

COLUMBUS METROPOLITAN LIBRARY

# Request for Proposal

403(b) Program Administrator

August 25, 2017

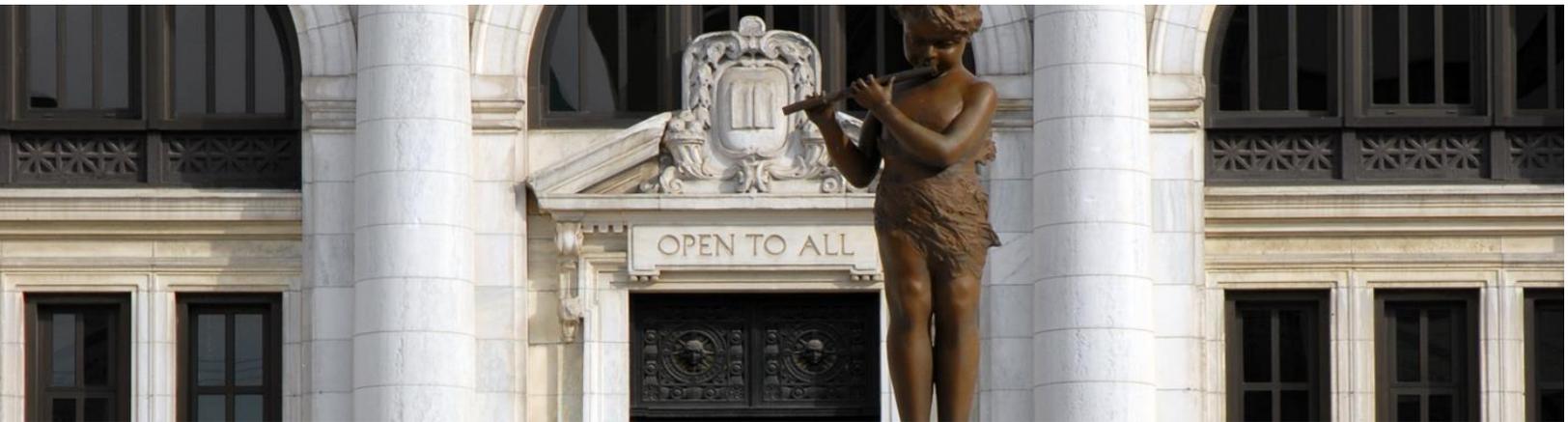
RFP CML # 17-019

## Issued by

Procurement Department  
96 S. Grant Ave.  
Columbus, OH 43215

## Deadline for Submittal

Friday, September 22, 2017 – No later than 12:00 Noon EST



Wanda Dixon, Procurement Analyst  
 Procurement Department  
 Telephone: (614) 849-1034; FAX: (614) 849-1134  
[wdixon@columbuslibrary.org](mailto:wdixon@columbuslibrary.org)

## REQUEST FOR PROPOSAL COVER SHEET

The Columbus Metropolitan Library (“CML” or “Library”) is issuing this Request for Proposal (“RFP”) for *403(b) Program Administrator*. The Proposal Identification Number is: **CML # 17-019**.

Proposals must be received at the Columbus Metropolitan Library, 96 South Grant Avenue, Columbus, Ohio 43215 **no later than 12:00 Noon (Columbus, Ohio local time) on Friday, September 22, 2017**. Any proposal (“Proposal”) arriving after 12:00 Noon will be marked late and will receive no consideration for selection to provide the specified services.

All questions or requests for clarifications should be submitted no later than 12:00 Noon on **Tuesday, September 12, 2017** to: [procurement@columbuslibrary.org](mailto:procurement@columbuslibrary.org).

The offeror (“Offeror”) declares to have read, understood and affirms, by its signature below, to be bound by all the instructions, terms, conditions and specifications of this RFP and agrees to fulfill the requirements of any contract (“Contract”) for which it is selected to provide the specified goods or services at the prices proposed.

The Offeror certifies, by signature affixed to this “Request for Proposal Cover Sheet”, that the information provided in response to this RFP, including certified statements, is accurate and complete.

Federal Taxpayer Identification Number (TIN)		
Name of person signing proposal (Please print or type)	Title	
Offeror Name		
Mailing address		
City	State	ZIP
Telephone	Toll Free Telephone	
Contact Person	Fax Number	
E-Mail address		
Authorized Signature (Original signature only) Please use Blue Ink.		

