OPERS

Ohio Public Employees Retirement System
Questions and Answers

Project Name: External Recordkeeper/Plan Administrator for The Ohio Deferred Compensation Plan

Q&A Period: July 13, 2026 – July 20, 2026

	Question	OPERS Response
1.	**Contract Term.** Section D.8 requests a not-to-exceed, fixed-cost price quote, and Section C.17 asks vendors to describe pricing assumptions, billing start date, and ongoing payment expectations. Could OPERS please clarify the contract term or pricing period vendors should assume for purposes of preparing the requested cost proposal?	For pricing purposes, Vendors should clearly distinguish between implementation costs and steady-state operational costs. OPERS has not established a single required contract term or pricing period for all proposals; however, Vendors should provide pricing in a manner that allows OPERS to understand the full cost of implementation, the anticipated timing of when fees would begin, and the ongoing cost structure after go-live. Vendors should identify the period covered by their fixed-cost proposal, any annual or multi-year pricing assumptions, any proposed escalators or renewal assumptions, and any conditions that could affect pricing over time. The response should also explain how billing would apply before, during, and after implementation, including whether fees begin at contract execution, project kickoff, production launch, or another proposed milestone.
2.	**Proposal Submission.** In section F.2, we recognize the requirement for a single PDF file for proposal submission. What is the maximum incoming email file size accepted by your email domain?	OPERS can accept a file size that is ***up to*** 50MB in size. If the file is at 50MB or 1 byte over it is blocked. Links cannot be used to provide exhibits.

	If our submission file size exceeds that limit, would vendors be permitted to split the PDF into multiple parts solely for transmission purposes? Can links be used to provide exhibits so not to reach the limit or provide within the file limits?	If your submission is 50MB or larger, yes, you can split the PDF into multiple parts. Please include in your submission email how many files you are submitting and label accordingly.
3.	**Investment Transactions.** Section C.8 refers to investment transactions and states that vendors must provide "unitization and pricing data." Could you please confirm whether the vendor, OPERS, or OPERS' custodian will be responsible for striking a daily NAV for the investments?	The custodian will remain responsible for striking a daily NAV for the investment options. For BlackRock, Fidelity, and Vanguard, the NAVs come from the fund providers. BNY also receives those NAVs and includes them as part of the NAV file it distributes; however, if there is a delay, BNY may calculate a proxy price instead. In all cases, the custodian remains responsible for providing the NAV used to price participant transactions.
4.	**OPERS Security Policies.** Attachment 3, OPERS IT Security Vendor Questionnaire, Question 6 references OPERS security policies. Could you please provide a copy of these policies for review in response to this question?	OPERS does not release our Security Policies for public view. OPERS will discuss security details with the winning vendor.
5.	Can you please clarify OPERS' preferred format and location for contractual exceptions? Should exceptions be identified within each applicable response, presented sequentially by RFP section, or included in a consolidated attachment? Will identifying such exceptions affect the proposal's responsiveness or any required certifications? Similarly, for Scope of Engagement items, should clarifications be included only under question 3. Ability to Achieve Scope of Engagement Outcomes?	The vendor's response to each section should include any information that identifies the vendor's ability or inability to meet the requirements of that section. All information provided by the vendor will be considered when selecting a vendor for the engagement.
6.	Can you please clarify the anticipated contracting process as a sample agreement was not included with the RFP? Will OPERS negotiate starting with the vendor's agreement, or will you provide your own for review, comment and negotiation?	OPERS will request the winning vendor to submit their contract to begin the contract phase of the engagement.
7.	The RFP requests disclosure of subcontractors but also states that subcontracting requires OPERS' written approval. Please clarify whether this approval requirement is intended to apply to only those subcontractors engaged specifically to perform services under this engagement.	OPERS is focused on subcontractors that would perform work for this engagement or have a role in delivering the proposed solution, services, technology, participant support, data processing, implementation, or ongoing operations. Vendors do not need to list ordinary course corporate vendors that are not assigned to or directly supporting this engagement. If a Vendor intends to rely on another

