror must comply with the requirements of any agreement pertaining to plan investments entered into by the State.
- The offeror must support the following parameters for daily investment fund trading as follows:
  - The offeror must be able to accommodate daily recordkeeping\ trading among the investment funds of the SBS-AP, DCP and PERS/TRS DC plans:

<b>State of Alaska Defined Contribution Plans' Funds Balances: April 24, 2025</b>	<b>PERS</b>	<b>TRS</b>	<b>SBS</b>	<b>457</b>	<b>All Plans</b>	<b>Exp. Ratio</b>
Stable Value	\$129,139,586.89	\$46,061,104.40	\$396,709,031.81	\$152,468,612.98	\$724,378,336.08	0.19%
State Street Inst Treasury MM	\$20,463,172.06	\$6,804,025.78	\$83,275,623.35	\$30,254,569.58	\$140,797,390.77	0.12%
FIAM Core Plus	\$16,220,468.87	\$6,438,052.45	\$18,511,533.44	\$5,828,519.27	\$46,998,574.03	0.20%
Passive U.S. Bond Index	\$122,580,294.05	\$41,887,328.27	\$156,384,882.69	\$65,376,065.26	\$386,228,570.27	0.04%
Alaska Balanced	\$48,035,418.44	\$21,815,745.95	\$1,014,829,044.98	\$42,181,256.39	\$1,126,861,465.76	0.08%
Alaska Long-Term Balanced	\$51,718,759.17	\$24,639,979.46	\$792,246,843.59	\$92,042,973.15	\$960,648,555.37	0.09%
BlackRock Strategic Completion	\$30,076,556.81	\$13,018,369.11	\$49,523,039.04	\$16,757,721.64	\$109,375,686.60	0.11%
Alaska Target Date Ret. 2010	\$3,094,986.61	\$1,141,901.30	\$11,555,352.29	\$2,473,514.62	\$18,265,754.82	0.10%
Alaska Target Date Ret. 2015	\$10,645,114.53	\$4,114,757.08	\$64,110,370.13	\$7,886,700.98	\$86,756,942.72	0.10%
Alaska Target Date Ret. 2020	\$37,474,449.16	\$11,574,528.52	\$77,790,911.26	\$21,348,329.36	\$148,188,218.30	0.10%
Alaska Target Date Ret. 2025	\$98,419,915.94	\$31,309,273.52	\$122,965,566.84	\$29,051,635.01	\$281,746,391.31	0.10%
Alaska Target Date Ret. 2030	\$134,920,928.25	\$50,243,784.89	\$145,081,245.73	\$33,546,744.55	\$363,792,703.42	0.10%
Alaska Target Date Ret. 2035	\$182,360,688.15	\$75,078,151.20	\$148,818,328.59	\$25,263,609.76	\$431,520,777.70	0.11%
Alaska Target Date Ret. 2040	\$210,404,166.42	\$96,687,651.20	\$138,140,910.41	\$22,199,095.25	\$467,431,823.28	0.11%
Alaska Target Date Ret. 2045	\$287,809,767.04	\$137,548,262.30	\$167,387,572.78	\$18,125,451.58	\$610,871,053.70	0.11%
Alaska Target Date Ret. 2050	\$340,969,434.56	\$186,182,432.37	\$188,021,911.52	\$17,119,257.22	\$732,293,035.67	0.11%
Alaska Target Date Ret. 2055	\$391,074,305.92	\$136,386,045.92	\$204,878,259.58	\$11,937,270.21	\$744,275,881.63	0.11%
Alaska Target Date Ret. 2060	\$64,104,637.88	\$20,276,126.66	\$37,314,466.44	\$3,080,581.39	\$124,775,812.37	0.11%
Alaska Target Date Ret. 2065	\$46,183,431.23	\$7,329,075.01	\$26,435,430.61	\$2,187,762.15	\$82,135,699.00	0.11%
Environmental, Social and Gov	\$23,270,891.34	\$7,673,780.97	\$86,391,056.94	\$35,924,004.13	\$153,259,733.38	0.05%
Mid Capitalization Equity	\$14,278,422.74	\$6,402,017.18	\$17,661,984.00	\$4,531,131.60	\$42,873,555.52	0.02%
Russell 3000 Idx	\$106,196,649.77	\$38,612,150.80	\$191,192,234.68	\$65,897,124.51	\$401,898,159.76	0.02%
S & P 500 Stock Index	\$206,154,095.15	\$62,546,937.51	\$657,693,068.19	\$317,194,829.10	\$1,243,588,929.95	0.01%
S&P SmallCap 600 Equity Idx	\$1,068,228.39	\$240,271.38	\$1,990,680.32	\$769,864.73	\$4,069,044.82	0.03%
US Small Cap	\$62,090,947.15	\$22,344,154.35	\$153,983,943.27	\$95,344,939.73	\$333,763,984.50	0.60%
International Equity	\$45,009,874.01	\$17,162,827.62	\$82,633,431.35	\$36,145,255.20	\$180,951,388.18	0.38%
World Equity Ex-US Idx	\$89,549,564.01	\$38,685,577.39	\$123,096,344.80	\$37,696,341.98	\$289,027,828.18	0.07%
<b>Total: All Plans and Funds</b>	<b>\$2,773,314,754.54</b>	<b>\$1,112,204,312.59</b>	<b>\$5,158,623,068.63</b>	<b>\$1,192,633,161.33</b>	<b>\$10,236,775,297.09</b>	



- State of Alaska's investment menu is white labeled except for the State Street Institutional Treasury Money Market Fund, ticker symbol TRIXX. Since the remaining funds are white labeled, there are no fund ticker symbols or CUSIPs.
- The offeror must be able to accommodate late-day \ same-day trading, i.e., where a trade placed at or before Noon (Alaska Standard Time) – 4:00 p.m. market close EST, on a market business day, are processed that business day, and trades received after Noon (AST) are processed the next business day.
- The offeror must be able to support the following process to accommodate calculations of daily tradeable NAVs for the BlackRock Strategic Completion, S&P 500 Index, S&P SmallCap 600 Index and International Equity funds:
  - State Street feeds underlying cusip NAVs to the record keeper pricing to upload to its trading system
  - Record keeper determines settled shares for underlying cusips
  - State Street feeds underlying Cusip NAVs (by email or automated feed?)
  - Record keeper calculates Market Value (Empower shares x State Street NAV)
  - Record keeper calculates Total Portfolio Market Value (settled shares x NAV)
  - Record keeper calculates Total Portfolio Market Value %
  - Record keeper calculates sum of Management Fee Accrual
  - Record keeper Calculates day's Units
  - Record keeper calculates day's unit value
- The offeror must be able to provide a member identification system that supports the use of non-social security number identifiers.

#### Additional Services Required by the Offeror

- The offeror must prepare consolidated quarterly statements that include an estimate of future monthly income from the investment balances and display Health Reimbursement Arrangement balances for members of the PERS/TRS DCR plans. HRA balances will be transmitted to the recordkeeper from the division.
- The offeror must prepare newsletters containing investment returns and interest rate information on the funds in the Plan, current news regarding the Plan and a specific retiree section.
- The offeror must provide a customized website for the Plans that meet the State of Alaska look and feel standards.
- The offeror must maintain their website for members to access their accounts to make maintenance changes, enroll in advice services or access basic investment education online.
- The offeror's websites must conform to Web Content Accessibility Guidelines 2.1 Level AA
- The offeror must provide mobile offerings, including a mobile optimized web site.
- The offeror must process tax documentation.

- The offeror shall maintain alliances with investment companies offering funds in the SBS-AP, DCP and PERS/TRS DC Plan.
- The offeror must provide administrative reports on monthly, quarterly and annual basis including but not limited to plan, member, statistical, marketing and ad hoc.
- The offeror shall comply with the Plan Administrator's audit requests.
- The offeror shall comply with insurance and liability coverage under Sec 3.18.
- The offeror must agree that all communications to members will be approved by the Plan Administrator prior to mailing.
- The offeror must provide account services including, but not limited to, account balances/values, changes in allocation and requests related to account balances or value.
- The offeror shall provide group meetings, seminars and educational workshops approved by the Plan Administrator.
- The offeror must agree to Performance Standards (Attachment Six)
- The offeror must provide and administer a money market account for the purpose of clearing transactions and to hold administrative fee amounts collected.
- The offeror shall provide excellent and timely administrative services, recordkeeping, customer service, communication, education, transition services, reporting and compliance.
- The offeror shall not offer products or services to Members not expressly authorized in writing by the State, nor send any materials to Members not previously approved by the State.
- The offeror shall provide record keeping services for the HRA member accounts that are currently being managed by the division
- The offeror must provide unbundled services for recordkeeping only, with no restrictions.
- The offeror shall provide no requirement or restriction that requires investment management\investment option provisions to coincide with any recordkeeping contract.
- The offeror shall provide staff available for telephonic support between the hours of 8:00 a.m. to 5:00 p.m. Alaska Standard Time by access through a toll-tree number.

**Benefits Education**

Education resources and tools must be applicable to all plans identified under the RFP; however, additional requirements are needed for the PERS/TRS DC Plan. The PERS/TRS DC Plan is the core retirement plan for all new public employees and teachers. It is the Plan Administrator's objective to provide education, resources, and tools necessary for members to successfully set and achieve their goals for retirement security.

The offeror must provide the following:

- The offeror must include a comprehensive plan for communication, outlining all communication materials expected to provide members to successfully manage their accounts.
- The offeror must prohibit any representatives providing services to the State from receiving asset-based compensation, such as commissions, bonuses, or other incentive compensation towards any investment product or service.

- The offeror shall provide a sufficient number of properly licensed, trained and qualified representatives to provide the services under supervision with respect to their business activities.
- The offeror's representatives must provide information in a manner consistent with applicable insurance and securities law.
- The offeror's information supplied to members shall not constitute "investment and/or tax advice" upon which the member or Plan Sponsor may rely.
- The offeror must ensure that no representative may discriminate with respect to investment options or services provided under the Plan.
- The offeror's representatives must give equal and fair representations when describing the various investment options or services available.
- The offeror must provide onsite support and enrollment services for the Alaska Deferred Compensation Plan.
- The offeror must notify the State immediately of the termination or reassignment of personnel who are primary contacts or representatives of the Recordkeeper for the State.
- The offeror must ensure representatives conduct group meetings at which the summary of key provisions and investment options of the Plan, available services and basic investment education are provided.
- The offeror must ensure representatives shall not provide information on defined benefit Plan provisions of the PERS/TRS Defined Contribution Retirement Plan or the PERS and TRS defined benefit plans.
- The offeror must ensure representatives shall provide individual counseling sessions to provide members with information on investment options, allocation models, advisory services available and basic retirement counseling as approved by the Plan Sponsor.

The State may be interested in a seminar workbook that will be made available to all new plan members. The workbook should be designed with the idea the member could use it as an overall reference for retirement planning, if the member so desires.

### **Financial Guidance and Advice**

An important design component for a core defined contribution plan includes that members receive investment guidance and advice. The Plan Administrator's objective is for PERS/TRS DC Plan members to have the level of assistance they need in order to make informed investment decisions and to reach their retirement planning goals. Services desired range from education regarding financial planning principles, assistance with portfolio development to financial guidance and point-in-time advice under a nondiscretionary arrangement. This may not include discretionary managed account services. The Plan Administrator desires that the offeror support point in time advice under a nondiscretionary arrangement, at no additional cost to members. The Plan Administrator recently terminated the plans' managed account program. The plans will not support any *discretionary* arrangements such as managed accounts through the offeror for which members may incur additional fees.

The Plan Administrator requires an offeror to provide an office and staff located in Alaska before **January**

**1, 2026.** The offeror's office must be appropriately staffed to meet the needs of members within the State of Alaska as well as the ability to travel to other areas of the State of Alaska to meet with members.

### **SEC. 3.02 CONTRACT TERM AND WORK SCHEDULE**

The length of the contract will be from August 1, 2025 through July 30, 2028, with two one-year renewal options at the state's discretion.

The contract(s) awarded from this RFP may be awarded prior to a current contract, for a portion of the services, expiration date to allow for the implementation process of the new contract.

Unless otherwise provided in this RFP, the State and the successful offeror/contractor agree: (1) that any extension of the contract excluding any exercised renewal options, will be considered as a month-to-month extension, and all other terms and conditions shall remain in full force and effect and (2) the procurement officer will provide notice to the contractor of the intent to cancel such month-to-month extension at least 30 days before the desired date of cancellation. A month-to-month extension may only be executed by the procurement officer via a written contract amendment.

### **SEC. 3.03 DELIVERABLES**

The offeror must provide the following deliverables:

#### **Recordkeeper Operations**

Initial Account Enrollment / Allocation. The Plan Administrator conducts member enrollments for all mandatory plans and will provide all necessary indicative data, amount of contributions, initial allocations, and effective date information via an electronic file. The Offeror shall conduct member enrollment for the Alaska Deferred Compensation Plan with enrollment through the Offeror's online portal.

Changes to Indicative Data – Active Members. Changes to active member indicative data will be processed through the Plan Administrator and will be sent with all other indicative data at times specified in this RFP. Since members will be able to make transfers of existing balances and changes in allocations of future amounts directly by phone with the offeror, the Plan Administrator must control proper identifying data for purposes of control and audit. Changes made through offeror's systems to indicative data for active employees will be over-written when the next payroll is posted. Active members must change their indicative data with their employer. Telephonic changes of indicative data by active members will not be allowed for any reason.

Changes to Indicative Data – Terminated Members. Changes to terminated member indicative data will be processed through the offeror. Indicative data changes for terminated members must be reported back to the Plan Administrator. The plans offer several annuity options. Once an account has been used to purchase an annuity, the member can make changes directly with the payer without reporting back to the Plan Administrator.

Change in Contribution Amounts (Increase/Decrease) and Related Allocation Changes. Changes in future contribution amounts will be automatically provided by the State of Alaska with semi-monthly transmitted data. Transfers of Existing Balances among investment options must be supported as follows:

- The member must be able to conduct transfers directly with the record keeper by Internet or Voice Response Unit (VRU), or similar technology, supported by a service center representative if requested by the member.
- Telephone transactions must be recorded and retained for seven years. The record keeper will send confirmation of transfer actions initiated by telephone to the member.
- For those members who want to make transfer changes through the Plan Administrator, the Plan Administrator will take the appropriate information and remit via telephone to the record keeper.

Change in Future Allocations of Net Contributions among Options. The member should be able to conduct future allocation changes with the offeror through the Internet or VRU. For those members who want to make future allocation changes through the Plan Administrator, the Plan Administrator will take the appropriate information and remit via telephone to the record keeper.

Information Requests Related to Account Balances/Account Value, by members. Both the offeror and Plan Administrator must be able to answer these questions. The available information should include all indicative data, other security data, account information for at least the last 18 months as account balance, balance by investment options, contributions, fees, adjustments, payments, and the history of daily fund values and units.

Information Requests Related to Address Changes. The Plan Administrator is responsible for most requests related to address changes. The offeror's call center staff will direct plan members to conduct address changes for active members through their employer Human Resources or Payroll Office.

- Members who are terminated and have deferred payment of their account will be instructed to request address changes in writing through the offeror.
- Members who have purchased an annuity supplied by the plan must make address changes directly with the payer.

Termination of Contributions. Termination of contributions will be conducted by the Plan Administrator and will be part of the semi-monthly transmission of contribution information.

Payment of Account. The member will submit the appropriate forms required by the Plan Administrator to the offeror. The offeror shall determine eligibility and submit a list of accounts approving payment, the type of payment authorized, and any changes of indicative or tax data to the Plan Administrator for final payment approval. The record keeper shall make appropriate payment action within three business days of receipt of the payment instructions.

Post Payment Tax Reporting Changes/Error Correction. The Plan Administrator must approve any address change or redirection of tax information before the offeror shall issue duplicate or corrected 1099Rs to participants.

Cash Flow. The Plan Administrator will make an electronic funds transfer of contribution dollars, through the Alaska Department of Revenue, Treasury Division, to the offeror multiple times a month, depending on the payroll schedule for each employer. This transfer will commence on a schedule determined for each year in advance, with final approval by the Plan Administrator. The offeror shall receive the contributions data two business days prior to the money transfer. On the same day that money is transferred from the Plan Administrator, the offeror must make allocations to the Investment Fund Managers and send the monies to the Investment Fund Managers. When payments of accounts are conducted, the offeror must send the payments as instructed by the Plan Administrator and make arrangements to receive the monies from various Investment Fund Managers. Amounts transferred to an annuity carrier will be by electronic funds transfer.

Contribution Information Data Flow. Member's contributions, new selection information, and indicative data will be sent via electronic transfer, in an electronic file format. All transactions will be through a secure FTP site.

Payment Processing. At a minimum the selected offeror will be required to provide a Certified Financial Advisor with at least three years of experience to assist employees who are terminating employment or retiring to elect whether they wish to take distribution from the plans and what form the distribution will take, or to make a direct rollover to an IRA or other Qualified plan, if the member so elects. This advisor must explain the range of payout options that may be selected and tax requirements of each.

