



# Scoring Summary

## Active Submissions

	Total	History and DC Plan Experience	Operations and Ability	Plan Sponsor Experience	Communication & Education
Supplier	/ 100 pts	/ 10 pts	/ 20 pts	/ 30 pts	/ 30 pts
Voya Financial	84.43 pts	8.571 pts	16.29 pts	23.71 pts	25.86 pts
AIG Retirement Services	80.24 pts	7.286 pts	16.14 pts	23.86 pts	24.29 pts
Empower Retirement	78.29 pts	8.286 pts	16.29 pts	23.71 pts	22.57 pts

	Pricing (percent of assets)
Supplier	/ 10 pts



	Pricing (percent of assets)
Supplier	/ 10 pts
Voya Financial	10 pts (\$0.065)
AIG Retirement Services	8.667 pts (\$0.075)
Empower Retirement	7.429 pts (\$0.0875)



## Proposal Scores

### AIG Retirement Services - Scoring Summary

#### Evaluation Group 1 - Evaluation Team

	Total	History and DC Plan Experience	Operations and Ability	Plan Sponsor Experience	Communication & Education
Reviewer	/ 100 pts	/ 10 pts	/ 20 pts	/ 30 pts	/ 30 pts
Dan Kimmel	70.67 pts	6 / 10	7 / 10	7 / 10	7 / 10
Deborah Bradl	89.67 pts	9 / 10	18 pts	27 pts	27 pts
John Meyer	70.67 pts	6 / 10	7 / 10	7 / 10	7 / 10
Michael Green	77.67 pts	7 pts	17 pts	7 / 10	8 / 10
Jordan Seemans *	83.67 pts	7 / 10	16 pts	26 pts	26 pts

\* The original reviewer was then Deputy Treasurer Liza Davis who is no longer with the Office of the State Treasurer. Due to a technical system issue, her name was replaced with that of current Deputy Treasurer Jordan Seemans in each instance.



	Total	History and DC Plan Experience	Operations and Ability	Plan Sponsor Experience	Communication & Education
Reviewer	/ 100 pts	/ 10 pts	/ 20 pts	/ 30 pts	/ 30 pts
Leighann Hinkle	79.67 pts	7 / 10	8 / 10	8 / 10	8 / 10
Daniel Madrid	89.67 pts	9 / 10	9 / 10	9 / 10	9 / 10
	Average:	7.286 pts	16.14 pts	23.86 pts	24.29 pts
		↓	↓	↓	↓
Calculated:	80.24 pts	7.286 pts	16.14 pts	23.86 pts	24.29 pts

	Pricing (percent of assets)
Reviewer	/ 10 pts
Dan Kimmel	\$0.075
Deborah Bradl	\$0.075



	Pricing (percent of assets)
Reviewer	/ 10 pts
John Meyer	\$0.075
Michael Green	\$0.075
Jordan Seemans	\$0.075
Leighann Hinkle	\$0.075
Daniel Madrid	\$0.075
	<b>\$0.075</b>
	↓
<b>Calculated:</b>	<b>8.667 pts (\$0.075)</b>



## Empower Retirement - Scoring Summary

### Evaluation Group 1 - Evaluation Team

	Total	History and DC Plan Experience	Operations and Ability	Plan Sponsor Experience	Communication & Education
Reviewer	/ 100 pts	/ 10 pts	/ 20 pts	/ 30 pts	/ 30 pts
Dan Kimmel	70.43 pts	8 / 10	8 / 10	8 / 10	5 / 10
Deborah Bradl	79.43 pts	8 / 10	16 pts	24 pts	24 pts
John Meyer	79.43 pts	8 / 10	8 / 10	8 / 10	8 / 10
Michael Green	78.43 pts	8 / 10	9 / 10	7 / 10	8 / 10
Jordan Seemans	87.43 pts	8 pts	18 pts	28 pts	26 pts
Leighann Hinkle	75.43 pts	9 / 10	7 / 10	7 / 10	8 / 10
Daniel Madrid	77.43 pts	9 / 10	8 / 10	8 / 10	7 / 10



