



CAPTRUST

VENDOR ANALYSIS TEAM

FEE BENCHMARKING AND RFP SERVICES

The Vendor Analysis Team's main responsibilities include continual service provider due diligence, benchmarking current client fees, and facilitating service provider RFPs. Below is a summary of the services available.

Please note: Spirit of the Deal fees may apply for the first three services in this document, refer to the Spirit of the Deal document for potential fees. Turnaround times begin when all data required for the request has been provided to the Vendor Analysis Team. An additional two weeks may be needed for data collection prior to submitting a request (IRR).



RFP VENDOR SEARCH – FULL SCOPE

(KNOWN INTERNALLY AS “RFP FULL SCOPE”)

DESCRIPTION:

Benchmark current service provider fees against market pricing from other relevant service providers to determine if the cost structure is fair and reasonable. Includes extensive questionnaire on services. Responses are analyzed, compared, and scored.

TIMELINE:

Up to 12 weeks

- Data Collection: Up to 3 weeks
- Evaluation/Deliverable creation: Ranges from 8-9 weeks (depending on complexity)

INCLUDED SERVICES:

Screening and Assessment

- Collect and analyze current plan demographic information and current service provider fees.
- Host project kick-off call with Client to review goals, priorities, custom needs, and timeline of RFP process.
- Identify service providers whose experience, services, and performance are suitable to meet plan expectations.

Evaluation/Scoring/Deliverable

- Provide plan-related information (including supporting plan documentation) and a customized RFP questionnaire (generally 150+ questions) to suitable identified service providers for response. Provide opportunity for service providers to clarify custom questions.
- Analyze responses, fees, and services; and compare to current service provider.
- Score the service providers in various categories taking into consideration their responses, client-specific requirements, ongoing feedback from sponsors and participants, and in-depth provider due diligence.
- Prepare a custom, client specific report of the service provider responses with scoring and review such report with Client.

Transition Services (if applicable)

- Identify finalists for presentation.
- Negotiate fee and service offering with finalists.
- Attend finalist meetings with Client.
- Facilitate discussions with Client to identify the provider that best meets services and considerations.



RFP VENDOR SEARCH – STANDARD SCOPE

(KNOWN INTERNALLY AS “RFP LITE OR LIMITED SCOPE RFP”)

DESCRIPTION:

Benchmark current service provider fees against market pricing from other relevant service providers to determine if the cost structure is fair and reasonable. Includes a questionnaire on services. Responses are analyzed and compared.

TIMELINE:

Up to 10 weeks

- Data Collection: Up to 3 weeks
- Evaluation/Deliverable creation: Ranges from 5-7 weeks (depending on complexity)

INCLUDED SERVICES:

Screening and Assessment

- Collect and analyze current plan demographic information and current service provider fees.
- Host project kick-off call with Client to review goals, priorities, custom needs, and timeline of RFP process.
- Identify service providers whose experience, services, and performance are suitable to meet plan expectations.

Evaluation/Deliverable

- Provide plan-related information (including supporting plan documentation) and a standard RFP questionnaire (generally 10-50 questions) to suitable identified service providers for responses.
- Analyze responses, fees, and services; and compare to current service provider.
- Prepare a custom, client specific overview of the service provider responses, and review such report with Client.

Transition Services (if applicable)

- Identify finalists for presentation.
- Negotiate fee and service offering with finalists.
- Attend finalist meetings with Client.
- Facilitate discussions with Client to identify the provider that best meets services and considerations.



CUSTOM FEE BENCHMARKING

(KNOWN INTERNALLY AS “RFI EXTERNAL BENCHMARK”)

DESCRIPTION:

Benchmark current service provider fees against external fee bids from other relevant service providers to determine if the cost structure is fair and reasonable.

TIMELINE:

Up to 7.5 weeks

- Data Collection: Up to 3 weeks
- Evaluation/Deliverable creation: Minimum 4.5 weeks

INCLUDED SERVICES:

Screening and Assessment

- Identify the plan's current service provider fees.
- Identify suitable service providers.
- Provide high-level/current plan information to suitable identified service providers to provide market pricing for the plan.

Evaluation/Deliverable

- Benchmark current service provider fees against market pricing and, if applicable, participate in fee negotiations.
- Provide a custom, client specific report documenting fee benchmarking results.

STANDARD FEE BENCHMARKING

(KNOWN INTERNALLY AS “INTERNAL BENCHMARK”)

DESCRIPTION:

Benchmark current service provider fees against internal fee data from CAPTRUST's proprietary database.

TIMELINE:

Up to 2.5 weeks

- Data Collection: Up to 1 week
- Evaluation/Deliverable creation: Minimum 1.5 weeks

INCLUDED SERVICES:

Screening and Assessment

- Identify the plan's current service provider fees.

Evaluation/Deliverable

- Benchmark current service provider fees against internal fee data from CAPTRUST's proprietary database.
- Provide the Client a report documenting fee benchmarking results.