Record Keeper Processing / Maintenance of Members Account Records – General

1. The offeror must initialize new accounts based on electronic information sent.
  - The offeror's database fields must have the capacity to accept the entire record's information. Field lengths must be able to accommodate all information provided by the State of Alaska so no information is omitted.
2. The offeror shall post indicative data changes (names/address/social security number/identifying information/status/etc.).
3. The offeror must validate input data and resolve discrepancies with the Plan Administrator.
4. The offeror must update accounts for all members; including, but not limited to:
  - Posting contributions to all eligible employee records as applicable, including adjustments
  - Individually listing contributions with an employer number and dated with the date of receipt by the record keeper
  - Posting service data to all eligible employee records as applicable, including adjustments
  - Calculating and deducting administrative fees
  - Splitting contributions for each member by investment fund

- Account balances should be maintained by employer source of contributions
  - Processing transfers
  - Processing adjustments
  - Allocating investment earnings as applicable, including dividends and/or gains/losses, updating unit values and units in account.
5. The offeror shall maintain daily valuation records for each member, in total by investment option.
  6. The offeror must process distributions and prepare monthly distribution reports for the Plan Administrator
  7. The offeror must prepare tax reporting for members receiving distributions
  8. The offeror must prepare member Statements, including, but not limited to:
    - Producing, preparing, and mailing quarterly member statements, no later than 20 days after the close quarter
    - Producing, preparing, and mailing duplicate individual member statements, upon request by the division or the member.
    - Producing duplicate member statements electronically for the Plan Administrator within five business days of statements production.
  9. The offeror must produce a monthly management report of member balances of transactions in electronic format and transmit the data to the Plan Administrator.
  10. The offeror shall reconcile financial records with member records monthly. Indicative description and disposition of reconciling items.
  11. The offeror shall maintain records associated with a member's account including, but not limited to beneficiary, address, investment election and account balance information, including contributions, earnings administrative costs, fees and any other information necessary for the proper administration of a member's account.
  12. The offeror must make investment election changes and investment transfers daily.
  13. The offeror shall not impose any limitations such as a maximum number of changes, contribution investment transfers or elections.
  14. The offeror must work with and timely provide the State investment staff and consultants with data as requested.
  15. The offeror shall comply with the requirements of any agreement pertaining to plan investments entered into by the State.

Qualified Domestic Relations Orders (QDRO). The offeror shall administer QDROs for all Plans referring to the Plan Sponsor approved model form of the QDRO. The offeror must review and qualify a domestic relations order in accordance with Plan provisions and Alaska Law. The offeror shall process the QDRO, without Plan signature, by establishing a separate account for the Alternate Payee, or making a lump sum distribution to the Alternate Payee. The offeror must provide a copy of each QDRO confirmation or rejection letter to the Plan Sponsor. The offeror shall process distribution

requests received in good order, and in a manner acceptable to the Plan from Alternate Payee accounts established before the effective date of the Agreement without Plan Sponsor signature.

DCP Special Catch Up. The offeror shall review and determine eligibility for the Special Catch-Up provision for members within three years of retirement. The offeror must calculate the amount the member can contribute and will track the length of time the member is eligible for the Special Catch-Up.

Unforeseeable Emergency Requests. The offeror must administer Unforeseeable Emergency requests for the Alaska Deferred Compensation (457 Plan). The offeror shall process all Unforeseeable Emergency Requests received in good order, and in a manner satisfactory to Internal Revenue Service, without Plan Sponsor signature, due to an unforeseeable emergency as described by the Internal Revenue Code Section 152.

#### Audits.

- **Transaction Activity:** The Plan Administrator will conduct an audit/review of sample plan activities that were conducted directly with the offeror to assure adherence to Plan rules on a random basis. The Plan Administrator, or its designated representative, will conduct reviews. The Plan is audited annually by an independent auditor selected by information in the offeror's possession. The offeror must have available, appropriate SOC 1 and SOC 2 reporting. This report involves a review of their internal control and processing facilities conducted by a Certified Public Accounting firm showing their adherence to accepted account, finance, and investment industry practices as they apply to activities conducted by the offeror. The offeror must facilitate due diligence reviews by the State and its agents including, without limitation, review of the offeror's operations and administrative services.
- **Accuracy and Accountability:** The offeror must accept full responsibility for processing errors it makes, and report errors made as soon as administratively feasible. In the event a member incurs a loss or a lost opportunity due to an error by the offeror, the offeror shall make the member whole by adjusting the member's account to the same position or level as if the error had not occurred unless the adjustment would not be beneficial to the member. The offeror shall discharge each of its duties with the due care, skill, prudence, and diligence under the circumstances then prevailing that a prudent person acting in a like capacity and familiar with such matters would use in the conduct of an enterprise of like character and with like aims. The offeror shall not use member data in any way to market other products or contact members for any reason, other than as authorized by the State. Member data is to be kept confidential and must not be sold, licensed, transferred, made available or disclosed unless specifically authorized in writing by the State

#### **Member Statements**

The offeror must provide consolidated quarterly statements to be mailed to the members at their home mailing address or to their electronic mailbox by no later than 20 days after the end of the



calendar quarter. The statement shall combine data from all plans under which the member is enrolled and shall contain, at minimum:

- Member demographic information
- Balance of member account at the beginning of the statement period (displayed as employee and employer contributions then total contributions)
- Employee and employer contributions made throughout the quarter
- Losses or gains for the quarter
- Fund participation information
- Years towards vesting in employer contributions
- Refundable balance as of the end of the quarter
- Estimated future monthly benefit
- Health Reimbursement Arrangement balance.

Statement format shall be as mutually agreed upon and approved by the Plan Administrator. It is the Plan Administrator's objective to have consolidated statements for members who are enrolled in multiple plans under this RFP. The offeror must be able to provide members the choice to elect to receive electronic statements rather than paper statements.

### **Reports and Electronic Data**

The offeror must:

- The offeror must accurately and fully report plan activity, account balances and fees  
Provide timely, easy to read and helpful Member statements for each calendar quarter no later than 20 days after the close of the quarter
- The offeror's statements to members must consolidate the information for all State of Alaska defined contribution plans in which the member is enrolled
- The offeror's quarterly reports to the Plan Administrator must summarize plan participation, assets, investment returns, ratings, receipts, disbursement, balance, and related matters no later than the 30th day following quarter close.
- The offeror must provide all client reporting in compliance with Governmental GAAP.
- The offeror's reports to the Plan Administrator must be plan specific.

### **Monthly Reporting to the Plan Administrator**

1. Disbursements: The offeror shall produce reporting on all disbursements. This report must be produced at least monthly and be sent to the Plan Administrator by the tenth business day after the end of the month. Minimum information must include:
  - Name, address, employer number, and SSN of member
  - Name, address, SSN of payee if different then the member; (i.e. QDROs, Beneficiary, etc.)
  - Date of actual payment
  - Gross amount, tax withholding, and net payment amount.

2. Employer\Plan Administrator Report of Summary Member Activity: The offeror shall produce a report of all member activity. This report must detail activity through the end of each month. Minimum information must include:

- Name, address, employer number, SSN of member
- Account status, i.e., active versus inactive for each fund and in total
- Beginning balance, gross contributions, and fees deducted
- Net contributions and allocated interest / dividends
- Change in account value units
- Transfers in
- Transfers out
- Ending balance
- Year-to-date gross contributions
- Service accrual to date
- Percent of vesting in employer's contributions
- Gains and losses allocated to the employer portion of contributions
- Year-to-date administrative fees deducted
- Inception-to-date contributions.

Transaction history to be included:

- Type of transaction
- Effective date of transaction
- Amount
- Units
- Unit value / interest rate
- Fund affected.

The offeror shall provide the data elements indicated above, in a text electronic format within 15 business days after the end of the month. The Plan Administrator will decide the exact format the data is to be supplied in, and the offeror must be flexible enough to accommodate variable formats.

3. Plan Administrator Reports:
- The offeror must provide a summary of plan activity allocated by investment fund for each plan
  - The offeror must provide a summary reconciliation of investment fund assets to member account, totaled by fund.
4. Money Market Fund Report: The offeror shall provide a monthly report of the activity in the money market fund. Minimum information must include:
- Beginning balance for the period
  - Summary of transactions
  - Earnings/Dividends and gain/loss for period

- Transfers in/out
- Ending balance for the period.

Two copies of this report must be issued, one each for the Plan Administrator and the Alaska Department of Revenue, Treasury Division.

#### Quarterly Reporting to the Plan Administrator

5. Member Statements: Within 30 days after the end of each quarter, the offeror must supply the Plan Administrator with three copies of a set of CD-ROMS(s) \ DVD of each statement sent to all members.

#### Annual Reporting to the Plan Administrator

6. Plan Administrator Reports:
  - Report of required IRC minimum distribution payments for all age 70.5 and greater member accounts.
  - A summary of plan activity allocated by investment fund for each fund for each plan year and the end of the plan year

#### **Online Data Look-up of Member Information for Plan Administrator Personnel**

The offeror must have available, for the use of the Plan Administrator, an online data lookup facility that has available full account information to Plan Administrator personnel. Data available online and interactive access for plan staff operations purposes must include information from 1996 for SBS-AP, from 1993 for DCP, and from July 1, 2006, for the PERS/TRS DCP Plan. Information must be available for the PERS/TRS DCR Plan, SBS-AP and DCP plans, for the life of the contract. The information must be included on a single interface page for DRB plan staff, with the consolidated account balance information for all of the member's plans available to use when responding to members' inquiries.

#### **Electronic Data Transfer / Data Processing Considerations**

The Plan Administrator conducts its business as related to the SBS-AP and DCP plans with a combination mixture of Micro/PC computers connected to a Local Area Network (LAN). Business related to the PERS/TRS DCP will be performed on an IBM AS400 using a DBII Database Platform until the new system which uses Neospin goes live which is projected for the fall of 2025. The offeror must submit data to and receive it from the Plan Administrator in a format which is compatible with the database specified in this RFP. It is the offeror's responsibility to translate its data into a form usable by the Plan Administrator. The offeror must write its own translation programs on a timely basis.

Changes to transmitted data shall be mutually agreed upon and are to be made on a timely basis. If data processing "reprogramming" is required, it shall not be perceived as an impediment to the efficient and timely operation of the program on the part of the Offeror.

Electronic Data Transfer: Electronic data transfer shall normally be by a secure FTP site. The use of the "INTERNET" is permitted however, the offeror is responsible to assure that all data is secure and remains confidential and that data security and integrity must not be violated.

**Member Online Look-up Facility:** It is expected that the online look-up facility shall be through the Internet, in a manner and form to enable members to conduct day-to-day business. A single place to obtain a consolidated view of account balances for all accounts the member is enrolled in is required. The look-up facility must be available at least 95% of the time during normal work hours of the Plan Administrator (7:30 a.m. to 5:00 p.m., Alaska Standard Time) if the offeror's data processing facility is on the east coast of the United States, (four hours ahead of the Plan Administrator and the majority of the Plan Administrator's normal working hours). There is a one hour time difference from any west-coast facility that must be accommodated.

**Voice Response Unit, Call Center Support, Desktop (Internet) Website, and Mobile Capabilities**

Members must be able to conduct most transactions directly through a dial-in toll-free touch-tone service, i.e., through a 1-800 number and through an Internet site. The offeror must provide PIN identification numbers for members. Members must have access to the computer-assisted service 7 days a week, 24 hours a day (except for scheduled system maintenance times). The offeror must send confirmations of transactions made by phone by email or mailed letter to the member.

The offeror must provide a customer service center with an adequate number of trained staff available to members from 8:00 a.m. to 5:30 p.m. Alaska Standard Time. The personnel answering the customer service lines must be qualified to provide information on the investment offerings under the PERS/TRS DC Plan and to discuss investment concepts and retirement planning considerations. The offeror will ensure that such information is provided in a manner consistent with requisite insurance and securities laws and that all personnel who provide such information properly National Association of Securities Dealers (NASD) licensed with all required regulatory agencies, if applicable. The service center staff must be required to respond within 30 seconds. If unavailable at the time of the telephone call, the service center representative must call back a member on the next business day. The toll-free number must be TDD/TTY capable. The service center staff must provide the following information and services to the member from a touch-tone telephone:

- General plan overview information including how to reach the Plan Administrator's retirement counselors, how to reach the financial planning services and other topical information
- Current account balance, broken down by investment option and by plan (if applicable)
- Current investment returns
- Current unit values or share prices
- Daily changes in share prices or unit values
- Inquiries about current investment elections and allocations of investment returns
- Changes to allocation of future contributions
- Transfers of existing assets between investment options
- Changes to Logon ID or PIN and password.

All telephone calls must be recorded, and tapes of these calls maintained in a retrievable location for 7 years from the contract expiration. The offeror must provide members initiating transactions

via service center representatives with a confirmation number followed by a written confirmation, which shall be email or mailed directly to the address on file for the member within no later than three business days.

The offeror shall provide the Plan Administrator with monthly reports on service center call logs and activity including, but not limited to, total number of calls, purpose of calls, wait time, and abandon calls.

The offeror's desktop internet website and mobile capabilities must support similar or greater member informational and transactional capabilities, as permissible under operational and regulatory parameters. Major web browsers supported must include Chrome, Safari, Edge, Firefox and Opera. Mobile device operating systems supported must include iOS and Android.

Email Inquiry Services: The offeror shall maintain a service center inbox for member inquiries. Emails must be responded to within one business day of receipt. Records of emails must be retained for the entire length of the contract, including any optional renewals.

Chat Services: The offeror must also maintain live chat and/or chatbot services for member inquiries available through their website and/or mobile app.

### **Member Education, Financial Guidance and Advice, and Ongoing Plan Communications Services**

#### **Member Education**

It is the objective of the Plan Administrator to provide comprehensive benefit education to members of the PERS/TRS DC core retirement plan throughout the State of Alaska. The State is comprised of a diverse population including members who have varying levels of experience dealing with investments and retirement benefits that can include communication challenges. Cultural differences include a subsistence lifestyle in which retirement concepts may not be a part. A number of the members do not use English as their primary language and, for some indigenous languages, there are no written form of languages. Benefit education materials must be produced using plain English with a maximum seventh grade reading comprehension level and to be of interest to members of all education levels. At a minimum but not limited to, the Plan Administrator would expect deliverables in the following areas:

- Basic plan information
- Basic investment education materials, including seminars
- Retirement modeling software
- Video presentations fully explaining the investment options to replace attendance at the investment education seminars for members who are unable to attend.

The offeror must develop presentations for group meetings in coordination with the Plan Administrator and ensure that meetings are held throughout the State in a manner that all members may attend. Presentations for those who are new to the Plan and refresher courses for those who have been members in the plan for some time will be expected. Meetings must be held at different locations and times of the day, including evenings, to facilitate the attendance of spouses. The offeror must include in

their price proposal: transportation, lodging, and per diem costs sufficient to pay for two people to make 6-8 trips each (I.E. 12 to 16 trips in total) within Alaska **annually** to meet with the members of the plans. Special attention should be paid to delivering presentations in the rural areas of Alaska where the access is primarily by small plane. All travel must be approved in advance, and in writing by the Project Manager. A list of employers participating in the PERS/TRS DC Plan is found in the Appendix II.

The offeror shall provide plans to include basic investment education materials, seminars and retirement planning information to members in the SBS-AP and DCP supplemental plans on a more limited basis.

The offerors must support offices and representatives located in Alaska to conduct individual meetings for members at which detailed information regarding the member and their account can be discussed.

The offeror must have performance standards in place to measure the effectiveness of the education efforts.

#### Financial Guidance and Advice

Financial guidance and advice are an important component of a successful defined contribution plan. Consequently, the Plan Administrator's goal is to provide employees participating in the PERS/TRS DC Plan and SBS- AP with assistance in developing and establishing a personalized retirement investment portfolio. When applicable, planning for the investment portfolio may take into account other employer provided defined contribution plans such as employer provided defined contribution plans additional to the PERS/TRS Defined Contribution Plan and SBS-AP Plans, such as employer sponsored 403(b) plans or Social Security. Employees of the State of Alaska may be members in all three plans administered by the Plan Administrator. Services in the form of financial guidance and advice by the offeror must be available by telephone and through an appropriately staffed office located in Anchorage, Alaska. The offeror's office must be adequately staffed and trained to provide services and advice to members before **January 1, 2026**. The offeror's staff must have the capacity to travel to other areas of the state to meet with members. Discretionary managed account services *will not* be supported through the plans.

#### Ongoing Plan Communications Services

The offeror shall assist the Plan Administrator in the production of plan information booklets, training materials for members, newsletters, and information sheets for all plans under this RFP. Education and training materials must include general investment information, risk return information, etc. The materials are to provide clear, concise, unbiased and professional information. The offeror shall be used to assist in all mailings to members, as requested.

The State may be interested in a seminar workbook that will be made available to all new plan members. The workbook should be designed with the idea the member could use it as an overall reference for retirement planning, if the member so desires.

#### Implementation Services

The offeror must provide initial implementation services prior to commencement of recordkeeping services for all the defined contribution plans administered by the State of Alaska. The offeror must provide any requested advice or counsel to the Plan Administrator relating to the services being contracted for during the period of the contract. The record keeper must have its recordkeeping system for the plans tested and functional according to the designs of the defined contribution plans by no later than **July 1, 2026**.