		entity to deliver any portion of the proposed services, that entity should be identified in the proposal, including the nature of its role and any related dependencies. OPERS will review those proposed arrangements as part of the evaluation and contract process, and any use of such subcontractors will require OPERS' approval before services are performed.
8.	Can you please provide additional definition and context regarding OPERS' request for a fixed-cost proposal? ○ Should the fixed cost be structured where a participant is charged a specific dollar amount quarterly with waiver if their balance is less than $5,000, or is OPERS requesting a fixed participating employer or total program level cost?	OPERS is requesting clear and complete pricing for the services proposed but is not prescribing a specific pricing structure for this engagement. Vendors should propose the fee approach that best aligns with their service model and should clearly identify the basis for each fee, the services included, the party responsible for payment, and any assumptions, exclusions, optional charges, thresholds, waivers, caps, or other variables that could affect the proposed pricing. The response should be detailed enough for OPERS to understand the full cost of the proposed services and compare pricing across responses.
9.	How would OPERS like to see variances in costs among the operating models described, optional services, configurable capabilities, pass-through expenses and other potential costs?	Vendors should present pricing in a way that makes differences between service models and optional items easy to identify and compare. OPERS prefers that Vendors separate base services from optional, configurable, pass-through, one-time, and usage-based costs. If pricing changes are based on the operating model proposed, the response should clearly explain the cost impact of each model, including any assumptions, dependencies, efficiencies, limitations, or services that would be added or removed. Vendors may use tables, schedules, or narrative explanations as needed, but the proposal should allow OPERS to understand the total cost of each option and the specific reason for any cost difference.
10.	Can you please share details around how participating employers are set up within the vendor's system today? ○ Are they identified within a singular plan set up by division/location or is each adopter maintained within their own plan/sub-plan structure?	This question does not inquire about the content of the RFP so an answer will not be provided.
11.	How many account transfers take place on an annual basis between adopting employers?	Currently, when a participant starts employment under a different employer, they would re-enroll under a new account for that employer. After opening the new account, they have the option to complete a transfer between their accounts within the system. We

		currently do not track the number of account transfers between employers.
12.	Understanding OPERS' goal is for the vendor to help grow the Ohio DC Program, how many adopting employers are added to (and if applicable, leave) the Ohio DC Program on average per year?	Since 2020, the Ohio DC Program has averaged 28 new employers each year.
13.	Can you please provide additional details and/or samples of engagement strategies used today to help market the Ohio DC Program and onboard new adopting employers?	OPERS is not providing current engagement strategy samples for this question. Vendors should describe their proposed target-state approach for marketing the Ohio DC Program and onboarding new employers. The response should explain how the Vendor would identify and engage eligible employers, support employer education and activation, coordinate outreach with OPERS, measure effectiveness, and transition employers from initial interest through contribution readiness and ongoing participation. Vendors may include examples from comparable clients or programs to illustrate their recommended approach.
14.	Can you please provide the total number of active and terminated participants with a balance for year-end 2025, and please confirm how many had a balance of less than $5,000.	**Accounts:** 256,643 accounts with a balance (does not include rollovers, beneficiaries, QDROs) 62,446 accounts with a balance < $5,000 15,022 rollover/beneficiary/QDRO accounts with a balance 2,538 rollover/beneficiary/QDRO accounts with a balance < $5,000 **Participants:** 225,496 participants with a balance 49,416 participants with total balances under $5,000
15.	What is the annual participant turnover for ODC?	2025 – 14,823 accounts terminated 2024 – 13,686 accounts terminated 2023 – 13,781 accounts terminated Note that though a participant may have terminated with an employer, their account is still available to take distributions, roll assets out, or perform fund exchanges. Additionally, they may have additional accounts (previous 457(b) accounts, rollover, beneficiary, or QDRO accounts) with the plan.

