



I. INTRODUCTION

A. Objective

The objective of this Request for Proposal (RFP) is to select a partner that can provide quality and consistent administration, investments, and record-keeping services to the Plan Sponsor and Plan Participants, for its retirement plans, at a competitive price.

B. Overview

Acenda, Inc., a non-profit corporation, currently has a “Safe-Harbor” 401(k) plan with current assets of over \$26,500,000 for approximately 1,200 participants (682 active) as well as a 457(b) plan for three of its top executives with current assets of about \$209,000.

Acenda seeks an advisor for its 401(k) plan that will recommend a custodian and recordkeeper. The custodian must have a mobile app for the participants to access their accounts, and have technology that allows direct data feed from our payroll provider, Datis Cloud. In addition to managing the investments for the 457(b) plan, the advisor will provide personal investment guidance for top executives.

C. Qualifications Required

Qualified Candidates:

1. Have been a legal business entity for at least seven years as of 6/30/2020.
2. Have been offering retirement plan services (administrative, actuarial, and/or investments) for at least five years as of 6/30/2020.
3. Can help maintain and increase participant satisfaction with the plan offered.
4. Deliver consistent, accurate, responsive and professional administrative and investment services.
5. Provide ongoing communication and education to the Plan Sponsor, its Fiduciaries and Plan Participants regarding the Plan.
6. Provide information and consultation to the Plan Sponsor and its Fiduciaries regarding Plan-related matters (such as changes to laws affecting the Plan, compliance issues, Fiduciary duties, etc.). An investment manager within the meaning of Section 3(38) of ERISA of 1974, as amended, is preferred.

D. Description of the Plans

1. Acenda 401(k) Salary Reduction Plan

Acenda, Inc., a New Jersey corporation, is a Tax Exempt Organization under Section 501(c)(3) of the Code. The agency established a 401(k) plan effective January 1, 1997 with the plan year on a calendar year. All Acenda employees over the age of 21 are eligible to participate in the plan after one (1) month of service. All new employees are automatically enrolled at a 3% of salary contribution rate and Acenda matches 100% of the employee salary reduction contribution up to 5% of salary. Employees in service on January 1, 2020 are 100% vested in Employer Contributions; those terminated prior to January 1, 2020 follow a 3-year vesting schedule. Employees may designate all or part of

their contributions as Roth contributions as described in Section 402A of the Code. Participants may take out a loan of up to 50% of their account balance (the account balances of designated Roth contributions shall be disregarded in determining account balance) and hold only one (1) outstanding loan at a time. Involuntary distributions are made for terminated employees with balances less than \$1,000 at year-end.

2. **Acenda 457(b) Deferred Compensation Plan**

Acenda, Inc. established a 457(b) plan effective January 1, 2012 to provide a select group of management or highly compensated employees with the ability to defer a portion of their compensation for retirement benefits and to provide certain of such selected employees with supplemental retirement benefits. The plan is intended to constitute a top hat plan under Section 201(2) of the Employee Retirement Income Security Act of 1974, as amended, and, as such, to be exempt from all the provisions of Parts 2,3, and 4 of Title I of ERISA.

E. Evaluation of Proposals and Finalist Presentations

The Committee that evaluates each Candidate's proposal will do so in a fair, consistent, and objective manner. Responses to questions or requirements identified in this RFP will form the basis of the Committee's evaluation. The primary objective of this RFP is to select the firm that most fully meets the Organization's requirements for comprehensive services in the most cost-effective manner.

During the evaluation process, the Committee may, at its discretion, request any or all firms to make oral presentations. Such presentations will provide these firms an opportunity to answer specific questions the Committee may have on a particular firm's proposal.

After an initial evaluation of the Candidates, the Committee will select the Finalists. Each Finalist will be required to make a formal presentation to the Committee. It is highly recommended that the lead consultant be present at the Finalist's presentation.

The Final decision regarding proposal selection and awarding of the contract will be subject to the Committee's review and approval.

II. INSTRUCTIONS

- A. *Intent:*** Notice of Intent must be submitted via e-mail to kwingate@acendahealth.org with **PROPOSAL RETIREMENT PLAN SERVICES** in the subject line by due date listed in item **E.** below. Notice must indicate the name and e-mail address to whom answers to questions and notifications regarding this proposal should be made.
- B. *Proposals:*** Candidates should follow the Outline format of the Questionnaire, providing answers to all questions. If you have attachments which provide information for your answer, clearly mark them with an "Exhibit" number and refer to those numbers in your answers. Candidates must submit their responses to the RFP Questionnaire, clearly identified

as **PROPOSAL RETIREMENT PLAN SERVICES**, either electronically via e-mail to kwingate@acendahealth.org or by mail or hand delivery to:

Kathy Wingate, CFO
Acenda, Inc.
42 Delsea Drive S.
Glassboro, NJ 08028

If the proposal is sent by mail or commercial express delivery service, the Candidate shall be responsible for actual delivery of the proposal to the proper address before the deadline. The cost of preparing proposals will be borne by the Candidate.