#### Alaska Office

The Plan Administrator believes the objectives regarding education, counseling, financial guidance and advice can best be met through offices staffed by professionals located within the State of Alaska, to meet the needs of the plans' members. The offeror must include proposed office locations, staffing levels and schedules, and cost in their proposal. The offeror's office must be adequately staffed and trained to provide services and advice to members before **January 1, 2026**.

#### **Conversion from Existing Record Keeper Considerations**

The offeror under this RFP must be operationally ready to have converted prior information from the defined contribution plans administered by the State of Alaska and be able to conduct transactions by no later than **July 1, 2026**. The Offeror must provide an implementation schedule, and any costs associated with the conversion process.

#### **Future Transition**

Should the plans' current record keeper under this RFP not retain the contract, the offeror shall be expected to:

- Provide a thorough and flawless transition that minimizes the impact on members and their beneficiaries and provides excellent education and counseling.
- Work with the State to develop a transition work plan and meet the deadlines of the plan to facilitate the transition.
- Provide accurate conversion of data.
- Have in place onsite staff to support the transition and implementation of any record keeper or plan changes.

#### **Additional Information**

Work schedule Day-to-Day Working Environment: The offeror must have staff available who shall conduct business with the Plan Administrator representative(s) in Juneau until 3:00 p.m. Alaska Time. Juneau, Alaska has the following time zone separations and is earlier by:

- Eastern time: Four hours
- Central time: Three hours
- Mountain time: Two hours
- Pacific time: One hour.

The State of Alaska has some operations that are conducted on a 24/7 basis. The offeror must indicate how they propose staffing for these types of operations.

The services contemplated under this RFP represent ongoing Defined Contribution plan recordkeeping services under a multi-year contract arrangement. Timelines will be defined for continuing work, but there will be no hard deadlines.

#### **SEC. 3.04 CONTRACT TYPE**

This contract is a **FIXED PRICE** contract.

#### **SEC. 3.05 PROPOSED PAYMENT PROCEDURES**

The state will make a monthly payment when all of the deliverables are received, and throughout the life of the contract. Each billing must consist of an invoice and itemized detail of supporting services. No payment will be made until the progress report and invoice have been approved by the project director.

#### **SEC. 3.06 PROMPT PAYMENT FOR STATE PURCHASES**

The state is eligible to receive a **5%** discount for all invoices paid within **15** business days from the date of receipt of the commodities or services and/or a correct invoice, whichever is later. The discount shall be taken on the full invoice amount. The state shall consider payment being made as either the date a printed warrant is issued or the date an electronic funds transfer (EFT) is initiated.

#### **SEC. 3.07 CONTRACT PAYMENT**

No payment will be made until the contract is approved by the Commissioner of the Department of Administration or the Commissioner's designee. Under no conditions will the state be liable for the payment of any interest charges associated with the cost of the contract. The state is not responsible for and will not pay local, state, or federal taxes. All costs associated with the contract must be stated in U.S. currency.

Payment for agreements under \$500,000 for the undisputed purchase of goods or services provided to a state agency, will be made within 30 days of the receipt of a proper billing or the delivery of the goods or services to the location(s) specified in the agreement, whichever is later. A late payment is subject to 1.5% interest per month on the unpaid balance. Interest will not be paid if there is a dispute or if there is an agreement that establishes a lower interest rate or precludes the charging of interest.

#### **SEC. 3.08 ELECTRONIC PAYMENTS**

The State of Alaska prefers vendors receive payment via Electronic Funds Transfer (EFT). Offerors may review information concerning the EFT process and access the [Electronic Payment Agreement Form for Vendors](https://doa.alaska.gov/dof/vendor.html) at the following link: <https://doa.alaska.gov/dof/vendor.html>. Method of payment is not a factor in the State's determination for award.



Any single contract payment of \$1 million or higher must be accepted by the contractor via Electronic Funds Transfer (EFT).

### SEC. 3.09 LOCATION OF WORK

The location(s) the work is to be performed, completed, and managed is at the offeror's location.

The state **will not** provide workspace for the offeror. The contractor must provide its own workspace.

The offeror must include in their price proposal: transportation, lodging, and per diem costs sufficient to pay for two people to make 6-8 trips each (I.E. 12 to 16 trips in total) within Alaska **annually** to meet with the members of the plans. All travel must be approved in advance, and in writing by the Project Manager. If the estimated travel requirements are exceeded during the contract period, additional travel funding could be added to the contract via the amendment process.

- A. Offerors must provide at least one staffed office in Anchorage, Alaska:
  - The office must be open and providing services to members before **January 1, 2026**;
  - An office in Anchorage is mandatory, with additional offices preferred in major Cities in Alaska;
  - The offeror's office must be adequately staffed to provide services and advice to members as outlined in Sec. 3.01 Scope of Work and Sec. 3.02 Deliverables.
- B. Offerors without a current office in Anchorage, Alaska
  - If the offeror **does not currently** have an office in Alaska, the offeror **must agree to establish an office in Anchorage, Alaska prior to December 1, 2025**.
  - The office must be open and providing services to members before **January 1, 2026**;
  - An office in Anchorage is mandatory, with additional offices preferred in major Cities in Alaska;
  - The offeror's office must be adequately staffed to provide services and advice to members as outlined in Sec. 3.01 Scope of Work and Sec. 3.02 Deliverables.

By signing their proposal, the offeror certifies that all services provided under this contract by the contractor and all subcontractors shall be performed in the United States.

If the offeror cannot certify that all work will be performed in the United States, the offeror must contact the procurement officer in writing to request a waiver at least 10 days prior to the deadline for receipt of proposals.

The request must include a detailed description of the portion of work that will be performed outside the United States, where, by whom, and the reason the waiver is necessary.

Failure to comply with these requirements may cause the state to reject the proposal as non-responsive or cancel the contract.

### SEC. 3.10 SUBCONTRACTORS

Subcontractors will not be allowed.

**SEC. 3.11 JOINT VENTURES**

Joint ventures will not be allowed.

**SEC. 3.12 RIGHT TO INSPECT PLACE OF BUSINESS**

At reasonable times, the state may inspect those areas of the contractor's place of business that are related to the performance of a contract. If the state makes such an inspection, the contractor must provide reasonable assistance.

**SEC. 3.13 CONTRACT PERSONNEL**

Any change of the project team members named in the proposal must be approved, in advance and in writing, by the project director and the procurement officer. Changes that are not approved by the state may be grounds for the state to terminate the contract.

**SEC. 3.14 INSPECTION & MODIFICATION - REIMBURSEMENT FOR UNACCEPTABLE DELIVERABLES**

The contractor is responsible for the completion of all work set out in the contract. All work is subject to inspection, evaluation, and approval by the project director. The state may employ all reasonable means to ensure that the work is progressing and being performed in compliance with the contract. The project director or procurement officer may instruct the contractor to make corrections or modifications if needed in order to accomplish the contract's intent. The contractor will not unreasonably withhold such changes.

Substantial failure of the contractor to perform the contract may cause the state to terminate the contract. In this event, the state may require the contractor to reimburse monies paid (based on the identified portion of unacceptable work received) and may seek associated damages.

**SEC. 3.15 AS 36.30.620 CONTRACT CLAIMS**

The Division of Retirement and Benefits may file a claim concerning a contract awarded by this RFP. The Division of Retirement and Benefits will certify that the claim is made in good faith, that the supporting data are accurate and complete to the best of the Division of Retirement and Benefits' knowledge and belief, and that the amount requested accurately reflects the contract adjustment the Division of Retirement and Benefits believes the offeror is liable. A claim under this section must be filed within 90 days after the Division of Retirement and Benefits becomes aware of the basis of the claim or should have known the basis of the claim, whichever is earlier. If a claim asserted concerning a contract awarded under this RFP cannot be resolved by agreement, the matter shall be immediately referred to by the commissioner of administration.

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**SEC. 3.16     DEFAULT OF CONTRACT**

In case of default by the offeror, for any reason whatsoever, the State of Alaska may procure services from another source and hold the offeror responsible for any resulting excess cost and may seek other remedies under law or equity.

**SEC. 3.17     CONTRACT CHANGES - UNANTICIPATED AMENDMENTS**

During the course of this contract, the contractor may be required to perform additional work. That work will be within the general scope of the initial contract. When additional work is required, the project director will provide the contractor with a written description of the additional work and request the contractor to submit a firm time schedule for accomplishing the additional work and a firm price for the additional work. Cost and pricing data must be provided to justify the cost of such amendments per AS 36.30.400.

The contractor will not commence additional work until the procurement officer has secured any required state approvals necessary for the amendment and issued a written contract amendment, approved by the Commissioner of the Department of Administration or the Commissioner's designee.

**SEC. 3.18     NONDISCLOSURE AND CONFIDENTIALITY**

The contractor agrees that all confidential information shall be used only for purposes of providing the deliverables and performing the services specified herein and shall not disseminate or allow dissemination of confidential information except as provided for in this section. The contractor shall hold as confidential and will use reasonable care (including both facility physical security and electronic security) to prevent unauthorized access by storage, disclosure, publication, dissemination to and/or use by third parties of, the confidential information. “Reasonable care” means compliance by the contractor with all applicable federal and state law, including the Social Security Act and HIPAA. The contractor must promptly notify the state in writing if it becomes aware of any storage, disclosure, loss, unauthorized access to or use of the confidential information.

Confidential information, as used herein, means any data, files, software, information or materials (whether prepared by the state or its agents or advisors) in oral, electronic, tangible or intangible form and however stored, compiled or memorialized that is classified confidential as defined by State of Alaska classification and categorization guidelines provided by the state to the contractor or a contractor agent or otherwise made available to the contractor or a contractor agent in connection with this contract, or acquired, obtained or learned by the contractor or a contractor agent in the performance of this contract. Examples of confidential information include, but are not limited to: technology infrastructure, architecture, financial data, trade secrets, equipment specifications, user lists, passwords, research data, and technology data (infrastructure, architecture, operating systems, security tools, IP addresses, etc.).

Additional information that the contractor shall hold as confidential during the performance of services under this contract includes:

- Technology infrastructure
- Architecture
- Financial data
- Trade secrets
- Equipment specifications
- User lists
- Passwords
- Research data
- All members', employees', and beneficiaries' records and information

If confidential information is requested to be disclosed by the contractor pursuant to a request received by a third party and such disclosure of the confidential information is required under applicable state or federal law, regulation, governmental or regulatory authority, the contractor may disclose the confidential information after providing the state with written notice of the requested disclosure (to the extent such notice to the state is permitted by applicable law) and giving the state opportunity to review the request. If the contractor receives no objection from the state, it may release the confidential information within 30 days. Notice of the requested disclosure of confidential information by the contractor must be provided to the state within a reasonable time after the contractor's receipt of notice of the requested disclosure and, upon request of the state, shall seek to obtain legal protection from the release of the confidential information.

The following information shall not be considered confidential information: information previously known to be public information when received from the other party; information freely available to the general public; information which now is or hereafter becomes publicly known by other than a breach of confidentiality hereof; or information which is disclosed by a party pursuant to subpoena or other legal process and which as a result becomes lawfully obtainable by the general public.

### **SEC. 3.19 INDEMNIFICATION**

The contractor shall indemnify, hold harmless, and defend the contracting agency from and against any claim of, or liability for error, omission, or negligent act of the contractor under this agreement. The contractor shall not be required to indemnify the contracting agency for a claim of, or liability for, the independent negligence of the contracting agency. If there is a claim of, or liability for, the joint negligent error or omission of the contractor and the independent negligence of the contracting agency, the indemnification and hold harmless obligation shall be apportioned on a comparative fault basis. "Contractor" and "contracting agency", as used within this and the following article, include the employees, agents and other contractors who are directly responsible, respectively, to each. The term "independent negligence" is negligence other than in the contracting agency's selection, administration, monitoring, or controlling of the contractor and in approving or accepting the contractor's work.

## SEC. 3.20 INSURANCE REQUIREMENTS

Without limiting contractor's indemnification, it is agreed that contractor shall purchase at its own expense and maintain in force at all times during the performance of services under this agreement the following policies of insurance. Where specific limits are shown, it is understood that they shall be the minimum acceptable limits. If the contractor's policy contains higher limits, the state shall be entitled to coverage to the extent of such higher limits.

Certificates of Insurance must be furnished to the procurement officer prior to beginning work and must provide for a notice of cancellation, non-renewal, or material change of conditions in accordance with policy provisions. Failure to furnish satisfactory evidence of insurance or lapse of the policy is a material breach of this contract and shall be grounds for termination of the contractor's services. All insurance policies shall comply with and be issued by insurers licensed to transact the business of insurance under AS 21.

**Workers' Compensation Insurance:** The contractor shall provide and maintain, for all employees engaged in work under this contract, coverage as required by AS 23.30.045, and where applicable, any other statutory obligations including but not limited to Federal U.S.L. & H. and Jones Act requirements. The policy must waive subrogation against the State.

**Commercial General Liability Insurance:** covering all business premises and operations used by the Contractor in the performance of services under this agreement with limits of \$1,000,000 per occurrence and \$2,000,000 in the aggregate covering all business premises and operations – Naming the State of Alaska as additional insured and including a waiver of subrogation in the State's favor.

**Commercial Automobile Liability Insurance:** covering all vehicles used by the contractor in the performance of services under this agreement with minimum coverage limits of \$1,000,000 combined single limit per claim – Naming the State of Alaska as additional insured and including a waiver of subrogation in the State's favor.

**Umbrella/Excess Liability** - \$5,000,000 – Naming the State of Alaska as additional insured and including a waiver of subrogation in the State's favor.

**Professional Liability Insurance:** covering all errors, omissions, or negligent acts in the performance of professional services under this agreement. Limits required per the following schedule:

Contract Amount	Minimum Required Limits
\$1,000,000 or over	\$5,000,000 per Claim/\$5,000,000 Annual Aggregate

**SEC. 3.21    TERMINATION FOR DEFAULT**

- a. If the Project Director or Procurement Officer determines that the contractor has refused to perform the work or has failed to perform the work with such diligence as to ensure its timely and accurate completion, the state may, by providing written notice to the contractor, terminate the contractor's right to proceed with part or all the remaining work.
- b. The Procurement Officer may also, by written notice, terminate this contract under Administrative Order 352 if the contractor supports or participates in a boycott of the State of Israel.

This clause does not restrict the state's termination rights under the contract provisions of Appendix A, attached in **SECTION 7. ATTACHMENTS**.

## SECTION 4. PROPOSAL FORMAT AND CONTENT

### SEC. 4.01 RFP SUBMITTAL FORMS

This RFP contains Submittal Forms, which must be completed by the offeror and submitted as part of their proposal. An electronic copy of the forms is posted along with this RFP.

Unless otherwise specified in this RFP, the Submittal Forms shall be the offeror's entire proposal. Do not include any marketing information in the proposal.

**Any proposal that does not follow these requirements may be deemed non-responsive.**

### SEC. 4.02 SPECIAL FORMATTING REQUIREMENTS

The offeror must ensure that their proposal meets all special formatting requirements identified in this section.

**Documents and Text:** All attachment documents must be written in the English language, be single sided, and be single spaced with a minimum font size of 10. Pictures or graphics may be used if the offeror feels it is necessary to communicate their information, however, be aware of the below requirements for page limits.

**Anonymity:** Some Submittal Forms listed below must not contain any names that can be used to identify who the offeror is (such as company names, offeror name, company letterhead, personnel names, project names, subconsultant names, manufacturer or supplier names, or product names).

**Page Limits:** Some Submittal Forms listed below have maximum page limit requirements. Offerors must not exceed the maximum page limits. Note, the page limit applies to the front side of a page only (for example, 1 Page' implies that the offeror can only provide a response on one side of a piece of paper). Any pages exceeding the maximum page limit will be discarded and will not be included in the evaluations (for example, the maximum page limit is 3 pages, but the Offeror submits 5 pages for that submittal form. Only pages 1-3 will be evaluated. Pages 4 and 5 would be discarded by the Procurement Officer before sending to the proposal evaluation committee for evaluation.).

Submittal Form	Anonymity	Maximum Page Limits
Submittal Form A – Offeror Information and Certifications		
<b>Submittal Form B – Organization, Experience and Qualifications</b>	YES	<b>4</b>
<b>Submittal Form C – Client service/Quality assurance</b>	YES	<b>15</b>
<b>Submittal Form D – Recordkeeping/Administration</b>	YES	<b>20</b>
<b>Submittal Form E – Regulatory Service</b>	YES	<b>5</b>
Submittal Form F – Plan Sponsor Reporting	YES	10
Submittal Form G – Member Experience/Service – Website and Mobile Devices	YES	5

Submittal Form H – Member Experience/Service – Voice Response Unit (VRU)	YES	5
Submittal Form I – Member Experience/Service – Call Center	YES	5
Submittal Form J – Member Experience/Service – Communication and Education	YES	10
Submittal Form K – Conversion	YES	10
Submittal Form L – Systems Capabilities and Hardware	YES	5
Submittal Form M – Cybersecurity	YES	10
Submittal Form N – Investments	YES	5
Submittal Form O – Trustee services	YES	5
Submittal Form P - Summary	YES	5
Submittal Form Q – Cost Proposal	YES	5

Any Submittal Form submitted as part of a proposal that is not compliant with the instructions above may be a basis for finding the proposal non-responsive and thus rejected.