	<b>Average:</b>	<b>8.286 pts</b>	<b>16.29 pts</b>	<b>23.71 pts</b>	<b>22.57 pts</b>
		↓	↓	↓	↓
<b>Calculated:</b>	<b>78.29 pts</b>	<b>8.286 pts</b>	<b>16.29 pts</b>	<b>23.71 pts</b>	<b>22.57 pts</b>

	<b>Pricing (percent of assets)</b>
<b>Reviewer</b>	<b>/ 10 pts</b>
Dan Kimmel	\$0.0875
Deborah Bradl	\$0.0875
John Meyer	\$0.0875
Michael Green	\$0.0875
Jordan Seemans	\$0.0875
Leighann Hinkle	\$0.0875



	Pricing (percent of assets)
Reviewer	/ 10 pts
Daniel Madrid	\$0.0875
	<b>\$0.0875</b>
	↓
<b>Calculated:</b>	<b>7.429 pts (\$0.0875)</b>





## Voya Financial - Scoring Summary

### Evaluation Group 1 - Evaluation Team

	Total	History and DC Plan Experience	Operations and Ability	Plan Sponsor Experience	Communication & Education
Reviewer	/ 100 pts	/ 10 pts	/ 20 pts	/ 30 pts	/ 30 pts
Dan Kimmel	82 pts	8 / 10	16 pts	7 / 10	9 / 10
Deborah Bradl	95 pts	10 / 10	20 pts	28 pts	27 pts
John Meyer	82 pts	8 / 10	8 / 10	7 / 10	9 / 10
Michael Green	79 pts	8 / 10	8 / 10	7 / 10	8 / 10
Jordan Seemans	82 pts	9 pts	14 pts	24 pts	25 pts
Leighann Hinkle	90 pts	8 / 10	9 / 10	9 / 10	9 / 10
Daniel Madrid	81 pts	9 / 10	7 / 10	8 / 10	8 / 10



	<b>Average:</b>	<b>8.571 pts</b>	<b>16.29 pts</b>	<b>23.71 pts</b>	<b>25.86 pts</b>
		↓	↓	↓	↓
<b>Calculated:</b>	<b>84.43 pts</b>	<b>8.571 pts</b>	<b>16.29 pts</b>	<b>23.71 pts</b>	<b>25.86 pts</b>

	<b>Pricing (percent of assets)</b>
<b>Reviewer</b>	<b>/ 10 pts</b>
Dan Kimmel	\$0.065
Deborah Bradl	\$0.065
John Meyer	\$0.065
Michael Green	\$0.065
Jordan Seemans	\$0.065
Leighann Hinkle	\$0.065



	Pricing (percent of assets)
Reviewer	/ 10 pts
Daniel Madrid	\$0.065
	<b>\$0.065</b>
	↓
<b>Calculated:</b>	<b>10 pts (\$0.065)</b>



## Proposal Score Comments

### AIG Retirement Services - Scoring Comments

#### History and DC Plan Experience - Reviewer Scores

Reviewer	Score	Reason	Comments
Dan Kimmel	6 / 10	Partially meets my expectations	Significantly less assets in the 457b space then the other two. Mainly focused on the 403b space. They have only done four conversions of 5k+ participants in the past 5 years
Deborah Bradl	9 / 10	Meets or exceeds my expectations	answered question
John Meyer	6 / 10	Partially meets my expectations	limited large plans sep from AIG
Leighann Hinkle	7 / 10	Partially meets my expectations	least experience



