



Request for Proposal – Pension Service Provider

Issued Date: June 20, 2024

Closing Date: September 13, 2024, 12:00 PM CST

Purpose

The purpose of this Request for Proposal (RFP) is to go out into the market to explore pension service provider options, and to determine the best solution for pension service for SIGN staff by looking at market returns, quality of service, online accessibility and flexibility, and overall reputation.

Organizational Background

Society for the Involvement of Good Neighbours (SIGN) is a not-for profit organization with a social service focus, with many of SIGN's programs being offered free to the public. The idea of the SIGN was first developed in 1968 by four members of the Yorkton Ministerial Association, Father Paul St. Pierre, Rev. Wm. Shank, Jack Jones and Rev. Roland Wood. SIGN was created to be sensitive to community needs and to be available to the community to help develop programs to meet the needs of individuals in the community. SIGN's first full time Executive Director was Elton Davidge. Through his work, a number of early projects were undertaken under the SIGN umbrella. Some of the early projects included:

- A Drop-In Centre for Outpatients of Mental Health;
- A radio talk show called SIGN Listens, in which local clergy answered questions and offered advice to callers;
- A pre-school program which served children requiring a specific school readiness program;
- A child day care centre, which later became the model used by the province in setting their provincial standards;
- A general counselling program, which in the early years operated under the auspices of the Saskatchewan Psychological Association;
- A program which provided volunteers for the delivery of meals in a Meals-on-Wheels Program
- A Senior's Drop-In Centre (one of the first in Saskatchewan); and
- A central information and referral service which maintained a directory of all non-profit and service groups in the community.

Many of these programs are still in existence and now operate independently of SIGN.

Currently SIGN has the following support services and programs that is provided to those in the Yorkton community and surrounding areas: Rapid Access Counselling for Adults; Rapid Access Counselling for Child, Youth and Caregivers; Next Steps; Senior Mobility; Housing Support; Positive Impact; Choose to Change; Vocational Employment; Independent Living; Life Without Barriers; Trustee Services; KidsFirst; Triple P Parenting Program; Family Preservation; Family Support; Kamsack Family Resource Centre; Yorkton Family Resource Centre; Early Learning Centre Daycare; Before and After School Programs (St. Paul's, Yorkdale, and M.C. Knoll); Life Skills; and Adolescent Group Home.

“Caring, safe and stable communities that recognize and provide for the needs of all” is SIGN’s Vision. It is SIGN’s mission to “provide leadership, programs and services that assist, support and empower people in our communities to be strong, caring, and successful”.

SIGN has three locations within Yorkton, including SIGN on Broadway, SIGN on North or Elton Davidge Building, and the Adolescent Group Home. SIGN also operates out of Kamsack through a rented facility, and programs travel across Saskatchewan to provide services. The Finance department staff reside within the SIGN on North Facility (83 North Street).

Financial Background

SIGN’s fiscal year-end is March 31st of each year. The 2025 fiscal year operating budget amounted to just over \$6.6 million, with revenues being derived from the Government of Saskatchewan (Ministry of Social Services, Ministry of Justice, and Ministry of Education), the Federal Government, the Saskatchewan Health Authority, SGI, Saskatchewan Abilities, City of Yorkton, Family Services Saskatchewan, donations, fundraisers, and various other grants and user fees.

The fiscal year-end March 31, 2024 audited Financial Statements are on our website for view in association with this proposal. Please visit www.signyorkton.ca.

SIGN’s current pension provider is Mackenzie Financial, whereby contributions are split between the employer (at 4%) and employee (at 4%) for a total of a 8% contribution. The current plan is a defined contribution plan and its market value as at December 31, 2023 was approximately \$2.56 million. There are approximately 78 active members in the plan.

SIGN’s plan does have funds with Deferred Sales Charges (DSC). As of May 7, 2024 the DSC fee outstanding was \$10,621.28. It should be addressed within the proposal whether the proponent would be willing to cover those fees when switching to the new provider.

Contact Information

All inquiries related to this RFP should be directed to the following individual:

Lynsey Swanson, CPA, CA
Director of Finance
SIGN
83 North Street
Yorkton, SK S3N 0G9

Phone: (306) 783-9409
E-mail: l.swanson@signyorkton.ca

Please note that information obtained from any other person other than the contact individual above, may not be relied upon. All inquiries should be made by **August 9, 2024 at 3:30 PM CST**.

Inquiries and responses will be recorded and may be provided to all known Proponents and/or be posted to SIGN's website.

