Ohio Public Employees Retirement System
Request for Proposal

For: External Recordkeeper / Plan Administrator for The Ohio Deferred Compensation Plan

Schedule		
	Time	Date
RFP Date of Issuance		07/13/2026
Vendor Questions Deadline	12:00pm	07/20/2026
Question & Answers Posted to opers.org (no later than)	4:00pm	07/27/2026
RFP Closes, Proposals Due	12:00pm	08/14/2026

Important Information for Vendors:

Please read Section F, ***Instructions for Submitting Proposals*** for detailed instructions before submitting your response to OPERS. All RFP responses must be received on or before the deadline date and time provided above to avoid disqualification.

DO NOT contact OPERS about this RFP in any manner other than as provided in the "RFP Communication Restrictions" set forth in Attachment 1. Communication with OPERS staff, other than via procurement@opers.org until an award is made, is grounds for disqualification.

Vendor Proposal Submission Checklist

Before submitting your proposal to OPERS, please ensure the following items have been completed and included in your response. Incomplete submissions may be rejected from award consideration.

- ☐ Attachment 2 – Certified Statements of Vendor, completed and signed
- ☐ Attachment 3 – OPERS' Vendor Security Questionnaire, including any required supporting documents
- ☐ Vendor's Proposal Content (as outlined in Section D of this RFP)
- ☐ Vendor's Proposal Content – Redacted Copy (see Section F.3)
- ☐ Subcontractor List *(if applicable)*

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A. OPERS BACKGROUND

1. The Ohio Public Employees Retirement System

In 1935, the Ohio Public Employees Retirement System (OPERS) began a tradition of providing excellent retirement benefits for state employees. With approximately $133.9 billion in net assets, OPERS provides retirement, disability, and survivor benefit programs for public employees throughout the state who are not covered by another state or local retirement system. OPERS serves over 1.3 million members across 3,700 public employers, including more than 223,000 retirees and beneficiaries who receive monthly benefits, and 315,810 active members. In addition, OPERS administers $24.5 billion in Ohio Deferred Compensation assets, bringing total assets under management to $158.4 billion.

2. Financial Information

The most recent OPERS Annual Financial Comprehensive Report is available on the OPERS website at**:** https://www.opers.org/financial/reports.shtml

In addition, the most recent financial statement for Ohio Deferred Compensation is available on the Ohio Deferred Compensation website at: https://cdn.ohio457.org/contentpdf/2025AnnualReport.pdf

B. OVERVIEW of ENGAGEMENT

OPERS is utilizing this Request for Proposal (RFP) to solicit and engage an external record keeper and plan administrator. It is intended that the selected Vendor will provide the goods/services as more fully described in the sections below.

This Request for Proposal seeks a qualified external recordkeeper and plan administrator to provide administration, recordkeeping, implementation, participant services, investment transaction processing, technology integration, reporting, and related support for the Ohio Deferred Compensation Plan, a large governmental 457(b) plan, ("Plan").

OPERS/ODC Background

Ohio Deferred Compensation ("Ohio DC") merged into OPERS in September 2025. Since then, OPERS has assumed responsibility for administration, daily operations, information technology, finance, investments, and leadership support for the Plan while integrating former Ohio DC functions into OPERS' broader operating environment.

Ohio DC is among the nation's largest governmental 457(b) plans, with approximately $24.5 billion in assets, more than 285,000 participant accounts, and about 2,100 participating employers. Ohio DC serves a broad statewide participant base that extends beyond OPERS' members. As Ohio's state 457 plan, Ohio DC supports all five of Ohio's public retirement systems, and members of any of those systems may also participate in Ohio DC. Accordingly, the Plan serves public employers and eligible employees across a wide range of governmental entities throughout Ohio, including employers whose workers participate in retirement systems other than OPERS.

While OPERS affiliated participants represent a significant share of the Ohio DC population, OPERS seeks to grow participation more broadly across the full statewide eligible population. The selected Vendor will be expected to support that objective through employer outreach, marketing, onboarding, account setup, participant education, enrollment support, and ongoing engagement strategies designed to activate new employers and encourage participation across all eligible public-sector populations served by the Plan.

Current Plan Administration

The Plan currently relies on an internally developed recordkeeping application and related internal processes to support administration. Although Ohio DC has strong participant brand recognition, a valued service model, and substantial size and complexity, OPERS' review of the current state identified meaningful opportunities to modernize administration and improve long-term sustainability.

Current processes include a high degree of manual, paper-heavy, and labor-intensive work. They also include fragmented responsibilities and handoffs across employees, legacy Ohio DC processes, and third-party service relationships, as well as limited workflow automation and processing metrics in key areas. In addition, some participant transactions (document handling, reporting, and servicing activities) rely on disconnected or partially manual processes.

Ohio Deferred Compensation 457 Annual Statistics

Customer Service 2025		
Transition Description	**Annual Total / Average**	**Additional Details**
Incoming Calls	138,523	556 - Avg. Calls Per Business Day
Average Talk Time	6:01	
Average Abandon Rate	1.63%	
Average Speed to Answer	39 seconds	

Top 5 Call Types:

1. *Withdrawal ~ 18%*
2. *Unforeseeable Emergency Withdrawal ~ 13%*
3. *Password/Web Help ~ 8%*
4. *Paperwork Follow-up Questions ~ 7%*
5. *Contributions/Allocations/Step-up/Smart Enrollment ~ 7%*

Administrative Transactional Volumes - 2025	
Transition Description	**Annual Total**
Online Withdrawal Request	15,921
Withdrawal Paperwork	14,757
Unforeseeable Emergency Form	9,719
Online Unforeseeable Emergency Request	2,020
Direct Deposit Paper Form	2,018
Direct Deposit Change – Online	1,591
Online Change Withdrawal Amount	215
Rollover-In Forms	1,584
Rollover-Out Forms	6,013
Enrollment Forms	6,785
Beneficiary Forms	2,842
Death Claims	2,005

C. SCOPE OF ENGAGEMENT

Through this RFP, OPERS seeks a solution and service model that strengthens the participant and employer experience, supports compliant and accurate administration, enables disciplined oversight and reporting, and provides a scalable operating model for implementation and long-term administration.

OPERS intends to establish a hybrid operating model, with roles outlined as follows:

- **OPERS -** OPERS will retain plan sponsor authority, fiduciary accountability, policy interpretation, participant data authority, financial controls, investment governance, communications governance, and oversight of legal, fraud, and other sensitive matters.

