

RFP #22-12

Employee Benefits and Retirement Enrollment Administrative Services

Questions and Answers

1. If this contract is awarded to a new company, what will the transition process look like for current Region 4 clients under the mater agreement?
 - a. The current administrator has selected employee benefit providers under contract until December 31st, 2023. The awarded supplier will have to go out to RFP with Region 4 and OMNIA Partners in 2023 to replace all the existing selected employee benefit providers.
2. The RFP ask for an electronic copy of a catalog which contains pricing and discount information. How should this information be conveyed if catalog pricing is unavailable?
 - a. Please convey pricing in the best format available if catalog pricing is unavailable.
3. If multiple companies are bidding jointly, would you prefer them to respond separately?
 - a. If multiple companies are providing a joint bid, a single response with a single point of contact will be required. The intent of the RFP is to have a single administrator of selected employee benefits. A joint response is acceptable, but a single point of contact will be required.
4. Is it possible for the award to be made to multiple companies (including the incumbent provider) for different services?
 - a. No, the intent of the RFP is to have a single administrator of selected employee benefits. It is possible for a joint response. However, a single point of contact will be required to act as the administrator.
5. For Exhibit A, is a response required in this RFP for 3.0 Supplier Response?
 - a. Yes.
6. Is the Region 4 ESC seeking a single provider for all requested services?
 - a. No. The intent of the RFP is for a single administrator of the required services.
7. Please confirm that there is 105,000 benefit eligible employees.
 - a. This information will be provided at a future date after the resulting contract for selected employee benefits.
8. How many insured employees?
 - a. This information will be provided at a future date after the resulting contract for selected employee benefits
9. How many COBRA active participants are there currently? Please exclude beneficiaries.
 - a. This information will be provided at a future date after the resulting contract for selected employee benefits
10. What is the population of COBRA eligible former employees who have not elected COBRA continuation, but are still within their election period? Please exclude beneficiaries.
 - a. This information will be provided at a future date after the resulting contract for selected employee benefits
11. What is the average number of COBRA qualifying events per month?
 - a. This information will be provided at a future date after the resulting contract for selected employee benefits
12. What is the average number of new hires per month?
 - a. This information will be provided at a future date after the resulting contract for selected employee benefits
13. What is the average number of terminations per month?

- a. This information will be provided at a future date after the resulting contract for selected employee benefits
- 14. Are you looking for a vendor to carry out open enrollment for the COBRA population?
 - a. This information will be provided at a future date after the resulting contract for selected employee benefits
- 15. How many COBRA qualified plans are there within the scope of the RFP? Please list their renewal dates.
 - a. This information will be provided at a future date after the resulting contract for selected employee benefits
- 16. How many insurance carriers provide plans to Region 4 ESC?
 - a. This information will be provided at a future date after the resulting contract for selected employee benefits
- 17. Who is the current COBRA administrator?
 - a. This information will be provided at a future date after the resulting contract for selected employee benefits
- 18. What is the current pricing for administrative services?
 - a. Please refer to the attached pricing submission from the prior RFP.
- 19. Does the award vendor retain the 2% administration fee?
 - a. The awarded supplier will pay a 2% fee on all sales to OMNIA Partners. Please refer to Exhibit A section 1 and Exhibit B of the OMNIA Partners packet.
- 20. Please provide the following additional dates to your RFP timeline.
 - a. Open Enrollment date(s)
 - b. Fiscal year start & end dates
 - i. This RFP is for an administration of a selected employee benefits program and not for the selected employee benefits. These dates will be determined at a future date by Region 4, the awarded supplier, and the participating agency.
- 21. Will a census and current voluntary benefits offering be provided? If so, can that go ahead and be distributed?
 - a. This information will be provided at a future date after the resulting contract for selected employee benefits
- 22. Are you looking for ALL required services to be provided by each financial provider (all financial and medical benefits together from single providers) or are you looking for each provider to offer up their specialty retirement products?
 - a. This RFP is for an administration of a selected employee benefits program and not for the selected employee benefits themselves. All services listed within the RFP will need to be provided by the awarded supplier.