#### **SEC. 4.03 OFFEROR INFORMATION AND CERTIFICATIONS (SUBMITTAL FORM A)**

The offeror must complete and submit this Submittal Form. The form must be signed by an individual authorized to bind the offeror to the provisions of the RFP.

By signature on the form, the offeror certifies they comply with the following:

- a) the laws of the State of Alaska;
- b) the applicable portion of the Federal Civil Rights Act of 1964;
- c) the Equal Employment Opportunity Act and the regulations issued thereunder by the federal government;
- d) the Americans with Disabilities Act of 1990 and the regulations issued thereunder by the federal government and certifies that programs, services, and activities provided to the general public on behalf of the State under a contract resulting from this solicitation comply with the Americans with Disabilities Act of 1990, 28 CFR, Part 35, Subpart B 35.130;
- e) all terms and conditions set out in this RFP;
- f) a condition that the proposal submitted was independently arrived at, without collusion, under penalty of perjury; and
- g) that the offers will remain open and valid for at least 90 days.

If any offeror fails to comply with [a] through [g] of this paragraph, the state reserves the right to disregard the proposal, terminate the contract, or consider the contractor in default.

The Submittal Form also requests the following information:



- a) The complete name and address of offeror's firm along with the offeror's Tax ID.
- b) Information on the person the state should contact regarding the proposal.
- c) Names of critical team members/personnel.
- d) Addenda acknowledgement.
- e) Conflict of interest statement.
- f) Federal requirements.
- g) Alaska preference qualifications.

An offeror's failure to address/respond/include these items may cause the proposal to be determined to be non-responsive and the proposal may be rejected.

#### **SEC. 4.04 ORGANIZATION, EXPERIENCE AND QUALIFICATIONS (SUBMITTAL FORM B)**

Offerors must provide detail on the personnel assigned to accomplish the work called for in this RFP; illustrate the lines of authority; designate the individuals responsible and accountable for the completion of each component and deliverable of the RFP.

Offerors must provide a narrative description of their organization, the project team and personnel roster that identifies each person who will actually work on the contract along by their titles and location(s) where work will be performed.

**The offeror must include all detailed information identified in Sec 5.04. This includes:**

- a) Substantially relevant client experience in servicing plan sponsors similar to the State of Alaska and its Defined Contribution plan program, specific to their organization, with the composition and size of their workforce (member size, type, dollar asset value)
- b) Identify the length of time and experience in providing services and whether the plans are core retirement plans or supplemental retirement plans
- c) Emphasis must be placed on the areas of governmental and private defined contribution plans, in general and, specifically recordkeeping semi-bundled 401(a), 401(k), 403(b) and 457(b) plans

Offerors must also include five Client Reference Forms, attached to this RFP, which provide reference names and phone numbers for similar projects the offeror's firm has completed.

Offer must provide copies of their last three years' audited annual financial reports.

The offeror shall not disclose their costs in this Submittal Form. Submission forms shall not exceed the page limit (as described in Section 4.02). **Resumes, Client's Reference Forms, and the Offeror's audited annual financial reports are not counted in this page limit and must be submitted as separate attachments labeled with offeror's name.**

**Any Submittal Form submitted as part of a proposal that does not comply with the instructions above may be a basis for rejecting the proposal as non-responsive.**

**SPECIAL NOTE FOR ANONYMOUS SUBMISSIONS:** This Submittal Form **shall be kept anonymous and must not contain any names** (use example word: “Title”, “Position”, “The Company”) that can be used to identify who the offeror is and cannot exceed the page limit (as described in Section 4.02). Proposals that do not adhere to the requirements of this note may be found non-responsive.

**Offerors must provide resumes for those personnel with names and title that will be assigned to complete the project as a separate attachment to Submittal Form B.**

#### **SEC. 4.05 CLIENT SERVICE/QUALITY ASSURANCE (SUBMITTAL FORM C)**

Offerors must provide comprehensive narrative statements that illustrate their understanding of client service quality assurance for this project.

The offeror shall not disclose their costs in this Submittal Form. Submission forms shall not exceed the page limit (as described in Section 4.02). **Resumes and plan service review reports are not counted in this page limit and must be submitted as a separate attachment labeled with offeror’s name.**

**The offerors must include all detailed information identified in Sec 5.05. This includes:**

- a) Whether there are any alternatives to current plan design features you cannot support
- b) The typical interactions the State of Alaska would have with the assigned client service team during the transition and on an ongoing basis
- c) The average number of clients retained by key members of the assigned client service team for Defined Contribution plan programs of this size
- d) The training required for the offeror’s new employees before they are assigned to client plans of the size and scope of the State of Alaska and the ongoing training employees complete each year
- e) Client retention statistics for each of the last five years in the State of Alaska’s market segment and the average client relationship duration
- f) Procedures for monitoring client satisfaction, member satisfaction, and operational controls
- g) Checks and balances in place to assure plan administration integrity and accuracy, including member account data

**Any Submittal Form submitted as part of a proposal that does not comply with the instructions above may be a basis for rejecting the proposal as non-responsive.**

**SPECIAL NOTE FOR ANONYMOUS SUBMISSIONS:** This Submittal Form **shall be kept anonymous and must not contain any names** (use example word: “Title”, “Position”, “The Company”) that can be used to identify who the offeror is and cannot exceed the page limit (as described in Section 4.02). Proposals that do not adhere to the requirements of this note may be found non-responsive.

**SEC. 4.06 RECORDKEEPING/ADMINISTRATION (SUBMITTAL FORM D)**

Offerors must provide comprehensive narrative statements that illustrates how their services shall accomplish the work and meet the State’s recordkeeping/administration requirements.

**The offerors must include all detailed information identified in Sec 5.06. This includes:**

- a) The major areas where the State of Alaska will have responsibility in your service model, such as the distribution of required notices, approving plan transactions, etc.
- b) Payroll integration capabilities, including the number of contributions sources that may be tracked
- c) Transaction and supporting administrative capabilities, including how your system(s) process contributions, fund transfers/exchanges, and all types of member withdrawals (in-service, upon/after separation from service, qualified domestic relations orders), and the required federal and state tax reporting
- d) Distribution counseling, both for members considering the withdrawal of their account balances from the plans either on an in-service basis or due to separation from service, and those that may wish to retain them on an in-plan basis
- e) Maintenance in the documentation of all administrative processes and training support to Plan Administrator staff.

The offeror shall not disclose their costs in this Submittal Form. Submission forms shall not exceed the page limit (as described in Section 4.02).

**Any Submittal Form submitted as part of a proposal that does not comply with the instructions above may be a basis for rejecting the proposal as non-responsive.**

**SPECIAL NOTE FOR ANONYMOUS SUBMISSIONS:** This Submittal Form **shall be kept anonymous and must not contain any names** (use example word: “Title”, “Position”, “The Company”) that can be used to identify who the offeror is and cannot exceed the page limit (as described in Section 4.02). Proposals that do not adhere to the requirements of this note may be found non-responsive.

**SEC. 4.07 REGULATORY SERVICES (SUBMITTAL FORM E)**

Offerors must provide comprehensive narrative statements that illustrates how their services will meet the State’s regulatory services requirements.

**The offerors must include all detailed information identified in Sec 5.07. This includes:**

- a) Summary of disclosures provided to members at conversion and ongoing
- b) Fiduciary responsibilities assumed by your organization

- c) How you keep plan sponsors current on all applicable regulatory and legislative changes, and will support the State of Alaska to ensure its plans remain compliant with all relevant regulations
- d) Standard support provided for plan audits
- e) Details of any past or pending litigation or regulatory inquiries during the last five years that relate to plan administration, securities or financial fraud, breach of fiduciary responsibilities, SEC or any other regulatory investigations regarding fund trading, market timing or late trading (offerors providing a generic answer may receive a lower evaluation score)

The offeror shall not disclose their costs in this Submittal Form. Submission forms shall not exceed the page limit (as described in Section 4.02).

**Any Submittal Form submitted as part of a proposal that does not comply with the instructions above may be a basis for rejecting the proposal as non-responsive.**

**SPECIAL NOTE FOR ANONYMOUS SUBMISSIONS:** This Submittal Form **shall be kept anonymous and must not contain any names** (use example word: “Title”, “Position”, “The Company”) that can be used to identify who the offeror is and cannot exceed the page limit (as described in Section 4.02). Proposals that do not adhere to the requirements of this note may be found non-responsive.

#### **SEC. 4.08 PLAN SPONSOR REPORTING (SUBMITTAL FORM F)**

Offerors must provide comprehensive narrative statements that illustrates how their services will meet the plan sponsor’s reporting requirements.

**The offerors must include all detailed information identified in Sec 5.08. This includes:**

- a) Recommended reporting, both standard and customized, and how it aligns with the required reporting for the State of Alaska, frequency and timeframe for availability
- b) Reporting to assist the State of Alaska in measuring plan level and member activity metrics
- c) A list of their standard reports, and samples; such as the Employer/Plan Administrator Activity Report of participant activity, summary report by investment option activity, etc.
- d) Data security, user authentication procedures, and website configuration that allows Plan Administrator staff to either only view or change certain information
- e) Training the offeror must provide to Plan Administrator staff
- f) The length of time historical information will be available to Plan Administrator staff to run reports and perform research

The offeror shall not disclose their costs in this Submittal Form. Submission forms shall not exceed the page limit (as described in Section 4.02).

**Any Submittal Form submitted as part of a proposal that does not comply with the instructions above may be a basis for rejecting the proposal as non-responsive. Samples of the offeror's reports are not counted in this page limit and must be submitted as a separate attachment labeled with offeror's name.**

**SPECIAL NOTE FOR ANONYMOUS SUBMISSIONS:** This Submittal Form **shall be kept anonymous and must not contain any names** (use example word: "Title", "Position", "The Company") that can be used to identify who the offeror is and cannot exceed the page limit (as described in Section 4.02). Proposals that do not adhere to the requirements of this note may be found non-responsive.

#### **SEC. 4.09 MEMBER EXPERIENCE/SERVICES — WEBSITE AND MOBILE DEVICES (SUBMITTAL FORM G)**

Offerors must provide comprehensive narrative statements that illustrates how their services will support members' abilities to access and manage their accounts through either a website (i.e., desktop) and mobile device. Major web browsers supported must include Chrome, Safari, Edge, Firefox and Opera. Mobile device operating systems supported must include iOS and Android.

**The offerors must include all detail information identified in Sec 5.09. This includes:**

- a) The account services, transaction capabilities, and educational content, including access to information on the plans' investments and performance, which are available through your member website, and if they may be customized should the Plan Administrator wish to do so
- b) Confirmation of all mobile device operating systems and browsers supported
- c) Transactional vs. view-only functionality, and how often data on the website, mobile site, or any mobile app is updated to effectively interface with your central recordkeeping system
- d) Website chat and co-browsing capabilities with your organization's internet and call center staff
- e) Member authentication, systems integration across websites or mobile devices, and how member data is secured (i.e., audit trail, confirmations)

The offeror shall not disclose their costs in this Submittal Form. Submission forms shall not exceed the page limit (as described in Section 4.02).

**Any Submittal Form submitted as part of a proposal that does not comply with the instructions above may be a basis for rejecting the proposal as non-responsive.**

**SPECIAL NOTE FOR ANONYMOUS SUBMISSIONS:** This Submittal Form **shall be kept anonymous and must not contain any names** (use example word: "Title", "Position", "The Company") that can be used to identify who the offeror is and cannot exceed the page limit (as described in Section 4.02). Proposals that do not adhere to the requirements of this note may be found non-responsive.

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**SEC. 4.10 MEMBER EXPERIENCE/SERVICES- VOICE RESPONSE UNIT (VRU)  
(SUBMITTAL FORM H)**

Offerors must provide comprehensive narrative statements that illustrates how their services will support members that wish to access and manage their accounts through its VRU.

**The offerors must include all detail information identified in Sec 5.10. This includes:**

- a) Descriptions of services available through your VRU, including: access to information on the plan investments; how transactions are processed and documented; any transactions that cannot be processed through the VRU; and hours of availability
- b) Whether the VRU utilizes natural language technology, how data is secured within the system, the level of customization available, a member's ability to move from the VRU to a service center representative, how often the data on the VRU is updated and how it interfaces with the central recordkeeping system

The offeror shall not disclose their costs in this Submittal Form. Submission forms shall not exceed the page limit (as described in Section 4.02).

**Any Submittal Form submitted as part of a proposal that does not comply with the instructions above may be a basis for rejecting the proposal as non-responsive.**

**SPECIAL NOTE FOR ANONYMOUS SUBMISSIONS:** This Submittal Form **shall be kept anonymous and must not contain any names** (use example word: "Title", "Position", "The Company") that can be used to identify who the offeror is and cannot exceed the page limit (as described in Section 4.02). Proposals that do not adhere to the requirements of this note may be found non-responsive.

**SEC. 4.11 MEMBER EXPERIENCE/SERVICES- CALL CENTER (SUBMITTAL FORM I)**

Offerors must provide comprehensive narrative statements that illustrates how their services will support members that wish to access and manage their accounts through its call center(s).

**The offerors must include all detailed information identified in Sec 5.11. This includes:**

- a) Proposed staffing levels for your service center, a description of the type, tenure and qualifications of the service center personnel, training provided to service center representatives before they are allowed to conduct incoming calls, and any required service center representative licenses or certifications
- b) How the requirements for the Americans with Disabilities Act are complied with and whether services, such as teletypewriter and telecommunications devices (TDD) for the deaf, are provided during all hours-of-service center representatives' availability
- c) Security measures used to authorize member transactions

- d) The hours of operation, how calls are monitored and taped, how the quality of the service center representatives are monitored to assure they are conducting calls properly, and case management procedures for calls that cannot be satisfactorily resolved at the point of a call
- e) Information available to service center representatives to allow them to effectively answer member questions, measure member satisfaction with your call center, and what reports and information will be available to the Plan Administrator on call center activity

The offeror shall not disclose their costs in this Submittal Form. Submission forms shall not exceed the page limit (as described in Section 4.02).

**Any Submittal Form submitted as part of a proposal that does not comply with the instructions above may be a basis for rejecting the proposal as non-responsive.**

**SPECIAL NOTE FOR ANONYMOUS SUBMISSIONS:** This Submittal Form **shall be kept anonymous and must not contain any names** (use example word: “Title”, “Position”, “The Company”) that can be used to identify who the offeror is and cannot exceed the page limit (as described in Section 4.02). Proposals that do not adhere to the requirements of this note may be found non-responsive.

## **SEC. 4.12 MEMBER EXPERIENCE/SERVICES- COMMUNICATION AND EDUCATION (SUBMITTAL FORM J)**

Offerors must provide comprehensive narrative statements that illustrates how their services will support comprehensive communication and education on the Plans for members.

**The offerors must include all detailed information identified in Sec 5.12. This includes:**

- a) A description of your standard member account statement and customization capabilities with features designed to meet the needs of the State of Alaska and its plan members, including a sample of your standard member account statement as a separate attachment. The sample must **be kept anonymous and must not contain any names** that can be used to identify who the offeror is
- b) Key elements provided as part of a standard communication and education program package, which should include complete detail on your approach, such as how you would educate and inform plan members on retirement planning concepts, basic investment education, the plans’ investment options, as well as your abilities to support on-going information brochures, newsletters, etc.
- c) The capabilities you may have to customize the website, mobile site, call-center or print content for the plans
- d) Support point-in-time advice under a nondiscretionary arrangement

- e) Descriptions of seminars provided throughout the year for plan members on various topics relevant to investing, retirement, and financial planning, to be conducted throughout the State in central areas agreed upon by the record keeper and the Plan Administrator using a combination of record keeper and Plan Administrator staff
- f) Whether you provide communication and education material in any foreign languages, and, if so, what languages, what materials and through which channels

The offeror shall not disclose their costs in this Submittal Form. Submission forms shall not exceed the page limit (as described in Section 4.02).

**Any Submittal Form submitted as part of a proposal that does not comply with the instructions above may be a basis for rejecting the proposal as non-responsive. Sample of the standard member account statement are not counted in this page limit and must be submitted as a separate attachment labeled with offeror's name.**

**SPECIAL NOTE FOR ANONYMOUS SUBMISSIONS:** This Submittal Form shall be kept anonymous and must not contain any names (use example word: "Title", "Position", "The Company") that can be used to identify who the offeror is and cannot exceed the page limit (as described in Section 4.02). Proposals that do not adhere to the requirements of this note may be found non-responsive.

#### **SEC. 4.13      CONVERSION (SUBMITTAL FORM K)**

Offerors must provide comprehensive narrative statements that details the management plan they intend to follow to convert the Plans from their current recordkeeper to a successor recordkeeper, and how the plan will serve to accomplish the work and meet the state's project schedule.