- **Vendor -** The selected Vendor will be expected to provide high-volume operational administration and day-to-day recordkeeping services in close partnership with OPERS. This includes employer onboarding and account setup, eligible participant outreach and enrollment support, participant and employer servicing, participant account maintenance, investment and account processing, document and workflow support, participant communications, reporting, dashboards, file exchanges, website and service-center support, technology integration, and other operational support services needed to administer the Plan efficiently and at scale.

- **OPERS and Vendor** - Reconciliation of employer contributions and receipt of rollovers will be a shared partnership.

The selected Vendor shall provide comprehensive recordkeeping, plan administration, implementation services, participant servicing, employer support, investment transaction processing, communications to participants, reporting, and related support services. The scope of services reflects OPERS' intended hybrid operating model and is designed to establish a long-term strategic partnership in which OPERS retains core plan sponsor, fiduciary, governance, policy, and oversight responsibilities while the Vendor delivers high-quality operational administration, participant support, scalable technology, and service execution consistent with public-sector expectations.

The selected Vendor shall demonstrate experience administering governmental deferred compensation plans of comparable size, complexity, and public-sector service expectations, including experience with governmental 457(b) plans, large participating employer populations, transition initiatives, and hybrid oversight models in which the plan sponsor retains significant governance and control responsibilities.

The selected Vendor shall be expected not only to perform the services specifically described in this RFP, but also to bring mature operational discipline, subject matter expertise in governmental deferred compensation plans, strong internal controls, and a collaborative service model that supports transparency, accountability, issue resolution, and continuous improvement. The Vendor shall work in close partnership with OPERS across Operations, Member Services, Finance, Investments, Information Technology, Communications, Legal, Compliance, Internal Audit, and leadership teams to support both day-to-day plan administration and the long-term strategic evolution of the Plan.

Unless specifically identified by OPERS as optional, the core capabilities described in the Scope of Engagement sections #1 - #17 below are <u>mandatory</u>. Vendors may separately identify configurable features, optional enhancements, and additional value-added capabilities that improve the participant, employer, or sponsor experience without altering OPERS' retained responsibilities or governance authority.

1. Governance Model, Roles, and Partnership Expectations

Under the intended operating model, OPERS will retain plan sponsor authority, fiduciary accountability, investment governance, plan interpretation authority, communications governance, participant demographic data authority, employer contribution reconciliation oversight, financial accounting oversight, audit oversight, branding approval authority, and final decision-making authority for legal, fraud-related, and other sensitive or non-standard matters. The Vendor shall operate within this framework and must demonstrate the ability to support a disciplined governance environment through recurring service reviews, performance guarantees, implementation governance, operational review meetings, escalation management, executive reporting, issue and risk tracking, root-cause analysis, and documented follow-up on corrective actions.

The Vendor shall assign experienced relationship, implementation, and operational leads with authority to manage performance, coordinate across functional workstreams, and promptly address issues affecting participant service, employer support, data quality, security, transaction processing, and plan administration. OPERS expects the Vendor to function as a strategic service partner, not merely a transaction processor, by proactively identifying risks, monitoring data trends, recommending operational improvements, sharing relevant industry and regulatory developments, supporting strategic discussions, and maintaining a high level of responsiveness to OPERS inquiries and operational needs. The vendor shall describe its ability to support the intended operating model and the functional areas provided in this section.

2. Regulatory Compliance, Controls, and Public-Sector Requirements

The Vendor shall perform all services in accordance with applicable federal, state, and local laws, regulations, and guidance governing governmental 457(b) plan administration and recordkeeping. This includes, without limitation, requirements related to contribution administration, catch-up contribution administration, designated Roth contributions, tax reporting, distributions, rollovers, required minimum distributions, records retention, accessibility, privacy, cybersecurity, and audit support. Vendors should assume that OPERS expects the selected Vendor to maintain current expertise regarding governmental plan administration requirements and to identify operational or compliance impacts arising from legislative, regulatory, IRS, or other applicable guidance developments.

The Vendor shall maintain a strong control environment, including documented administrative procedures, segregation of duties, transaction-level controls, quality review procedures, reconciliation controls, supervisory oversight, exception management processes, fraud detection protocols, complaint handling procedures, and complete audit trails sufficient to support internal review, external audit, and regulatory inquiry. The Vendor shall comply with OPERS policies, security requirements, data handling standards, accessibility expectations, records management requirements, and OPERS-approved administrative procedures. The Vendor shall also support plan-level compliance operations customary for a governmental 457(b) program, including accurate administration of participant elections, contribution limits, catch-up provisions, beneficiary processing, death processing, tax forms, and support for plan audits and other compliance-related review activity. The vendor shall describe its ability to support regulatory compliance, controls, and Public-Sector Requirements.

3. Participant Account Administration and Lifecycle Services

The Vendor shall provide end-to-end participant account administration across the participant lifecycle, including outreach to eligible participants, enrollment support, new account setup, processing of participant elections, demographic updates, beneficiary maintenance, withholding updates, contact updates, account maintenance, participant correspondence, and support for participant-initiated service requests. The Vendor shall also facilitate the processing of administrative fees assessed on participant accounts by OPERS, including calculating the fees to be paid by each participant based upon the policies established by OPERS and deducting the appropriate fees from participant account balances to be remitted to OPERS. Services must support a large and diverse public-sector participant population and should reflect high standards for accuracy, timeliness, ease of use, and service accessibility.

The Vendor shall maintain participant records and transaction histories in a manner that supports secure digital servicing, service-center support, web access, sponsor reporting, audit support, and operational continuity. The Vendor shall describe its ability to support electronic workflows, document management, authentication controls, participant self-service, and assisted service models, while also providing accommodation for participants who require non-digital or more personalized support channels. The vendor shall describe its operational approach for supporting participant-facing transactions across the participant's lifecycle, including both paper-based and electronic processes. The response should explain how the vendor manages intake, validation, workflow routing, processing, participant communications, exception handling, quality control, recordkeeping updates, and audit documentation for each transaction type. Examples may include, but are not limited to, enrollments, beneficiary designations, investment election changes, fund transfers, distributions, rollovers, management of outstanding participant withdrawal payments, address changes, name changes, and other participant account maintenance activities. The vendor should also describe any differences in process, service levels, participant experience, controls, reporting, and turnaround times between paper and electronic transactions.

4. Employer Services, Onboarding, Contribution Processing, and Reconciliation Support

The Vendor shall support employer onboarding and activation, including employer outreach, set up within the Vendor platform, file and funding onboarding, education regarding reporting and remittance requirements, activation support, monitoring of onboarding progress, and reporting to OPERS on employer activation, employer participation, and escalation needs. The Vendor shall be expected to help drive employer adoption and participation in the Plan, including outreach to new or eligible employers and support for activation and contribution readiness in alignment with OPERS-approved goals, performance expectations, and communication standards.