If there are any omissions of information or discrepancies noted within this RFP document please immediately notify the representative above.

Requirements

The proposal should include, but is not limited to, the following information:

- Proposal Summary Form (Schedule A)
- Company Background
- Services and Products Available to meet Needs Identified
- Experience of Team Assigned to SIGN
- Market Performance including Comparables
- Charges and Fees (listing of all applicable fees)
- Technology Available/Proposed to be Used
- Enrollment Process and Implementation
- Security Measures and Safeguards
- References

Preference will be given to service providers that can provide staff with one-on-one service within Yorkton or will meet with staff at SIGN's office.

Proposal Summary Form (Schedule A)

Please complete the attached proposal summary form (Schedule A) and attach it to the front of your proposal, including disclosures regarding any potential conflicts of interest or related party transactions that may result if selected to be SIGN's pension provider.

Company Background

Proponents are asked to provide background information of how long their company has been in operations and has been providing pension services. Please also indicate the size of the organization and the extent of pensions services being provided. What is your company's largest strengths and why do others choose you to provide this service?

Services and Products Available

Please be clear in what you can offer, including what type of pension (defined benefit or defined contribution). Discuss what service levels that can be provided to SIGN's staff members and what services can be provided to the organization for management of the pension plan. Include information on what types of funds are utilized and a description of these funds including risks.

Experience of Team Assigned

Please identify the key account contact(s), their experience and ability to provide advice and assistance to SIGN. Please provide background and experience of any team members that will be helping to provide services.

Market Performance

Provide market gross annualized return data with comparable information to Mackenzie Financial, as well as, to other known direct competitors. Include any notes of assumptions taken in putting together this comparable information. Indicate how the pension ranks against other national pension service providers.

Charges and Fees

Include a break-down of any charges and fees that will be incurred. Also indicate if there are any decreases in fees that will be offered if the market value of the pension increases (i.e. if the asset value increases to \$3-\$5 million or \$5-\$7 million).

SIGN currently has outstanding DSC fees. Please indicate whether the proponent would be willing to cover those fees when switching the pension fund over.

Technology Available/Proposed to be Used

Indicate what technology will be available to be used by staff for management of their pension plans, and for management staff members for the administration of the entire pension plan. Additionally, include a discussion on what features staff will be able to utilize, and the ease of use. Please indicate if training will be able to be provided to both administration staff and end user staff.

Enrollment Process and Implementation

Include a description of what to expect for the enrollment process, and ongoing involvement to help staff complete financial planning on an individual basis. Include whether a team will be onsite for implementation and what type of ongoing service and advice can be provided to SIGN staff members.

Security Measures and Safeguards

Include a description of what security measures and safeguards you have in place to protect both pension plan investments, as well as, staff personal information. Indicate where data is stored and what controls are in place.

References

Two to three references should be provided by current or past clients that have utilized the proponent for pension services, who may or may not be other not-for-profit organizations. Please include contact information so that SIGN can reach out to the organizations listed.

Other Items

Please identify any opportunities the proponent may have for community investment or involvement with SIGN and its programs (i.e. any grant opportunities that SIGN would be able to apply to, or whether the company is willing to volunteer its time to help out on any of SIGN's initiatives).

SIGN welcomes proposals to include any additional services the Proponent sees would be of benefit not specifically identified in these requirements.

Addenda

If it is determined that an amendment is required for this RFP, a written addendum will be made available on SIGN's website at www.signyorkton.ca. It is the responsibility of the proponent to check SIGN's website for addenda information.

Submission Information

Proponents have the option of submitting a paper or electronic format of their proposal. If the proposal is submitted electronically the proponent will receive a confirmation of receipt email indicating that the proposal has been received. Proposals should be submitted to SIGN on or before **12:00 noon CST on September 13, 2024** to the following address:

SIGN
Proposal for Pension Services
Lynsey Swanson, CPA, CA
83 North Street
Yorkton, SK S3N 0G9

OR

Email: l.swanson@signyorkton.ca
Subject: Proposal for Pension Services

Email submissions will be accepted; however, the date and time electronically recorded based on receipt on SIGN's inbox will be used in determining if the submission is late. SIGN does not take any responsibility for late submissions due to electronic or delivery complications. Late submissions may or may not be accepted, based on a decision by the board.

The proposal should be completed and signed with an authorized signature of the Proponent or designated official.

