



Vendor Performance Guarantees Report

Vendor	Monitoring frequency	Fees at Risk (\$)	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Comments
BNY Mellon								
Unit Value Timeliness	Daily	1033/mo	✓	✓	✓			
Unit Value Accuracy	Daily	1,033/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	✓	✓	✓			
Prudential NC 401(k)/457(b)/403(b)								
Call Speed Center to Answer	Quarterly	20,000/yr	✓	X	✓			Q1 Goal: 20 secs; actual speed: 39 secs
Call Abandonment	Quarterly	10,000/yr	✓	✓	✓			
Statement Mailing Timeliness	Quarterly	10,000/qr	✓	✓	✓			
Website Availability	Annually	10,000/yr	✓	N/A	N/A			
Participant Satisfaction Survey	Annually	10,000/yr	✓	N/A	N/A			
Contribution Processing Timeliness	Annually	10,000/yr	✓	N/A	N/A			
Distribution Processing Timeliness	Annually	20,000/yr	✓	N/A	N/A			
Asset Allocation Usage	Monthly	10,000/yr	✓	✓	✓			
Contribution Level	Annually	10,000/yr	✓	N/A	N/A			
Participation Level	Annually	10,000/yr	✓	N/A	N/A			
Communications Strategy	Quarterly	10,000/qr	✓	✓	✓			
Retirement Readiness	Annually	25,000/yr	2012 Goal 58%; Actual 59.92% 2013 Goal 60%; Actual 67.56% 2014 Goal 70%; Actual 64.01% 2015 Goal 65%; Actual 60.48% 2016 Goal 66%; Actual 58.04%					Score reported annually at June Board meeting



Monitoring
frequency

Fees at
Risk (\$)

Q4
2016

Q1
2017

Q2
2017

Q3
2017

Q4
2017

Comments

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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		√	√	√			