The Vendor shall support contribution and payment receipt, validation, balancing, posting, corrections, rejected-record handling, suspense processing, reversals, and related participant-level posting support as directed by OPERS. OPERS expects the Vendor to support disciplined file processing, contribution exception handling, reporting transparency, and timely coordination when data, remittance, or file issues affect participant posting.

Vendors should describe their ability to support multiple employer contribution processing models, including: (1) a model in which OPERS performs receipt and deposit functions in-house and transmits contribution data and funding information to the vendor for allocation; (2) a hybrid model in which contribution receipt, deposit, reconciliation, and allocation responsibilities are divided between OPERS and the vendor; and (3) a vendor-owned model in which the vendor assumes responsibility for the end-to-end receipt, reconciliation, processing, and allocation of employer contributions. Under a hybrid contribution processing model, OPERS may retain responsibility for receiving and depositing paper-based contribution payments, including employer checks and rollover checks, while the vendor would be responsible for receiving, processing, reconciling, and allocating electronic contribution payments. Vendors should describe how they would support this division of responsibilities, including required data transmissions, reconciliation processes, funding confirmation, exception handling, timing expectations, controls, and any limitations or operational dependencies associated with this model.

Vendors should identify the operational requirements, controls, timing considerations, file transmission needs, reconciliation processes, and any limitations associated with each model. Within these models, vendors should describe their ability to support employer service tools, employer portals, secure file exchange methods, and reasonable accommodation processes for employers unable to use standard electronic methods, specifically, demonstrate how you will handle paper reporting, paper payments, and rollover payments and whether these services are an additional cost.

5. Participant Transactions, Distributions, and Servicing

The Vendor shall provide comprehensive participant transaction and servicing support, including investment elections and exchanges, rollovers, withdrawals, distributions, beneficiary-related processing, tax withholding elections, bank updates, payment setup, secure digital servicing, participant confirmations, and participant assistance through service center, digital, and other approved channels. The Vendor must support participant interactions in a manner that is accurate, timely, understandable, and consistent with OPERS-approved communications, branding, and escalation standards.

The Vendor shall demonstrate the ability to support common governmental 457(b) participant transaction types and participant servicing expectations, including support for age-based required distributions, separation from service distributions, death-related processing, beneficiary payout support, direct rollovers, indirect rollovers as applicable, recurring payments, ad hoc distributions, tax reporting support, and participant education about available transactional options. Warm transfer support between OPERS and the Vendor’s US-based Customer Service Center shall be required for coordinated servicing of individuals who have both OPERS and ODC-related needs.

6. Financial Planning, Advice, and Participant Guidance Services

The Vendor shall provide a robust financial planning and retirement readiness support model as part of its service offering. OPERS expects Vendors to describe in detail the financial planning resources, advisory services, calculators, modeling tools, educational content, campaign support, and participant guidance capabilities that will be available to Plan participants. Such services should support participants at all career stages, from enrollment and contribution decision-making through retirement readiness, decumulation planning, and distribution of decision support.

Vendors shall specifically describe the qualifications, licensing approach, supervision model, compensation model, availability, and service delivery channels for financial planners, advisors, consultants, counselors, or other participant-facing representatives who may provide educational support, guidance, advice, or planning assistance to participants. OPERS expects the staffing model for these services to include whether these resources are salaried, commissioned, fee-based, fiduciary, non-fiduciary, call-center based, virtual, on-site, regionally deployed, or otherwise assigned. The Vendor shall also describe how participant interests are protected; how conflicts, cross-selling, proprietary product bias, or compensation-related incentives are managed; and how planning support aligns with the Plan’s public-sector mission, OPERS standards, and participant experience expectations.

The Vendor shall explain how its financial planning model supports group education, one-on-one planning interactions, virtual consultations, retirement income planning, savings-gap analysis, asset allocation guidance, distribution planning education, and participant engagement campaigns. The vendors response should also provide an overview of personal touch services verses self-service tools available. OPERS expects the selected Vendor to provide planning support that is accessible, well-documented, operationally controlled, and measurable through usage, engagement, satisfaction, and outcome reporting.

7. Guaranteed Lifetime Income / Guaranteed Life Option

OPERS requires Vendors to address their ability to support a guaranteed life option or other guaranteed lifetime income solution as part of the Plan's service model, whether currently offered, available through the Vendor or an affiliate, or available through a third-party arrangement. Vendors shall describe in detail any available or proposed guaranteed lifetime income capabilities, including product structure, administrative model, portability, participant election and education processes, distribution-phase administration, beneficiary considerations, fees, surrender or liquidity restrictions, operational dependencies, and any required plan, investment, or platform accommodations.

Vendors shall explain how a guaranteed life option would be integrated into participant education, recordkeeping, transaction processing, statements, website tools, service-center support, and sponsor reporting. Vendors shall also identify the respective responsibilities of the Vendor, any insurer or third-party provider, and OPERS in relation to administration, disclosures, participant communications, operational support, implementation, and ongoing monitoring. If the Vendor does not currently support such an option, the response shall describe alternative retirement income solutions and the Vendor's ability to support future implementation if OPERS elects to pursue such a feature.

8. Investment Transaction Processing and Account Processing

The Vendor shall perform daily investment and account processing in accordance with OPERS-defined investment structures, approved valuation methodologies, trading rules, and administrative procedures. Required capabilities include allocation processing, investment elections, fund exchanges, transaction posting, valuation support, reconciliation, correction processing, unit or share processing as applicable, and related exception handling. Vendors should assume that the Ohio Deferred Compensation Plan maintains a diversified investment lineup that includes white-label options and participant-directed elections. The Vendor must be able to support white-label funds, target date offerings, stable value or capital preservation options, and other OPERS-approved investment options, including any applicable unitization, share accounting, valuation, mapping, and related operational controls. The Vendor shall maintain controls sufficient to support pricing integrity, reconciliation completeness, participant account accuracy, and timely issue escalation and resolution within OPERS' governance framework.

Vendors shall describe their approach to daily investment processing, trading controls, reconciliation, correction handling, processing cutoffs, transaction-deadline communications, integration with custodial and investment partners, and escalation of pricing, reconciliation, or other investment-related issues. Vendors shall also describe their experience supporting white-label and other sponsor-defined investment structures, including fund changes, mapping events, manager changes, pricing feeds, and participant communications. OPERS expects clear visibility into the Vendor's control environment, issue-resolution approach, and ability to operate within OPERS-retained investment governance, fiduciary oversight, approval authority, and decision-making.