**The offerors must include all detailed information identified in Sec 5.13. This includes:**

- a) Explanations of your conversion process, including time frame based on the options available (e.g., mapping of investments), the assignment of a dedicated team, conversion audit reporting, procedures to ensure accurate conversion of all historical data and, in the case of a conversion-out, the term for which the State of Alaska will either have access to their data directly from the record keeping platform or what historical information will be captured in conversion-out reporting
- b) The blackout period required and what is restricted and what is not available during that time
- c) The involvement required by the State of Alaska during the conversion process
- d) The key elements provided as part of your transition package to members, both on a conversion-in and conversion-out basis
- e) Descriptions of all communications typically provided to members during the conversion process, both on a conversion-in and conversion-out basis



- f) How you monitor the effectiveness and quality of your conversion process and team

The offeror shall not disclose their costs in this Submittal Form. Submission forms shall not exceed the page limit (as described in Section 4.02).

**Any Submittal Form submitted as part of a proposal that does not comply with the instructions above may be a basis for rejecting the proposal as non-responsive.**

**SPECIAL NOTE FOR ANONYMOUS SUBMISSIONS:** This Submittal Form shall be kept anonymous and must not contain any names (use example word: “Title”, “Position”, “The Company”) that can be used to identify who the offeror is and cannot exceed the page limit (as described in Section 4.02). Proposals that do not adhere to the requirements of this note may be found non-responsive.

#### **SEC. 4.14 SYSTEMS CAPABILITIES AND HARDWARE (SUBMITTAL FORM L)**

Offerors must provide comprehensive narrative statements that details the systems capabilities and hardware used to support the recordkeeping system designed to maintain the administration of the Plans.

**The offerors must include all detailed information identified in Sec 5.14. This includes:**

- a) Descriptions of the hardware platform and software system used to record keep and administer the State of Alaska’s plans, including the nature, structure, and detailed hardware and software technology your system uses for both internal processing and to conduct internet-related business, i.e., operating systems, application software, platforms, and database languages
- b) Whether the software is developed internally, leased, or was purchased from another provider and if your software is leased or purchased, whether you utilize the provider from whom you purchased the system for system enhancements and maintenance
- c) Which aspects are processed real time vs. batch, whether and how your platform incorporates web services in linking to other providers, and how current and historical data is made available through various reporting and access functions
- d) Your system enhancement process and timeline including the frequency of releases, how projects are prioritized, how enhancements are designed, and how quality control is ensured, for the next three years
- e) The flexibility to request changes in screens customized for the State of Alaska’s plans, indicating those areas where changes might be acceptable, whether it allows for the use of non-social security number identifiers and if systems can accommodate a non-social security number identifier already used by the Plan Administrator
- f) Copies of the systems and organization controls (SOC) of your record keeping system audited by an independent accounting firm on an annual or more frequent basis, both SOC 1 and SOC 2 (SOC

1 focuses on controls related to an organization's financial reporting, and SOC 2 focuses on controls related to security, availability, processing integrity, confidentiality, and privacy of data)

- g) Documented disaster recovery plan, including testing, maintenance and backup procedures, retention timetables and backup storage approach

The offeror shall not disclose their costs in this Submittal Form. Submission forms shall not exceed the page limit (as described in Section 4.02).

**Any Submittal Form submitted as part of a proposal that does not comply with the instructions above may be a basis for rejecting the proposal as non-responsive. Copies of the offeror's SOC1 and SOC2 are not counted in this page limit and must be submitted as a separate attachment labeled with offeror's name.**

**SPECIAL NOTE FOR ANONYMOUS SUBMISSIONS:** This Submittal Form shall be kept anonymous and must not contain any names (use example word: "Title", "Position", "The Company") that can be used to identify who the offeror is and cannot exceed the page limit (as described in Section 4.02). Proposals that do not adhere to the requirements of this note may be found non-responsive.

#### **SEC. 4.15 CYBER SECURITY (SUBMITTAL FORM M)**

Offerors must provide comprehensive narrative statements describing the cyber security policies meant to protect all plan and member data stored on its recordkeeping system.

**The offerors must include all detailed information identified in Sec 5.15. This includes:**

- a) A comprehensive and understandable cybersecurity program
- b) How the plans' data will be maintained and protected
- c) How your organization assumes liability for breaches
- d) Protocols for notifying the Plan Administrator in the case of a breach
- e) Controls in place over physical assets that store sensitive data
- f) Hiring and training practices, including background checks, screening practices, and cyber security training

The offeror shall not disclose their costs in this Submittal Form. Submission forms shall not exceed the page limit (as described in Section 4.02).

**Any Submittal Form submitted as part of a proposal that does not comply with the instructions above may be a basis for rejecting the proposal as non-responsive.**

**SPECIAL NOTE FOR ANONYMOUS SUBMISSIONS:** This Submittal Form shall be kept anonymous and must not contain any names (use example word: "Title", "Position", "The Company") that can be used to identify who the offeror is and cannot exceed the page limit (as described in Section 4.02). Proposals that do not adhere to the requirements of this note may be found non-responsive.

**SEC. 4.16 INVESTMENTS (SUBMITTAL FORM N)**

Offerors must provide comprehensive narrative statements describing its capabilities to support the Plans' investment fund lineups under an open architecture framework.

**The offerors must include all detailed information identified in Sec 5.16. This includes:**

- a) Confirmation, based on the list of current investment options provided, that all the State of Alaska's funds will be available on your record keeping platform, and if any changes are required
- b) How your firm handles float and how such approach is disclosed
- c) How you may support self-directed brokerage accounts, including whether they are limited to mutual funds or may also accommodate individual securities, and all fees associated with the administration of these accounts (this option is not currently offered to plan members)
- d) Please describe, in detail any annuity-based products that you may offer as a record keeper comprising a description of your process that supports full disclosure to ensure members would be receiving institutional-level pricing for these products. Please include:
  - An organizational chart of your annuity sales and service organization, with any parent/subsidiary/affiliate that would be involved in servicing this relationship
  - How many years the organization has been active as an annuity provider and experience in working with annuity contracts
  - Competitive advantages that may be unique to working with your company
  - Confirmation that annuity providers meet all of the following criteria: Operates under a certificate of authority from insurance commissioner of its domiciliary state which has not been revoked or suspended; has filed audited financial statements in accordance with the laws of its domiciliary state under applicable statutory accounting principles; maintains reserves which satisfies all statutory requirements of all states where the insurer does business; not operating under an order of supervision, rehabilitation or liquidation; undergoes, at least every five years, a financial examination by insurance commissioner of its domiciliary state; and will notify the State of Alaska's plans' fiduciaries of any change in circumstances occurring which would preclude the annuity provider(s) from making these representations at the time of issuance of a contract
  - Pricing structure
  - An annuitizing payout example using 65-year-old male and female retirees with a \$100,000 account balance used to purchase an annuity
  - Overview of your member service model including any online capabilities, if applicable.
- e) Clarification on your custody services and structure, including the distinction between securities custody and cash custody, with a focus on where the record keeper's trust company acts as the

payment agent and cash custodian due to the structure of its record keeping platform. Any external custodian relationship for asset servicing must be clearly delineated from both a service and cost perspective and how this may impact your record keeping revenue model. Please distinguish between the cost a member may incur for requesting a withdrawal or distribution by the record keeper vs. revenue derived from check writing and payment services of the custodian, and how these would be defined in your contract.

The offeror shall not disclose their costs in this Submittal Form. Submission forms shall not exceed the page limit (as described in Section 4.02).

**Any Submittal Form submitted as part of a proposal that does not comply with the instructions above may be a basis for rejecting the proposal as non-responsive.**

**SPECIAL NOTE FOR ANONYMOUS SUBMISSIONS:** This Submittal Form **shall be kept anonymous and must not contain any names** (use example word: “Title”, “Position”, “The Company”) that can be used to identify who the offeror is and cannot exceed the page limit (as described in Section 4.02). Proposals that do not adhere to the requirements of this note may be found non-responsive.

#### **SEC. 4.17 TRUSTEE SERVICES (SUBMITTAL FORM O)**

Offerors must provide comprehensive narrative statements describing its trustee services to support the recordkeeping and custody of the Plans’ assets.

**The offerors must include all detail information identified in Sec 5.17. This includes:**

- a) Your ability to act as or provide availability to, trustee services, what fiduciary responsibilities are accepted, and whether you limit such responsibilities in any way
- b) The integration of your trust accounting system into your record keeping system, and the checks and balances within your trust accounting process
- c) Turn-around time on payment issuance to members for distributions (either while in-service or after separation from service), options for payment (e.g., check, wire, ACH, etc.), and ability to support federal and all states’ tax withholding
- d) Information provided to plan members regarding distributions

The offeror shall not disclose their costs in this Submittal Form. Submission forms shall not exceed the page limit (as described in Section 4.02).

**Any Submittal Form submitted as part of a proposal that does not comply with the instructions above may be a basis for rejecting the proposal as non-responsive.**

**SPECIAL NOTE FOR ANONYMOUS SUBMISSIONS:** This Submittal Form **shall be kept anonymous and must not contain any names** (use example word: “Title”, “Position”, “The Company”) that can be used to identify who the offeror is and cannot exceed the page limit (as described in Section 4.02). Proposals that do not adhere to the requirements of this note may be found non-responsive.

## SEC. 4.18 SUMMARY (SUBMITTAL FORM P)

Offerors must provide comprehensive, concise summary of how their services are best designed to support the administration and recordkeeping of the Plans. Narrative statements must describe the management plan the Offeror intends to follow and illustrate how the plan will serve to accomplish the work and meet the State's project schedule.

**The offerors must include all detailed information identified in Sec 5.18. This includes:**

- a) What differentiates your firm from other record keepers and why your firm specifically is the optimal solution focused on the needs of the Defined Contribution plans of the State of Alaska

The offeror shall not disclose their costs in this Submittal Form. Submission forms shall not exceed the page limit (as described in Section 4.02).

**Any Submittal Form submitted as part of a proposal that does not comply with the instructions above may be a basis for rejecting the proposal as non-responsive.**

**SPECIAL NOTE FOR ANONYMOUS SUBMISSIONS:** This Submittal Form **shall be kept anonymous and must not contain any names** (use example word: "Title", "Position", "The Company") that can be used to identify who the offeror is and cannot exceed the page limit (as described in Section 4.02). Proposals that do not adhere to the requirements of this note may be found non-responsive.

## SEC. 4.19 COST PROPOSAL (SUBMITTAL FORM Q)

Offerors must complete and submit this Submittal Form. Proposed costs must include all direct and indirect costs associated with the performance of the contract, including, but not limited to, total number of hours at various hourly rates, direct expenses, payroll, supplies, overhead assigned to each person working on the project, percentage of each person's time devoted to the project, and profit. Offerors must include estimated travel costs for annual meetings in Juneau to meet with the Plan Administrator, and at least 12 to 18 trips within Alaska annually to meet with members of the plans. These travel costs must include M&IE, lodging, airfare, etc. The costs identified on the cost proposal are the total amount of costs to be paid by the state. Any expenses incurred in excess of this amount must be expressly approved by the state prior to the payment of any invoices. No additional charges shall be allowed.

To be included as part of the record keeping fee:

1. Internet and VRU-IVR systems that maintain account information and trading facilities that interconnect with plan web sites. The plan will not pay for systems, programming, design, and related costs to convert to another Offeror's data processing system \ system \ web operation, and it will not pay to add functionality to a vendor's system caused by conversion.
2. Customer Service representative availability as required by this RFP.
3. Maintain individual member accounting by investment option as follows:

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- a. Contributions\Balance by member and employer \ by investment fund option
  - b. Transactions \ transfers by member by option – sends \ receives net gross amount to \ from fund manager. (Fund Managers do not maintain individual member account records).
  - c. Member account balance must be available to Member and Plan Administrator on Offeror's web site and statements by actual balance and refundable balance. These amounts may be different for a member not yet vested.
4. Data processing services related to the operation and maintenance of the web site, VRU, and related systems to maintain systems.
  5. Participant education, conversion education, and communication services to support professional personnel to produce plan information booklets, quarterly investment reports, investment option detail sheets, plan information packets, newsletters, envelopes, create audio \ visual material (.pdf documents, etc.).
  6. Basic legal review services necessary to maintain operational compliance with changing Federal and \ or state pension legislation changes.
  7. Charges for mailing plan materials. (Note: The Plan Administrator's objective is to encourage the use of electronic member statements in order to reduce mailing costs.)
  8. Costs for establishing and maintaining an office or offices in Alaska.
  9. Costs to administer and distribute hardship withdrawal amounts to members.
  10. Costs to administer and qualify domestic relations orders (DRO), and to distribute payments to alternate payees.
  11. Financial planning for participants to have the level of assistance they need in order to make informed investment decisions and to reach their retirement goals. Services desired range from education regarding financial planning principles to assistance with portfolio development. It may be the intent of the Plan Administrator to seek discounted rates for participants who are in more than one of the plans contained in this RFP during the negotiation phase of the contract.

To be excluded as part of the record keeping fee:

1. The Alaska Retirement Management Board (ARMB) decides upon specific plan investments, in concurrence with the Commissioner of the Department of Administration and the Plan Administrator. The contract for services under this RFP is separate and apart from ARMB. The Offeror may not assume any collateral revenue sources to pay for services to be provided under this RFP.

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*Note: The Plan will expect an accounting to assure that recordkeeping expenses \ losses of the record keeper providing services under this RFP are not recouped through manager \ custodian fees charged members on investment options.*

2. Monitoring of Fund Manager performance.
3. Charges for printing cost of plan materials (Booklets, newsletters, stuffers, envelopes, etc.).
4. Specialized data processing costs related to a specific project that is not part of the basic maintenances of work required by the RFP. This will be decided on a case-by-case basis, by mutual agreement and will require an amendment to the contract from procurement.
5. Specialized legal review services related to a specific project that is not part of the basic work required by the RFP. This will be decided upon a case-by-case basis, by mutual agreement and will require an amendment to the contract from procurement.
6. Systems, programming, design, and related costs to convert to an Offeror's data processing system \ web operation or added functionality to an offeror's system due to changes that are caused by implementation. (This is considered an investment of the Offeror. )

## SECTION 5. EVALUATION CRITERIA AND CONTRACTOR SELECTION

### SEC. 5.01 SUMMARY OF EVALUATION PROCESS

The state will use the following steps to evaluate and prioritize proposals:

- 1) Proposals will be assessed for overall responsiveness. Proposals deemed non-responsive will be eliminated from further consideration.
- 2) A proposal evaluation committee (PEC), made up of at least three state employees or public officials, will evaluate the Technical portion of all responsive proposals.
- 3) The Submittal Forms, from each responsive proposal, will be sent to the PEC. No cost information will be shared or provided to the PEC.
- 4) The PEC will independently evaluate and score the documents based on the degree to which they meet the stated evaluation criteria.
- 5) After independent scoring, the PEC will have a meeting, chaired by the procurement officer, where the PEC may have a group discussion prior to finalizing their scores.
- 6) The evaluators will submit their final individual scores to the procurement officer, who will then compile the scores and calculate awarded points as set out in Section 5.03.
- 7) The procurement officer will calculate scores for cost proposals as set out in Section 5.19 and add those scores to the awarded points along with factoring in any Alaska preferences.
- 8) The procurement officer may ask for best and final offers from offerors susceptible for award and revise the cost scores accordingly.
- 9) The state will then conduct any necessary negotiations with the highest scoring offeror and award a contract if the negotiations are successful.

### SEC. 5.02 EVALUATION CRITERIA

Proposals will be evaluated based on their overall value to state, considering both cost and non-cost factors as described below. Note: An evaluation may not be based on discrimination due to the race, religion, color, national origin, sex, age, marital status, pregnancy, parenthood, disability, or political affiliation of the offeror.

Overall Criteria		Weight
Responsiveness		Pass/Fail
Qualifications Criteria		Weight
Organization, Experience and Qualifications	(Submittal Form B)	50
Client service/Quality assurance	(Submittal Form C)	70
Recordkeeping/Administration	(Submittal Form D)	70
Regulatory Services	(Submittal Form E)	35
Plan Sponsor Reporting	(Submittal Form F)	60
Member Experience/Services – Website and Mobile Devices	(Submittal Form G)	35



Member Experience/Services – Voice Response Unit (VRU)	(Submittal Form H)	35
Member Experience/Services – Call Center	(Submittal Form I)	35
Member Experience/Services – Communication and Education	(Submittal Form J)	35
Conversion	(Submittal Form K)	65
Systems capabilities and hardware	(Submittal Form L)	75
Cybersecurity	(Submittal Form M)	55
Investments	(Submittal Form N)	30
Trustee services	(Submittal Form O)	30
Summary	(Submittal Form P)	20
Total		700

Cost Criteria	Weight
Cost Proposal (Submittal Form Q)	200
Total	200

Preference Criteria	Weight
Alaska Offeror Preference (if applicable)	100
Total	100

**TOTAL EVALUATION POINTS AVAILABLE: 1000**

### SEC. 5.03 SCORING METHOD AND CALCULATION

Each Proposal Evaluation Committee (PEC) member will individually evaluate and score each responsive proposal using the criteria set out in Sections 5.04 through 5.07 and assign a single score of 1 through 10, with 10 representing the highest score and 1 representing the lowest score. Using only whole numbers, PEC members should start with a score of 5 on each section. The score may either increase or decrease depending on the offeror's response to each question for that section. As an example, if the Offeror provided responses over and above the evaluation questions in a section, they would receive a higher score. However, if the Offeror's response fails to address all questions of a section or demonstrates some lack of understanding or competency as it relates to a question for that section, the Offeror would then receive a lower score.