ENHANCED PORTFOLIO ★ UNIFIED FOCUS ★ CONTINUED TRUST

Request for Proposal (RFP)

by Region 4 Education Service Center (“ESC”)



Employee Benefits & Retirement Enrollment Administrative Services

Solicitation Number 18-08

May 24, 2018

2:00 PM

Submitted by:

TCG Consulting, LP partnered with First Financial Group of America



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Appendix C:

PRICING

Electronic Price Lists

- Offerors must submit products, services, warranties, etc. in price list.
- Prices listed will be used to establish the extent of an offeror's product lines, services, warranties, etc. that are available from a particular Offeror and the pricing per item.
- Services such as installation, delivery, tech support, training, and other services must be priced or listed as free in order to be offered on the contract. Unlisted services will not be accepted.
- Electronic price lists must contain hourly rates and/or auditable service fee structures for all services proposed.
- Media submitted for price list must include the Offeror's company name, name of the solicitation, and date on a Flash Drive (i.e. Pin or Jump Drives).
- ***Please submit price lists and/or catalogs in excel or delimited format only.***

Not to Exceed Pricing

- Region 4 ESC requests pricing be submitted as not to exceed for any participating entity.
- Unlike fixed pricing the awarded vendor can adjust submitted pricing lower if needed but, cannot exceed original pricing submitted for solicitation.
- Vendor must allow for lower pricing to be available for similar product and service purchases.

Appendix C: Pricing

| PLAN ADMINISTRATION SECTION 125 ADMINISTRATION & 403(b) ADMINISTRATION Monthly Fee Structure | | |
|--|---|--|
| First Financial Administrators (FFA) – 125 administration** | 125 Flex Card Full Administration Common Remitter Website Enrollment | \$1.50 per Eligible Employee* \$0.50 per Eligible Employee* \$0.50 per Eligible Employee* \$3.00 per Eligible Employee* |
| TCG Administrators 403(b) Administration*** | Full Administration | \$1.50 per Eligible Employee* |
| First Financial Administrators (acting as the Agent)** | Enrollment Services/Management | \$8.00 per Eligible Employee* |
| TCG Consulting** | Consulting Services | \$1.25 per Eligible Employee* |
| Marketing Agency (if any)*** | | \$0.40 per Eligible Employee* |
| Participating Employer / Agency** | | \$1.00 per Eligible Employee* |
| Total per employee per month | | \$17.65 |
| | | |

*Eligible Employee shall be defined as any employee of the Participating Employer eligible to participate in the Section 125 Cafeteria Plan or the Supplemental Products.

**Fee is to be paid from the Program of each Participating Agency. All commissions from supplemental 125 products are paid to the Agent of Record (First Financial Capital). These commissions are used to pay the service fees to each service provider. If commissions paid the Agent of Record are not sufficient to pay the service fees listed, the Agent of Record shall have the right to adjust the fees to protect the solvency of the Program. The Agent shall be responsible for paying the Service Providers and accounting for all income and expenses of the Program.

***As provided in the interlocal agreements and other agreements referenced therein between ESC Region 10 and the Employer.

| 457(b) Plan Annual Fees | | |
|--------------------------------|------------|-----------|
| TCG Administrators | | |
| Per participant | \$18.50 | |
| 25 (BP) | 0.25% | |
| Distribution Fee | \$30 | |
| Matrix Trust | | |
| Trust & Custodian (10 BP) | 0.10% | |
| TCG Advisors | | |
| <u>Assets</u> | <u>Fee</u> | <u>BP</u> |
| \$0 to \$50,000,000 | 0.45% | 45 |
| \$50,000,001 to \$100,000,000 | 0.40% | 40 |
| \$100,000,001 to \$150,000,000 | 0.35% | 35 |
| \$150,000,001 to \$250,000,000 | 0.30% | 30 |
| \$250,000,001 to \$500,000,000 | 0.25% | 25 |
| ESC Region 10 | | |
| Per Participant per month | \$0.10 | |

These are the fees when the Education Service Center Region 10 Retirement Asset Management Services (RAMS) program is used to

| 401(a) Annual Fees | | |
|--|--|-----------|
| TCG Administrators | | |
| Per Participant per month | \$1.40 if statements are mailed quarterly to participant \$1.25 if statements are mailed annually to participant \$1.15 if mailed to district in bulk \$1.14 for on-line statements | |
| Distribution fee paid by participant | | \$25 |
| Letter of Determination fee paid by District | | \$700 |
| Matrix Trust | | |
| Trust & Custodian (10 BP) | | 0.10% |
| TCG Advisors | | |
| <u>Assets</u> | <u>Fee</u> | <u>BP</u> |
| \$0 to \$50,000,000 | 0.45% | 45 |
| \$50,000,001 to \$100,000,000 | 0.40% | 40 |
| \$100,000,001 to \$150,000,000 | 0.35% | 35 |
| \$150,000,001 to \$250,000,000 | 0.30% | 30 |
| \$250,000,001 to \$500,000,000 | 0.25% | 25 |
| ESC Region 10 | | |
| Per Participant per month | | \$0.10 |

