

RFP #22-12

Employee Benefits and Retirement Enrollment Administrative Services

Questions and Answers #1

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 Rate²
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.

RFP #22-12

Employee Benefits and Retirement Enrollment Administrative Services

Questions and Answers #2

1. It appears Region 4 ESC is looking for a single Third Party Administrator for their Section 125 Benefits and their 403(b)/457 retirement plans, as opposed to a single provider for all of those services, and that the selected TPA will work with the providers/vendors of those various services. Please confirm.
 - a. Region 4 is looking for a single Employee Benefits and Retirement Enrollment administrator for all services listed within the RFP.
2. Which company is the current TPA?
 - a. TCG Holdings group
3. Which companies are currently providing section 125 Benefit services to Region 4 employees?
 - a. This information can be found on the OMNIA Partners website at the provided link: <https://www.omniapartners.com/publicsector/suppliers/tcg-consulting/contract-documentation#c36094>
4. What benefit products are currently being offered via Section 125 to Region 4 employees?
 - a. This information can be found on the OMNIA Partners website at the provided link: <https://www.omniapartners.com/publicsector/suppliers/tcg-consulting/contract-documentation#c36094>
5. Which companies are currently providing 403b plan services for Region 4 employees?
 - a. This information can be found on the OMNIA Partners website at the provided link: <https://www.omniapartners.com/publicsector/suppliers/tcg-consulting/contract-documentation#c36094>
6. Which companies are currently providing 457 plan services for Region 4 employees?
 - a. This information can be found on the OMNIA Partners website at the provided link: <https://www.omniapartners.com/publicsector/suppliers/tcg-consulting/contract-documentation#c36094>
7. What are the current plan assets?
 - a. This information can be found on the OMNIA Partners website at the provided link: <https://www.omniapartners.com/publicsector/suppliers/tcg-consulting/contract-documentation#c36094>
8. What are the current plan flows (i.e., annual contributions and annual distributions)?
 - a. This information can be found on the OMNIA Partners website at the provided link: <https://www.omniapartners.com/publicsector/suppliers/tcg-consulting/contract-documentation#c36094>
9. How many participants are in the plan(s)?
 - a. This information will be provided after award.
10. Pain points with current plan/provider?
 - a. This information will be provided after award.

11. Is there any option for the ESC to consider selecting separate firms to handle each area? For instance, if a firm is able to offer a robust solution to one area but doesn't have a solution for one or more of the others, how will that be considered? Each area of the RFP is very unique, and there are firms which stand out in one or two areas, but either may not have a solution or not have a strong offering that accomplishes your goals. We want to understand this because it affects our interest in proposing to be a partner.
 - a. **No. Region 4 is looking for a single Employee Benefits and Retirement Enrollment administrator for all services listed within the RFP.**
12. How many organizations currently participate in the Region 4 ESC?
 - a. **This information will be provided after award.**
13. Will the selected firm be permitted to market its services to each member agency?
 - b. **Yes.**
14. How many total employees does the ESC represent?
 - c. **This RFP is directed to all governmental and school entities. There is not a total number of employees known to participate, it will depend on which entities choose to participate.**
15. Under Category 2: Operate the Region 4 ESC program for the Section 125 Plan Services and Supplemental Insurance Products, is the objective to have the proposer provide quotes for the supplemental insurance products listed (i.e., disability insurance, dental, vision, group term life, etc.)? If not, could you clarify what your objective is with this service.
 - a. **No. Region 4 is looking for a single Employee Benefits and Retirement Enrollment administrator for all services listed within the RFP and not the individual services themselves. The individual services will be bid out by Region 4 at a later date with assistance of the awarded administrator.**
16. In regards to the professional services described in Area 2F, some additional information will help us to better understand the project scope and the staffing.
 - a. **This RFP is for a single administrator of Employee benefits and retirement services and not for the services themselves.**
17. Besides medical insurance, will the consultant also advise member agencies on other coverages such as dental, vision, life insurance, disability, and other group insurance programs?
 - a. **Please refer to Appendix D for all products and services.**
18. Do you have a listing of the agencies, the number of employees, their plan renewal dates, the funding types for their medical/Rx insurance (self-funding, level funding, insured) and the insurance coverages in force?
 - a. **This RFP is for a single administrator of Employee benefits and retirement services and not for the services themselves.**
19. Which member agencies currently utilize the services in Area 2F, and how many employees does each member agency have?
 - a. **This information will be provided after contract award.**
20. If selected, will our firm also need to participate in separate RFPs issued by each member agency for a consultant?
 - a. **No. Participating Agencies will be able to utilize the awarded contract and not have to go through a RFP process.**