16.	Is it expected that the recordkeeper will pull in DB information from OPERS and the Ohio Police and Fire Pension Plan? If so, will each system agree to provide a feed or will it be manual by each participant?	If a participant is also an OPERS employee, OPERS may provide certain limited information to the selected vendor through approved file feeds to support plan administration, but those feeds would not include direct access to OPERS' defined benefit database or underlying system information. Vendors should describe the data elements, file timing, security controls, and coordination needed to support employer-provided eligibility and indicative data feeds, as well as any separate OPERS-approved feeds that may be needed for OPERS employee participants.
17.	Can you please share the current e-delivery utilization for notices, statements and communications broken out by active and terminated participants?	**Active –** Total Accounts (162,608), 1099 eDelivery (105,435), Transaction Confirmation eDelivery (106,512), Annual Statement eDelivery (109,935), Quarterly Statement eDelivery (110,230) **Terminated –** Total Accounts (106,276), 1099 eDelivery (41,494), Transaction Confirmation eDelivery (43,215), Annual Statement eDelivery (45,820), Quarterly Statement eDelivery (46,156) **Non-deferring (rollover, beneficiary, QDRO) –** Total Accounts (21,323), 1099 eDelivery (9,030), Transaction Confirmation eDelivery (9,385), Annual Statement eDelivery (9,325), Quarterly Statement eDelivery (9,403)
18.	Do all adopters provide employer email addresses for their employees, and are they or can they be provided to the recordkeeper on the payroll or indicative data files?	When email information is provided, it is submitted by the participant on the enrollment form, and it may be an employer email address or a personal email address. In some cases, OPERS may not receive an email address at all. Vendors should describe how their model supports receipt, validation, use, and protection of email addresses received as well as how they would manage participant records and communications when no email address is provided or available for use.
19.	What percentage of participants have personal email addresses on file?	92.4% (Participants with an active, terminated, or non-deferring account).
20.	Can you please share the trade file specifications, transmissions, and samples of required reporting needed to support the BNY Mellon relationship?	This information will be provided to the selected vendor.

21.	Please provide a breakdown of the current value of plan assets by investment option. Please include ticker symbols where applicable. Please provide CUSIPS for any collective trust funds.	The following are all white-label funds except for Blackrock and Fidelity funds, which are Collective Investment Trusts (CIT), and Vanguard is a mutual fund, (no ticker/CUSIP) as of 6/30: Stable Value Option – 4,702,858,039.28 Blackrock LifePath Funds – 5,580,013,015.25 Non-US Company Stock – 826,107,708.64 Non-US Company Stock Index – 368,961,838.63 US Small Growth Company Stock – 289,112,692.67 US Small Value Company Stock – 261,006,256.33 US Small/Mid Company Stock Index – 555,359,065.22 Vanguard Capital Opportunity – 1,988,214,506.18 Fidelity Growth Company Commingled Pool – 4,404,258,293.70 Fidelity Contrafund Commingled Pool – 2,988,323,408.24 US Large Growth Company Stock – 963,061,798.53 US Large Value Company Stock – 1,559,019,321.01 US Large Company Stock Index – 1,483,263,691.46 US Bond – 257,441,145.82 US Bond Index – 326,896,770.41 Total – 26,553,897,551.37
22.	Will all investments have a readily accessible NAV? If not, which funds will require a custom NAV calculation?	The custodian strikes a daily NAV for each investment option. For BlackRock, Fidelity, and Vanguard, the NAVs come from the fund providers. BNY also receives those NAVs and includes them as part of the NAV file it distributes; however, if there is a delay, BNY may calculate a proxy price instead. In all cases, the custodian remains responsible for providing the NAV used to price participant transactions.
23.	There are a number of references that speak to operating or adhering to OPERS-specific frameworks, governance, policies, requirements, procedures, etc. including but not limited to references under Governance Model, Roles and Partnership Expectations; Regulatory Compliance, Controls and Public-Sector Requirements; Financial Planning, Advice and Participant Guidance Services; Investment Transaction Processing and Account Processing; etc. Please provide copies of any	Current policies, procedures, and governance documents remain under review and will continue to evolve as OPERS defines the future operating model. OPERS expects to work with the selected Vendor during implementation to identify an appropriate target state, informed by OPERS requirements, applicable law, operational needs, and industry best practices. OPERS will retain responsibility for oversight, approval, interpretation, and governance of these items. The Vendor's role will be to provide operational expertise, identify