**THIS FORM MUST BE SIGNED AND SUBMITTED WITH THE PROPOSAL**

## PROJECT OVERVIEW

The Columbus Metropolitan Library (the Library) is seeking a firm to administer its 403(b) program. The Library is a political subdivision of the State of Ohio, a county district library established in accordance with Section 3375.20 of the Ohio Revised Code, and, as such, is not subject to the Employee Retirement Income Security Act of 1974 (ERISA).

## BACKGROUND

The Library has 820 employees. The Library's 403(b) program is one (1) of three (3) retirement plans available to Library employees:

- Ohio Public Employees Retirement System (OPERS). OPERS provides retirement, disability and survivor benefits, and administers health care programs. State law requires all Library employees to participate in OPERS.
- 457(b) Plan. Named for the section of the IRS Code that created it. A 457(b) is a retirement savings plan offered to public employees. This plan is administered by the Ohio Deferred Compensation Program (Ohio DC).
- 403(b) Plan. This is a non-ERISA 403(b) plan, comprised of employee contributions only.

The total participant contributions to the 403(b) Plan in 2016 equaled \$90,085.00. As of June 30, 2017, twenty-four (24) participants had total plan assets valued at \$1,146,188.82. Eleven (11) participants are no longer employed by the Library. The remaining thirteen (13) participants are Library employees; of which, twelve (12) contribute a total of \$2,935 bi-weekly.

Payroll administration services are currently provided by ADP. Deductions are made by ADP through their WFN (Workforce Now) system.

A copy of the Library's 403(B) adoption plan is included as a separate document to the RFP.

The Library is seeking a firm that will provide the following services:

- A written plan document and a summary plan description, or alternatively, the ability to administer the terms of the plan document adopted by the Library
- Program communication
- Full-service Website for the Library and participants, including online enrollment, increase/decrease and submissions of contributions, change investment choices, view statements, track performance, etc.
- Toll-free customer service for the Library and participants
- Review and approval/disapproval of participant requests for loans, hardship withdrawals, qualified domestic relations orders, roll-overs and all other withdrawal requests
- Compliance with contribution limitations, notification of required minimum distribution, nondiscrimination testing and all applicable laws and regulations
- Annual review with the Library and with plan participants
- Financial education including, but not limited to, retirement counseling, investment & retirement planning seminars, Webinars, and Web-based tools & financial calculators

## PROPOSAL REQUIREMENTS

The Offeror must address all of the following requirements in its Proposal:

### **Firm Background**

The Offeror shall:

1. Provide a brief description of its firm including how long it has been providing 403(b) administrative services, number of clients and total plan assets under administration. Describe any relevant parent/subsidiary/affiliate relationships. Attach applicable marketing materials as an addendum to its Proposal.
2. Provide name, title and biography of all staff members that would have direct contact with the Library and/or plan participants. Attach firm organizational chart and staff resumes as an addendum to its Proposal.
3. Provide the average number of clients managed by the Offeror's relationship manager for plans similar to the size of the Library's. Provide the number of clients managed by the Offeror's relationship manager for non-ERISA, governmental entity 403(b) plans.
4. Provide its client retention statistics for each of the last three years.
  - a. For those who left, what percentage left due to service related issues?
  - b. Provide its average client relationship tenure.
5. Describe its organization's commitment to quality and its philosophy/approach to client services.
6. Describe how it will meet the service expectations of the Library listed above. Any services not being offered as part of the Proposal must be clearly identified.
7. Describe any additional services provided by the Offeror that were not specifically requested by the Library.
8. Identify all applicable Library service fees and charges.
9. Identify all applicable participant service fees and charges.
10. Provide five (5) references of current clients that are similar to the Library and for whom the Offeror is providing similar services. For each reference please provide the following: organization's name, contact person's name, address, phone number and e-mail address.
11. If not the current Library administrator, provide a transition plan including a description of Library responsibilities and estimated time line.

