

Vendor Performance Guarantees Report

Vendor	Measured	Fees at Risk	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Contractual Goal	
BNY Mellon									
Unit Value Timeliness (daily unit value file provided to Administrator by 7:30 p.m. ET)	Daily	\$1033/mo	√	√	√	√	√	No more than 1 late delivery per month.	Standard met
Unit Value Accuracy (accurate unit value file provided to Administrator each day)	Daily	\$1033/mo	√	√	√	√	√	No more than 1 incorrect file per month.	Standard met
NAV Report Timeliness	Monthly	\$525/mo	√	√	√	√	√	≥ 95% of portfolios by second business day after month end.	Standard met
NAV Report Accuracy	Monthly	\$525/mo	√	√	√	√	√	No reports restated (due to custodial error) per month.	Standard met
Performance Measurement Report Timeliness	Monthly	\$525/mo	√	√	√	√	√	No less than 98% timely delivery per month.	Standard met
Performance Measurement Report Accuracy	Monthly	\$525/mo	√	√	√	√	√	No less than 98% accurate measurement per month.	Standard met
Quarterly Rebalancing	Quarterly	\$10,000	N/A	N/A	N/A	N/A	√	100% accuracy.	Standard met
Project Management	By Project	\$10,000 / \$100/day	N/A	N/A	N/A	N/A	√	100% accuracy / Project scope within 10 business days.	Standard met
Monthly Reporting	Monthly	\$100/day	N/A	N/A	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	X	√	X	X	X	80% of calls answered within 20 sec.	37.5 sec Goal Not Achieved
Call Abandonment	Quarterly	\$10,000/yr	√	√	√	√	√	Less than 3%.	1.3% 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	√	Available at least 97.5% of the time on 24/7 schedule.	100% Goal Achieved
Participant Satisfaction Survey	Annually	\$10,000/yr	95.47%	96.08%	100.00%	96.88%	96.66%	94% of members respond "YES" to survey question.	96.66% Goal Achieved
Contribution Processing Timeliness	Annually	\$10,000/yr	√	N/A	N/A	N/A	√	99% processed within 1 business day of receipt.	100% Goal Achieved
Distribution Processing Timeliness	Annually	\$20,000/yr	√	N/A	N/A	N/A	√	99% processed within 2 business days.	99.9% Goal Achieved
GoalMaker Usage	Monthly	\$10,000/yr	√	√	√	√	√	80% usage by new members.	93.69% Goal Achieved



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Prudential NC (continued)									
Contribution Level	Annually	\$10,000/yr	√	√	√	√	√	2% increase per each contract year.	126.05% Goal Achieved
Participation Level	Annually	\$10,000/yr	√	√	√	√	√	1% increase per each contract year.	113.56% Goal Achieved
Communications Strategy	Quarterly	\$10,000/qr	√	√	√	√	√	Annual communication plan development and quarterly updates.	Standard met
Revenue Report	Quarterly	\$5,000/qr	√	√	√	√	√	Provided within 15 days of the end of each calendar quarter and year.	Standard met
Retirement Readiness	Annually	\$25,000/yr	\$25,000 was received in February 2020 for the 2018 missed goal	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% 2017 Goal 67% ; Actual 57.26% 2018 Goal 68% ; Actual 55.44% 2019 Goal 70% ; Actual 56.27% 2020 Goal 70% ; Actual TBD				Score reported annually at June Board meeting.	2019 Standard not met
Best and Final Offer Review	~The recordkeeper increased the Retiree Advocate position to two staff members. ~Social Security Calculator is available to members via NCplans.prudential.com. ~GoalMaker enhancements accurately completed by second quarter of 2018.								



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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	√	Next Review 4Q 2021.
Plan Design Review and Recommendations	Annually		√	N/A	N/A	N/A	N/A	Review deferred until 3Q 2021
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	Standard met
Board Meeting Presentations	Quarterly		√	√	√	√	√	Standard met
Recordkeeper Benchmarking Study	Annually		N/A	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	Meeting at DST to discuss policy and governance.	Standard met