Vendors must demonstrate the ability to seamlessly integrate with OPERS' custodian, BNY Mellon, through secure, automated, and reliable interfaces. This integration must support the accurate and timely exchange of transaction data, position-level information, cash balances, and pricing data, ensuring full alignment between the recordkeeping system and the custodian's official books and records. The Vendor should describe its standard integration models, including data transmission protocols, processing timelines, and exception handling procedures, and demonstrate prior experience with institutional custodians of similar scale and complexity.

Vendors shall be responsible for performing comprehensive daily reconciliations between the recordkeeper and custodian records, including investment positions, unit/share balances, cash balances, and all transaction activity. Any discrepancies must be promptly identified, investigated, and resolved within defined service level standards, with full transparency provided to OPERS through detailed reconciliation and exception reporting. The Vendor must also coordinate closely with the custodian to ensure timely trade settlement, accurate cash movement, and proper processing of corporate actions, maintaining a robust control environment, and complete audit trail for all interactions.

Vendors must provide complete, accurate, and timely data and reporting to support OPERS' investment accounting, financial close, and regulatory reporting processes. This includes delivery of detailed transaction-level data, position and balance information, unitization and pricing data, cash activity, and reconciliation results daily. All data must be fully reconciled to the custodian and delivered in standardized, system-compatible formats to facilitate automated ingestion into OPERS' accounting platform. Daily reporting must include sufficient detail to support transaction validation, cash and position of reconciliation, and monitoring of pending or unresolved items.

On a monthly, quarterly, and annual basis, the Vendor shall deliver comprehensive accounting packages that support OPERS' close process and external financial reporting requirements. These deliverables must include investment roll forwards, activity summaries, reconciliation reports, and audit-ready schedules, along with clear documentation of any exceptions, adjustments, or manual interventions. They also must include information regarding a) participant deferrals received (including monthly totals from each employer and from each plan type – Roth or non-Roth), b) participant deferrals anticipated for the period but not yet received (i.e. receivables from employers for participant deferrals), c) transfers/rollovers in from other qualified plans for each plan type, d) transfers/rollovers out to other qualified plans for each plan type, e) distributions to participants for each plan type, broken out by recipient type (either a participant or a beneficiary) recurring distributions, one-off withdrawal requests, and unexpected emergency withdrawals.

Quarterly and annual reporting must further support financial statement preparation, including disclosures, and include formal certification of data completeness and accuracy. The Vendor will also be expected to support the annual audit process by providing timely access to data, responding to auditor inquiries, and supplying relevant control documentation, including SOC reports. Information to be provided includes, but is not limited to, a) list of contributing employers, b) number of participant accounts (both individual participants and also count of accounts where participants with multiple accounts may be included more than once), c) annually, the number of participants who received distributions and the number of beneficiaries who received distributions in the prior fiscal year, d) annually, the number of participants with active deferral agreements (i.e. currently contributing participants), and e) participant level information including end of period account balances, participant age, date of last deferral, date of account creation.

9. Legal, Sensitive, Fraud, and Exception Processing

The Vendor shall perform standardized processing for legal orders, powers of attorney, court orders, subpoenas, death notifications, account restrictions, fraud indicators, suspicious activity, and other exception matters in accordance with OPERS-defined procedures, decision frameworks, and escalation protocols. OPERS will retain final authority for legal interpretation, fraud determinations, non-standard approvals, and other sponsor-level decisions. The Vendor shall be responsible for timely intake, documentation, case management, standardized processing, controls, and escalation of matters requiring OPERS review.

The Vendor shall maintain complete records, audit trails, and status reporting for these matters and must demonstrate the ability to coordinate with OPERS, legal counsel, compliance, fraud teams, and other designated parties when account restrictions, suspicious transactions, participant deaths, or legal directives affect account activity. Vendors shall describe their fraud monitoring, escalation, actions taken when unauthorized access is reported, case tracking, participant communication protocols, and reporting approach for these scenarios.

10. Communications, Website, Call Center, and Participant Experience

The Vendor shall produce participant statements, notices, confirmations, tax forms, regulatory reporting outputs, educational materials, and digital communications in accordance with plan requirements and OPERS-approved branding, tone, and communication standards. The Vendor shall provide a secure participant website and digital account experience that supports enrollment, account access, transactions, planning resources, document delivery, communications, and self-service functionality. The website and related participant tools must be modern, intuitive, secure, accessible, and suitable for a broad public-sector population. The vendor shall describe the tools they have available to support participant experience.

The Vendor shall provide a US based participant contact center and service support capabilities sufficient to meet service-level requirements for call handling, written inquiries, secure messages, and escalated servicing. Vendors shall describe service hours, staffing model, service channels, language support, accessibility accommodations, service quality monitoring, training standards, and methods for coordinating with OPERS on participant experience issues, complaints, trends, and service improvements. OPERS expects branded, participant-friendly, and well-controlled communications and service interactions.

10A. Participant Communications, Education Campaigns, and On-Site Support

The Vendor shall support participant communications and education through annual communication planning, enrollment and activation campaigns, new-hire and newly eligible participant outreach, retirement readiness education, separation and distribution education, required notices, targeted campaigns, and communication effectiveness reporting. Vendors shall describe communication development capabilities, campaign strategy support, multilingual support, accessibility and readability standards, measurement methods, and processes for obtaining OPERS review and approval of participant-facing materials. Vendor shall provide communications examples to support strategy.

Vendors shall also describe the availability of on-site, regional, virtual, and one-on-one participant support, including enrollment events, group education sessions, retirement transition meetings, and other participant or employer engagement activities. If the Vendor proposes field representatives, planners, or education specialists, the proposal shall identify coverage model, service territory assumptions, staffing approach, and coordination methods with OPERS Member Services and Communications.

11. Technology, Data Integration, Cybersecurity, and Sponsor Access

The Vendor shall provide secure and reliable interfaces with OPERS and other designated parties, including inbound and outbound files, APIs where applicable, daily data synchronization, sponsor portal functionality, secure sponsor access, operational extracts, and complete audit trails. Vendors should assume regular and disciplined data exchange requirements between OPERS and the Vendor and should describe their file management process, including what level of flexibility they have with file feeds and layouts, interface controls, reconciliation support, data validation, release management, incident management, data encryption and production support practices. Also, highlight any third-party services or tools that support the exchange of data.