Each Candidate shall submit only one proposal. Supporting material may be submitted and is encouraged; however, the decision in selecting the most responsive Candidate will be based on the RFP Questionnaire provided.

- C. *Copies:* Each Candidate needs to submit only one (1) copy of its proposal.
- D. *Questions and Additional Information:* Requests for clarification or additional information should be e-mailed to kwingate@acendahealth.org with **PROPOSAL RETIREMENT PLAN SERVICES** in the subject line. Responses to requests/questions will be furnished to all potential proposers that notify Acenda of their intent to submit a proposal. Cutoff date to receive requests in writing will be June 26, 2020. Requests after June 26, 2020 will not be answered.
- E. *Schedule:* Acenda intends to adhere to the following schedule:

June 9, 2020	-	Distribution of Request for Proposals.
June 16, 2020	-	Notice of Intent Due via e-mail.
June 26, 2020	-	Deadline for request inquiries/questions/clarifications.
July 10, 2020	-	Proposals due to Acenda by 5:00 p.m. No exceptions!
July 13-17, 2020	-	Proposals reviewed, proposers may be questioned.
July 20-29, 2020	-	Pre-award interviews.
July 31, 2020	-	Selection of Candidate and notification to all proposers.
October 1, 2020	-	Implementation date.

Acenda may narrow their scope of Candidates and request a virtual meeting and/or presentation between July 20, 2020 and July 29, 2020.

F. Designated Account Executive

The Agency requests that the proposing Candidates provide the names of a designated account executive as well as an alternate. The designated account executives **must** have the authority to make timely decisions on their own in the normal course of business.

Resumes must be provided for all key account executives designated to service this account.

PROPOSAL QUESTIONNAIRE

I. OVERVIEW OF COMPANY

1. General background information about you or your firm, including number of years in business, location(s), and principal(s). Also include any parent, affiliated, or subsidiary company or partnerships and an organizational chart.
2. Within the past three years, have there been any significant developments in your firm such as changes in ownership, restructuring, or personnel reorganization? Do you anticipate any significant future changes?
3. Describe your organizational philosophy/approach to client services.
4. What is the location of the office that will be providing services for our Plans?
5. Total number of employees and a list of those that would be dedicated to our account. Show names, professional designations, and years employed at your firm.
6. Is your administrative staff “certified” by any organization and, if so, what credentials do they have? Be specific as it relates to our plan.
7. Do you have on-staff ERISA counsel?
8. Do you have on-staff actuaries?
9. Description of trust/custody/recordkeeping or other system utilized to administer or otherwise manage our plans
10. Description of trust/custody/recordkeeping or other system conversion planned in the next 12 months
11. Will you utilize Subcontractors on our plan? If yes, describe what service(s) subcontractors will perform.
12. Will your firm, its employees, and/or any affiliated or related entity be paid fees and/or commissions (including those from revenue-sharing and commission recapture) for its services to our plan from sources other than the plan?
13. Is there a minimum length of time we must retain your company’s services?
14. If we are not satisfied with your firm’s services at any time, can we terminate our contract and move to another provider without penalty?
15. Do you plan any system-wide conversions of any trust/custody or recordkeeping system within the next 12 months?

II. STANDARD OF CONDUCT/SECURITY

1. Provide a copy of your latest SAS 70 or a statement that you do not have one.
2. Provide a description of your data security policies and procedures, including those related to physical access, data encryption, backups, and disaster recovery.
3. Describe your Privacy Policy or provide a copy of the written Privacy Policy.

III. INSURANCE AND LIABILITY

1. Description of insurance coverage including Errors & Omissions, Fidelity Bond, Fiduciary Liability, and Professional Liability.
2. Within the last five years, has your company (including any principals, officers, etc.) in any capacity been a party to any litigation, directly or indirectly, related to the conduct of your business, or retirement plans in general?

IV. RECORDKEEPING AND ADMINISTRATION

1. Will our authorized staff have online access to the Plan records? If yes, describe the functions and benefits of your system.
2. Describe your billing process.
3. Are participants' accounts valued daily? How does your system allocate earnings?
4. Describe how your system processes contributions.
5. Can employer and employee contributions be tracked separately?
6. Describe your process for reallocations and transfers among investment funds. Are confirmations sent? Do you limit the number of reallocations allowed?
7. What information and transaction capability is available to plan participants at the website? Include descriptions of the process for participants to change contribution percentages, select investments, obtain loans, designate beneficiaries, and otherwise maintain their profile. How are any of these changes relayed to the payroll provider?
8. Can you support automatic annual increases in participant contribution rates?
9. Describe your ability to customize participant statements. What makes your participant statements different or unique in the marketplace? Please provide samples.
10. Do you provide plan participants with their personal rate of return?
11. What is your quality standard for returning calls from our benefit staff? How do you monitor this standard?
12. Describe how data is secured within the system (*i.e.*, PIN, audit trail, confirmations).
13. Describe your disaster recovery/backup procedures for the computer system.
14. What checks and balances do you have in place to ensure transactional integrity?
15. Describe the independent review that is performed on your systems and procedures.
16. Describe education tools or programs designed to support IRA rollovers and/or retirement distributions.
17. Do you provide loan administration services?
18. How are services delivered to inactive (terminated) plan participants? Can you counsel them on distribution options?
19. What is your turnaround time for participant distributions?
20. Describe the standard statements and reports you would provide. Can you provide additional reports? Include a sample plan management report that includes such data as total plan assets by fund, cash flow summaries, participant usage statistics, etc. Are those reports available upon request (online)?
21. How can you assist us with plan audits?
22. Provide a general list of services.