## **Compliance Services**

The Offeror shall:

1. Provide a brief summary of its overall plan-level compliance and administrative services capabilities and experience.
2. Affirm it can assist the Library in plan documentation and design. If so, the Offeror shall describe how this will be provided. Specifically identify any costs associated with these services in the Fees and Expenses portion of your response.
3. Describe the checks and balances it has in place to ensure transactional integrity.
4. Describe its processes and procedures to ensure:
  - a. Data integrity
  - b. Vendor neutrality
  - c. Data confidentiality
5. Provide sample service agreements related to any plan-level services involving plan sponsor or the plan, and the Offeror's organization

## **Customer Service**

The Offeror shall:

1. Describe the account services and transaction capabilities available through its participant Website. Specify any transactions that cannot be processed through the Offeror's Website.
2. Describe how Website transactions are processed and documented.
3. Describe the level of client customization on its Website services.
4. Provide any limitations on the hours of availability of its Website (specify time zone). Provide any time limitations on transaction processing through the Offeror's Website.
5. Describe its telephone transaction processing capabilities. Specify any transactions processing limitations. Include the hours customer service people are available.
6. Describe its procedures for addressing calls that involve service issues.
7. Describe how confidential information is protected and secured by and within the system (e.g., PIN, audit trail, confirmations, etc.).
8. Discuss its organization's ability to provide investment vehicles for 403(b) defined contribution plans. Disclose if the Offeror is providing these vehicles in-house or through external managers.
9. Provide the number of years it has been providing investment services to public-employer plans and non-ERISA-covered plans.
10. Describe the structure of investment offerings (i.e., mutual fund, annuity contract, etc.).

11. Identify the number and types of investment funds it would make available to the Library’s plan.
12. For each investment fund being considered for the Library’s plan, provide the annualized return for the 1, 3, 5 and 10 year (or since inception) periods ending on the last calendar quarter. Additionally, provide the aggregate fees and expenses associated with using each fund (e.g., expense ratio). The Offeror shall provide this information as Exhibit A in its Proposal.

**Projected Timeline**

Activity	Date
Issuance of RFP/Inquiry Period Begins	August 25, 2017
Inquiry Period Ends	September 12, 2017 at 12:00 Noon
Final Response to Vendor Questions	September 15, 2017 by 5:00 PM
Proposal Due Date	September 22, 2017 12:00 Noon
Project Completion Date	To Be Determined

Once the schedule has been agreed-to by the Contractor and CML, the Contractor shall not change the schedule, without the permission of CML.

**DIVERSITY**

Because Columbus Metropolitan Library serves a diverse central Ohio population, CML has a strong preference for professional service providers to propose teams made up of MBE/DBE/WBE certified staff to provide CML with a diverse professional staff representative of the central Ohio region in which they will be working and of the customers that CML serves every day. Minority Business Enterprises are encouraged to respond to this Proposal.

**COMPLIANCE WITH APPLICABLE LAWS**

By submitting a Proposal for Work on the Project, the Offeror acknowledges that it is in compliance with applicable federal, state, and local laws and regulations, including, but not limited to, the following:

Equal Employment Opportunity/Nondiscrimination. The Offeror agrees that if it is awarded a contract that, in the hiring of employees for performance of work under the Contract or any subcontract, neither it nor any subcontractor, or any person acting on its behalf or its subcontractor’s behalf, by reason of race, creed, sex, disability as defined in Section 4112.01 of the Ohio Revised Code, or color, shall discriminate against any citizen of the state in the employment of labor or workers who are qualified and available to perform work to which the employment relates. The Offeror further agrees that neither it nor any subcontractor or any person on its behalf or on behalf of any subcontractor, in any manner, shall discriminate against or intimidate any employees hired for the performance of the work under the contract on account of race, creed, sex, disability as defined in Section 4112.01 of the Ohio Revised Code, or color.

Ethics Laws. The Offeror represents that it is familiar with all applicable ethics law requirements, including without limitation Sections 102.04 and 3517.13 of the Ohio Revised Code, and certifies that it is in compliance with such requirements.

## Proposal Submission Requirements

The Offeror must address all of the requirements listed in the Request for Proposal. All Proposals must be in a sealed envelope or appropriate packaging, with the Proposal Identification Number **CML #17-019** and title of *403(b) Program Administrator* clearly marked on the outside, addressed and mailed to the below address:

PROPOSAL SUBMITTAL. Each Offeror must submit a Technical Proposal and a Cost Proposal as part of its Proposal package. Proposals must be submitted as two (2) separate components (Cost Proposal and Technical Proposal) in separate sealed envelopes/packages. Each Technical Proposal package must be clearly marked "**CML # 17-019 RFP 403(b) Program Administrator – Technical Proposal**" on the outside of each Technical Proposal package's envelope. Each Cost Proposal package must be clearly marked "**CML # 17-019 RFP 403(b) Program Administrator – Cost Proposal**" on the outside of each Cost Proposal package's envelope.