The Vendor shall maintain mature information security, privacy, cyber incident response, disaster recovery, business continuity, and operational resilience capabilities appropriate for a large public-sector retirement program involving sensitive participant and employer data. The Vendor shall support OPERS security due diligence, ongoing monitoring, vulnerability and control reviews, incident reporting, and security-related remediation requirements. Vendors shall describe system availability standards, recovery objectives, testing disciplines, continuity of participant website and contact center operations, continuity of transaction processing and employer file intake, incident reporting standards and the controls used to protect participant, employer, and sponsor data.

The Vendors shall describe process and tooling used to verify member identity for account creation, disbursements or other account updates like a bank account change, and identify other processes, procedures and tooling recordkeepers utilize to prevent fraud.

12. Written Plan Administration, Payroll Reporting Interfaces, and Remittance Support

The Vendor shall administer the Ohio Deferred Compensation Plan in accordance with the governing plan documents, applicable law, OPERS-approved administrative procedures, and OPERS direction regarding operational interpretation and implementation. The Vendor shall support administration of plan provisions and participant elections only as authorized by OPERS and shall identify operational impacts, required configuration changes, participant communication implications, and implementation considerations when plan provisions, forms, notices, or administrative procedures are modified.

The Vendor shall support payroll reporting requirements that enable OPERS to maintain reconciliation oversight, including the ability to identify, research, and resolve faulty, incomplete, mismatched, or exception-based payments. The Vendor shall provide reporting, data extracts, exception files, and other reconciliation tools necessary for OPERS to verify that payroll contribution data and related funding are accurate, complete, timely, and properly allocated to participant accounts.

The Vendor shall provide current control and assurance documentation sufficient to support OPERS due diligence and ongoing oversight, including SOC 1 Type II and SOC 2 Type II reports, summaries of any relevant control exceptions and remediation activities, independent security assessments as requested, and summaries of recent business continuity and disaster recovery testing. The Vendor shall also describe audit support processes for internal audit, external audit, compliance review, and OPERS information security review activities.

13. Reporting, Service Levels, Audit Support, and Continuous Improvement

The Vendor shall provide operational, participant, employer, investment-processing, financial-control, and service-level reporting through dashboards, sponsor portal functionality, scheduled reports, extracts, issue logs, and audit support files. Reporting shall provide OPERS with sufficient visibility into service performance, transaction activity, participant engagement, employer activation, contribution posting, exception volumes, complaints, call center performance, implementation progress, and other operational trends necessary to oversee the Plan and manage the Vendor relationship. Vendors shall describe standard and configurable reports, delivery methods, reporting frequency, data-retention periods, and the ability to support ad hoc reporting and file extracts requested by OPERS.

The Vendor shall support service-level commitments and performance metrics established by OPERS and incorporated into the final agreement. The Vendor shall support internal audit, external audit, compliance review, and OPERS' requests for operational documentation, control evidence, and issue-resolution support in a timely and organized manner. OPERS expects regular performance reviews, exception reporting, root-cause analysis, corrective-action tracking, and a disciplined continuous improvement approach throughout the term of the engagement. At a minimum, Vendors shall describe their ability to meet required service levels for participant call responsiveness, call abandonment, transaction turnaround, enrollment and account setup timeliness, contribution posting timeliness, issue-resolution timeliness, complaint response timeliness, statement and notice production, implementation milestone adherence, and severity-based incident response.

14. Fee Transparency, Data Ownership, and Exit Assistance

Vendors shall provide transparent and comprehensive pricing information for all proposed services and features, including implementation fees, ongoing recordkeeping and administration fees, participant-paid fees, employer-paid or sponsor-paid fees if any, fees associated with financial planning or managed account services, fees related to guaranteed life option support if applicable, conversion fees, deconversion or transition-out fees, and any other direct or indirect compensation associated with the proposed service model. Any revenue-sharing, affiliate compensation, asset-based compensation, or other indirect compensation arrangements shall be clearly described.
The Vendor shall acknowledge that OPERS retains rights in Plan data and shall support data portability, operational extracts, historical data access, deconversion assistance, archive support, and transition-out cooperation upon request or at contract termination. Vendors shall describe available data formats, timing assumptions, support model for transition to a successor provider or alternate operating model, and any dependencies, limitations, or charges associated with transition-out support.

15. Initiative Approach, Implementation Methodology, and Delivery Model

Vendors shall describe their proposed approach for this initiative, including implementation methodology, governance structure, workstreams, resource/staffing model, decision-making framework, issue and risk management approach, quality assurance methods, testing strategy, readiness criteria, and post-implementation stabilization support. The proposed approach shall identify how the Vendor will transition services into production while minimizing participant, employer, operational, and data risk. The Vendor shall provide a phased implementation and transition plan that addresses discovery, requirements validation, configuration, interface development, conversion, testing, training, communications support, cutover, stabilization, and transition to steady-state operations. The Vendor shall identify key milestones, dependencies, critical path items, OPERS decision points, required OPERS inputs, and target readiness checkpoints. Ongoing services are expected to be delivered primarily through a remote operating model; however, the Vendor shall provide on-site or in-person support as reasonably requested by OPERS during implementation, testing, training, go-live, stabilization, governance sessions, finalist demonstrations, and other key events. The Vendor shall maintain a defined communication cadence with OPERS, including working team meetings, implementation status reporting, executive governance reviews, escalation paths, and documented issue and action logs. The use of subcontractors is prohibited unless expressly approved in writing by OPERS, and any approved subcontractors shall remain under the Vendor's full responsibility for performance, controls, compliance, and service delivery.

Given the unique structure and complexity of Ohio Deferred Compensation's data environment, data conversion represents a critical success factor for this engagement. The Vendor shall provide a detailed, end-to-end conversion strategy that explicitly addresses the mapping, transformation, cleansing, validation, and reconciliation of ODC's participant, employer, and transactional data, including historical records. Respondents must demonstrate experience converting from non-standard or highly customized legacy data models and describe how they will identify, manage, and remediate data anomalies specific to ODC's structure. The conversion approach shall include comprehensive data validation controls, iterative mock conversions, parallel testing, and full auditability to ensure data accuracy, completeness, and integrity at each stage. The Vendor shall clearly define roles, responsibilities, and decision points related to conversion, along with contingency planning to mitigate risks and avoid disruption to participant services. Emphasis shall be placed on preserving historical data fidelity and ensuring seamless continuity of participant account records, with zero tolerance for data loss or material discrepancies at go-live.