After the PEC has scored, the scores for each section will be totaled and the following formula will be used to calculate the total amount of points awarded for each section:

**Offeror Total Score**

**x Max Points = Points Awarded**

**Highest Total Score Possible**

**Example (Max Points for the Section = 100):**

PEC Member 1 Score	PEC Member 2 Score	PEC Member 3 Score	PEC Member 4 Score	Combined Total Score	Points Awarded

<b>Offeror 1</b>	10	5	5	10	30	75
<b>Offeror 2</b>	5	5	5	5	20	50
<b>Offeror 3</b>	10	10	10	10	40	100

**Offeror 1** was awarded 75 points:

Offeror Total Score (30)

\_\_\_\_\_ x Max Points (100) = Points Awarded (75)

Highest Total Score Possible (40)

**Offeror 2** was awarded 50 points:

Offeror Total Score (20)

\_\_\_\_\_ x Max Points (100) = Points Awarded (50)

Highest Total Score Possible (40)

**Offeror 3** was awarded 100 points:

Offeror Total Score (40)

\_\_\_\_\_ x Max Points (100) = Points Awarded (100)

Highest Total Score Possible (40)

## **SEC. 5.04 ORGANIZATION, EXPERIENCE AND QUALIFICATIONS (FORM B)**

This portion of the offeror's proposal will be evaluated against the following questions:

1. Did the offeror provide the title(s) and roles of the individual(s) responsible for responding to this request?
2. Did the offeror provide a brief overview of their company and history of their organization including an organizational chart of the offeror's retirement plan service's organization? Did the offeror describe any parent/subsidiary/affiliate relationships that would be involved in the servicing of this relationship?
3. Did the offeror describe their experience in servicing clients similar to the State of Alaska and its Defined Contribution plan program, specific to their organization, with the composition and size of their workforce (member size, type, dollar asset value)? Did the offeror's response identify the length of time and experience in providing services as described in Section 1.04 of this RFP, and whether the plans are core retirement plans or supplemental retirement plans? Did the offeror provide particular emphasis on the following areas:
  - Governmental and private defined contribution plans, in general

- 
- Recordkeeping semi-bundled 401(a), 401(k), 403(b) and 457(b) plans.
4. Did the offeror provide a list of their ten largest public sector clients with details as to membership base, asset base, number of investment options, and types of services provided?
  5. Did the offeror provide a list of the five largest clients lost during the last five years? For each of these clients, did the offeror indicate the membership population and basic plan statistics? Did the offeror indicate the length of the previous relationship and the circumstances of termination (competitive bid selection, etc.)?
  6. Did the offeror provide five relevant references for current clients? Did the offeror include the client's name, contact, address, telephone number, services provided, year they became a client and the plan demographics? Are at least two of the references pertaining to relevant governmental plans?
  7. Did the offeror provide copies of their last three years' audited annual financial reports?

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**SEC. 5.05 CLIENT SERVICE/QUALITY ASSURANCE (FORM C)**

This portion of the offeror's proposal will be evaluated against the following questions:

1. Did the offeror identify any features that their firm cannot accommodate? If yes, did they specify each feature and provide an alternative for the State of Alaska's consideration?
2. Did the offeror describe the team that would deal directly with the State of Alaska during the transition, as applicable, and on an ongoing basis? Did they provide the resumes with the title(s), experience, and qualifications of key executive project personnel, project managers and the primary work staff who will conduct day-to-day operations and be primarily responsible for the work performed. To the extent possible, does the team provided consist of members that have been responsible for the relevant current client references?
3. Did the offeror describe the typical interactions the State of Alaska would have with their support team during the transition and on an ongoing basis? Did they indicate the type of interaction, the frequency, and the medium?
4. Did the offeror indicate that their executive relationship management team would meet with the State of Alaska and the Plan Administrator at the offeror's headquarters to review plan features, communication, fund performance, and recommendations on an annual basis, and the roles presented in these meetings?
5. Did the offeror provide the average number of clients retained by the relationship manager for Defined Contribution plan programs of this size?
6. Did the offeror indicate what type of training is required for their new employees before they are assigned to client plans, and what type of ongoing training the offeror requires their employees to complete each year?
7. Did the offeror provide client retention statistics for each of the last five years in the State of Alaska's market segment, and the average client relationship duration?
8. Did the offeror describe their organization's commitment to quality and their philosophy/approach to client services?
9. Did the offeror describe their procedures for monitoring:
  - a. client satisfaction,
  - b. member satisfaction, and
  - c. operational controls.
10. Did the offeror describe their periodic service reviews:
  - a. Will the firm provide a periodic service review of the plans including comparing the plans to proprietary and external benchmarks?
  - b. How frequently they conduct their service reviews?
  - c. How their external benchmarks are obtained?

- d. Did the offeror attach a sample of their plan service review report?
- 11. Did the offeror describe their service/timing standards?
- 12. Did the offeror describe what checks and balances they you have in place to assure plan administration integrity and accuracy including member account data?

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**SEC. 5.06 RECORDKEEPING/ADMINISTRATION (FORM D)**

This portion of the offeror's proposal will be evaluated against the following questions:

1. Did the offeror provide one main contact for the daily administrative needs of the plans? If yes, how many plans does this administrator handle? If not, did the offeror detail how their workloads and plans are assigned?
2. Did the offeror summarize the major areas where the State of Alaska will have responsibility in their service model? Did the offeror include the potential areas of distributing required notices, approving plan transactions, etc.
3. Did the offeror describe what methods of data transmission are available? Did they describe data coming to them from the State of Alaska as well as data to be received by the State of Alaska?
4. Did the offeror describe their payroll integration capabilities?
5. Did the offeror describe in detail how their system processes contributions.
6. Did the offeror describe how they qualify hardship withdrawals? If so, did they describe their methodology and documentation requirements?
7. Did the offeror describe in detail, including timing, how their system processes withdrawals (i.e., in-service and hardship withdrawals.)?
8. Did the offeror describe in detail how they handle and process:
  - a. Lump-sum distributions,
  - b. Annuities,
  - c. Rollovers to another plan or an IRA,
  - d. Required minimum distributions,
  - e. Qualified joint and survivor annuity/qualified pre-retirement annuity notices, consent, waiver, etc.?
9. Did the offeror describe what payment and support options are available to terminated/retired members who wish to keep their funds in the State's plans?
10. Did the offeror describe in detail how their system processes transfer/exchanges (including frequency/limitations)?
11. Did the offeror describe their process and methods of investment reallocation (percent and/or dollar)?
12. Did the offeror state how many types of contributions can be tracked separately?
13. Did the offeror describe their tax withholding and processing:
  - a. Does their system provide all required tax data for plan distributions?
  - b. How withheld taxes are processed for payment?

- c. How tax statements (state and federal) are issued?
- 14. Did the offeror describe in detail how they administer Qualified Domestic Relations Orders (QDROs)?
- 15. Did the offeror describe their beneficiary services, including:
  - a. gathering and storing beneficiary information,
  - b. prompting members to update beneficiaries,
  - c. accessing beneficiary information in the event of the member's death?
- 16. Did the offeror indicate they provide an administration manual?
- 17. Does the offeror describe the administrative services or training they shall provide for the State of Alaska's staff?

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**SEC. 5.07 REGULATORY SERVICES (FORM E)**

This portion of the offeror’s proposal will be evaluated against the following questions:

1. Did the offeror indicate what types of disclosures they provide to members during implementation and on a continuing basis? For each type, did they list the method of providing the disclosure and the frequency.
2. Did the offeror indicate what fiduciary responsibility their organization assumes? Did this include financial guidance and advice services they provide to members.
3. Did the offeror describe how they keep plan sponsors informed and updated on all applicable regulatory and legislative changes?
4. Did the offeror describe how they would help ensure that the plans remain in compliance?
5. Did the offeror describe any support they provide for the plans’ annual audits? Did they indicate the support that is standard and included in their proposal?
6. Did the offeror provide details of any past or pending litigation or regulatory inquiries during the last five years involving their company that relates to plan administration, securities or financial fraud, or breach of fiduciary responsibilities. (Offerors providing a generic answer may receive a lower evaluation score.)
7. Did the offeror provide details on any investigations conducted by the SEC or any other regulatory body regarding fund trading, market timing or late trading during the last five years? (Offerors providing a generic answer may receive a lower evaluation score.)
8. Did the offeror describe how they maintain records of interactions with members regarding distributions from the plans?

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## SEC. 5.08 PLAN SPONSOR REPORTING (FORM F)

This portion of the offeror's proposal will be evaluated against the following questions:

1. Did the offeror describe their standard reporting packages, the frequency and timeframe they are available, as well as the media through which they are offered. This reporting should be inclusive of any recordkeeping fees quoted.
2. While the flexibility for the State of Alaska to generate more customized reporting is desirable, a robust library of standardized reporting is equally important. Did the offeror provide a comprehensive list of their standard reports? Did they include samples of various reports, such as the Employer/Plan Administrator Activity Report of member activity, summary report by investment option activity, etc?
3. Did the offeror describe any reports that will help the State of Alaska monitor key metrics about the plans? Would they include such reports as:
  - a. Member engagement with various channels, tools, and services,
  - b. Member usage of key plan features such as contributions, investments, and withdrawals,
  - c. Retirement readiness as measured by projected retirement income,
  - d. Investment analysis?
4. Did the offeror describe in detail the functionality and content available on their plan sponsor website?
5. Did the offeror describe the data security and user authentication procedures for their plan sponsor website?
6. Does the offeror's proposed website for State of Alaska describe how it can be configured so that there are different user levels, whereby different users can only view or change certain information?
7. Did the offeror describe how the State of Alaska's staff will be trained to use their plan sponsor website.
8. Did the offeror describe any customized or ad hoc reporting capabilities, including web capabilities, available to the Plan Administrator?
9. Did the offeror indicate they can produce reports through media other than paper or electronic?
10. Did the offeror include their standard time for providing each report after the end of the reporting period?
11. Did the offeror indicate how much and for what length of time historical information will be available to Plan Administrator staff? (Plan staff needs this information to run reports and perform research.)

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who the offeror is and cannot exceed the page limit (as described in Section 4.02). Proposals that do not adhere to the requirements of this note may be found non-responsive.

**SEC. 5.09 MEMBER EXPERIENCE: SERVICES-WEBSITE AND MOBILE DEVICES (FORM G)**

This portion of the offeror's proposal will be evaluated against the following questions:

1. Did the offeror describe the account services, transaction capabilities, and educational content, including access to information on the plans' investments and performance, available through their member website, and if they may be customized for the State of Alaska should the Plan Administrator wish to do so?
2. Did the offeror describe the account services, transaction capabilities, and educational content, including access to information on the plans' investments and performance, available through mobile devices, and if they may be customized for the State of Alaska should the Plan Administrator wish to do so?
3. Did the offeror indicate mobile device operating systems supported outside of the State's requirements in Section 4.09?
4. For web access, did the offeror indicate the browsers supported outside of the State's requirements in Section 4.09?
5. Did the offeror describe text alerts available through mobile devices?
6. Did the offeror describe how website and mobile transactions are processed and documented?
7. Did the offeror disclose any transactions that cannot be processed through these channels?
8. Did the offeror describe how members are authenticated on their website or a mobile device and how that authentication is integrated with their VRU or call center.
9. Did the offeror describe their e-delivery capabilities?
10. Did the offeror describe the availability of any documents in electronic form including:
  - a. Plan information,
  - b. Statements,
  - c. Confirmations,
  - d. Tax forms,
  - e. Notices and disclosures,
  - f. Investment information,
  - g. Educational content?
11. Did the offeror describe how data is secured within their system (i.e., audit trail, confirmations)?
12. Did the offeror describe website chat features supported by both artificial intelligence (AI) and live service center representatives? If so, did they indicate times chat with live service center representatives are available?

13. If a member elects to move from the website or mobile site/app to a service center service representative, did the offeror describe the interface between the site/app and the service representative (i.e., co-browsing)?
14. Website (desktop) and mobile integration.
  - a. Did the offeror indicate how often the data on the website, the mobile site, or any mobile app is updated?
  - b. Did the offeror indicate how these channels interface with their central recordkeeping system?

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**SEC. 5.10 MEMBER EXPERIENCE: SERVICES-VOICE RESPONSE UNIT (VRU) (FORM H)**

This portion of the offeror's proposal will be evaluated against the following questions:

1. Did the offeror describe the services available through their VRU, including access to information on the plans' investments and performance?
2. Does the offeror's VRU utilize natural language technology?
3. Did the offeror describe how transactions are processed and documented? Are confirmations sent? If so, through what channels?
4. Did the offeror describe how data is secured within the system (i.e., PIN, audit trail, confirmations)?
5. Did the offeror describe the level of customization available within their VRU for plans?
6. Did the offeror indicate that the VRU is available 24/7? If not, what are the standard hours of operation?
7. Did the offeror indicate that there are any transactions that cannot be processed through the VRU?
8. Did the offeror indicate that a member may elect to move from the VRU to a service center representative?
9. Did the offeror indicate how often data on the VRU is updated to interface with the central recordkeeping system?

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**SEC. 5.11 MEMBER EXPERIENCE: SERVICES-CALL CENTER (FORM I)**

This portion of the offeror's proposal will be evaluated against the following questions:

1. Did the offeror indicate their proposed staffing levels for the service center functions and provide a description of the type, tenure, and qualifications of the service center personnel? Did they indicate how many members a single service representative covers?
2. Did the offeror describe what training is provided to service center representatives before they are allowed to conduct incoming calls?
3. Did the offeror indicate the required licenses or certifications of their service center representatives?
4. Did the offeror indicate how the requirements for the Americans with Disabilities Act are complied with and whether services, such as TDD services, are provided during all hours of service center representatives' availability?
5. Do the offeror's service center representatives provide any fiduciary services to members? If so, did they describe the types of services provided, specific to any investment or distribution counseling provided?
6. Did the offerors describe how their service center representatives' providing fiduciary services are monitored, and any specific governance or oversight practices associated with these services?
7. Did the offeror describe how they monitor and/or tape calls in their call center?
8. Did the offeror describe how they monitor the quality of the service center representatives to ensure they are conducting calls properly?
9. Did the offeror indicate how member calls are logged and tracked, the retention schedule for these logs and how the Plan Administrator shall have access to these logs?
10. Did the offeror describe their case management procedures for calls that cannot be satisfactorily resolved at the point of a call?
11. Did the offeror describe the security measures used to authorize transactions a member makes over the telephone with a service center representative?
12. Did the offeror describe what information is available to service center representatives to allow them to effectively answer members' questions?
13. Did the offeror describe what types of help their service center representatives offer to members trying to use their member website, mobile site, or other apps?
14. Did the offeror indicate if their service center representatives may email, text or fax responses and documents to members?
15. Did the offeror indicate if there is a voice mail service provided, and the performance standards associated with returning voice mail messages? Did they include how long a member must remain on the line before they are routed to voice mail?

16. Did the offeror indicate how they measure member satisfaction with their call center?
17. In reporting call center activity to the Plan Administrator, did the offeror indicate:
  - a. What reports and information will be available to the Plan Administrator on the plans' call center activity?
  - b. How is this information made available to the Plan Administrator?
  - c. How often is this information updated?

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**SEC. 5.12 MEMBER EXPERIENCE: COMMUNICATION AND EDUCATION (FORM J)**

This portion of the offeror's proposal will be evaluated against the following questions:

1. Did the offeror describe their standard member account statement and what may make them unique in the marketplace? Did the offeror provide a sample of their standard member account statement?
2. Did the offeror describe their customization capabilities for member statements? Did they provide a sample of a statement developed with features customized to meet the needs of the State of Alaska and its members?
3. Did the offeror identify the key elements provided as part of a standard communication and education program package? Did they include any detail on approach, method, and plan that would be used to educate and inform plan members on retirement planning concepts, basic investment education, the plans' specific investment options and their abilities to support on-going information brochures, newsletters, etc?
4. In order to provide expanded access for members to obtain education and financial guidance, the plans require the use of dedicated provider personnel on the payroll of and trained by the provider of the service. Did the offeror describe their abilities to make such an arrangement work?
5. Did the offeror describe any capabilities they have to customize the website, mobile site, call-center or print content for the plans?
6. Did the offeror describe any capabilities they have to direct targeted messages to certain members?
7. Does the offeror provide a communications team or resources as part of both the initial and on-going communication and education program? If so, did they describe them?
8. Does the offeror's organization provide any services that would help members with financial wellness and retirement planning? If so, did they describe key concepts, the basis for their recommended approaches, and supporting tools?
9. The plans will require seminars to be conducted throughout the year for their members on several topics relevant to active investing, retirement, and financial planning relevant to the specific plans covered by this RFP. Seminars would be conducted throughout the State in central areas agreed upon by the record keeper and the Plan Administrator using a combination of provider and plan staff. Out-of-pocket costs through the use of record keeper resources would be reimbursed by the plans. Did the offeror describe their ability to support such an arrangement?
10. The State may be interested in a seminar workbook that will be made available to all new plan members. The workbook should be designed with the idea the member could use it as an overall reference for retirement planning, if the member so desires. Did the offeror detail how they would develop this type of workbook?