Reviewer	Score	Reason	Comments
Jordan Seemans	7 / 10	Partially fits desired attributes	Excellent client retention, good 403b client base/AUM, not as strong 457 base aum (\$8.7bn/\$36bn), Overall lower AUM in DC space than other leaders in the industry, Work only with service-based clients (schools, govs, nonprofits, religious orgs)
Michael Green	7 pts	Meets or exceeds my expectations	Standard
Daniel Madrid	9 / 10	Strongly fits desired attribute(s)	#1 Ranked for Behavior Centricity for the Participant Experience Assuming we are provided access to all eligible employees and the ability to distribute mass mailing and other communications,  #2 Ranked Best-in-class Participant Website (Overall)  18,500  organizations representing approximately 1.9 million participants  Client Retention: 99.47%. The



Reviewer	Score	Reason	Comments
			effort we put into listening and acting on our customers' feedback has enabled us to increase our Net Promoter Scores** ("NPS") over 20% from 56.4 in Q1 2019 to 68.1 in Q1 2021 at our call centers. Our current NPS ranks well above the industry benchmark for financial services of 47.7 for call centers.

## Operations and Ability - Reviewer Scores

Reviewer	Score	Reason	Comments
Dan Kimmel	7 / 10	Partially meets my expectations	Use both proprietary and third party systems to deliver recordkeeping platform.
Deborah Bradl	18 pts	Meets or exceeds my expectations	ability to provide services to current and retired participants
John Meyer	7 / 10	Partially fits desired attributes	sep from AIG (data security)



Reviewer	Score	Reason	Comments
			litigation
Leighann Hinkle	8 / 10	Strongly fits desired attribute(s)	guarantee provided to increase participation
Jordan Seemans	16 pts	Other	6 reps, Requirement of adoption of custom target date model proposal (negative factor), much greater 403b AUM thus robust 403b support
Michael Green	17 pts	Meets or exceeds my expectations	AIG Retirement Services guarantees a net increase annually of 500 actively contributing participants in the 457(b) plan and 300 in the 457(b) plan resulting in the participation rates outlined below. Our annual fees at risk are \$2,500 for the 457(b) plan and \$1,500 for the 403(b) plan. our platform is our proprietary recordkeeping system. Internally developed by AIG Retirement Services in 1985, our recordkeeping system is built on proven enterprise mainframe



Reviewer	Score	Reason	Comments
			<p>technologies.</p> <p>If individual contribution errors exist on the contribution file, an AIG Retirement Services payroll analyst or Account Manager will delay processing of the entire file and will contact the plan sponsor to resolve the errors.</p>
Daniel Madrid	9 / 10	Well-supported claim(s)	<p>No data security concerns. FutureFIT is AIG Retirement Services award winning* participant digital experience that uses behavioral science principles, streamlined navigation and relatable content to motivate employees to take action. It stands for Freedom. Individually Tailored. FutureFIT University   Non-Participant   Achieve   AIG Retirement Services (everfi-next.net). AIG Retirement Services guarantees a net increase annually of 500 actively contributing participants in the 457(b) plan and</p>





Reviewer	Score	Reason	Comments
			300 in the 457(b) plan resulting in the participation rates outlined below. Our annual fees at risk are \$2,500 for the 457(b) plan and \$1,500 for the 403(b) plan.

## Plan Sponsor Experience - Reviewer Scores

Reviewer	Score	Reason	Comments
Dan Kimmel	7 / 10	Partially meets my expectations	Did like they offer a separated participant report with balances on their sponsor website. Not sure if their TPA will approve QDROs and hardships or if State will have to do them?
Deborah Bradl	27 pts	Meets or exceeds my expectations	well defined experience, worked with OST in past
John Meyer	7 / 10	Partially fits desired attributes	2 field reps



