



MSRP

Maryland Teachers & State Employees Supplemental Retirement Plans
William Donald Schaefer Tower, Suite 200, 6 St. Paul Street, Baltimore, Maryland 21202-1608

T. Eloise Foster, Chairperson, Board of Trustees
Michael T. Halpin, CRC, CRA, Secretary/Executive Director

Telephone: 410-767-8740 or 1-800-543-5605 Fax: 410-767-8739 Email: Info.msrf@maryland.gov

Publication Date: October 30, 2018

Questions and Answers

Request for Proposals for
Plan Administrator for Supplemental Retirement Plans (RFP)

Solicitation # G50B8400004

The following are written questions about the RFP received in October 2018, and the respective MSRP responses.

An electronic copy of this Q and A document will be posted on the MSRP website (<http://MSRP.maryland.gov>) and eMaryland Marketplace (<http://eMarylandMarketplace.com>) and will be sent to all prospective Offerors who were sent a copy of the RFP or who are known by the Procurement Officer to have obtained the RFP.

Q1 – Please provide the current service agreements.

A1 – There are no service agreements. The Board expects superior levels of performance in all aspects of plan administration and requires comprehensive reporting of all aspects of service, compliance and operation for performing its oversight.

Q2 – Please provide the current plan document.

*A2 – All plan documents are readily available on the Board's website:
<http://msrp.maryland.gov/plans.htm> .*

Q3 – How many participants and how much in assets are currently in ProBuilder?

A3 – As of August 27, 2018, there were over 1,800 participants enrolled for managed account services (ProAccount) with approximately \$142 million under management.

Q4 – Does the plan currently utilize a self directed brokerage option? If so, please provide the company being used as well as the total assets in the program today.

A4 – No, there is no self-directed brokerage option in the Plans.

Q5 – Would the state consider a \$500 quarterly asset fee cap instead of a \$2,000 annual asset fee cap?

A5 – A \$500 quarterly asset fee cap per Plan account would be acceptable.

Q6 – Should it be assumed that Wells Fargo will continue to be the banking services provider?

A6 –The banking services contract with Wells Fargo through June 30, 2019 includes an optional extension through June 30, 2020. Although we would anticipate that a banking services procurement in the interim will result in a new contract by that date, it should be noted that the State Treasurer’s Office is the state agency which procures banking services on behalf of the State.

Q7 – Does each division have its own point of contact to work with the current recordkeeper for day-to-day administrative services?

A7 –MSRP representatives obtain access to eligible employees through a network of agency benefit coordinators in about 350 locations statewide.

Q8 – Is the payroll process centralized or does each entity send its own payroll files?

A8 –Most payroll contributions are coordinated through the Central Payroll Bureau of the Comptroller’s Office, which has statewide payroll responsibility for most of approximately 77,750 State employees eligible for the Plans, and most of whom are paid biweekly. There are approximately six (6) additional payroll centers, some of which are relatively small.

Q9 – How many payroll files are submitted for each plan per month?

A9 –Each Central Payroll Bureau payroll file includes all MSRP transactions coded for each of the four Plans for that pay date. There are typically six major payroll cycles each month.

Q10 – Is the current model of 14 representatives adequate or would the State like to have any changes made?

A10 – This RFP seeks proposals of a superior level of quality plan administration services. We look forward to proposals supported by high caliber representatives, support systems, management and technology.

Q11 – Please describe the current office space? Is it provided by the State? If not, whose name is the lease in? If the new vendor is able to take over the current lease, please provide the annual rent.

A11 – The Plan Administrator’s in-State office space is not provided by the State. It is selected , leased and paid by the vendor.

Q12 – Can you provide details on the volumes of group meetings vs 1on1 meetings for ytd 2018 or full year 2017 by county/location for the ten (10) registered representatives in the field?

A12 –We do not have data regarding one-on-one meetings by registered representatives, but we do know that there were 266 group meetings recorded by the Plan Administrator in 2017, with 3,620 registered attendees.

Q13 – Is the managed account service offered in all Plans (i.e. – 401(k), 457(b), 403(b) & 401(a))? If the service isn't offered in all of the plans, will it be offered in all plans on a go-forward basis?

A13 –The managed account service is offered to all employees for any or all MSRP Plans in which the employee participates, including 401(k), 457(b), 403(b) & 401(a) accounts, without a required duration, cancellation period or penalty.

Q14 – What are the total assets and number of participants in each Plan using the Pro Account, managed account service?

A14 –See Answer 3 above. We do not have data for each separate Plan.

Q15 – Does the current provider display Defined Benefit plan information on participant statements and website?

A15 –The defined benefit plans for Maryland state employees are administered by a separate Board of Trustees and agency. Pension benefits are reported by the State Retirement Agency directly to members by annual mailing, with additional information available on its website.