	documentation in place that the vendor is expected to adhere to for review and comment or confirm that OPERS will work towards mutually agreeable policies and procedures.	considerations or recommended practices, and execute services in accordance with OPERS-approved direction. Vendors should not assume they will have authority to independently modify OPERS policies, standards, governance requirements, plan provisions, investment direction, communications standards, or other sponsor-level decisions.
24.	There are also a number of references to aligning with OPERS-approved goals, performance expectations and standards, including but not limited to communications, reporting, etc. Should the vendor expect that these will be mutually agreed upon, or does OPERS have these items in place today that the vendor is expected to support? If these expectations are in place today, please provide copies of all referenced materials for review and comment.	OPERS expects to work with the selected Vendor during implementation to define practical target-state performance measures, reporting expectations, communication standards, and governance routines that align with OPERS' oversight responsibilities and the Vendor's operational delivery model. The Vendor should describe its recommended approach, including comparable service standards, reporting practices, communication review processes, and performance management methods used for similar clients. OPERS will retain final approval over the expectations, standards, and measures that apply to the engagement.
25.	Please clarify the vendor's level of service expectations for the OPERS-owned model and the vendor-owned model.	OPERS is asking Vendors to describe the target-state service approach they would recommend for each proposed model. The response should make clear which functions the Vendor would perform, which functions OPERS would retain, and which activities would require shared coordination. Vendors should also explain how each model would affect staffing, service levels, participant and employer support, processing timelines, reporting, escalations, controls, cost, and overall participant and employer experience. OPERS will use this information to understand the practical differences between the models and to determine the final service expectations during contracting and implementation.
26.	Please provide copies of any established interfaces and their required fields that are in place today to support the Ohio DC Program between OPERS, the recordkeeper and/or third parties, for review.	Because OPERS currently performs recordkeeping internally, there is not a current third-party recordkeeper interface package to provide through the Q&A process. The selected Vendor should expect to work with OPERS during implementation to define the target-state interface approach, including the data exchanges, file layouts, timing, security protocols, reconciliation points, and third-party coordination needed to support the future operating model.

27.	What types of custom reporting do you currently produce or receive? Please share samples of the key data fields required.	OPERS is not providing current custom report samples through the Q&A process. Vendors should describe the reporting package they recommend for the target-state model, including standard reports, dashboards, data extracts, ad hoc reporting capabilities, and the key data elements typically needed to support sponsor oversight, operational monitoring, financial controls, employer activity, participant servicing, transaction processing, issue management, and audit support. The response should also identify report frequency, delivery method, customization options, data retention, and any assumptions or dependencies needed to produce the proposed reporting.
28.	Can you please provide additional details as to OPERS expectations around when root-cause analysis and documented follow-up is required? We are trying to understand what types of material challenges would require analysis and follow-up.	OPERS expects to be made aware of issues that are material, recurring, escalated, service-impacting, or otherwise significant to OPERS in its role as plan sponsor. These may include participant-impacting errors, missed service levels, recurring processing defects, data or reconciliation issues, control failures, security or privacy incidents, escalated legal matters, employer file or contribution issues, complaint trends, audit findings, implementation defects, or other matters that could affect plan administration, participant experience, financial accuracy, compliance, or operational continuity. For these types of matters, OPERS expects the Vendor to provide timely notice, root-cause analysis, documented follow-up, corrective-action tracking, and status reporting through resolution. Vendors should describe how they determine when an issue requires sponsor notification, how issues are categorized and escalated, and how OPERS would receive visibility into resolution and any preventive actions.
29.	Can you please share OPERS Branding and Communication Standards that all adopters are required to use for review?	This information will be provided to the selected vendor.
30.	Thank you for providing details on the volume and types of calls received, along with the current standards. ○ Can you please confirm how many representatives are available to answer participant calls on a daily basis? ○ Do these representatives answer calls from any other clients (i.e., shared/designated model)?	OPERS is not providing current representative staffing counts for this question because the future servicing model may differ from the current environment. Based on the current size of the Plan, transaction activity, call volumes, call types, and service expectations provided, OPERS is seeking the Vendor’s recommended target-state contact center staffing model for a governmental 457 plan of comparable scale and complexity. The recommendation should reflect the Vendor’s experience and best practices, including whether