V. COMMUNICATION AND EDUCATION

1. Briefly describe your background and experience in providing communication and education programs.
2. What are the key elements of your communication and education program package?
3. Will your representatives conduct initial and ongoing on-site enrollment and education meetings?
 - a. Where are the sessions held and how often?
 - b. Does the Plan Sponsor need to compensate your representative for travel?
 - c. Are there any additional fees for representatives being on-site?

4. Will your representatives be available to meet regularly with our investment committee to review the plan and investment options? If so, how often can these meetings be provided and what information will you be providing?
6. How will you assist us with employee enrollment? Does your system support automatic enrollment?
7. Are there any additional charges for group or individual meetings? If yes, what are the charges to the Plan Sponsor?
8. How would you educate our employees so they can make informed allocation choices among the available investment options? What materials do you provide?
9. Do you provide training to the Plan Sponsor?
10. Provide samples of all your educational material.

VI. COMPLIANCE SERVICES

1. Does your company provide document services to the Plan Sponsor? Are contracts updated to comply with applicable regulations? How often? At what cost?
2. Describe any costs related to any amendments to the plan document, including those required by regulation and/or initiated by the plan sponsor.
3. What assistance do you offer in drafting, designing, printing, and distributing Summary Plan Descriptions?
4. How do you keep Plan Sponsors informed and updated on any regulatory and legislative changes?
5. How do you ensure that your recordkeeping system is in compliance with all regulations?
6. How does your Company assist us with the Annual Return/Report (IRS Form 5500) filing?
7. Describe all the testing and other administrative work you will provide. Is there standard testing or administrative work that you do not normally perform?
8. Do you monitor section 402(g) and 415 contribution limits?
9. How do you notify participants of Minimum Distribution requirements? Describe your procedure.
10. Describe how your system handles federal tax withholding. Do you prepare and issue tax statements on distributions?
11. How do you handle employee fee disclosure notices?

VII. CONVERSION SERVICES

1. Explain your conversion process, including time frame, based on the options available (*i.e.*, mapping, etc.).
2. Is a "black-out" period required? If yes, what is restricted or not available during that time? How will you assist the transfer of restricted funds?
3. What involvement will be required from us during the conversion process?
4. Do you provide a dedicated conversion team?
5. How does your system handle conversion set-ups of pre-existing loans from another recordkeeping system?
6. How do you monitor the effectiveness and quality of your conversion process and team?

VIII. INVESTMENT SERVICES

1. How many investment options do you offer?
2. What types of funds are offered?
3. Who manages the funds?
4. How long have you been providing investment services?
5. Do you offer a fixed interest investment option? Is it fully transferable upon contract termination or participant withdrawal? Do you have the right to impose a market value adjustment?
6. Do you offer life cycle or retirement date funds?
7. How are your investment options selected? How are they monitored?
8. Do you offer funds with exit restriction or lock-in periods?
9. What information will we receive about investment options? Provide copies of all reports that are available.
10. Will your firm, its employees, or any related entity be paid or receive any 12b-1 fees, commissions, or other forms of compensation from any of the funds available under our plan? If so, will those fees be used to reduce our costs?

X. FEES

1. Provide an expense schedule. Please identify any fees for the following:
 - a. administrative fees
 - b. asset-based fees
 - c. employee communication and educational material
 - d. on-site meetings
 - e. document services
 - f. transaction-based fees (e.g., QDRO processing, check charge for withdrawals, etc.)
 - g. front-end loads
 - h. back-end loads (surrender charges)/duration
 - i. participant statements
 - j. voice response system
 - k. ongoing services
 - l. commissions
 - m. consulting services (included and related hourly charges)
 - n. contract termination fees
 - o. A full and complete description of any fees, etc. as required under 408(b)(2) that will be assessed for our plans directly or indirectly. Include frequency (*i.e.*, quarterly, monthly, etc.)
2. How are expenses adjusted if a sizable number of participants are added or removed from the plan (such as either through acquisition or divestiture or partial plan termination)?
3. Provide a specimen copy of your client service agreement, contract, or other relevant documents that we would be required to sign.
4. Have your fees changed over the last five years? Please explain.

XI. OTHER INFORMATION

1. Describe how your firm and the services it offers differ from the competition.
2. Provide at least three client references similar to this organization in either number of employees or plan assets (organization name, contact, phone number and email, number of participants, and years as a client). Include at least one reference that converted to your products in the last 12 months.
3. What else would you like us to know about your firm in our consideration of this proposal?

End of Questionnaire