The Proposal package must also include electronic versions of the Technical and Cost Proposals on separate and clearly labeled flash drives. In a separate sealed envelope labeled "**CML #17-019 Electronic Submission**", the Proposal package must include an electronic submission of two (2) MS-Windows formatted USB Flash Drives. Please clearly label each flash drive in accordance with its file contents as "**CML #17-019 Technical Proposal**" or "**CML #17-019 Cost Proposal**".

IMPORTANT: Technical Proposals must not contain cost or pricing information.

Each Offeror must submit one (1) original, completed and signed in blue ink, and four (4) copies for a total of five (5) Technical and five (5) Cost Proposals in its package, plus electronic versions of each, to the following:

Columbus Metropolitan Library  
**Attn: Wanda Dixon, Procurement Analyst**  
96 S. Grant Avenue  
Columbus, OH 43215

Any Proposal arriving after 12:00 NOON on the due date will be marked late and will receive no consideration for selection to provide the specified services. The Library may return, unopened, any Proposal that is received after the deadline.

## Proposal Instructions

Offerors are cautioned to carefully review all parts of the RFP. No allowance may be made for any error or negligence of the Offeror.

Proposals are to be prepared in such a way as to provide a straightforward, concise description of the Offeror's capabilities to satisfy the requirements of this RFP and provide sufficient information to fully establish the Offeror's ability to perform all of the actions, activities and functions described in this RFP.

Emphasis should be on conformance to the RFP instructions, responsiveness to the RFP requirements, completeness and clarity of content and should minimize extraneous marketing materials.

Costs for developing the Proposal are entirely the responsibility of the Offeror and shall not be chargeable to the Library.

## Proposal Questions

Any questions or clarifications regarding this RFP must be sent to the following address: [procurement@columbuslibrary.org](mailto:procurement@columbuslibrary.org) and reference the Proposal Identification Number **CML #17-019** and title of the RFP.

All questions must be submitted no later than 12:00 Noon on **September 12, 2017**.

Offerors are encouraged to submit questions at any time during the inquiry period.

Answers to all questions will be documented and posted on the "Doing Business with the Library" page of the Library's Website at: [www.columbuslibrary.org/about/doing-business](http://www.columbuslibrary.org/about/doing-business). Answers will be posted no later than 5:00 p.m. two business days after the inquiry period ends.

## Proposal Format

To facilitate comparison of Proposals, Offerors must submit Proposals in a format that corresponds to the outline below. Proposals must include a table of contents listing all sections.

1. Executive level summary of the proposed solution(s).
2. Statement as to the Offeror's particular abilities and qualifications to include, but not limited to:
  - a. Brief history of the company.
  - b. Product and services offerings.
  - c. Describe the core competencies.
  - d. The number of years the Offeror has been in business.
  - e. Primary corporate location's address.
  - f. The geographical area of operations and professional affiliations.
  - g. Overview of the ownership structure of the company. Is the company private or public?
  - h. Size and composition of the organization.
  - i. Number of customers.
  - j. Response to all items in the PROPOSAL REQUIREMENTS PROPOSAL section.
  - k. The Offeror's Staffing Plan. Provide the name of each team member that will be assigned to this project and the role that they will play. Include a brief resume of experience, certifications, skills and abilities of each team member. This does not have to be all-inclusive. A summary of the core team will suffice.
  - l. Disclose all information concerning any suits filed, judgments entered or claims made against the Offeror during the last five years with respect to services provided by the Offeror or any declaration of default or termination for cause against the Offeror with respect to such services. In addition, state if during the past five years the Offeror has been suspended from entering into any government contract.
3. Provide five (5) references of current clients that are similar to the Library and for whom the Offeror is providing similar services.

4. Include any other information documentation believed to be pertinent, but not specifically mentioned in this RFP, that may be useful and applicable to this project.
5. The Offeror must include a completed and current W-9 Form.
6. The Offeror must provide a Certificate of Insurance (“COI”) with coverage per the terms provided herein and list CML as an Additional Insured. Waiver of Subrogation shall also apply and indicated on the COI. COI must also include the requirement for Errors and Omissions.

**Selection Process**

The Library’s evaluation team, will review all Proposals and evaluate responses to the RFP.

