



A proposal for the

State of West Virginia

Cost Proposal

State of West Virginia Request for Proposal

Third Party Administrator Services for TDC

Solicitation No. CRFP 0203 CPR1900000005

ORIGINAL



PLAN | INVEST | PROTECT

VOYA
FINANCIAL

**RFP for Third Party Administrator Services for TDC
CRFP 0203 CPR1900000005**

**Voya Institutional Plan Services, LLC (“VIPS”)
30 Braintree Hill Office Park
Braintree, MA 02184
Fax: (781) 796-9385**

**Tony Agentowicz
Vice President, Institutional Clients
Tel: (610) 781-6414
Email: tony.agentowicz@voya.com**



Vendor signature

**June 19, 2019
Cost Proposal**



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Carol Keen, Vice President
Voya Financial®
One Orange Way
Windsor, CT 06095
Tel: (860) 580-1651
Email: Carol.Keen@voya.com

June 19, 2019

Brittany Ingraham
Department of Administration, Purchasing Division
2019 Washington Street, East
Charleston, WV 25305-0130

Re: RFP for Third Party Administrator Services for TDC – Solicitation No. CRFP 0203 1900000005

Dear Ms. Ingraham,

Voya Financial® (Voya) is excited to respond to the West Virginia Teachers' Retirement System's Request for Proposal for Third Party Administrator Services for the TDC Plan. Using our "Three E's" approach — **Expertise, Education, and Engagement** — we will build a successful partnership with the Agency and develop a shared vision for the future.

Expertise

Voya is one of the largest defined contribution recordkeepers in the industry, with more than 50 years of experience managing tax-exempt retirement plans across America. Our success is evidenced by our market size, scope, and focus:

- Voya manages over 26,000¹ retirement plans for tax-exempt clients, with a presence in all 50 states.
- These plans represent nearly 2.5 million¹ participants, and \$106 billion¹ in assets under management.
- An average client tenure of over 23 years¹ in our tax-exempt business.

Education

Through our Retirement Readiness program, we will work with the Agency to increase your members' understanding of their retirement income needs and sources. Highlights of the program include:

- Workshops and communication programs that cover financial topics such as budgeting, debt management, overall retirement planning, healthcare costs, college savings, life insurance, and managing retirement income.
- Member access to professional financial guidance in person, by phone, or through Voya's DALBAR² award-winning Participant Website.
- Helping members maximize existing employer-based benefits and use out-of-plan solutions when appropriate for their goals.

Engagement

Through greater engagement with, and knowledge of, the valuable plan benefits available to them, members can build the skills and confidence needed to reach their future income goals. Voya will help the Agency achieve this through:

- Our highly accomplished relationship management team that will work with you on business planning, marketing, the plan/investment review process, plan design, and education/communication strategies.
- A tailored communications and branding model designed to encourage member interaction and involvement with their retirement benefits.
- Voya's do-it-yourself online Personal Financial Dashboard, which connects members to outside accounts to help set goals, track progress, create budgets, and receive assistance or advice.
- Our web-based myOrangeMoney[®] tool, which gives members access to our retirement calculators and tools for a personalized, actionable profile of their current state of Retirement Readiness.
- A one-of-a-kind mobile app — Voya Retire — that provides members with an easy, on-the-go connection to their retirement plan. The app is available on iPhone[®], iPad[®], iPod Touch[®], and Android[™] devices.³

¹As of December 31, 2018

²DALBAR Seals of Communications Excellence 2011-2016

³Apple, the iPhone, iPod touch, and iTunes are trademarks of Apple Inc., registered in the U.S. and other countries. iPad is a trademark of Apple Inc. Android is a trademark of Google Inc.

Thank you for your consideration of Voya! Our goal is to ensure that your members attain a happy, successful, and fulfilling retirement. For additional information, please contact Tony Agentowicz, Vice President, Institutional Clients at (610) 781-6414 or tony.agentowicz@voya.com.

Sincerely,



Carol Keen
Vice President

cc: Tony Agentowicz, Vice President, Institutional Clients

REQUEST FOR PROPOSAL

(Consolidated Public Retirement Board - CRFP CPR1900000004)

Attachment A: Cost Sheet

Vendors must complete this Cost Proposal Form and submit it in a separate, sealed envelope, marked "Cost Proposal" with its Proposal State all fees, charges and costs to provide the TPA Services.