21. In regard to pricing for services, will the consultant have the option to price services based on the actual scope of work and involvement for each member agency? For example, a large member agency with a self-insured plan and multiple vendors will involve more consulting resources than a smaller agency which is fully insured.
 - a. Yes, please provide a description of how a project of larger scope would be priced.
22. What is the timing on implementation and transition?
 - a. This answer was provided in Question and Answers #1.
23. Please provide the following regarding the 457(b), 403(b), 3121, 529, and 401(a) plans
 - Number of plans
 - Assets in each plan type
 - Number of participants
 - Revenues for these plans currently
 - This RFP is for a single administrator of Employee benefits and retirement services and not for the services themselves. This information will be provided after contract award.
24. Can you provide more detail on the \$50 million in projected revenue cited in RFP. How specifically was that number derived and can you breakdown by product/service?
 - a. This projected revenue was based on preview information.
25. Can you provide current fund menus for the retirement plans?
 - a. This information will be provided after contract award.
26. Is there any suggested practices for bidding with multiple companies?
 - This question was answered in the Questions and Answers document #1.
27. Can companies submit proposals separately and reference in each proposal that the companies are working together?
 - This question was answered in the Questions and Answers document #1.
28. Can existing plans/services that are part of Region 4 program stay with the incumbent Region 4 provider after agreement termination including outside of Region 4 and outside of Texas?
 - Yes
29. The RFP states that the master agreement will be promoted to all public agencies, including existing customers, and suppliers will transition existing customers, upon their request, to the master agreement. Can you explain how that will done in practice? Can we decide not to market to existing customers in certain states, regions, public agency types?
 - a. The intent of this contract is to create a contract for Region 4 and for a national cooperative. If a public agency decides to utilize a cooperative contract, they are able to switch over and use it. However, a marking plan will be created after award with the awarded suppliers marketing team and the OMNIA Partners Marketing Team.
30. Can a master agreement for OMNIA be separate for companies that may be providing services jointly for Region 4, they be providing services and administering plans separately outside of Region 4 since companies proposing may be offering services and products in which each other are not involved?
 - a. No.
31. How much autonomy do we have over how and where (what states) we sell our products within the OMNIA master agreement?
 - a. The intent of this contract is to create a contract for Region 4 and for a national cooperative. If a public agency decides to utilize a cooperative contract, they are able to switch over and use it. However, a marking plan will be created after award with the awarded suppliers marketing team and the OMNIA Partners Marketing Team.

32. Can exceptions be made to not-to-exceed pricing since fees are asset based and therefore as grows fees will as well typically in retirement plans?
 - a. The intent of this RFP is for a contract administrator for Employee benefits and not for the benefits themselves.
33. Will our proposal be deemed non-responsive if certain completed forms are not such as those that are not germane to the plans and services proposed or the states that our companies work in?
 - a. If critical forms are not provided that could potentially deem a response non-response.
34. RFP states that OMNIA is not obligated to make the Region 4 Agreement available to other public agencies. Can you clarify in what types of situations this may occur?
 - a. If a contract is awarded by Region 4 and OMNIA Partners, for whatever reason, determines that a national program will not be feasible, OMNIA Partners, at their sole discretion can determine not to market the contract as a Master Agreement to participating agencies. A situation where this might occur would be if the supplier and OMNIA Partners cannot negotiate an Administration Agreement (Exhibit B) and Region 4 still awards the contract, OMNIA Partners will not be obligated to make the Master Agreement available on their website.
35. RFP states that the OMNIA agreement prevails over the Region 4 agreement if any conflict between the agreements arise. Can you clarify what this means in practice?
 - a. This is in reference to the Administration Agreement section 16. In practice, the terms outlined in the Administration Agreement, pursuant to the terms within, will prevail in the event that the master agreement is terminated.