TABLE 1 - SCORING BREAKDOWN

Criteria	Maximum Allowable Points
Proposal Technical Requirements	500 Points
Proposal Cost	125 Points
Total	625 Points

The scale below (0-5) will be used to rate each proposal on the criteria listed in the Technical Proposal Evaluation table.

DOES NOT MEET	WEAK	WEAK TO MEETS	MEETS	MEETS TO STRONG	STRONG
0 POINTS	1 POINT	2 POINTS	3 POINTS	4 POINTS	5 POINTS

CML will score the Proposals by multiplying the score received in each category by its assigned weight and adding all categories together for the Offeror's Total Technical Score in Table 2. Representative numerical values are defined as follows:

DOES NOT MEET (0 pts.): Response does not comply substantially with requirements or is not provided.

WEAK (1 pt.): Response was poor related to meeting the objectives.

WEAK TO MEETS (2 pts.): Response indicates the objectives will not be completely met or at a level that will be below average.

MEETS (3 pts.): Response generally meets the objectives (or expectations).

MEETS TO STRONG (4 pts.): Response indicates the objectives will be exceeded

STRONG (5 pts.): Response significantly exceeds objectives (or expectations) in ways that provide tangible benefits or meets objectives (or expectations) and contains at least one enhancing feature that provides significant benefits.

### Evaluation Criteria

The Offeror's Proposal must be complete in its content such that it addresses, in detail, how it meets all of the requirements of the RFP.

Criteria that will be considered, during the technical proposal evaluation, include; however, shall not be limited to, the following:

1. Quality and comprehensiveness of the Proposal:
  - a. Demonstrated understanding, by the Offeror, of the Library and the Library's requirements.
  - b. Qualifications and ability to perform.
  - c. Responsiveness and adherence to RFP instructions.
2. Quality of the proposed solution.
3. Stability and viability of the product and Offeror.
4. Offeror's experience on projects of similar scope.
5. Input from reference contacts.

Refer to Table 2 for specific criteria and respective weights.

## Evaluation and Selection

The final decision will be based on the overall RFP response that is deemed most advantageous to the Library, based on the information provided.

Specific criteria that will be considered, during the evaluation, include:

### Evaluation of Technical Proposal

TABLE 2 - TECHNICAL PROPOSAL EVALUATION

<b><u>Responsiveness Criteria</u></b>	<b><u>Weight</u></b>	<b><u>Score</u></b>	<b><u>Ext'd</u></b>
1. Quality and comprehensiveness of the Proposal: a. Demonstrated understanding, by the Offeror, of the Library and the Library's requirements. b. Qualifications and ability to perform. c. Responsiveness and adherence to RFP instructions.	30		
2. Quality of the proposed solution includes, but is not limited to, the following: a. Comprehensive Work Plan per the RFP. b. Offeror's Staffing Plan. c. Demonstrated ability of Offeror to meet requirements.	40		
3. Offeror's experience on projects of similar scope.	20		
4. Input from reference contacts.	10		
<b>Total Technical Score:</b>			

The weighted points will be multiplied times the numbers of Criteria's listed above for a maximum total of 500 points (5 points X 100) for the Technical Score.

### **Evaluation of Cost Proposal**

CML will rank costs on a relative bases for a maximum total of 125 points for the Cost Score.

**COST PROPOSAL POINTS.** CML will calculate the Offeror's Cost Proposal points after the Offeror's total technical points are determined, using the following method:

Cost points = (lowest Offeror's cost/Offeror's cost) x Maximum Allowable Cost Points as indicated in the "Scoring Breakdown" table. The value is provided in the Scoring Breakdown table (Table 1). "Cost" = **Total Not-to-Exceed Cost** identified in the Cost Summary section of Offeror Proposals. In this method, the lowest cost proposed will receive the Maximum Allowable Points.

The number of points assigned to the cost evaluation will be prorated, with the lowest accepted cost proposal given the maximum number of points possible for this criterion. Other acceptable cost proposals will be scored as the ratio of the lowest price proposal to the proposal being scored, multiplied by the maximum number of points possible for this criterion

### **COST PROPOSAL**

The following formula will be used to determine the final score of the proposal:

**Total Points = Technical Proposal + Cost Proposal = \_\_\_\_\_**

The maximum possible score is 625 points.

### **Contract Award**

The Library is not, by virtue of issuing this RFP, obligated to enter into a Contract and reserves the right to not issue a Contract as a result of this solicitation.

All Offeror's that respond will receive notification if they have been selected or not.