Schedule

The following is the proposed schedule for notification of potential acceptance of proposal:

Event	Timeline
RFP Posted	June 20, 2024
Last Day for Inquiries	August 9, 2024 at 3:30 PM CST
Proposal Submissions	September 13, 2024 at 12:00 PM CST
Opening of Proposals	September 13, 2024 at 1:00 PM CST
Recommendations Made to Board	September 24, 2024
Notification to Successful Proponent	September 25, 2024

SIGN reserves the right to adjust the schedule displayed above. Any changes to the schedule will be noted through an addendum and posted to SIGN's website at www.signyorkton.ca.

Evaluation Criteria

The following evaluation criteria will be used when evaluating proposals; however, the board reserves the right to select the proposal that they see best fit the needs of the organization:

a. Quality and Completeness of Proposal – 10%

Evaluation will be made on the Proponents ability to meet the requirements as set out in the "Requirements" section of this RFP and to offer solutions to all the services identified. Schedule A, Proposal Summary form is completed and signed by an authorized representative. The proposal is easy to understand and is clear on what is offered at what costs.

b. Experience, Reputation and Resources – 25%

SIGN will be keen to look at the qualifications of key personnel, including the assigned main point of contact. Proponents should indicate the features that give them a competitive advantage over other service providers. Information should be provided on the company's profile, including market performance, and comparative information to other service providers in the country. Proponents should indicate their willingness for community investment or involvement in SIGN's programs. References should be included if applicable.

c. Technology, Privacy and Security – 15%

A summary of security safeguards and programs should be included, as well as, discussion on how the institution will ensure that SIGN's funds and any and all private information stored is protected.

d. Financial – 45%

Fees associated with the services provided should be listed. Discussion on any innovative services offered or operational value-added services will be evaluated in this section.

e. Timeliness – 5%

Proposal will be evaluated on whether it has been submitted at time at the deadline indicated throughout this RFP.

The evaluation of the proposals may not be limited to the criteria referred to above. Other criteria may be identified during the evaluation process and used to appraise the proposals. All criteria considered will be applied to each Proponent on an equitable basis. This evaluation is for internal use and for presentation to the board only.

If there are any obvious discrepancies identified within the proposals, SIGN will make obvious corrections, but only to the extent that the corrections are blatantly apparent within the submission.

SIGN may, at its discretion, request clarifications or additional information from a Proponent in respect to their submission. SIGN may consider such clarifications or additional information in evaluating a proposal.

Confidentiality

SIGN will endeavour to keep all proposals confidential. Material will only be viewed by the evaluation team and board members. Information contained in the proposal will not be released to the public.

Additional Information

SIGN reserves the right to reject any or all submissions, as well as, accept, accept parts of a proposal, and/or negotiate with the successful Proponent. SIGN will reject any proposal which is either:

- Incomplete, obscure, or unrealistic; or
- Has not been signed by an authorized representative;

This RFP is not a tender and does not commit SIGN in any way to select a proposal or to proceed with negotiations for a Contract. By submitting a proposal, Proponents agree that no contract of any kind is formed under, or arises from this RFP prior to the signing of a formal written Contract.

Proponents are solely responsible for their own expenses for preparing and submitting a proposal. SIGN will not be liable to any Proponent for any claims for costs, damages, loss of anticipated profits, or for any other matter whatsoever incurred by the Proponent in preparing and submitting a proposal, participating in negotiations for Contract, or other activity related to or arising from this RFP.

A Proponent shall disclose in the proposal whether there are any or potential conflicts of interest and/or existing business relationships with SIGN, its elected or appointed board or employees.

Proposals must be firm for at least 45 days after the submission deadline date of September 13, 2024, or disclosure should be made on what charges may fluctuate before signing of a contract.

All fees and rates should be expressed in Canadian dollars.

While SIGN has used considerable efforts to ensure an accurate representation of the information contained within this RFP, the information is supplied as a guideline only. The information is not guaranteed or warranted to be accurate, nor is it necessarily comprehensive or exhaustive.

Schedule A - Proposal Summary Form

(Return all of Schedule A with the Proposal Package Submission)

Contact Information

Legal Name of the Proponent: _____

Mailing Address: _____

Telephone: _____ Fax: _____

Authorized Individual Name: _____

Authorized Individual Position: _____

Authorized Individual E-mail Address: _____

Annual Fees (%), or indicate the page # that clearly indicates fee percentages: _____

Other service fees or indicate page # of proposal where other fees are listed: _____

I hereby certify that there are no known or potential conflicts of interest or existing business relationships between SIGN's appointed board or employees and the Proponent's organization.

Authorized Representative Signature

Date