Reviewer	Score	Reason	Comments
Leighann Hinkle	8 / 10	Strongly fits desired attribute(s)	standard and custom reporting available, additional file data element needed for full use of services
Jordan Seemans	26 pts	Strongly fits desired attribute(s)	Website and user experience look nice, although SponsorFIT was slow and lagging when I used the demo credentials, willing to put 10% of annual fees at risk to meet performance stds (about 2%annual participant increase, actual amounts are de minimis if plan growth targets aren't met, robust list of custom reports\
Michael Green	7 / 10	Partially meets my expectations	Standard. Clarity on catch up contributions not needing to verified by OST. Able to track IRC limits for both plans. We are committed to dramatically elevating the personalized retirement planning  services to all employees and we are proposing five local financial



Reviewer	Score	Reason	Comments
			<p>professionals and two dedicated In-Plan Support Advisors.</p> <p>AIG Retirement Services is pleased to offer the Office of the State Treasurer our open architecture mutual fund platform at an annual fee of 0.06% (6 basis points) calculated on all participant assets, including any</p> <p>in the PCRA self-directed brokerage window, but excluding any outstanding loans. As an alternative to the asset-based fee, AIG Retirement Services is offering \$27.50 annually per unique participant. This pricing requires utilization of custom Target Models in the Plan's investment line-up with existing target date fund assets mapped into them for an additional annual fee of 0.01% (1 basis point).</p>



Reviewer	Score	Reason	Comments
Daniel Madrid	9 / 10	Strongly fits desired attribute(s)	Our Contribution Limit Monitoring (CLM) system generates reports that are available to the plan sponsor that detail available catch-up amounts, based on expanded cap and age-based rules. These amounts are based on a participant's age, years of service and cumulative contributions. The 15-year catch-up allowance under 402(g)(7) will be calculated first, prior to determining any 414(c) age 50 catch-up allowance. Yes, AIG Retirement Services can track the IRC annual limits for participants who elect both pre-tax and after-tax Roth employee elective deferrals and to aggregate and track 457(b) 3-year catch up contributions.

## Communication & Education - Reviewer Scores



Reviewer	Score	Reason	Comments
Dan Kimmel	7 / 10	Partially meets my expectations	Like that they commit 7 advisors to the plan, however none of them reside in Delaware.
Deborah Bradl	27 pts	Meets or exceeds my expectations	good tools, supports auto enrollment, 5 reps
John Meyer	7 / 10	Partially meets my expectations	low average wait time
Leighann Hinkle	8 / 10	High level of detail in response	wilm location
Jordan Seemans	26 pts	Meets or exceeds my expectations	6 reps on account, "FutureFIT" platform, future fit platform has "University" modules for financial literacy, able to present DCDB side by side view, good call center metrics, participant meetings at OST offices or at local office on Carr road, PSLF support Program, good understanding of public sector workforce
Michael Green	8 / 10	Meets or exceeds my expectations	Equal to or better than Voya's. More reps to cover the State.



Reviewer	Score	Reason	Comments
Daniel Madrid	9 / 10	Well-supported claim(s)	<p>AIG Retirement Services is committing seven licensed financial professionals, including two In-plan Support Advisors. Local participant servicing is performed on-site at the various Office of the State Treasurer's locations</p> <p>and can service plan participants at our Delaware Office by appointment at the following address below:</p> <p>Delaware Office 503 Carr Rd, Ste 300 Wilmington, DE 19809 9:00 a.m. to 5:00 p.m. Eastern Time, Monday through Friday.</p> <p>In addition, the financial professionals can meet with participants during their shifts (2nd shift, night shift and weekends) or after hours as needed. Our financial professionals are also available to make home</p>



Reviewer	Score	Reason	Comments
			appointments. RPCs are eligible for up to 25% bonus compensation that is based on new plan enrollments, number of educational workshops/webinars, and client meetings. Financial literacy program can be an extension of benefits system. Public service loan forgiveness program support. Retirement readiness support.

### Pricing (percent of assets) - Reviewer Scores

Reviewer	Score	Reason	Comments
Dan Kimmel	8.667 pts (\$0.075)	-	Cheapest, however assumes we change investment structure to proprietary models.
Deborah Bradl	8.667 pts (\$0.075)	-	Low fees for participants with fixed account proprietary product.



