



San Mateo County 2016 Annual Performance Standard Report

Item	Description	Guarantee	Timeframe	Completion Date	Results
Transition Period	A. Assure attendance at finalist meetings by representatives will provide direct transition and ongoing services.	N/A	Finalist meeting	MassMutual team attended meeting on 10/6/15.	Met Standard
Transition Period	B. Answer phone calls from employer contact designee within 24 hours and propose method of measuring standard.	\$100 per incident for failure to return phone calls from employer contact designee within 24 hours.	Transition period	All calls answered throughout the transition period which concluded on 3/21/16.	Met Standard
Transition Period	C. Provide draft, customized contract (incorporating agreed-upon, proposed services).	\$1,000	30 Days from formal approval by County	Draft contract documents provided with our RFP response. Final documents signed on 3/17/16.	Met Standard
Transition Period	D. Respond, in writing with a copy to the employer, to phone or in-person complaints within 5 business days.	\$100 per incident of failure to respond to complaint within specified time.	Transition period	Throughout Transition Period no written complaints were received.	Met Standard
Transition Period	E. Comply with Sarbanes-Oxley Act requirements regarding notification of blackout period.	\$1,000 plus the equivalent of any penalties that would be assessed.	Transition period	Transition brochure mailed on 2/16/16. The brochure includes the blackout period notification.  Transition Brochure	Met Standard
Transition Period	F. Finalize and publish performance standards and guarantees.	\$500	Provide final copy to employer within 30 days of being selected by employer.	Performance Standards and guarantees are contained in the RFP and final Services Agreement signed on 3/17/16. A copy is posted to the County's website.	Met Standard
Transition Period	G. Provided agreed upon training to employees and retirees within transition period.	\$1,000	Transition period.	Transition seminar meetings scheduled 3/1-15 2016. Meeting dates are in the transition brochure.	Met Standard

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				# of activity	# w/in standard	% w/in standard	
Participant Call Center Response Time	A. Telephone calls to service center(s) will be answered within 30 seconds 80% of the time. Quarterly summary / review due before the end of the month following the quarter.	\$1,000 per year for failure to meet annual, calendar year average.	1 st Qtr 2016 2 nd Qtr 2016 3 rd Qtr 2016 4 th Qtr 2016 2016 total	918 2,474 1,735 <u>1,441</u> 6,568	698 1,703 843 <u>514</u> 3,758	76% 68.82% 48.58% <u>35.69%</u> 57.22%	Standard Not Met
Participant Statements	B. Participant statements will be mailed within 10 business days after quarter-end.	\$5 per participant per quarter for each statement postmarked after 10 business days.	Quarterly	Q1 '16 100% Mailed by 4/9/16 Business Day 7 Q2 '16 100% Mailed by 7/11/16 Business Day 6 Q3 '16 100% Mailed by 10/14/16 Business Day 10 Q4 '16 100% Mailed by 1/9/17 Business Day			Met Standard
Custom Web Portal	C. Finalize customized website providing hot link between employer and provider websites and draft participant communication advertising site content and way to access.	\$500 for failure to provide live web site and participant announcement by end of 3 rd month after implementation.	Due 60 days after implementation.	Custom web portal updated with hot link to the new website 4/1/16. End of Blackout postcard mailed 3/30/16 with the link to the website.  Blackout Over Reminder			Met standard
Processing	D. Process investment fund transfers, contribution reconciliation and posting within one business day and proposed method of measuring standard. Annual Report due 31 days after each 12 month period.	Maximum \$1,000 for failure to meet agreed-upon standard.	Fund Transfers 1 st Qtr 2016 2 nd Qtr 2016 3 rd Qtr 2016 4 th Qtr 2016	# 151 164 157 137	# w/in standard 151 164 157 137	% w/in standard 100% 100% 100% 100%	Met Standard
Processing			Contributions 1 st Qtr 2016 2 nd Qtr 2016 3 rd Qtr 2016 4 th Qtr 2016	6 7 7 6	6 7 7 6	100% 100% 100% 100%	Met Standard

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Item	Description	Guarantee	Timeframe	Completion Date			Results
Processing	E. Process hardship distributions, rollover requests, in-service distributions, and retiree distribution requests within 5 working days of acceptable documentation <u>and</u> propose method of measuring standard. Annual summary of performance by provider.	\$1,000 annually for failure to meet standard in 90% of actions.	Hardships 1 st Qtr 2016 2 nd Qtr 2016 3 rd Qtr 2016 4 th Qtr 2016	2 3 4 2	2 3 4 2	100% 100% 100% 100%	Met Standard
Processing			Rollovers Out 1 st Qtr 2016 2 nd Qtr 2016 3 rd Qtr 2016 4 th Qtr 2016 Rollovers In 1 st Qtr 2016 2 nd Qtr 2016 3 rd Qtr 2016 4 th Qtr 2016	# 24 35 48 28 20 23 15 23	# w/in standard 24 35 48 28 20 23 15 23	% w/in standard 100% 100% 100% 100% 100% 100% 100% 100%	Met Standard Met Standard
Processing			In-Service Distribution 1 st Qtr 2016* 2 nd Qtr 2016 3 rd Qtr 2016 4 th Qtr 2016 Retiree/Terminated Distribution 1 st Qtr 2016 2 nd Qtr 2016 3 rd Qtr 2016 <u>4th Qtr 2016</u> 2016 Total	0 5 8 13 206 426 394 <u>521</u> 1,547	0 5 8 13 203 416 392 <u>517</u> 1,528	NA 100% 100% 100% 98.6% 97.7% 99.5% <u>99.2%</u> 98.8%	Met Standard Met Standard
