

WAYNE METROPOLITAN COMMUNITY ACTION AGENCY REQUEST FOR PROPOSALS Retirement Plan Recordkeeping, Investment Management, and Administrative Services

RFP Number: WM-2026-401K-001

Issue Date: June 10, 2026

Proposal Due Date: June 27, 2026

1. INTRODUCTION

Wayne Metropolitan Community Action Agency ("Wayne Metro") invites qualified retirement plan service providers to submit proposals for retirement plan recordkeeping, investment management, participant services, fiduciary support, and related administrative services.

Wayne Metro seeks a long-term retirement plan partner capable of delivering exceptional participant service, competitive fees, strong investment oversight, and administrative support that reduces the burden on internal staff.

The selected provider should offer a comprehensive retirement plan solution designed to improve participant outcomes while maintaining compliance with applicable regulations and fiduciary standards.

2. ORGANIZATIONAL OVERVIEW

Wayne Metro is a nonprofit community action agency serving Wayne County, Michigan.

Current Retirement Plan Information:

- Approximately 600 plan participants
- Current retirement plan provider

- Current payroll system (to be provided upon request)

Wayne Metro reserves the right to update plan information as necessary during the RFP process.

3. PROJECT OBJECTIVES

Wayne Metro seeks a retirement plan provider that can:

- Reduce administrative burden on staff
- Provide proactive fiduciary guidance
- Improve participant retirement readiness
- Deliver high-quality participant education
- Offer competitive and transparent pricing
- Assist with investment selection and monitoring
- Ensure compliance with applicable ERISA and IRS regulations
- Provide a seamless implementation and transition process

4. SCOPE OF SERVICES

The selected provider shall provide a comprehensive retirement plan solution that includes, at minimum, the following services.

A. Recordkeeping Services

- Participant account administration
- Contribution processing
- Loan administration
- Distribution processing
- Beneficiary administration
- Online participant access
- Mobile application access
- Electronic enrollment capabilities
- Payroll integration

B. Investment Management Services

Provide information regarding:

- Investment lineup structure
- Target date fund offerings
- Managed account programs
- Investment monitoring process
- Investment committee support
- Quarterly investment reviews

Indicate whether services include:

- ERISA Section 3(21) Fiduciary Services
- ERISA Section 3(38) Fiduciary Services

Describe the scope of fiduciary responsibility assumed by your organization.

C. Participant Services

Describe participant support services including:

- Enrollment assistance
- Retirement readiness tools
- Individual consultations
- Financial wellness programs
- Educational workshops
- Webinars
- Call center availability
- Multilingual support

Provide examples of participant engagement metrics and outcomes.

D. Administrative Support

Describe services provided to Wayne Metro staff including:

- Dedicated relationship manager
- Compliance support
- Annual plan review
- Nondiscrimination testing support
- Audit support
- Form 5500 assistance
- Required notices and disclosures

E. Technology and Cybersecurity

Provide information regarding:

- Data security practices
- Cybersecurity controls
- Business continuity planning
- Disaster recovery capabilities
- Third-party audits (SOC reports)
- Data breach response procedures

F. Conversion and Implementation Services

Provide a detailed implementation plan including:

- Conversion timeline
- Payroll integration process
- Participant communication strategy
- Employee enrollment meetings
- Training for Wayne Metro staff

5. VENDOR QUALIFICATIONS

Proposals should include:

- Company overview
- Years in business

- Number of retirement plans administered
- Total retirement assets under administration
- Nonprofit sector experience
- Relevant certifications and licenses

6. REFERENCES

Provide at least three client references, preferably:

- Nonprofit organizations
- Organizations with 200+ participants
- Organizations with \$10 million or more in retirement plan assets

Include:

- Organization name
- Contact name
- Phone number
- Email address

7. COST PROPOSAL

Provide a complete fee schedule including:

Recordkeeping Fees

- Asset-based fees
- Per participant fees
- Flat fees

Investment Fees

- Expense ratios
- Advisory fees
- Managed account fees

Additional Fees

- Loan fees
- Distribution fees
- QDRO fees
- Compliance fees
- Termination fees
- Conversion fees

All fees must be clearly disclosed.

Wayne Metro reserves the right to request additional clarification regarding any fee structure.

8. PROPOSAL EVALUATION

Proposals will be evaluated using the following criteria:

Criteria	Points
Investment Management & Fiduciary Services	25
Administrative Support & Ease of Plan Administration	25
Participant Education, Communication & Service Model	20
Cost and Fee Transparency	15
Implementation & Conversion Plan	15
Total Points	100

9. INTERVIEW PHASE

Wayne Metro may invite one or more finalists to participate in interviews, demonstrations, or presentations.

Finalists may be asked to:

- Demonstrate participant website functionality
- Demonstrate administrative portal functionality
- Present implementation plans
- Discuss fiduciary support services
- Answer questions from Wayne Metro's evaluation committee

10. PROPOSAL SUBMISSION

Proposals shall be submitted electronically to:

- procurement@waynemetrol.org
- tgraves@waynemetrol.org

No later than:

June 27, 2026 at 3PM

Late submissions may not be considered.

11. RESERVATION OF RIGHTS

Wayne Metro reserves the right to:

- Reject any or all proposals
- Waive minor irregularities
- Request clarification of submitted information
- Negotiate pricing and services
- Cancel or reissue this RFP
- Select the proposal determined to be in the best interest of Wayne Metro

Issuance of this RFP does not obligate Wayne Metro to award a contract or reimburse any costs associated with proposal preparation.

12. QUESTIONS

Questions regarding this RFP should be submitted via email to:

Haidar Alsalik
procurement@waynemetrol.org

Responses to questions may be shared with all prospective respondents.