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11. Did the offeror describe their ability to provide initial and ongoing education required for non-vested members of the current defined benefit plans who are eligible to convert to the new PERS/TRS DC Plan.
  12. Did the offeror describe their ability to assist the Plan Administrator in making general mailings to all or some of the plans' members on an ad hoc basis and the timing characteristics involved?
  13. Does the offeror provide communication and education material in any foreign languages? If so, what languages and what materials and through which channels?

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### SEC. 5.13 CONVERSION (FORM K)

This portion of the offeror’s proposal will be evaluated against the following questions:

Understanding the accessibility and continuity of data for both the State of Alaska and their members is critical. It is important to have a clear understanding from both a conversion-in and conversion-out perspective, plan sponsor and member continued access to prior a recordkeeper’s data and documents, post conversion.

1. Did the offeror explain their conversion process, including time frame, based on the options available (i.e., mapping of investments, etc.)?
2. Did the offeror describe how investments will be handled during the conversion process?
3. Did the offeror indicate a blackout period will be required? If yes, how long is it and what is restricted or not available at all, during this time?
4. Did the offeror indicate what involvement will be required from the State of Alaska during the conversion process?
5. Does the offeror provide a dedicated conversion team?
6. Did the offeror indicate what conversion audit reporting they would provide?
7. Did the offeror describe their process to ensure accurate conversion of all historical data and, in the case of a conversion-out, the term for which the State of Alaska will either have access to their data directly from the record keeping platform or what historical information will be captured in conversion-out reporting?
8. Does the offeror have any limitations as to the format/media of conversion records?
9. Did the offeror identify and explain the key elements provided as part of their transition package to members, both on a conversion-in and conversion-out basis? Did the offeror describe all communications typically provided to members during the conversion process, both on a conversion-in and conversion-out basis?
10. Did the offeror describe how the member website and call center are introduced in the conversion process including any authentication communications for members?
11. Did the offeror indicate how they monitor the effectiveness and quality of their conversion process and team?

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**SEC. 5.14 SYSTEMS CAPABILITIES AND HARDWARE (FORM L)**

This portion of the offeror's proposal will be evaluated against the following questions:

1. Did the offeror describe the hardware platform and software system they will use to record keep and administer the State of Alaska's plans? Did they include the structure, and detailed hardware and software technology their system uses for both internal processing and to conduct internet related business, i.e., operating system, application software, platforms, language(s)? Did the offeror acknowledge that this system must be fully operational as of the date of this RFP?
2. Did the offeror describe the flexibility available to request changes in screens to customize them for the State of Alaska's plans if those areas where changes might be acceptable, and if they allow for the use of non-social security number identifiers and if systems can accommodate non-social security number identifiers already used by the Plan Administrator?
3. Did the offeror indicate the software was developed internally, leased, or purchased from another provider? Did they include who has the ultimate responsibility/authority to make sure the software remains current to laws, regulations, client needs, etc?
4. Did the offeror indicate if their software was leased or purchased, and whether they currently utilize the provider from whom they purchased the system for system enhancements and maintenance? If yes, did they indicate whether they are on a current release, or how many releases they must install to become current?
5. Did the offeror describe their platform architecture and operating environment, including detail on which aspects are real time vs. batch processing, whether and how their platform incorporates web services in linking to other providers, and how current and historical data is made available to various reporting and access functions?
6. Did the offeror describe how often their system is upgraded?
7. Did the offeror describe their system enhancement and release process and timeline?
  - a. What is the frequency of the releases?
  - b. How are projects prioritized?
  - c. How are enhancements designed?
  - d. How is quality control ensured?
8. Did the offeror describe what system enhancements they have planned over the next three years for:
  - a. Data management and retrieval
  - b. Core recordkeeping systems
  - c. Service technology
  - d. Website
  - e. Mobile site/apps

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- f. Call center and VRU
  - g. Social media
  - h. Integration with external parties
- 9. Did the offeror describe their documented disaster recovery plan and how often it is tested?
  - 10. Did the offeror describe their maintenance and backup procedures including daily backups, retention timetable, off-site backup storage approach, and where their off-site backup facilities are located?
  - 11. Did the offeror describe the method of maintaining plan sponsor and member history on the system?
  - 12. Are internal controls of their recordkeeping system audited by an independent accounting firm on an annual or more frequent basis? If so, did the offeror provide copies of the most recent SOC 1 and SOC 2 reports?
  - 13. Did the offeror describe any capabilities that exist in their system for customization for the plans?
  - 14. Did the offeror describe any systems maximum limits regarding the following:
    - a. Investment funds
    - b. Money types

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**SEC. 5.15 CYBERSECURITY (FORM M)**

This portion of the offeror's proposal will be evaluated against the following questions:

1. Does the offeror's organization have a comprehensive cybersecurity program?
2. Did the offeror describe how the plans' data will be maintained and protected?
3. Did the offeror indicate how the data will be encrypted at rest, in transit and on devices, and is the encryption automated (rather than manual)?
4. Did the offeror acknowledge they will assume liability for breaches?
5. Will the offeror stipulate permitted uses and restrictions on data use?
6. Did the offeror indicate what their organization's protocols are for notifying the Plan Administrator in the case of a breach? Did they include an explanation of why they believe these protocols are satisfactory?
7. Will the offeror's organization agree to regular reports and monitoring and what they will include?
8. Does the offeror's organization regularly submit to voluntary external reviews of their controls (such as SOC reports or a similar report or certifications)?
9. Did the offeror provide what additional level of financial and fraud coverage is offered that protects members from financial damage?
10. Did the offeror indicate what controls they you have in place over physical assets that store sensitive data, including when such assets are retired or replaced (servers, hard drives, mobile devices, etc.)?
11. Did the offeror indicate their hiring and training practices (for example, background checks and screening practices and cyber training of personnel)?

**SPECIAL NOTE FOR ANONYMOUS SUBMISSIONS:** This Submittal Form **shall be kept anonymous and must not contain any names** (use example word: "Title", "Position", "The Company") that can be used to identify who the offeror is and cannot exceed the page limit (as described in Section 4.02). Proposals that do not adhere to the requirements of this note may be found non-responsive.

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## SEC. 5.16 INVESTMENTS (FORM N)

This portion of the offeror's proposal will be evaluated against the following questions:

1. Based on the listing of current investment options, can all the State of Alaska's funds be supported on the offeror's recordkeeping platform? Will any funding changes be required?
2. Although the defined contribution plans of the State of Alaska do not currently support a self-directed brokerage offering, did the offeror describe their capabilities for this option. Did they indicate whether it is limited to mutual funds or can accommodate individual securities as well. Did they fully describe the service and fees associated with the administration of the brokerage accounts.
3. Describe how your firm handles float (e.g., could it be rebated to the State to offset plan administrative expenses) and how such an approach is disclosed.
4. Did the offeror include a detailed description of their offering, if any, of annuity-based products it may offer as a record keeper that supports all aspects of this feature to ensure members would be receiving institutional-level pricing for these products.
5. Did the offeror clarify custody services and structure, including the distinction between securities custody and cash custody, how this may impact their revenue model, and how these services would be contractually defined?

**SPECIAL NOTE FOR ANONYMOUS SUBMISSIONS:** This Submittal Form **shall be kept anonymous and must not contain any names** (use example word: "Title", "Position", "The Company") that can be used to identify who the offeror is and cannot exceed the page limit (as described in Section 4.02). Proposals that do not adhere to the requirements of this note may be found non-responsive.

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**SEC. 5.17 TRUSTEE SERVICES (FORM O)**

This portion of the offeror’s proposal will be evaluated against the following questions:

1. Did the offeror indicate they will act as or provide availability to trustee services?
2. If the offeror provides trustee services, did they describe what fiduciary responsibilities they accept, and whether they limit such responsibilities in any way?
3. Did the offeror describe the “checks and balances” employed by their trust accounting system.
4. Did the offeror indicate they will trustee outside investment funds?
5. Did the offeror describe their turn-around time on payment issuance?
6. Did the offeror describe the options for payment (e.g., check, wire, ACH, etc.)?
7. Did the offeror describe the process for individual state tax withholding?
8. Did the offeror describe information provided to plan members regarding options on distributions?
9. Does the offeror provide consolidated year-end reporting for regulatory filings?
10. Is the offeror’s trust accounting system integrated with their recordkeeping system?

**SPECIAL NOTE FOR ANONYMOUS SUBMISSIONS:** This Submittal Form **shall be kept anonymous and must not contain any names** (use example word: “Title”, “Position”, “The Company”) that can be used to identify who the offeror is and cannot exceed the page limit (as described in Section 4.02). Proposals that do not adhere to the requirements of this note may be found non-responsive.

**SEC. 5.18 SUMMARY (FORM P)**

This portion of the offeror’s proposal will be evaluated against the following questions:

1. Based on the entirety of the information provided within this RFP, did the offeror describe what differentiates their firm from other providers and why it specifically is the optimal solution focused on the needs for the Defined Contribution plans of the State of Alaska.

**SPECIAL NOTE FOR ANONYMOUS SUBMISSIONS:** This Submittal Form **shall be kept anonymous and must not contain any names** (use example word: “Title”, “Position”, “The Company”) that can be used to identify who the offeror is and cannot exceed the page limit (as described in Section 4.02). Proposals that do not adhere to the requirements of this note may be found non-responsive.



## SEC. 5.19 CONTRACT COST (FORM Q)

Overall, a minimum of **20%** of the total evaluation points will be assigned to cost. After the procurement officer applies any applicable preferences, the offeror with the lowest total cost will receive the maximum number of points allocated to cost per 2 AAC 12.260(c). The point allocations for cost on the other proposals will be determined using the following formula:

$$[(\text{Price of Lowest Cost Proposal}) \times (\text{Maximum Points for Cost})] \div (\text{Cost of Each Higher Priced Proposal})$$

### Example (Max Points for Contract Cost = 200):

#### Step 1

List all proposal prices, adjusted where appropriate by the application of applicable preferences claimed by the offeror.

Offeror #1	\$40,000
Offeror #2	\$42,750
Offeror #3	\$47,500

#### Step 2

In this example, the RFP allotted 20% of the available 1,000 points to cost. This means that the lowest cost will receive the maximum number of points.

#### Offeror #1 receives 200 points.

The reason they receive that amount is because the lowest cost proposal, in this case \$40,000, receives the maximum number of points allocated to cost, 200 points.

#### Offeror #2 receives 187.13 points.

$$\$40,000 \text{ lowest cost} \times 200 \text{ maximum points for cost} = 16,000,000 \div \$42,750 \text{ cost of Offeror \#2's proposal} = 1187.13$$

#### Offeror #3 receives 168.42 points.

$$\$40,000 \text{ lowest cost} \times 200 \text{ maximum points for cost} = 16,000,000 \div \$47,500 \text{ cost of Offeror \#3's proposal} = 168.42$$

## SEC. 5.20 ALASKA OFFEROR PREFERENCE

Per 2 AAC 12.260, if an offeror qualifies for the Alaska Bidder Preference, the offeror will receive an Alaska Offeror Preference. The preference will be 10% of the total available points, which will be added to the offeror's overall evaluation score.

### Example:

#### Step 1

Determine the number of points available to qualifying offerors under this preference:

1000 Total Points Available in RFP x 10% Alaska Offeror preference = 100 Points for the preference

### Step 2

Determine which offerors qualify as Alaska bidders and thus, are eligible for the Alaska Offeror preference. For the purpose of this example, presume that all proposals have been completely evaluated based on the evaluation criteria in the RFP. The scores at this point are:

Offeror #1	830 points	No Preference	0 points
Offeror #2	740 points	Alaska Offeror Preference	100 points
Offeror #3	800 points	Alaska Offeror Preference	100 points

### Step 3

Add the applicable Alaska Offeror preference amounts to the offerors' scores:

Offeror #1	830 points
Offeror #2	840 points (740 points + 100 points)
<b>Offeror #3</b>	<b>900 points (800 points + 100 points)</b>

**Offeror #3** is the highest scoring offeror and would get the award, provided their proposal is responsive and responsible.

## SECTION 6. GENERAL PROCESS AND LEGAL INFORMATION

### SEC. 6.01 INFORMAL DEBRIEFING

When the contract is completed, an informal debriefing may be performed at the discretion of the project director or procurement officer. If performed, the scope of the debriefing will be limited to the work performed by the contractor.

### SEC. 6.02 ALASKA BUSINESS LICENSE AND OTHER REQUIRED LICENSES

Prior to the award of a contract, an offeror must hold a valid Alaska business license. However, in order to receive the Alaska Bidder Preference and other related preferences, such as the Alaska Veteran Preference and Alaska Offeror Preference, an offeror must hold a valid Alaska business license prior to the deadline for receipt of proposals. Offerors should contact the **Department of Commerce, Community and Economic Development, Division of Corporations, Business, and Professional Licensing, PO Box 110806, Juneau, Alaska 99811-0806** for information on these licenses. Acceptable evidence that the offeror possesses a valid Alaska business license may consist of any one of the following:

- copy of an Alaska business license;
- certification on the proposal that the offeror has a valid Alaska business license and has included the license number in the proposal;
- a canceled check for the Alaska business license fee;
- a copy of the Alaska business license application with a receipt stamp from the state's occupational licensing office; or
- a sworn and notarized statement that the offeror has applied and paid for the Alaska business license.

You are not required to hold a valid Alaska business license at the time proposals are opened if you possess one of the following licenses and are offering services or supplies under that specific line of business:

- fisheries business licenses issued by Alaska Department of Revenue or Alaska Department of Fish and Game,
- liquor licenses issued by Alaska Department of Revenue for alcohol sales only,
- insurance licenses issued by Alaska Department of Commerce, Community and Economic Development, Division of Insurance, or
- Mining licenses issued by Alaska Department of Revenue.

Prior the deadline for receipt of proposals, all offerors must hold any other necessary applicable professional licenses required by Alaska Statute.

### **SEC. 6.03 SITE INSPECTION**

The state may conduct on-site visits to evaluate the offeror's capacity to perform the contract. An offeror must agree, at risk of being found non-responsive and having its proposal rejected, to provide the state reasonable access to relevant portions of its work sites. Individuals designated by the procurement officer at the state's expense will make site inspection.

### **SEC. 6.04 CLARIFICATION OF OFFERS**

In order to determine if a proposal is reasonably susceptible for award, communications by the procurement officer or the proposal evaluation committee (PEC) are permitted with an offeror to clarify uncertainties or eliminate confusion concerning the contents of a proposal. Clarifications may not result in a material or substantive change to the proposal. The evaluation by the procurement officer or the PEC may be adjusted as a result of a clarification under this section.

### **SEC. 6.05 DISCUSSIONS WITH OFFERORS**

The state may conduct discussions with offerors in accordance with AS 36.30.240 and 2 AAC 12.290. The purpose of these discussions will be to ensure full understanding of the requirements of the RFP and proposal. Discussions will be limited to specific sections of the RFP or proposal identified by the procurement officer. Discussions will only be held with offerors who have submitted a proposal deemed reasonably susceptible for award by the procurement officer. Discussions, if held, will be after initial evaluation of proposals by the procurement officer or the PEC. If modifications are made as a result of these discussions, they will be put in writing. Following discussions, the procurement officer may set a time for best and final proposal submissions from those offerors with whom discussions were held. Proposals may be reevaluated after receipt of best and final proposal submissions.

If an offeror does not submit a best and final proposal or a notice of withdrawal, the offeror's immediate previous proposal is considered the offeror's best and final proposal.

Offerors with a disability needing accommodation should contact the procurement officer prior to the date set for discussions so that reasonable accommodation can be made. Any oral modification of a proposal must be reduced to writing by the offeror.

### **SEC. 6.06 EVALUATION OF PROPOSALS**

The procurement officer, or an evaluation committee made up of at least three state employees or public officials, will evaluate proposals. The evaluation will be based solely on the evaluation factors set out in **SECTION 5. EVALUATION CRITERIA AND CONTRACTOR SELECTION**.

After receipt of proposals, if there is a need for any substantial clarification or material change in the RFP, an amendment will be issued. The amendment will incorporate the clarification or change, and a

new date and time established for new or amended proposals. Evaluations may be adjusted as a result of receiving new or amended proposals.

## **SEC. 6.07 CONTRACT NEGOTIATION**

After final evaluation, the procurement officer may negotiate with the offeror of the highest-ranked proposal. Negotiations, if held, shall be within the scope of the request for proposals and limited to those items which would not have an effect on the ranking of proposals. If the highest-ranked offeror fails to provide necessary information for negotiations in a timely manner, or fails to negotiate in good faith, the state may terminate negotiations and negotiate with the offeror of the next highest-ranked proposal.

If requested during negotiations, the offeror must be able to demonstrate the basic system that the Proposal Evaluation Committee can access from Juneau, Alaska, via the Internet.

If contract negotiations are commenced, will be held via Microsoft Teams meeting.