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Plan Document Review	F. Review plan documents for legal, legislative compliance, identify policy issues between employer and provider and summarize, in writing, any recommended changes to documents.	\$500 for failure to provide each written summary.	Within 180 days of fund transition and annually thereafter.	All plan documents reviewed and/or restated prior to the transition in March 2016.	Met Standard
Investment Policy Review	G. Review investment policy and summarize, in writing, any recommended changes.	\$500 for failure to provide review/summary within specified timeframe.	Annually at the quarterly meeting prior to the fund evaluation results	Performed in conjunction with plan and fund transition.	Met Standard
Education Policy Review	H. Review education policy and summarize, in writing, any recommended changes.	\$500 for failure to provide review/summary within specified timeframe.	Annually at the quarterly meeting prior to the year end.	Completed in Q1 2016 and feedback provided to the Committee.	Met Standard
Proposed Participant Communication	I. Provide written proposal of services and draft plan for ongoing participant communication utilizing the internet educational resources (e.g. internet or computer based training).	\$500 for failure to provide draft proposal within specified timeframe.	Within 180 days of fund transition.	Participant communication and educational services contained in the Services Agreement. Participant communication and education plan reviewed and approved by the Committee in February 2016.	Met Standard
Quarterly Reports	A. Provide written summary of Quarterly Reports (as described in Section 6.2) to employer.	\$500 per failure to provide reports by specific date.	Mailed within 30 days of quarter-end.	Written summary Quarterly reports presented at the quarterly committee meetings. Electronic copies provided prior to the meetings.	Met Standard
Reports	B. Provide written draft proposal for recommended reports that will be available to employer online (internet) including proposed access protocols.	\$500 for failure to provide written draft proposal within specified time.	Within 60 days of fund transition.	Reports are listed in the Services Agreement and access protocols provided in the 5/12/16 TRC training.	Met Standard
Plan/Participant Enhancement Services	C. Provide written Plan/Participant Enhancement Services (as described in Section 6.5) to employer.	\$1,000 per month for failure to provide written report within specified time.	Annual Summary at time of Investment Review	We are in full compliance with our commitments described in section 6.5 and described in our Services Agreement.	Met Standard
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Training	D. Conduct training of employer-designated personnel on access to online reports and use of reporting capability.	\$500 for failure to provide training within specified time.	Within 120 days of fund transition.	Training conducted on 5/12/16.	Met Standard
Survey	A. Draft survey.	\$500 if failure to provide draft survey.	Draft due end of 4 th month after implementation.	Draft survey presented at 5/19/16 Committee meeting.	Met Standard
Survey	B. Distribute survey to all plan participants.	\$400 if failure to mail 30 days from date of final agreed upon survey content.	Distribution by end of 6 th month after implementation.	Survey distributed to participants in August 2016	Met Standard
Survey	C. Analyze survey results, provide executive summary and recommended actions.	\$1,000 if Executive Summary and Recommended Actions are not provided within timeframe.	Complete by end of 8 th month after implementation.	Results presented at November Committee meeting and posted to the County's website.	Met Standard
Survey	D. In the event that the survey results are considered by the County to be below standard, repeat the satisfaction survey at 6 month intervals until adequate satisfaction is reported.	\$1,000 if Executive Summary and Recommended Actions are not provided within timeframe.	At 6 month intervals, if necessary.	The County did not request the survey to be repeated.	Met Standard
Survey	E. Repeat survey process steps described above for surveys at 24, 36, and 48 months after implementation.	\$1,000 for failure to provide Executive Summary and Recommended Actions by 26 th , 38 th , and 50 th month.	Executive Summary and Recommended Actions due by end of 26 th , 38 th , and 50 th month.	Not applicable yet	Met Standard
Survey	F. Survey results will average Satisfactory or above and will be incorporated into Executive Summary and Recommended Actions document.	\$1,000 for any survey results that fail to meet Satisfactory or Above.	Due by end of 8 th , 36 th , 38 th and 50 th month after implementation.	Results demonstrated overall high ratings	Met Standard
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Training	A. Provide training to all decision-makers and administrative staff on 404(c) requirements.	\$500 for failure to provide on-site training within timeframe.	90 days after fund transition.	404(c) requirements have been provided to the County. Per previous agreement MassMutual will conduct training sessions as requested.	Met Standard
On-Site Training	B. Propose and schedule first year on-site training sessions and content of training for decision-makers and administrative personnel.	\$500 for failure to provide proposed training and \$500 for failure to provide four training sessions in any year of contract.	Proposal within 90 days after fund transition and education programs quarterly thereafter.	Per previous agreement MassMutual will conduct training sessions as requested.	Met Standard
