

Appendix D: Service Level Agreements

It is the intent of TRS to enter into a performance-based contract for recordkeeping services, with a percentage of the payment contingent on the contractor achieving specific performance outcomes. Please complete the tables below to state the minimum performance standards to be achieved for full compensation according to the terms of the contract.

Recordkeeping Services:

Offeror agrees 10% of the annual fee for record keeping and other services will be placed at risk for non-compliance with the Service Level Performance Standards. The following table notes the percentage of the 10% of the annual fee at risk for non-compliance with each specific activity for each quarter. The satisfaction of each benchmark will be reported by the contractor quarterly for review and assessment by TRS.

Activity	Quality Performance Standard (business days)	Percentage of Fees Placed at Risk
Contribution reconciliation and posting	Same day from receipt of payroll data in good order if received prior to NYSE close. Files received in good order after NYSE close will be processed the next business day.	5%
Posting of participant data maintenance file	___ days from receipt of file in good order	5%
Contribution percentage elections/changes	___ days from receipt of request	5%
Investment election requests	Same day if request received prior to 4 pm EST or next business day if received after close of NYSE.	5%
Participant directed fund transfers	Same day if request received prior to 4 pm EST or next business day	5%
Rollovers/direct transfers for distribution	___ days from receipt of request with paperwork in good order	5%

QILDRO processing (please see Scope of Services in Appendix H for additional information)	____ days from receipt of request with paperwork in good order	5%
Small balance cash outs of terminated participants (distribution of notices and processing)	Notices mailed 30 days in advance of cash out.	5%
Required Minimum Distribution (distribution of notices and processing)	Notices mailed 30 days in advance of distributions. Distributions occur by 4/1 and 12/31, as applicable.	5%
Quarterly participant statements	Mailed/posted to web ____ days from period end	5%
Confirmation statements mailed	Mailed ____ days from transaction date. Posted to web ____ days from transaction date.	5%
Plan level reporting	____ days from quarter end	5%
Financial reporting	____ days from quarter end	5%
System availability: voice response unit, customer call center, employer and participant website	____ hours where system is unavailable	5%
Customer call center average wait time	____ of calls answered within ____ seconds	5%
Participant call center abandon rate	<= ____ % of calls are abandoned	5%
Participant questions and complaints	Response within ____ days from receipt of question/complaint. ____ % of questions/complaints resolved within ____ days	10%
Data Security Breach	Communicate any known data breach, leak or compromise to TRS within 24 hours of discovery	10%