These are the fees when the Education Service Center Region 10 Retirement Asset Management Services (RAMS) program is used to provide administration. In this program the assets are combined for all plans in the RAMS program. If the RAMS program is not used then the assets are at the individual plan level and the ESC Region 10 fee does not apply.

| 457(b) FICA Alternative Annual Fees | | |
|--|------------------------------------|-----------|
| TCG Administrators | | |
| <u>Assets</u> | <u>Fee</u> | <u>BP</u> |
| \$0 to \$500,000 | 2.00% | 200 |
| \$500,001 to \$2,500,00 | 1.50% | 150 |
| \$2,500,001 to \$5,000,000 | 1.25% | 125 |
| \$5,000,001 to \$10,000,000 | 1.00% | 100 |
| Fees based on combined assets in Trust | | |
| Distribution Fee | \$15 | |
| Matrix Trust | | |
| Trust & Custodian (10 BP) | Included in TCG Administrators fee | |
| TCG Advisors | | |
| <u>Assets</u> | <u>Fee</u> | <u>BP</u> |
| \$0 to \$50,000,000 | 0.45% | 45 |
| \$50,000,001 to \$100,000,000 | 0.40% | 40 |
| \$100,000,001 to \$150,000,000 | 0.35% | 35 |
| \$150,000,001 to \$250,000,000 | 0.30% | 30 |
| \$250,000,001 to \$500,000,000 | 0.25% | 25 |
| ESC Region 10 | | |
| Per Participant per month | \$0.10 | |

These are the fees when the Education Service Center Region 10 Retirement Asset Management Services (RAMS) program is used to provide administration. In this program the assets are combined for all plans in the RAMS program. If the RAMS program is not used then the assets are at the individual plan level and the ESC Region 10 fee does not apply.

Value Added Services

529 Plan

TCG will provide a 529 Plan with no commissions. TCG Administrators, its affiliate, will provide Common Remitter services for the Plan for each District for a charge of \$.50 per participant per month.

401(k) plan administration, recordkeeping, and investment advisory services

TCG is offering 401(k) plan administration, recordkeeping, and investment advisory services as a value added service. Pricing is not to exceed:

TCG Administrators Plan Administration Fee Not to Exceed

.40% (40 basis points): annual percentage of plan assets, billed quarterly to participant accounts

\$50 annual recordkeeping fee per participant account

\$10,000 annual Employer paid administration fee or flat annual fee

TCG Administrators Plan Administration Fee Not to Exceed

.40% (40 basis points): annual percentage of plan assets, billed quarterly to participant accounts

Financial Pathway

TCG is offering Financial Pathway, comprehensive financial wellness solution, as a value added service. Pricing is not to exceed:

Base Pricing [Learning module videos] - \$5 annually per eligible employee

Ascend Package [Learning module videos + Planning Toolkit] - \$7 annually per eligible employee

Summit Package [Learning module videos + Planning Toolkit + Live Advisor Support] - \$10 annually per eligible employee

Everest Package [Learning module videos + Planning Toolkit + Live Advisor Support + Executive Team Coaching] - \$10 annually per eligible employee, plus \$550 per Executive with 20 person minimum.

iLOCK360 Pricing

Services described below will be provided at pricing not to exceed the stated rates.

Monthly Payroll-Deducted Pricing

| | | |
|-----------------------|-------------------|---|
| iLOCK360 Basic Plan | Employee | Provided at no charge to all participants in plans in the Region 4 125 Cooperative if their employer chooses to receive this in lieu of a fee that can be paid to participating employers (described in the TCG Consulting agreement with Region 4/National IPA/TCPN) |
| iLOCK360 Plus Plan | Employee | \$12/month per individual |
| | Children (Add on) | Additional \$10/month |
| | Spouse (Add on) | Additional \$14/month |
| | Family (Add on) | Additional \$24/month |
| iLOCK360 Premium Plan | Employee | \$20/month per individual |
| | Children (Add on) | Additional \$10/month |
| | Spouse (Add on) | Additional \$14/month |
| | Family (Add on) | Additional \$24/month |