	○ Do participants use live chat to interact with representatives, and if so, can you please provide chat volumes?	the proposed model would be dedicated, shared, or blended; how staffing would be scaled to meet expected volume and service levels; and how participant calls, live chat, self-service tools, digital servicing, communication campaigns, and other service channels would affect staffing assumptions. OPERS expects Vendors to propose a future-state service model that reflects the participant experience they recommend for the Plan, including any appropriate use of self-service, proactive communications, or other service-delivery improvements. Vendors should also identify what reporting OPERS would receive to monitor responsiveness, quality, and participant experience.
31.	Can you please provide the following education and participant engagement statistics for 2025? ○ Number of onsite/in-person group meetings ○ Number of webinars or virtual group meetings ○ Number of one-on-one, in-person meetings ○ Number of one-on-one, virtual meetings ○ Number of benefit fairs and location breakout	OPERS is not providing the number of meetings for this question because it does not want past practices to influence or limit the Vendor's recommended future-state approach. Future participant education and engagement needs may vary based on content, audience, delivery method, participant demand, employer needs, and the overall target-state service model. OPERS is seeking the Vendor's recommended approach for participant outreach and education for a governmental 457 plan of comparable size and complexity. The response should explain the recommended mix of onsite, virtual, group, one-on-one, benefit fair, digital, and self-service engagement methods; how the Vendor would determine appropriate frequency and staffing; how outreach would be coordinated with OPERS and employers; and how effectiveness would be measured. OPERS is not looking to simply replicate past practices, but to identify a future-state model that provides the strongest participant value and supports the Plan's long-term engagement goals.
32.	How many administrative licensed internal account executives currently service the plan?	OPERS is not providing the current number of licensed internal account executives because it does not want the current structure to influence or limit the Vendor's recommended future-state employer and participant engagement model. Vendors should recommend the account executive or relationship support model they believe is appropriate for a governmental 457 plan of comparable size and complexity. The response should address recommended roles, licensing or qualifications, employer coverage, participant engagement responsibilities, coordination with OPERS, and how the

		model would support outreach, education, adoption, and ongoing relationship management.
33.	How many administrative support employees currently service the plan?	OPERS is not providing the current number of administrative support employees because it does not want the current staffing structure to influence or limit the Vendor's recommended future-state administrative support model. Vendors should recommend the level and type of administrative support needed to support the proposed operating model, including participant account maintenance, employer support, transaction processing, document handling, workflow management, exception processing, quality review, and coordination with OPERS. The response should explain the recommended roles, staffing assumptions, service responsibilities, scalability, and how administrative support would adapt as automation, self-service, digital workflows, and communication strategies evolve.
34.	How many retirement planning specialists currently service the plan?	OPERS is not providing the current number of retirement planning specialists because it does not want current staffing levels to influence or limit the Vendor's recommended future-state participant guidance and education model. Vendors should recommend the planning specialist, counselor, advisor, or education support model they believe is appropriate for a governmental 457 plan of comparable size and complexity. The response should address recommended roles, licensing or qualifications, delivery channels, availability, one-on-one support, group education, virtual support, onsite support, coordination with OPERS, and how the model would support participant education, retirement readiness, distribution planning, and engagement goals.
35.	How many management employees currently service the plan?	OPERS is not providing the current number of management employees because it does not want the current structure to influence or limit the Vendor's recommended future-state leadership and governance support model. Vendors should recommend the management and oversight structure needed to support the proposed operating model, including relationship management, implementation leadership, operational oversight, service performance management, escalation support, issue resolution,