## **SEC. 6.08 FAILURE TO NEGOTIATE**

If the selected offeror

- fails to provide the information required to begin negotiations in a timely manner; or
- fails to negotiate in good faith; or
- indicates they cannot perform the contract within the budgeted funds available for the project; or
- if the offeror and the state, after a good faith effort, simply cannot come to terms,

the state may terminate negotiations with the offeror initially selected and commence negotiations with the next highest ranked offeror.

## **SEC. 6.09 OFFEROR NOTIFICATION OF SELECTION**

After the completion of contract negotiation, the procurement officer will issue a written Notice of Intent to Award and send copies of that notice to all offerors who submitted proposals. The notice will set out the names of all offerors and identify the offeror selected for award.

## **SEC. 6.10 PROTEST**

AS 36.30.560 provides that an interested party may protest the content of the RFP.

An interested party is defined in 2 AAC 12.990(a) (7) as "an actual or prospective bidder or offeror whose economic interest might be affected substantially and directly by the issuance of a contract solicitation, the award of a contract, or the failure to award a contract."

If an interested party wishes to protest the content of a solicitation, the protest must be received, in writing, by the procurement officer at least ten days prior to the deadline for receipt of proposals.

AS 36.30.560 also provides that an interested party may protest the award of a contract or the proposed award of a contract.

If an offeror wishes to protest the award of a contract or the proposed award of a contract, the protest must be received, in writing, by the procurement officer within ten days after the date the Notice of Intent to Award the contract is issued.

A protester must have submitted a proposal in order to have sufficient standing to protest the proposed award of a contract. Protests must include the following information:

- the name, address, and telephone number of the protester;
- the signature of the protester or the protester's representative;
- identification of the contracting agency and the solicitation or contract at issue;
- a detailed statement of the legal and factual grounds of the protest including copies of relevant documents; and the form of relief requested.

Protests filed by telex or telegram are not acceptable because they do not contain a signature. Fax copies containing a signature are acceptable.

The procurement officer will issue a written response to the protest. The response will set out the procurement officer's decision and contain the basis of the decision within the statutory time limit in AS 36.30.580. A copy of the decision will be furnished to the protester by certified mail, fax or another method that provides evidence of receipt.

All offerors will be notified of any protest. The review of protests, decisions of the procurement officer, appeals, and hearings, will be conducted in accordance with the State Procurement Code (AS 36.30), Article 8 "Legal and Contractual Remedies."

## **SEC. 6.11 APPLICATION OF PREFERENCES**

Certain preferences apply to all state contracts, regardless of their dollar value. The Alaska Bidder, Alaska Veteran, and Alaska Offeror preferences are the most common preferences involved in the RFP process. Additional preferences that may apply to this procurement are listed below. Guides that contain excerpts from the relevant statutes and codes, explain when the preferences apply and provide examples of how to calculate the preferences are available at the following website:

### [Application Of Preferences](#)

- Alaska Products Preference - AS 36.30.332
- Recycled Products Preference - AS 36.30.337
- Local Agriculture and Fisheries Products Preference - AS 36.15.050
- Employment Program Preference - AS 36.30.321(b)

- Alaskans with Disabilities Preference - AS 36.30.321(d)
- Alaska Veteran's Preference - AS 36.30.321(f)
- Alaska Military Skills Program Preference – AS 36.30.321(l)

The Division of Vocational Rehabilitation in the Department of Labor and Workforce Development keeps a list of qualified employment programs and individuals who qualify as persons with a disability. As evidence of a business' or an individual's right to the Employment Program or Alaskans with Disabilities preferences, the Division of Vocational Rehabilitation will issue a certification letter. To take advantage of these preferences, a business or individual must be on the appropriate Division of Vocational Rehabilitation list prior to the time designated for receipt of proposals. Offerors must attach a copy of their certification letter to the proposal. **An offeror's failure to provide this certification letter with their proposal will cause the state to disallow the preference.**

## **SEC. 6.12 ALASKA BIDDER PREFERENCE**

An Alaska Bidder Preference of 5% will be applied to the price in the proposal. The preference will be given to an offeror who:

- 1) holds a current Alaska business license prior to the deadline for receipt of proposals;
- 2) submits a proposal for goods or services under the name appearing on the offeror's current Alaska business license;
- 3) has maintained a place of business within the state staffed by the offeror, or an employee of the offeror, for a period of six months immediately preceding the date of the proposal;
- 4) is incorporated or qualified to do business under the laws of the state, is a sole proprietorship and the proprietor is a resident of the state, is a limited liability company (LLC) organized under AS 10.50 and all members are residents of the state, or is a partnership under AS 32.06 or AS 32.11 and all partners are residents of the state; and
- 5) if a joint venture, is composed entirely of ventures that qualify under (1)-(4) of this subsection.

### **Alaska Bidder Preference Certification Form**

In order to receive the Alaska Bidder Preference, the proposal must include the Alaska Bidder Preference Certification Form attached to this RFP. An offeror does not need to complete the Alaska Veteran Preference or Alaska Military Skills Program questions on the form if not claiming the Alaska Veteran or Alaska Military Skills Program Preferences. An offeror's failure to provide this completed form with their proposal will cause the state to disallow the preference.

## **SEC. 6.13 ALASKA VETERAN PREFERENCE**

An Alaska Veteran Preference of 5%, not to exceed \$5,000, will be applied to the price in the proposal. The preference will be given to an offeror who qualifies under AS 36.30.990(2) as an Alaska bidder and is a:

- A. sole proprietorship owned by an Alaska veteran;

- B. partnership under AS 32.06 or AS 32.11 if a majority of the partners are Alaska veterans;
- C. limited liability company organized under AS 10.50 if a majority of the members are Alaska veterans; or
- D. corporation that is wholly owned by individuals, and a majority of the individuals are Alaska veterans.

In accordance with AS 36.30.321(i), the bidder must also add value by actually performing, controlling, managing, and supervising the services provided, or for supplies, the bidder must have sold supplies of the general nature solicited to other state agencies, other government, or the general public.

#### **Alaska Veteran Preference Certification**

In order to receive the Alaska Veteran Preference, the proposal must include the Alaska Bidder Preference Certification Form attached to this RFP. An offeror's failure to provide this completed form with their proposal will cause the state to disallow the preference.

### **SEC. 6.14 ALASKA MILITARY SKILLS PROGRAM PREFERENCE**

An Alaska Military Skills Program Preference of 2%, not to exceed \$5,000, will be applied to the price in the proposal. The preference will be given to an offeror who qualifies under AS 36.30.990(2) as an Alaska bidder and:

- A. Employs at least one person who is currently enrolled in, or within the previous two years graduated from, a United States Department of Defense Skill Bridge or United States Army career skills program for service members or spouses of service members that offers civilian work experience through specific industry training, pre-apprenticeships, registered apprenticeships, or internships during the last 180 days before a service member separates or retires from the service; or
- B. has an active partnership with an entity that employs an apprentice through a program described above.

In accordance with AS 36.30.321(i), the bidder must also add value by actually performing, controlling, managing, and supervising the services provided, or for supplies, the bidder must have sold supplies of the general nature solicited to other state agencies, other government, or the general public.

#### **Alaska Military Skills Program Preference Certification**

In order to receive the Alaska Military Skills Program Preference, the proposal must include the Alaska Bidder Preference Certification Form attached to this RFP. An offeror's failure to provide this completed form with their proposal will cause the state to disallow the preference.

In addition, proof of graduation of the qualifying employee from an eligible program as described in AS 36.30.321(l) must be provided to the Procurement Officer at time of proposal submission. Offerors must provide clarification or additional information requested by the Procurement Officer related to the preference not later than 5:00 PM Alaska Time one (1) business day following the date of the



request. Failure to provide sufficient documentation will result in the offeror not receiving the Military Skills Program Preference.

## **SEC. 6.15 STANDARD CONTRACT PROVISIONS**

The contractor will be required to sign the state's Standard Agreement Form for Professional Services Contracts (form SAF.DOC/Appendix A). This form is attached with the RFP for your review. The contractor must comply with the contract provisions set out in this attachment. No alteration of these provisions will be permitted without prior written approval from the Department of Law, and the state reserves the right to reject a proposal that is non-compliant or takes exception with the contract terms and conditions stated in the Agreement. Any requests to change language in this document (adjust, modify, add, delete, etc.), must be set out in the offeror's proposal in a separate document. Please include the following information with any change that you are proposing:

- 1) Identify the provision that the offeror takes exception with.
- 2) Identify why the provision is unjust, unreasonable, etc.
- 3) Identify exactly what suggested changes should be made.

## **SEC. 6.16 QUALIFIED OFFERORS**

Per 2 AAC 12.875, unless provided for otherwise in the RFP, to qualify as an offeror for award of a contract issued under AS 36.30, the offeror must:

- 1) Add value in the contract by actually performing, controlling, managing, or supervising the services to be provided; or
- 2) Be in the business of selling and have actually sold on a regular basis the supplies that are the subject of the RFP.

If the offeror leases services or supplies or acts as a broker or agency in providing the services or supplies in order to meet these requirements, the procurement officer may not accept the offeror as a qualified offeror under AS 36.30.

## **SEC. 6.17 PROPOSAL AS PART OF THE CONTRACT**

Part of or all of this RFP and the successful proposal may be incorporated into the contract.

## **SEC. 6.18 ADDITIONAL TERMS AND CONDITIONS**

The state reserves the right to add terms and conditions during contract negotiations. These terms and conditions will be within the scope of the RFP and will not affect the proposal evaluations.

## **SEC. 6.19 HUMAN TRAFFICKING**

By signature on their proposal, the offeror certifies that the offeror is not established and headquartered or incorporated and headquartered in a country recognized as Tier 3 in the most recent United States Department of State's Trafficking in Persons Report.

The most recent United States Department of State's Trafficking in Persons Report can be found at the following website: <https://www.state.gov/trafficking-in-persons-report/>

Failure to comply with this requirement will cause the state to reject the proposal as non-responsive or cancel the contract.

## **SEC. 6.20 RIGHT OF REJECTION**

Offerors must comply with all of the terms of the RFP, the State Procurement Code (AS 36.30), and all applicable local, state, and federal laws, codes, and regulations. The procurement officer may reject any proposal that does not comply with all of the material and substantial terms, conditions, and performance requirements of the RFP.

Offerors may not qualify the proposal nor restrict the rights of the state. If an offeror does so, the procurement officer may determine the proposal to be a non-responsive counteroffer and the proposal may be rejected.

Minor informalities that:

- do not affect responsiveness;
- are merely a matter of form or format;
- do not change the relative standing or otherwise prejudice other offers;
- do not change the meaning or scope of the RFP;
- are trivial, negligible, or immaterial in nature;
- do not reflect a material change in the work; or
- do not constitute a substantial reservation against a requirement or provision;

may be waived by the procurement officer.

The State reserves the right to refrain from making an award if it determines that it is not in the best interest of the State.

**A proposal from a debarred or suspended offeror shall be rejected.**

## **SEC. 6.21 STATE NOT RESPONSIBLE FOR PREPARATION COSTS**

The state will not pay any cost associated with the preparation, submittal, presentation, or evaluation of any proposal.

## **SEC. 6.22 DISCLOSURE OF PROPOSAL CONTENTS**

This section governs the ownership, return, and disclosure of any offer or other record an offeror submits in response to this request for proposals. (Herein, any reference to “Record” includes all such records and the offer; any reference to “Law” includes any federal or State of Alaska (State) law, including any court or administrative order or rule.)

1. All Records belong to the State.
2. The State has sole discretion regarding whether to return any Record. In exercising this discretion, the State will comply with all Laws.
3. Unless a notice of intent to award is issued, the State will, to the extent permitted by Law, consider all Records confidential and not subject to the Alaska Public Records Act (APRA).
4. If and when a notice of intent to award is issued, the State will consider nonconfidential any Record unless, at the time of submission, the offeror undertook the following protective measures:
  - a. marked information confidential;
  - b. for any information marked confidential, identified the authority that makes that specific information confidential; and
  - c. committed, in writing, to explain in detail, including with affidavits and briefs, why each authority applies in any court or administrative proceeding in which any nondisclosure is challenged.
5. If the offeror did not undertake each protective measure, the State will not consider any information in a Record confidential: the State will disclose the entire Record without any redaction in response to an APRA or other request or, if it chooses, in the absence of a request and the State will disclose the entire Record without notifying the offeror.
6. If the offeror undertook each protective measure, the State will withhold the information marked confidential to the following extent:
  - a. the State agrees that the Law protects the information; and
  - b. if the nondisclosure is challenged, the offeror fulfills its commitment to explain, including with affidavits and briefs, how each authority applies to the information marked confidential.

## **SEC. 6.23 ASSIGNMENT**

Per 2 AAC 12.480, the contractor may not transfer or assign any portion of the contract without prior written approval from the procurement officer.

**SEC. 6.24 FORCE MAJEURE (IMPOSSIBILITY TO PERFORM)**

The parties to a contract resulting from this RFP are not liable for the consequences of any failure to perform, or default in performing, any of its obligations under the contract, if that failure or default is caused by any unforeseeable Force Majeure, beyond the control of, and without the fault or negligence of, the respective party.

For the purposes of this RFP, Force Majeure will mean war (whether declared or not); revolution; invasion; insurrection; riot; civil commotion; sabotage; military or usurped power; lightning; explosion; fire; storm; drought; flood; earthquake; epidemic; quarantine; strikes; acts or restraints of governmental authorities affecting the project or directly or indirectly prohibiting or restricting the furnishing or use of materials or labor required; inability to secure materials, machinery, equipment or labor because of priority, allocation or other regulations of any governmental authorities.

**SEC. 6.25 DISPUTES**

A contract resulting from this RFP is governed by the laws of the State of Alaska. If the contractor has a claim arising in connection with the agreement that it cannot resolve with the State by mutual agreement, it shall pursue the claim, if at all, in accordance with the provisions of AS 36.30.620 – AS 36.30.632. To the extent not otherwise governed by the preceding, the claim shall be brought only in the Superior Court of the State of Alaska and not elsewhere.

**SEC. 6.26 SEVERABILITY**

If any provision of the contract or agreement is declared by a court to be illegal or in conflict with any law, the validity of the remaining terms and provisions will not be affected; and the rights and obligations of the parties will be construed and enforced as if the contract did not contain the particular provision held to be invalid.

**SEC. 6.27 SUPPLEMENTAL TERMS AND CONDITIONS**

Proposals must comply with Section 6.20 Right of Rejection. However, if the state fails to identify or detect supplemental terms or conditions that conflict with those contained in this RFP or that diminish the state's rights under any contract resulting from the RFP, the term(s) or condition(s) will be considered null and void. After award of contract:

If conflict arises between a supplemental term or condition included in the proposal and a term or condition of the RFP, the term or condition of the RFP will prevail; and

If the state's rights would be diminished as a result of application of a supplemental term or condition included in the proposal, the supplemental term or condition will be considered null and void.

**SEC. 6.28 SOLICITATION ADVERTISING**

Public notice has been provided in accordance with 2 AAC 12.220.

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## SEC. 6.29      **FEDERALLY IMPOSED TARIFFS**

Changes in price (increase or decrease) resulting directly from a new or updated federal tariff, excise tax, or duty, imposed after contract award may be adjusted during the contract period or before delivery into the United States via contract amendment.

- **Notification of Changes:** The contractor must promptly notify the procurement officer in writing of any new, increased, or decreased federal excise tax or duty that may result in either an increase or decrease in the contract price and shall take appropriate action as directed by the procurement officer.
- **After-imposed or Increased Taxes and Duties:** Any federal excise tax or duty for goods or services covered by this contract that was exempted or excluded on the contract award date but later imposed on the contractor during the contract period, as the result of legislative, judicial, or administrative action may result in a price increase provided:
  - a) The tax or duty takes effect after the contract award date and isn't otherwise addressed by the contract.
  - b) The contractor warrants, in writing, that no amount of the newly imposed federal excise tax or duty or rate increase was included in the contract price, as a contingency or otherwise.
- **After-relieved or Decreased Taxes and Duties:** The contract price shall be decreased by the amount of any decrease in federal excise tax or duty for goods or services under the contract, except social security or other employment taxes, that the contractor is required to pay or bear, or does not obtain a refund of, through the contractor's fault, negligence, or failure to follow instructions of the procurement officer.
- **State's Ability to Make Changes:** The state reserves the right to request verification of federal excise tax or duty amounts on goods or services covered by this contract and increase or decrease the contract price accordingly.
- **Price Change Threshold:** No adjustment shall be made in the contract price under this clause unless the amount of the adjustment exceeds \$250.

## **SECTION 7. ATTACHMENTS**

### **SEC. 7.01 ATTACHMENTS**

**Attachments:**

- 1) Submittal Form A – Offeror Information and Certifications (seven pages);
- 2) Submittal Forms B - P;
- 3) Cost Proposal (Submittal Form Q) and Appendix I SOA RFP Cost Proposal-Member Count\_2024-Dec-31 (one page);
- 4) Standard Agreement Form with Appendix A;
- 5) Client Reference Form (three pages);
- 6) Service Level Agreements for Recordkeeping (four pages);
- 7) Checklist for offerors (one pages); and
- 8) Appendix II DRB Employers (seven pages).