1. The fees will be paid quarterly, by Contract Year and quarter, complete the following;

Contract Year	Per-Participant Price Schedule with TDC Plan receiving all Commission, 12b-1 fees and Shareholder Service Fees
Contract Year 1: 1 st Quarter 2 nd Quarter 3 rd Quarter 4 th Quarter	1st Quarter \$24.75 per participant 2nd Quarter \$24.75 per participant 3rd Quarter \$24.75 per participant 4th Quarter \$24.75 per participant
Contract Year 2: 1 st Quarter 2 nd Quarter 3 rd Quarter 4 th Quarter	1st Quarter \$24.75 per participant 2nd Quarter \$24.75 per participant 3rd Quarter \$24.75 per participant 4th Quarter \$24.75 per participant
Contract Year 3: 1 st Quarter 2 nd Quarter 3 rd Quarter 4 th Quarter	1st Quarter \$24.75 per participant 2nd Quarter \$24.75 per participant 3rd Quarter \$24.75 per participant 4th Quarter \$24.75 per participant
Contract Year 4: 1 st Quarter 2 nd Quarter 3 rd Quarter 4 th Quarter	1st Quarter \$24.75 per participant 2nd Quarter \$24.75 per participant 3rd Quarter \$24.75 per participant 4th Quarter \$24.75 per participant
Contract Year 5: 1 st Quarter 2 nd Quarter 3 rd Quarter 4 th Quarter	1st Quarter \$24.75 per participant 2nd Quarter \$24.75 per participant 3rd Quarter \$24.75 per participant 4th Quarter \$24.75 per participant
Optional Renewal Year 1: 1 st Quarter 2 nd Quarter 3 rd Quarter 4 th Quarter	TBD
Optional Renewal Year 2: 1 st Quarter 2 nd Quarter 3 rd Quarter 4 th Quarter	TBD

*Participants should include both active and inactive participants, as well as participants on a periodic payment schedule but no participants who have annuitized.

Bidders are required to submit Costs under a per-participant fee schedule with two options for the allocation of commissions, 12b-1 fees and shareholder service fees. The above assumes that the TDC Plan will receive **all** commissions, 12b-1 fees and shareholder service fees.

REQUEST FOR PROPOSAL

(Consolidated Public Retirement Board - CRFPCPR1900000004)

Attachment A: Cost Sheet (Continued)

Start Up Costs

Identify extraordinary one-time start-up Costs expected to be incurred. Please detail these expenses and describe how you propose to amortize and be reimbursed for these costs under the fee proposal you have outlined. If the contract is terminated for a reason other than cause, prior to the end of initial five-year period, indicate any amounts, at the end of each year, that will remain unreimbursed and the contract termination terms you would require. The amount of these start-up costs may be expressed in a flat dollar amount.

Item	Amount of One-Time Start Up Costs and Contract Terms
Total Amount of One-Time Start Up Costs	0
Amount Remaining at End of Contract Year 1	0
Amount Remaining at End of Contract Year 2	0
Amount Remaining at End of Contract Year 3	0
Amount Remaining at End of Contract Year 4	0
Amount Remaining at End of Contract Year 5	0

Attachment A: Cost Sheet (Continued)

Additional Fund Performance Review

The Agency may request additional Fund Performance Reviews in excess of the reports required in the RFP. Vendor will provide the additional reviews for the following additional fees:

Description	Cost Per Review
Basic Fund Performance Report	\$0
Expanded Fund Performance Report	\$0

Additional Services

List any other fees or costs you would charge to provide the TPA Services.

- **QDRO qualification fee: \$450**
- **Fee for overnight mailing: \$50**
- **Managed Accounts(see chart below):**

VRA Professional Management Opt-In Tiered Fee Schedule			
Tier	Balance	Monthly Fee	Annualized Fee
First	\$100,000	0.05%	0.60%
Next	\$150,000	0.0375%	0.45%
Over	\$250,000	0.0250%	0.30%

Fees are charged only to participants who choose to enroll in the managed account service.

Pricing Assumptions

No representations or warranties of any type or kind are made as part of this RFP as to the specific type or kind of investment options which may in the future be approved by the Agency nor are any representations or warranties made as to the number of members in the TDC Plan or the amount of assets that will constitute the Plan.

You must list the assumptions your firm used in making its proposal in the table below:

At Contract Year Ending	Number of Active Participants	Total Number of Participants*	Number of Payment (Lump Sum and Installments)	Amount of Assets** (millions)
Year 1	3069	3825	543	\$517.4M
Year 2	2839	3539	502	\$517.7M
Year 3	2626	3273	465	\$517.3M
Year 4	2429	3028	430	\$516.3M
Year 5	2247	2801	397	\$514.7M
Optional Yr. 1	N/A	N/A	N/A	N/A
Optional Yr. 2	N/A	N/A	N/A	N/A

* Includes active, inactive and those on pay out status.

** Mutual fund assets are valued at market value and amounts include the impact of contributions and distributions on the Plan.