		reporting, and coordination with OPERS. The response should explain the recommended management roles, decision-making authority, governance cadence, escalation paths, accountability structure, and how management support would align with OPERS' sponsor oversight responsibilities.
36.	Do any of the adopting employers use an HRIS or payroll system? If so, how many and which systems?	ODC does not have visibility into the specific HRIS or payroll systems used by employers. However, ODC can provide information on how employers remit payments, and support payroll-related file activity through the Ohio Business Gateway, a State of Ohio online portal that employers may use for ACH payments and related reporting. Because the Ohio Business Gateway is a third-party system outside of ODC's direct control, vendors should not assume it will be maintained in the target-state model. In 2025, 1,635 employers remitted payment and 1,713 employers reconciled a bill through the Ohio Business Gateway. In addition, 9 employers currently receive direct file transfers of their change reports, as requested, to support integration with their payroll systems. Additional employers are in the process of onboarding.
37.	How do adopters submit payroll and indicative information today (i.e., website upload, sFTP, etc.)?	Employers generally remit contributions based on billing information generated by ODC. Bills may be made available through the Ohio Business Gateway or sent by email. When employers use the Ohio Business Gateway, the bill is generally not physically returned to OPERS. On occasion, employers may submit billing updates to OPERS by mail, email, or fax, including changes to the deferral amount collected or employment status updates. Participant indicative information is generally provided directly by participants and is not provided by employers through this process.
38.	Is the expectation that adopters who submit checks for contributions today will move to ACH upon conversion or soon after? If not all will move away from checks, please detail the total number of adopters who remit contributions via check and provide the total annual volume of checks received.	OPERS expects to encourage and support the transition of as many contribution and rollover payments as possible to electronic methods, including ACH where feasible. However, OPERS does not expect check payments to be eliminated entirely at conversion or immediately after go-live. Checks may be received from adopting employers that are not able to move fully to electronic payment due to their internal structures, systems, or processes. Checks may also be received from rollover entities, where the method of remittance may

		depend on the sending institution's requirements or standard practices. As a result, the target-state model should account for continued check handling for both employer contributions and rollover payments, even as OPERS works to increase electronic payment adoption over time. In 2025, 7,712 checks were received from 395 employers for contribution payments. This is down from 8,683 checks from 431 employers in 2024.
39.	Does each adopter have their own day-to-day plan administration and payroll contact, or do some adopters share contacts? If there are shared resources, can you please provide an idea of how many day-to-day contacts the vendor is expected to work with regularly?	Adopter contact structures vary based on the size, organization, and administrative model of each employer. Some adopters may have dedicated day-to-day plan administration or a payroll contact, while others may have shared resources that support multiple departments, divisions, locations, or related employer functions. In some cases, payroll, benefits, finance, or administrative responsibilities may be handled by different individuals or areas within the same employer. As a result, vendors should assume they may need to work with multiple types of employer contacts and that there is not one uniform contact structure across all adopters today. The current system categorizes contacts into Employer Contacts and Payroll Contacts. There are 2,884 distinct phone numbers and 3,384 distinct emails across both types of contacts. Among employer contacts, there are 2,459 distinct phone numbers and 2,419 emails. Among payroll contacts, there are 2,522 distinct phone numbers and 2,574 emails. On a day-to-day basis, an ODC rep typically is in contact with 50 or more of these employer contacts.
40.	In an OPERS-led model, should the vendor assume that day-to-day administration and payroll are centralized to OPERS? In this example, how many contacts can the vendor expect to work with regularly?	Vendors should refer to the three-employer contribution receipt and reporting models described in the RFP rather than assume an "OPERS-led" model. Across all models, OPERS expects to retain plan sponsor oversight, governance, and approval responsibilities, while the selected vendor is generally expected to perform the day-to-day execution of recordkeeping and plan administration services. For the models involving OPERS in the receipt of employer contributions, or related transmission of contribution data, OPERS' role would be