Monthly Employer-Paid Pricing

| | |
|-------------------------------------|-------------------------|
| iLOCK360 Pre-Breach Services | \$2/month per employee |
| iLOCK360 Breach Mitigation Services | \$10/month per employee |

eLOCK360 Pricing

| | Annual Fee ¹ |
|--------------------------|-------------------------|
| 1 to 500 Employees | \$6,000 |
| 501 to 1,000 Employees | \$12,000 |
| 1,001 to 3,000 Employees | \$24,000 |
| 3,000+ Employees | \$48,000 |

| |
|---|
| Cybersecurity Consulting Pricing |
|---|

| | Hourly Rate ² |
|---------------------------|--------------------------|
| Analyst | \$125 |
| Consultant | \$175 |
| Manager | \$225 |
| Director | \$300 |
| Managing Director/Partner | \$350 |

¹In addition to the Annual Fee, the customer may purchase Cybersecurity Consulting services and training at the rates described in the “Cybersecurity Consulting Pricing” section.

²Actual out of pocket expenses will be charged in addition to the stated Hourly Rate.

Managed Asset Portfolio Program

Services described below will be provided at pricing not to exceed the stated rates.

| | | |
|--|---|--|
| Investment Advisory Services | Assets: \$0-\$50,000,000 | .10% annually* |
| | Assets: \$50,000,000.01-\$100,000,000 | .08% annually* |
| | Assets: \$100,000,000.01-\$150,000,000 | .06% annually* |
| | Assets: \$150,000,000.01 and over | .05% annually* |
| Investment Advisory Performance Fee | This fee is <u>only</u> charged if the portfolio is gaining more yield than the benchmark selected for the account. | 10% of the Portfolio Yield gains over the stated Benchmark as of Anniversary Date assessed quarterly |
| Reporting Services Fee | Funds under management | Quarterly Fee |
| | 1-5 Funds | \$1,000.00 |
| | 6-10 Funds | \$1,250.00 |
| | More than 10 funds | \$1,500.00 |

* Charged monthly according to the above schedule

Appendix G:
VALUE ADD

Please include any additional products and/or services not included in the scope of the solicitation that you think will enhance and/or add value to this contract for participating agencies. Your marketing plan and salesforce training plan as detailed in Appendix F will also be taken into account when evaluating your company's value add score.

Any additional products or services offered in this section will only be considered by Region 4 ESC if auditable pricing is offered for them in Appendix C. Any products or services for which pricing is not offered will not be considered a part of any contract awarded as a result of this RFP.

All products or services offered in this section are subject to the same requirements as products offered in Appendix B. Respondents must provide detailed descriptions of any additional products and services being offered as a part of their proposal, and Region 4 ESC reserves the right to reject any value add products or services which it deems to be unrelated to the scope of this RFP.

Appendix G: VALUE ADD

Please include any additional products and/or services not included in the scope of the solicitation that you think will enhance and/or add value to this contract for participating agencies

- Retirement plan administration and investment services for all types of plans, in both the public and private sectors. Whenever possible, as indicated in our proposal, we will use the ESC Region 10 Retirement Asset Management Services program, for which TCG's affiliates are the administrator and investment advisor. When this is not possible, such as with private sector 401(k) plans or investment-only services, TCG's affiliates will provide this directly under the National IPA programs and their cooperative partners.
- Family Medical Leave Act (FMLA) administration services
- On-Leave billing services for employees on leave who need to be able to keep insurance coverages in place by paying premiums to avoid a lapse in coverage
- COBRA (Consolidated Omnibus Budget Reconciliation Act) administration services
- ACA (Affordable Care Act) reporting services, provided in partnership with the enrollment platform systems, Selerix and BenefitSolver (FFenroll systems).
- A full range of cybersecurity services, including our iLOCK360 individual identity theft, credit monitoring & restoration services and eLOCK360 district credential monitoring (these are already part of the services we provide under our National IPA contract) and consulting services available to National IPA members who need assistance with cybersecurity issues, provided in partnership with Cypher Security, LLC a subsidiary of TCG Group Holdings, LLP.
- School district and other public employer investment services under our Managed Asset Portfolio Program (MAPP).
- Financial Pathway is a comprehensive financial wellness solution that empowers users to make prudent financial decisions as they learn from engaging with online resources and interacting with trusted financial advisors. TCG formed Financial Pathway to help address financial stress and to teach individuals how to manage their personal finances in a more responsible manner.
- Allow all services in our proposal to be purchased on an individual basis nationwide by National IPA and its affiliated cooperative members rather than having to be bundled.

Attached following Appendix G is material on each of these services.