Reviewer	Score	Reason	Comments
John Meyer	8.667 pts (\$0.075)	-	non target date
Leighann Hinkle	8.667 pts (\$0.075)	-	*
Jordan Seemans	8.667 pts (\$0.075)	-	*
Michael Green	8.667 pts (\$0.075)	-	Standard
Daniel Madrid	8.667 pts (\$0.075)	-	Mid-price





## Empower Retirement - Scoring Comments

### History and DC Plan Experience - Reviewer Scores

Reviewer	Score	Reason	Comments
Dan Kimmel	8 / 10	Meets or exceeds my expectations	Through acquisitions, Empower is one of the largest 457b and 403b recordkeepers in industry. Similar in size to Voya.
Deborah Bradl	8 / 10	Meets or exceeds my expectations	answered question
John Meyer	8 / 10	Meets or exceeds my expectations	lots of recent acquisitions in space
Leighann Hinkle	9 / 10	Meets or exceeds my expectations	2nd largest provider, many other 457 plans
Jordan Seemans	8 pts	Strongly fits desired attribute(s)	good client retention, large 457 base/very small 403b base (\$99bn/\$2.7bn)
Michael Green	8 / 10	Meets or exceeds my expectations	Standard



Reviewer	Score	Reason	Comments
Daniel Madrid	9 / 10	Well-supported claim(s)	<p>Est. 1940. Client Retention: 98%. 3.000 plans with 457, 403 and 401 experience. Empower's NPS for this market reached 73 with 88% of clients responding. Based on our 2021 annual plan sponsor satisfaction research, overall satisfaction is high for our government market with 93% highly satisfied. Our approach to targeted campaigns for government plans has proven to get results:</p> <ul style="list-style-type: none"><li>• 30% increase in enrollments, month over month</li><li>• 15% - 30% of participants choosing to increase contributions</li><li>• 14% decrease in the inappropriate use of target date funds</li></ul>

## Operations and Ability - Reviewer Scores



Reviewer	Score	Reason	Comments
Dan Kimmel	8 / 10	Meets or exceeds my expectations	Does not own a TPA, but is partnering with Admin partners to provide TPA services. Converted 508 plans from Voya. Converted 100 plans of 5k plus in past 5 years. Requested an additional month for transition.
Deborah Bradl	16 pts	Meets or exceeds my expectations	over 500 Voya plan conversions
John Meyer	8 / 10	Meets or exceeds my expectations	experience with large plans 6 updates a year
Leighann Hinkle	7 / 10	Partially fits desired attributes	no guarantee provided for participation increase, audit exceptions, 2 dedicated staff
Jordan Seemans	18 pts	Strongly fits desired attribute(s)	Robust operational capabilities, large scale of company does increase the possibility of getting less attention, less customization. Account support team comes from a group dedicated to public sector clients. *Prioritization of and technology and UI, as



Reviewer	Score	Reason	Comments
			demonstrated by recent acquisitions
Michael Green	9 / 10	Strongly fits desired attribute(s)	IRC Limits
Daniel Madrid	8 / 10	Strongly fits desired attribute(s)	AWS with AES 256 encryption. SOC 1 and SOC 2. ISO and NIST standard compliant/aligned. 90K at risk based on implementation timeline (30K per each of 3 milestones). Additional performance metrics with fees at risk outlined in appendix.