		limited to the specific receipt, deposit, or transmission functions contemplated by that model. Under the model in which OPERS retains receipt and deposit functions and transmits contribution data and funding information to the vendor for allocation, OPERS anticipates the vendor would work with one to two regular OPERS contacts for those activities.
41.	Based on the information provided, it appears the expectation and/or goal is for the recordkeeper to take in deferral elections in a more streamlined manner (i.e., online experience) versus OPERS or the adopters maintaining these records. Please confirm and provide how newly hired employee information is provided to the recordkeeper today and please include the indicative data information the recordkeeper can expect to receive (i.e., social security number, date of birth, etc.).	OPERS expects the target-state model to support a more streamlined process for participant enrollment and deferral elections, including online or digital election capabilities where feasible. Today, new participants enrolling in ODC generally do so through an Enrollment form. Participants may complete an electronic Enrollment form, call ODC to request a paper form, or request a paper form from their employer. For State of Ohio employees, auto-enrollment is automated. There are four other systems with auto-enrollment; however, unlike the State of Ohio process, those systems are not automated and require manual entry. Auto-enrollment is the only circumstance in which employee indicative information would be received from an employer. In other enrollment scenarios, deferral elections and participant information are provided by the participant, not the employer. Participant information may include demographic and identifying information such as name, Social Security number or other identifier, date of birth, address, employment status, employer/adopter information, deferral amount, investment selections, and other data elements needed to establish, validate, or maintain participant records. Occasionally, an employer may update a bill to reflect a change in the amount collected versus the deferral amount expected. OPERS does not assume that all participants provide the same data elements or provide them through a single uniform process today. The target-state process should account for varying enrollment methods and employer data capabilities while moving toward a more consistent, secure, and efficient approach for participant data intake and deferral election processing.
42.	When reviewing the plan document, it appears provisions are mostly aligned among adopters. There appears to be variation permitted for deferral, allocations, automatic enrollment and	OPERS is not providing an adopter-level breakdown of elected variances. Vendors should describe their ability to support a model that allows adopters to elect plan provision variances.

	automatic increases. Can you please provide a breakdown by adopter of the variances elected?	
43	Plan provisions speak to Pre-1979 Accounts. Are there any participants remaining with a balance in these accounts and if so, how many remain that are still subject to the Pre-1979 plan provisions?	There are 574 accounts with an account created date earlier than 1/1/1979 with a balance.
44.	It appears there are not any advisory-based fees. Can you please confirm, is it just point-in-time advice that is offered, or does the plan also offer managed accounts? If the plan offers managed accounts, please provide the total assets and participants in managed accounts.	OPERS does not currently offer a managed account program. OPERS is interested in financial planning services as part of the future participant support model; however, the expectation is not for a highly individualized personal financial planner relationship that becomes involved in all details of a participant's broader financial life. Vendors should describe the planning, advisory, managed account, education, guidance, or decision-support services included in their proposed model, including whether the service is educational, advisory, fiduciary, discretionary, non-discretionary, fee-based, or included in the base service offering. Vendors should also identify any related fees, participant eligibility requirements, enrollment process, conflicts of interest, compensation structure, oversight controls, and reporting OPERS would receive if such services are proposed.
45.	Should respondents assume that recordkeeping fees be waived for participants with less than a certain amount in their accounts? If yes, how many participant accounts are impacted?	Administrative fees are waived for participants with account balances less than $5,000 in total. Over the last 2 years, this averaged about 49,400 participants.
46.	Should respondents assume fees should be capped at a certain amount per participant, regardless of the total account balance across all accounts? If yes, what is the amount and how many accounts are impacted?	Administrative fees are currently capped at a maximum annual amount of $220 or $55 per quarter; waived for participants with account balances less than $5,000 in total. Over the last 2 years, an average of about 34,350 participants paid the maximum annual fee.
47.	What number or percentage of existing participants with an account balance receive regular communications (e.g., quarterly statements and confirmation statements) exclusively through e-delivery methods?	54% of accounts with a balance have all eDelivery options selected.