Training	C. Develop and schedule new decision-maker training for employer identified new Committee members or administrative staff.	\$500 for failure to provide training within specific timeframe.	Provide half-day on-site training for identified new personnel within 30 days of notification by County.	Per previous agreement MassMutual will conduct training sessions as requested.	Met Standard
Educational Seminars	D. After implementation, provide mutually agreeable number of educational seminars annually to participants.	\$1,000 for failure to provide agreed-upon number of on-site group seminars.	Within 90 days after fund transition.	Educational seminars provided throughout plan transition period. Participant communication and education plan reviewed annually.	Met Standard
Newsletter	E. After implementation, provide newsletters to plan participants regarding plan benefits/issues.	Annual \$500 penalty for failure to provide quarterly newsletters.	Quarterly	Educational items provided electronically on the County's website.	Met Standard
On-Site Meetings	F. Provide representative on site for mutually agreeable number of days per month to meet with plan participants.	\$1,000 per year if agreed-upon number of days is not provided for 3 or more months.	No later than 20 days after transition.	Calendar is on County's website. Participants can schedule an appointment directly on the website.	Met Standard
PowerPoint material	G. Provide draft PowerPoint and/or other communication material for transition specifically proposed for group meetings separated from employees/retirees.	\$500 for initial failure to provide within 30 days after formal approval and \$500 per day thereafter.	30 days after formal approval.	Presented to the County for review on 1/27/16. Education meeting schedule is in the Transition brochure and extra mailing to retirees sent on 3/18/16.	Met Standard
Investment Communication	H. Draft communication to plan participants describing investment advice and managed account services and access.	\$500 for initial failure to provide within 60 days after formal approval and \$500 per day thereafter.	Within 60 days of fund transition.	Presented at 5/19/16 Committee meeting	Met Standard
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DB DC Coordination	I. Recommend, in writing, steps provider and employer may take to communicate and coordinate information on how participants can coordinate the benefits of a 457(b) savings plan with the County defined benefit plan to access their retirement needs.	\$1,000 for failure to provide within specified time.	Within 180 days of fund transition.	Offered in-person by the RES and via the participant website			Met Standard
Training	J. Provide one half-day session per quarter to employer decision-making and administrative personnel on mutually agreeable topics	\$250 per quarter if education sessions are not provided.	Quarterly	Willing to provide with mutual consent from the County			Met Standard
Processing	A. Process SDBA transfers within three (3) business days.	\$100 for each participant information compromised.		#	# w/in standard	% w/in standard	Met Standard
			1 st Qtr 2016	5	5	100%	
			2 nd Qtr 2016	4	4	100%	
			3 rd Qtr 2016	4	4	100%	
			4 th Qtr 2016	2	2	100%	
Performance Standards/ Guarantees	A. Provide web site copy listing final agreed-upon Performance Standards/Guarantees.	\$500 for each failure to provide web-ready document to employer.	Implementation Date and 30 days after any mutually agreed-upon revisions.	The agreed-upon Performance Standards posted to the County's website.			Met Standard
Performance Standards/ Guarantees	B. Provide agreed upon number of written copies of final agreed-upon Performance Standards / Guarantees to employer for distribution.	\$500 for each failure to provide specific number of copies of final agreed-upon Performance Standards/Guarantees.	Implementation Date and 30 days after any mutually agreed-upon revisions.	Performance Standards and guarantees are contained in the Services Agreement and published on the County's website.			Met Standard
Performance Standards/ Guarantees	C. Provide annual written summary report of all Performance Standards / Guarantees categories and present the results to the Committee. Post the report as a web document for communication to plan participants.	\$1,000 for failure to provide web-ready document within specified timeframe.	30 days after annual anniversary of implementation.	The County decided that the RFP would serve as our performance review for 2015. The 2014 version is on the website.			Met Standard
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Performance Standards/ Guarantees	D. Include in the annual report above any modifications/enhancements to Performance Standards/Guarantees.	\$1,000 for failure to provide written recommendations.	30 days after annual anniversary of implementation.	There were no suggested modifications.	Met Standard
Security	E. Encrypt all laptops and remote computers carrying County participant information and provide written quarterly reports on any compromised of data that occurs.	\$100 for each participant information compromised and/or \$1,000 for each quarter in which report not provided.	Immediate notification of any data compromise (within 24 hours of provider knowledge of compromise) and quarterly written reports.	All laptops and devices are encrypted.	Met Standard
First Quarter OMNI	 2016 150018 Q1 Master Send.xlsx				
Second – Fourth Quarter Reflex	 2016 ContribLoanRollover A	 2016 Withdrawal Timeframe.xlsx	 Distributions 2016.xlsx	 2016 Trades.xlsx	