## Plan Sponsor Experience - Reviewer Scores

Reviewer	Score	Reason	Comments
Dan Kimmel	8 / 10	Meets or exceeds my expectations	Very detailed list of reports that can be requested immediately. Requesting additional lines be added to file formats. Offered to



Reviewer	Score	Reason	Comments
			begin SSO process.
Deborah Bradl	24 pts	Meets or exceeds my expectations	homegrown recordkeeping platform, over 500 Voya plan conversions,
John Meyer	8 / 10	Meets or exceeds my expectations	web platform monitor IRC/doesn't stop
Leighann Hinkle	7 / 10	Partially fits desired attributes	custom reports for additional fee, requesting additional file fields, don't send 403b notices
Jordan Seemans	28 pts	Strongly fits desired attribute(s)	Very impressive user interface powered by Personal Capital, Industry leader in retirement
Michael Green	7 / 10	Partially meets my expectations	Verizon Security Certified Enterprise5 for 10 consecutive years. We built, own and maintain our proprietary recordkeeping platform. (Please note: Empower received formal approval to utilize ADMIN Partners, LLC as a



Reviewer	Score	Reason	Comments
			<p>subcontractor August 12, 2021. As part of our commitment to Delaware, we are prepared to place fees at risk up to 15% as described in the sample performance standards included at the following link.</p> <p>Empower will work aggressively to increase participation. We will consider a guarantee on this initiative in the future, and we</p> <p>look forward to demonstrating the effectiveness of participation campaigns and analytics to Delaware as your recordkeeping partner. We have reviewed your current file layouts and we are comfortable with the setup of the incoming payroll files.</p> <p>We would request that Delaware add additional lines for control totals, and year-to-date total compensation and plan</p>



Reviewer	Score	Reason	Comments
			<p>compensation to the file layout. We will monitor participant deferrals and notify Delaware at the end of the calendar year of any participants</p> <p>exceeding deferral limits established under Code Section 457(b). Any distributions made to correct excess deferrals will be appropriately tax reported.</p>
Daniel Madrid	8 / 10	Well-supported claim(s)	<p>Reporting standard. 403 plan aggregation included. We will monitor participant deferrals and notify Delaware at the end of the calendar year of any participants exceeding deferral limits established under Code Section 457(b). Any distributions made to correct excess deferrals will be appropriately tax reported.</p> <p>Empower will provide tools and assistance in calculating catch-up contributions. EmpowerUp participant platform.</p>



## Communication & Education - Reviewer Scores

Reviewer	Score	Reason	Comments
Dan Kimmel	5 / 10	Partially fits desired attributes	One one field rep offered to plan and he lives in Boston. CRM has 10 clients with 21 plans. No local office located in DE.
Deborah Bradl	24 pts	Meets or exceeds my expectations	open architecture, no proprietary requirement, good tools, 4 reps
John Meyer	8 / 10	Meets or exceeds my expectations	partnership plan in stages
Leighann Hinkle	8 / 10	Strongly fits desired attribute(s)	SSO option, microsite, no DE offices
Jordan Seemans	26 pts	Meets or exceeds my expectations	Emphasis on behavioral science in communications and website design, robust ability to meet holistic financial managemet needs of participants with dashboards and financial literacy tools





Reviewer	Score	Reason	Comments
Michael Green	8 / 10	Meets or exceeds my expectations	Like their target approach to marketing and growing the plan.
Daniel Madrid	7 / 10	Mostly complete response	SSO capability to integrate through Okta. +Healthcare cost calculator. +Student debt solution. +Other online calculators. We have Customer Care Centers located in Greenwood Village, Colorado; Overland Park, Kansas; Andover, Massachusetts; and Milwaukee, Wisconsin. Retirement representatives are available Monday through Friday, from 8 a.m. to 10 p.m. Eastern time, excluding most financial market holidays. Additionally, our representatives are available on Saturdays from 9 a.m. to 5:30 p.m. Eastern time. Strong behavioral principles for marketing/communication. Delaware will be assigned two dedicated retirement plan advisors, who will be supported by an additional two to three advisors, all



Reviewer	Score	Reason	Comments
			available to Delaware state employees. These representatives will be among our most experienced retirement plan advisors. We target 85% of overall compensation from annual salary and 15% from the annual bonus. Offering a thorough training session for all Delaware HR personnel.