16. Implementation, Transition, Training, and Ongoing Operations

The Vendor shall provide a detailed transition approach that addresses conversion readiness, blackout minimization, participant and employer communication during transition, coordination of asset and data movement activities, pre- and post-conversion reconciliation, defect triage, stabilization metrics, and remediation of participant- or employer-impacting issues. Vendors shall identify transition risks, readiness dependencies, fallback considerations, and proposed controls for maintaining continuity of participant servicing and employer support throughout implementation and transition.

The Vendor shall provide implementation and transition services, including discovery, requirements validation, data mapping, transition strategy, testing, parallel validation, cutover planning, communication support, training, production-readiness assessments, and post-implementation stabilization. Vendors should assume a phased engagement consisting of implementation, transition, production launch, stabilization, and ongoing operations, and must identify key timelines, milestones, dependencies, readiness checkpoints, resource requirements, governance methods, and OPERS decision points in their proposals.

The Vendor shall provide a detailed testing and validation approach. This approach should include test planning, system test structure, test scripts and scenarios, interface and conversion validation, parallel testing or comparable end-to-end validation, defect classification and remediation, retesting, OPERS review and signoff checkpoints, production-readiness criteria, and post-go-live stabilization controls. The Vendor shall also identify acceptance criteria, readiness gates, and responsibilities for both Vendor and OPERS participants in testing and transition activities. For any parallel testing or equivalent pre-go-live validation, the Vendor should describe the structure, scope, timing, data requirements, success criteria, and reconciliation approach.

OPERS expects ongoing services to be delivered primarily through a remote support model, with on-site or in-person support available as requested during implementation, testing, training, go-live, stabilization, governance meetings, finalist demonstrations, or other major project and service events.

The Vendor shall maintain a disciplined communication model with OPERS throughout the life of the engagement, including designated implementation leads, operational contacts, relationship managers, escalation paths, meeting cadences, and documented status reporting. The Vendor may not subcontract services without prior written approval from OPERS and shall remain fully responsible for all approved subcontracted services, controls, performance obligations, and compliance requirements.

17. Operating and Cost Model

Vendors should describe their proposed operating and cost model for delivering the services requested in this RFP, including staffing, governance, service delivery approach, pricing assumptions, billing start date, and ongoing payment expectations for both implementation and post implementation operations.

At a minimum, the response should identify the Vendor's recommended staffing model for implementation and post-implementation operations, including roles, responsibilities, estimated level of effort, key dependencies, and any OPERS resources or subject matter expertise required to support the proposed model.

Vendors should provide a clear cost breakdown for each service area, including implementation costs, ongoing administrative or operational fees, transaction-based fees, optional service fees, pass-through costs, one-time charges, and any assumptions or conditions that may affect pricing.

Vendors should also describe how costs would vary based on the operating model selected, including an OPERS-owned model, a hybrid model, or a vendor-owned model, and should identify any efficiencies, limitations, risks, or cost impacts associated with each approach.

D. PROPOSAL CONTENT

The Vendor's proposal must include the documentation and information outlined in Section D. The proposal should include a Table of Contents, be formatted on consecutively numbered pages, and follow the sections of the RFP.

1. **Certified Statements of Vendor**
   The Vendor must include a completed certification in the form attached as (**Attachment 2 – Certified Statements of Vendor)**, which must be signed by an individual who is authorized to contractually bind the Vendor. Electronic signatures are acceptable.

2. **Vendor Background Questionnaire**
   Please provide the following information about the Vendor, as applicable:

   2.1 United States office locations, identifying which location(s) will be assigned to this engagement.

   2.2 Legal structure (e.g., an Ohio corporation), federal tax identification number, and address of the principal place of business.

   2.3 Organizational structure, including subsidiary and affiliated companies, and joint venture relationships.

   2.4 Years of operation.

2.5 Description of any material change in structure or ownership within the last eighteen (18) months.

2.6 Description of any material change in structure or ownership currently under review or being contemplated.

2.7 Description of any material litigation of which the Vendor is currently a party.

2.8 Description of any litigation of which the Vendor has been involved within the last three (3) years.

2.9 Description of any litigation brought or threatened against the Vendor by existing or former clients within the last five (5) years.

3. **Ability to Achieve Scope of Engagement Outcomes**

Please provide the following information as evidence of the Vendor's ability to achieve the outcomes OPERS is seeking through this RFP as described in Section C, *Scope of Engagement*.

3.1 Description of why the Vendor believes it is qualified to achieve the outcomes in the Scope of Engagement section.

3.2 Separately describe the Vendor's procedures and methods that will be used to achieve each deliverable as described in the Scope of Engagement section C.1 – C.17.

4. **Project Work Plan**

The Vendor's proposal should set forth a Work Plan for delivering the goods/services as requested in the Scope of Engagement section of this RFP. The Work Plan should include:

4.1 A timeline with detailed hours. OPERS' desire is to begin this engagement in Q4, 2026 with an implementation targeted for Jan 2028. Please provide your best, realistic timeline with the information provided in this RFP, recognizing timelines may need to be adjusted.

4.2 A description of how the Vendor will consult with and/or make presentations to OPERS staff during the engagement.

4.3 A description of the service management and quality control procedures to be used. These procedures should identify and describe any potential problems, the Vendor's approach to resolving these problems, and any special assistance that will be requested from OPERS.

4.4 A structure that allows OPERS ample time to review the deliverables requested from OPERS.

5. **Vendor Privacy and Security Practices**

Please respond to the following questions about the Vendor's Information Security practices.

5.1 Complete OPERS' Vendor Security Questionnaire included as Attachment 3 and submit any supporting documents with your response (i.e. SOC2 report).

5.2 Does the proposed solution include AI features? If yes, describe how AI is used.

5.3 Describe whether the Vendor's solution uses an internally developed AI model or external models (e.g. Open AI, Gemini, Copilot), and how OPERS' data is transmitted, processed, and protected in relation to the AI model, including any applicable security measures.

5.4 Do any individuals (internal or external to the Vendor's organization) have access to review OPERS-entered or stored data used in the AI model and, if so, describe the circumstances and safeguards in place.

5.5 Is the AI model used in the Vendor's solution trained using OPERS-entered data or stored data; and if using OPERS' data, describe how OPERS' data is utilized in the training process.

6. Vendor Personnel

OPERS expects a dedicated team to be assigned to work with OPERS throughout this engagement.

6.1 For each employee assigned to this engagement, please provide the following information:
- 6.1.1 Employee name and title.
- 6.1.2 Proposed position on this engagement (manager, supervisor, officer, etc.)
- 6.1.3 Month and year the employee began working for the Vendor.
- 6.1.4 Employee work history.

