

Vendor Performance Guarantees Report

Vendor	Measured	Fees at Risk	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Contractual Goal
BNY Mellon								
NAV Report Timeliness NAVs for each Fund	Daily	\$1,000/day	√	√	√	√	X	No late NAVs Not met
NAV Report Accuracy NAVs for each Fund	Daily	\$1,000/day	√	√	√	√	√	No inaccurate NAVs Standard met
Monthly Valuation Timely Monthly Values	Monthly	\$1,000/month	√	√	√	√	√	No late monthly reports (by end of 2nd business day) Standard met
Monthly Valuation Accurate Monthly Values	Monthly	\$1,000/month	√	√	√	√	√	No inaccurate monthly reports (by end of 2nd business day) Standard met
Monthly Reconciliation Holdings, pricing, market value, net assets	Monthly	\$1,000/month	√	√	√	√	√	No late monthly files (by end of 5th business day) Standard met
Monthly Investment Performance Reporting Timely	Monthly	\$1,000/month	√	√	√	√	√	No late performance files (by end of 6th business day) Standard met
Monthly Investment Performance Reporting Accurate	Monthly	\$1,000/month	√	√	√	√	√	No inaccurate performance files (by end of 6th business day) Standard met
Quarterly Rebalancing	Quarterly	\$10,000	N/A	N/A	√	√	√	100% accuracy. Standard met
Project Management	By Project	\$10,000 / \$100/day	N/A	N/A	√	√	√	100% accuracy / Project scope within 10 business days. Standard met
Monthly Reporting	Monthly	\$100/day	N/A	N/A	√	√	√	Within 5 business days of month end. Standard met
Best and Final Offer Review	~Custodian delivered all the services described in the final offer, as agreed upon by the Plans' management; ~Staff monitors the non-monetary key performance indicators (KPIs) via quarterly reporting and bi-weekly service teleconference.							

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Prudential NC								
Call Center Speed to Answer	Quarterly	\$20,000/yr	56%	37%	81%	84%	80%	80% of calls answered within 20 sec. 80% Goal Achieved
Call Abandonment	Quarterly	\$10,000/yr	√	√	√	√	√	Less than 3%. 1.4% Goal Achieved
Statement Mailing Timeliness	Quarterly	\$10,000/qr	√	√	√	√	√	99% mailed within 10 business days after quarter end. 5 business days; Goal Achieved
Website Availability	Annually	\$10,000/yr	N/A	N/A	√	N/A	N/A	Available at least 97.5% of the time on 24/7 schedule. 2021: 100% Goal Achieved
Participant Satisfaction Survey	Annually	\$10,000/yr	100.00%	96.88%	96.66%	94.00%	93.00%	94% of members respond "YES" to survey question. 93.00% Goal Not Achieved
Contribution Processing Timeliness	Annually	\$10,000/yr	N/A	N/A	√	N/A	N/A	99% processed within 1 business day of receipt. 2021: 100% Goal Achieved
Distribution Processing Timeliness	Annually	\$20,000/yr	N/A	N/A	√	N/A	N/A	99% processed within 2 business days. 2021: 99.9% Goal Achieved
GoalMaker Usage	Monthly	\$10,000/yr	√	√	√	√	√	80% usage by new members. 94.93% Goal Achieved



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Callan								
Investment Policy Statement Development and Monitoring	Annually	Any material deficiencies will reduce the fee by \$5,000 for the impacted calendar quarter.	N/A	N/A	✓	N/A	N/A	Next Review 4Q 2021.
Plan Design Review and Recommendations	Annually		N/A	N/A	N/A	N/A	N/A	Reviewing Frequency of Report
Investment Manager Searches and Ongoing Monitoring	Quarterly		✓	✓	✓	✓	✓	Standard met
Performance and Risk Reporting	Quarterly		✓	✓	✓	✓	✓	Standard met
Industry Research	Quarterly		✓	✓	✓	✓	✓	Standard met
Glidepath Review	Annually		N/A	N/A	N/A	N/A	✓	Standard met
Stable Value Fund Review	Annually		✓	N/A	N/A	N/A	N/A	Review deferred until 3Q 2021
Board Meeting Presentations	Quarterly		✓	✓	✓	✓	✓	Standard met
Recordkeeper Benchmarking Study	Annually		✓	N/A	N/A	N/A	✓	Standard met
Additional services	~Procurement services, including recordkeeping and custody, as requested by the Plans' management; ~Custody Transition Consulting Service, as requested by the Plans' management; ~Educational opportunities offered to Plans' staff; Services outside of the Scope of Work, delivered upon written request from Plans' management.							

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Glass Lewis									
Voting System Availability	Daily	Failure to meet one or more of the performance standards during a quarter shall reduce the fees by \$1,000.00, up to a maximum of \$5,000.00 in any 12-month period.	✓	✓	✓	✓	✓	99.9% availability. No scheduled maintenance from 7:00 am-7:00 pm M-F.	Standard met
Client Service Representative Responsiveness	Daily		✓	✓	✓	✓	✓	VM response same day if received by 2:00 pm. Email response within 24 hours (proxy season) or 48 hours (otherwise).	Standard met
Voting Accuracy	Per ballot		✓	✓	✓	✓	✓	100% voting accuracy.	Standard met
Reconciliation Reports	Monthly and Annually		✓	✓	✓	✓	✓	Non-policy and missed votes and online access to authorization and instructions changes within 15 days of end of month. Voting history by June 15 for prior June 1-May 31. Monthly reconciliation of ballots received and holdings.	Standard met
Account audit	Monthly		✓	✓	✓	✓	✓	Accounts and votes within 10 business days of month-end.	Standard met
Status Meeting	Quarterly		✓	✓	✓	✓	✓	Hold meeting.	Standard met
Proxy Policy Review	Annually		✓	✓	N/A	N/A	N/A	Meeting at DST to discuss policy and governance.	Standard met