### Pricing (percent of assets) - Reviewer Scores

Reviewer	Score	Reason	Comments
Dan Kimmel	7.429 pts (\$0.0875)	-	Most expensive of the 3
Deborah Bradl	7.429 pts (\$0.0875)	-	Low fees for participants with fixed account proprietary product.
John Meyer	7.429 pts (\$0.0875)	-	bafo



Reviewer	Score	Reason	Comments
Leighann Hinkle	7.429 pts (\$0.0875)	-	highest score
Jordan Seemans	7.429 pts (\$0.0875)	-	*
Michael Green	7.429 pts (\$0.0875)	-	Standard
Daniel Madrid	7.429 pts (\$0.0875)	-	Highest price



## Voya Financial - Scoring Comments

### History and DC Plan Experience - Reviewer Scores

Reviewer	Score	Reason	Comments
Dan Kimmel	8 / 10	Meets or exceeds my expectations	Similar in size to Empower but has grown organically instead of by acquisition.
Deborah Bradl	10 / 10	High level of detail in response	current incumbent
John Meyer	8 / 10	Meets or exceeds my expectations	large plan experience
Leighann Hinkle	8 / 10	Meets or exceeds my expectations	largest recordkeeper, 25 457 plans
Jordan Seemans	9 pts	Strongly fits desired attribute(s)	good client retention, great 457 and 403b bases ( \$119 bn/\$49bn), High level of 457 AUM
Michael Green	8 / 10	Meets or exceeds my expectations	Standard
Daniel Madrid	9 / 10	Well-supported claim(s)	Est. 1967. 13 million individual and institutional customers in the



Reviewer	Score	Reason	Comments
			United States. Most Ethical Company. \$502.1 billion in assets under management and/or administration as of June 30, 2021. 51,000 plans administered covering over 6.2 million plan participants within the government, education, healthcare and corporate markets. Client Retention 96%. Voya received the highest net promoter score in the \$200MM-\$1B segment.

## Operations and Ability - Reviewer Scores

Reviewer	Score	Reason	Comments
Dan Kimmel	16 pts	Meets or exceeds my expectations	Upgrades to platform coming in December include mobile app enrollment capability.
Deborah Bradl	20 pts	Well-supported claim(s)	current incumbent



Reviewer	Score	Reason	Comments
John Meyer	8 / 10	Meets or exceeds my expectations	has ability to service
Leighann Hinkle	9 / 10	Meets or exceeds my expectations	participation increase of 2% and fees at risk, 4 dedicated reps
Jordan Seemans	14 pts	Other	Generally able to meet full scope of needs. However, unable to meet some operational needs (per Mike's questions), Technology is lacking. Investment in UI has clearly not been prioritized in several years, not on par with level of sophistication offered by peers
Michael Green	8 / 10	Meets or exceeds my expectations	Standard
Daniel Madrid	7 / 10	Partially fits desired attributes	NIST standard compliant - see data security addendum. S.A.F.E. guarantee - ensures funds are returned if removed without consent. Voya's core U.S. Retirement data centers are located in Sterling, VA and Shakopee, MN. These data centers are housed in colocation facilities



Reviewer	Score	Reason	Comments
			managed by Cognizant. The data centers are redundant and are geographically dispersed to mitigate any environmental risks. Through participant communications and plan design, Voya will commit to at least a 2% annual increase over the next three years and is willing to place \$20,000 annually at risk for this performance guarantee.