6.2 Describe the Vendor's procedures in the event an employee assigned to this team leaves the Vendor's employment during the term of this engagement.

7. Use of Subcontractors

The Vendor is required to provide all goods and perform all services requested by this RFP and may not subcontract to provide such goods or services without the written consent of OPERS.

7.1 For each of the Vendor's potential subcontractors, please provide the following information:
- 7.1.1 The proposed subcontractor's name, legal structure, federal tax identification number, and address of its principal place of business.
- 7.1.2 A description of the goods/services the subcontractor may provide.
- 7.1.3 The subcontractor's experience on comparable engagements.

8. Cost

8.1 Provide a not-to-exceed, fixed-cost price quote for this engagement, stating the total cost, including all reimbursable expenses.

Vendors should provide a clear cost breakdown for each service area, including implementation costs, ongoing administrative or operational fees, transaction-based fees, optional service fees, pass-through costs, one-time charges, and any assumptions or conditions that may affect pricing.

Vendors should also describe how costs would vary based on the operating model selected, including an OPERS-owned model, a hybrid model, or a vendor-owned model, and should identify any efficiencies, limitations, risks, or cost impacts associated with each approach.

8.2 Provide a cost per hour for additional service work or, if hourly costs are not applicable, the goods/deliverables the Vendor intends to provide, and the cost associated with each.

8.3 State whether Vendor will negotiate its proposed cost if OPERS decides negotiation is appropriate as to any aspect of the proposals, including the cost. In no case, however, will the negotiated cost be higher than the cost submitted by the Vendor in its proposal.

9. **Additional Information**
Provide any other information relevant to this engagement, including any areas or processes the Vendor can suggest, to deliver a more complete offering of goods/services.

E. EVALUATION PROCESS and VENDOR SELECTION

Complete proposals received on or before the RFP Closed deadline will be evaluated.

1. **Proposal Evaluations** Proposals will be evaluated based on the criteria listed below. The weight of each criterion will not be shared with Vendors. Proposals may be evaluated in multiple rounds at OPERS' sole discretion.
   a. Vendor's Background
   b. Vendor's Ability to Achieve Engagement Deliverables and Outcomes
   c. Vendor's Project Work Plan
   d. Vendor's Privacy & Security Practices
   e. Vendor's Personnel
   f. Vendor's Use of Subcontractors
   g. Vendor's Cost

2. **Interviews, Demonstrations, Site Visits, Presentations, Proof of Concepts** During the evaluation process, OPERS may ask any or all Vendors to interview, provide demonstrations, provide access for site visits, or make presentations to the selection team. Such interviews, demonstrations, site visits, or presentations will provide Vendors with an opportunity to answer OPERS' questions regarding the Vendor's proposal. This phase of the evaluation process is not an opportunity for the Vendor to engage in any negotiations over the form of the proposal or required scope of the work. Interviews, demonstrations, or presentations may be in person at OPERS' office or via video conference. OPERS may use information received during such interviews, demonstrations, site visits, or presentations in subsequent rounds of evaluations.

   OPERS will not be responsible for any costs incurred by the Vendor in preparing for, providing, or attending such interviews, demonstrations, site visits, or presentations.

3. **Contract Negotiations** After proposals are evaluated, OPERS may determine a list of up to three (3) finalists and may, beginning with the highest scoring finalist, begin sequential contract negotiations on any aspect of the proposal or any other issue OPERS deems appropriate. If OPERS does not reach agreement with the highest-scoring finalist or, if in the opinion of OPERS, negotiations with that finalist reach an impasse, OPERS may decide not to enter into a contract with that finalist or may begin contact negotiations with the second-highest scoring finalist. OPERS may choose to continue such negotiations with subsequent finalists on the same basis until a contract is negotiated, no other finalists remain, or OPERS decides not to enter into a contract pursuant to this RFP.

   OPERS will notify the Vendors who submitted proposals that were not selected only after a contract is signed with the selected Vendor. Please do not contact OPERS regarding the status of your bid. This process can take months and OPERS will not respond to such inquiries.

F. INSTRUCTIONS FOR SUBMITTING PROPOSALS

1. **Vendor Q&A** Questions concerning this RFP can be submitted via e-mail to procurement@opers.org. Questions must be submitted no later than 12:00PM ET on July 20, 2026. The Question-and-Answer period will be from July 13, 2026 – July 20, 2026. Vendor questions that OPERS will be responding to will be posted on the OPERS website at *opers.org, Vendor Opportunities*. OPERS will NOT respond to Vendor questions related to budget, the assigned weight to scoring criteria, or any incumbent vendor. OPERS will attempt to post the Q&A no later than 4:00pm ET on July 27, 2026.

2. **Proposal Format** Proposals must be received by 12:00pm ET on August 14, 2026 at procurement@opers.org. The proposal should be submitted as a single .pdf file for each of the redacted and unredacted versions.

   Email submissions may be blocked due to file size limitations on either the Vendor's or OPERS' email servers. Please submit your proposal with enough time in advance of the deadline to ensure the transmission goes through in its entirety, and to re-submit by the deadline if necessary. If a proposal is not received by OPERS by the deadline for whatever reason, including due to non-transmittal due to size limitations, it will be rejected.

3. **Proposal Copies** Please provide two (2) electronic copies of your proposal, including one (1) full response and one (1) redacted copy labeled as such, for public records requests as described in Section G.1 of this RFP. If you choose not to provide a redacted proposal, then you may submit only one (1) unredacted proposal which will be provided as-is pursuant to G.1 in response to a public records request.

G. GENERAL TERMS AND CONDITIONS FOR SUBMITTING PROPOSALS

By submitting a proposal in response to this RFP, the Vendor acknowledges and agrees that:

1. OPERS is subject to the Ohio Public Records Act, (Ohio Revised Code 149.43, *et seq*.), and documents submitted pursuant to this RFP may be subject to disclosure pursuant to a public records request. Accordingly, the Vendor should submit, along with its response to this RFP, a copy of its response in which any information that is trade secret or is otherwise exempt from disclosure is redacted, along with a reference to the statutory basis upon which Vendor is relying for the redaction. For example, the Ohio Public Records Act allows protection of trade secret information as set for in ORC 1333.61(D) or any federal statutes that might apply.

