



## Vendor Performance Guarantees Report

Vendor	Monitoring frequency	Fees at Risk (\$)	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Comments
<b>BNY Mellon</b>								
Unit Value Timeliness	Daily	1033/mo	✓	✓				
Unit Value Accuracy	Daily	1033/mo	✓	✓				
NAV Report Timeliness	Monthly	525/mo	✓	✓				
NAV Report Accuracy	Monthly	525/mo	✓	✓				
Performance Measurement Report Timeliness	Monthly	525/mo	✓	✓				
Performance Measurement Report Accuracy	Monthly	525/mo	✓	✓				
<b>Prudential NC 401(k)/457(b)/403(b)</b>								
Call Speed Center to Answer	Quarterly	20000/yr	✓	X				Goal: 20 secs; actual speed: <b>39 secs</b>
Call Abandonment	Quarterly	10000/yr	✓	✓				
Statement Mailing Timeliness	Quarterly	10000/qr	✓	✓				
Website Availability	Annually	10000/yr	✓	N/A				
Participant Satisfaction Survey	Annually	10000/yr	✓	N/A				
Contribution Processing Timeliness	Annually	10000/yr	✓	N/A				
Distribution Processing Timeliness	Annually	20000/yr	✓	N/A				
Asset Allocation Usage	Monthly	10000/yr	✓	✓				
Contribution Level	Annually	10000/yr	✓	N/A				
Participation Level	Annually	10000/yr	✓	N/A				
Communications Strategy	Quarterly	10000/qr	✓	✓				
Retirement Readiness	Annually	25000/yr	2012 Goal <b>58%</b> ; Actual <b>59.92%</b> 2013 Goal <b>60%</b> ; Actual <b>67.56%</b> 2014 Goal <b>70%</b> ; Actual <b>64.01%</b> 2015 Goal <b>65%</b> ; Actual <b>60.48%</b> 2016 Goal <b>66%</b> ; Actual <b>58.04%</b>					Score reported annually at June Board meeting



**Monitoring  
frequency**

**Fees at  
Risk (\$)**

**Q4  
2016**

**Q1  
2017**

**Q2  
2017**

**Q3  
2017**

**Q4  
2017**

**Comments**

**Mercer**

Investment Policy Statement Development and Monitoring	Annually	Any material deficiencies will reduce the fee by \$5,000.00 for the next calendar quarter, up to the maximum reduction of \$20,000.00 in any rolling 12-month period	√	√				
Plan Design Review and Recommendations	Annually		√	√				
Investment Manager Searches and Ongoing Monitoring	Quarterly		√	√				
Performance and Risk Reporting	Quarterly		√	√				
Industry Research	Quarterly		√	√				
Glidepath Review	Annually		√	√				
Stable Value Fund Review	Annually		√	√				
Board Meeting Presentations	Quarterly		√	√				