## Plan Sponsor Experience - Reviewer Scores

Reviewer	Score	Reason	Comments
Dan Kimmel	7 / 10	Partially meets my expectations	Reporting suite is not as robust as empower. Need for more ad hoc reporting. Need to clarify IRC monitoring capability on page 24.
Deborah Bradl	28 pts	Meets or exceeds my expectations	landing page could use updating:



Reviewer	Score	Reason	Comments
			use of technology lacking
John Meyer	7 / 10	Partially meets my expectations	operational concerns and platform version
Leighann Hinkle	9 / 10	Meets or exceeds my expectations	incumbent- no file issues or change requests, standard and custom reporting
Jordan Seemans	24 pts	Other	Website, user experience is lacking. iOS app is clunky, narrow features. Design elements stale. Committing to a 2% annual increase in participants over next 3 years w/\$20k annual performance guarantee
Michael Green	7 / 10	Partially meets my expectations	EASE Omni is a daily-valued application that processes customer data and offers full plan sponsor and participant level plan administration. Through participant communications and plan design, Voya will commit to at least a 2% annual increase over the next three





Reviewer	Score	Reason	Comments
			years and is willing to place \$20,000 annually at risk for this performance guarantee. Should a participant contribution be flagged by Voya's record keeping system as exceeding the annual contribution limit, Voya will report the excess contribution on a monthly basis on the Sponsor Website for review.
Daniel Madrid	8 / 10	Well-supported claim(s)	PlanWithEase platform. Yes, Voya is able to track IRC annual limits for participants who elect both pre-tax and after-tax deferrals. On an ongoing basis our recordkeeping system automatically monitors all applicable IRS limitations. As part of Voya's remittance processing service, Voya monitors each payroll remittance received for participants who reach their annual contribution limit including catch-up (commonly referred to as the 402(g) limit). Should a participant contribution be flagged by Voya's



Reviewer	Score	Reason	Comments
			record keeping system as exceeding the annual contribution limit, Voya will report the excess contribution on a monthly basis on the Sponsor Website for review. This process minimizes the need to refund contributions. In the rare event that a refund is necessary, Voya will refund either the State or the participant, as directed in writing by you. MyOrangeMoney includes a healthcare cost modeling tool.

## Communication & Education - Reviewer Scores

Reviewer	Score	Reason	Comments
Dan Kimmel	9 / 10	Meets or exceeds my expectations	Local office and four dedicated reps that live throughout DE.
Deborah Bradl	27 pts	Meets or exceeds my expectations	high customer satisfaction results, good outreach and branding of



Reviewer	Score	Reason	Comments
			plan
John Meyer	9 / 10	Meets or exceeds my expectations	branding and my orange money tool
Leighann Hinkle	9 / 10	Meets or exceeds my expectations	NCC office with 4 reps and satellite offices in Wilm, Dover and Georgetown
Jordan Seemans	25 pts	Meets or exceeds my expectations	Call center metrics have declined, pending explanation, Rep model is good, good feedback from participants, unclear how valuable reps are as a component of our relationship
Michael Green	8 / 10	Meets or exceeds my expectations	Voya has developed template that OST is comfortable with generating new accounts.
Daniel Madrid	8 / 10	Well-supported claim(s)	4 Field Service Reps. They are compensated by an annual salary of \$50,000 [.0055%]. My Orange Money+ budgeting tool, healthcare tool. Our call centers are located in



Reviewer	Score	Reason	Comments
			Windsor, CT and Chandler, AZ. Participants can speak with a CSA between the hours of 8:00 a.m. and 9:00 p.m. ET, except on NYSE holidays.

### Pricing (percent of assets) - Reviewer Scores

Reviewer	Score	Reason	Comments
Dan Kimmel	10 pts (\$0.065)	-	.015 reduction from existing price
Deborah Bradl	10 pts (\$0.065)	-	Low fees for participants with Fixed Account Proprietary product.
John Meyer	10 pts (\$0.065)	-	4 reps included
Leighann Hinkle	10 pts (\$0.065)	-	lowest score
Jordan Seemans	10 pts (\$0.065)	-	*



Reviewer	Score	Reason	Comments
Michael Green	10 pts (\$0.065)	-	Standard
Daniel Madrid	10 pts (\$0.065)	-	Lowest price