   If at any time after submitting the redacted copy of its response pursuant to the previous sentence the Vendor should identify information in its redacted copy that (a) was not redacted in its submission but later determines has become trade secret information or otherwise exempt from disclosure or (b) was redacted in its original submission but later determines is no longer trade secret or otherwise exempt from disclosure, the Vendor will send OPERS an updated redacted copy reflecting such change, along with a reference to the statutory basis upon which Vendor is relying for any additional redaction.

If a request for records is made that includes information the Vendor has submitted pursuant to this RFP, OPERS will provide the requestor with the redacted version of the Vendor's response provided pursuant to this section, or updated pursuant to the preceding sentence, if applicable. If the position taken by Vendor in its redactions hereunder results in OPERS suffering any damages, fees, or other losses of any kind, the Vendor will indemnify OPERS for such losses. If no documents or materials are identified and marked by Vendor as confidential, the Vendor will be deemed to have consented to the release of the documents or materials, and to have waived any cause of action against OPERS resulting from the release of the documents or materials.

2. This proposal has not been submitted with the assumption that there will be an opportunity to negotiate any aspect.

3. This RFP is not a contract, is not intended to serve as a contract, and does not constitute a promise to enter into a contract.

4. OPERS may amend or cancel this RFP at any time, for any reason.

5. OPERS may modify any dates in this RFP and accepts no liability to the extent the actual schedule differs from the dates set forth herein. In the event a change is made to the RFP schedule, the specific revision(s) will be posted in the form of an Amendment on the OPERS website.

6. OPERS may reject any or all proposals submitted, may waive as to any Vendor or to all Vendors, any informality or irregularity in a proposal or proposals or any failure to conform to the instructions in this RFP.

7. Regardless of cause, late proposals, in whole or in part, will not be accepted by OPERS and will automatically be disqualified from further consideration.

8. OPERS may disqualify a Vendor for failure to answer any supplemental questions, requests for additional information, and/or requests for additional materials, or failure to immediately notify OPERS of any invalid or untrue information in its proposal.

9. The Vendor will comply with all terms, conditions, and requirements described in this RFP. Any failure by any Vendor to so comply may be grounds for rejection of that Vendor's proposal, as determined by OPERS in its sole discretion.

10. All documents, proposals, and other materials submitted in response to this RFP will become the property of OPERS.

11. Additional due diligence of the Vendor may occur at any time prior to entering into any contract.

12. OPERS may request references at any time prior to entering into any contract.

13. If a contract between OPERS and a Vendor results from this RFP, neither the selected Vendor, nor anyone on its behalf (including its agents, affiliates, subcontractors, and/or vendors), will publish, distribute, or otherwise disseminate any press release, advertising, and/or publicity matter of any type or kind (collectively "Advertising Material") having an reference to OPERS, this RFP, or the resulting contract, unless and until such Advertising Material first shall have been submitted to and approved in writing by OPERS.

14. The Vendor is required to provide all goods and perform all services requested by this RFP and may not subcontract to provide such goods or services without the written consent of OPERS. If OPERS provides written consent, the Vendor will remain liable for the provision of any goods supplied by and/or services performed by the Vendor's subcontractors.

15. The Vendor, along with its officers, members, and employees, has no interest, personal or otherwise, direct or indirect, which is incompatible or in conflict with or would compromise in any manner or degree the discharge and fulfillment of its functions and responsibilities under any contract that may result from this RFP. The Vendor will comply with all applicable federal, state, and local laws in providing goods and/or services under any contract that may result from this RFP, including, but not limited to, the reporting requirements contained in Section 101.90 *et seq*. of the Ohio Revised Code (Joint Legislative Ethics Commission), and the laws contained in Chapter 102 of the Ohio Revised Code (Ohio Ethics Commission) governing ethical behavior that apply to persons doing or seeking to do business with OPERS. The Vendor has not paid and will not pay, has not given and will not give, any remuneration or thing of value directly or indirectly to OPERS or to any of its board members, officers, employees, or agents, or any other third party related to the Vendor's engagement under any contract that may result from this RFP, including a finder's fee, cash solicitation fee, or a fee for consulting, lobbying, or similar services that could influence OPERS' decision to enter into a contract pursuant to this RFP. The Vendor further agrees to refrain from promising or giving any OPERS board member or employee anything of value.

16. OPERS does not make any representation or warranty regarding the accuracy or completeness of any information contained in this RFP, its attachments, or any statements made by representatives of OPERS during the RFP process. Each Vendor is responsible for making its own evaluation of the information and data contained in this RFP and in preparing and submitting responses to this RFP. OPERS' issuance of this RFP and receipt of information in response to this RFP will not, in any way, cause OPERS to incur any liability (whether contractual, financial, or otherwise) to any Vendor participating in the RFP process.

ATTACHMENT 1 – RFP COMMUNICATION RESTRICTIONS

This RFP imposes certain restrictions on communications between OPERS and vendors responding to this RFP.

Vendors are restricted from communicating with OPERS in any manner that a reasonable person would infer constitutes an attempt to unduly influence the award, denial, or amendment of a contract, from the time this RFP is issued through the final award and approval of the contract and/or termination of this RFP.

Only the following communications, if applicable, between the Vendor and OPERS are permitted:

- Question and Answer Period.
- Interviews, Demonstrations, Site Visits, Presentations and/or Proof of Concepts.
- Supplemental Questions. After this RFP has been issued, OPERS may post supplemental questions to the OPERS website for Vendors to answer.
- Additional Information. OPERS may request additional information and/or materials from any Vendor if OPERS determines that additional information is needed to clarify a Vendor's proposal.
- Notification by the Vendor to OPERS of any information in a proposal that becomes invalid or untrue prior to the completion of the RFP process.

Any communications with OPERS in violation of this Attachment 1 may result in immediate disqualification of the Vendor.

ATTACHMENT 2 – CERTIFIED STATEMENTS OF VENDOR

The undersigned hereby acknowledges and agrees:

1. This proposal meets all of the requirements as set forth in this RFP.

2. Submission of this proposal is in accordance with Section G, *General Terms and Condition for Submitting Proposals*.

3. Any communication with OPERS concerning this RFP will be in compliance with Attachment 1 - *RFP Communication Restrictions*.

4. The Vendor's primary contact on this RFP, who has the authority to answer any questions regarding the proposal is:

   Primary Contact Name: ____

   Primary Contact Address: ____

   Primary Contact Phone Number: ____

   Primary Contact Email Address: ____

I, the undersigned, as an authorized representative of the Vendor and legally authorized to contractually bind the Vendor, hereby certify the above statements on behalf of the Vendor:

Vendor: ____

Authorized Representative: ____

Signature: ____

Title: ____

Date: ____