

GRAND HAVEN CHARTER TOWNSHIP BOARD
MONDAY, FEBRUARY 27, 2017

WORK SESSION – 6:00 P.M.

1. Schedule Special Meeting regarding General Fund Undesignated Fund Balance – Thursday, April 27th at 5:45 p.m.
2. Make Decision on Current Draft of 2017/18 Board Priorities
3. Provide Direction Regarding Disney Way Proposal (\$14,500)

REGULAR MEETING – 7:00 P.M.

- I. CALL TO ORDER
- II. PLEDGE TO THE FLAG
- III. ROLL CALL
- IV. APPROVAL OF MEETING AGENDA
- V. CONSENT AGENDA
 1. Approve February 13, 2017 Board Minutes
 2. Approve Payment of Invoices in the amount of \$175,305.04 (*A/P checks of \$85,898.42 and payroll of \$89,406.62*)
 3. Approve IT Support Request for Proposal
- VI. OLD BUSINESS
None
- VII. NEW BUSINESS
 1. Approve Resolution 17-02-02 – Adopting MERS Uniform 457 Supplemental Retirement Program
 2. Approve Resolution 17-02-05 – Adopting MERS Defined Contribution Plan Program
- VIII. REPORTS AND CORRESPONDENCE
 1. Correspondence
 2. Committee Reports
 3. Manager’s Report
 4. Others
- IX. EXTENDED PUBLIC COMMENTS/QUESTIONS ON NON-AGENDA ITEMS ONLY
(*LIMITED TO THREE MINUTES, PLEASE.*)
- X. ADJOURNMENT

NOTE: The public will be given an opportunity to comment on any agenda item when the item is brought up for discussion. The supervisor will initiate comment time.

GRAND HAVEN CHARTER TOWNSHIP BOARD
MONDAY, FEBRUARY 13, 2017

WORKSESSION – 6:05 p.m.

1. The Board discussed the use of social media. The Board noted that the objective was to use a different “tool” to communicate with residents with the expectation that it would increase citizen knowledge of activities in the township, possibly increasing their involvement with the community. At the same time, the communications should not be such that it will invite or create controversy.

The types of information that the Board wants to share includes:

- a. Meetings and hearing seeking public input;
- b. Results of community surveys;
- c. Seasonal services;
- d. Under-utilized resources (*e.g., parks, etc.*);
- e. Notices;
- f. Tax or assessing deadlines;
- g. Other meetings – such as Board of Review, Parks Committee, etc.
- h. Major capital purchases or projects;
- i. Limited articles from the Weekly Report.
- j. Usage of taxpayer’s monies

At the beginning, the Board wants to start monthly updates using ConstantContact, and will work with the Township’s current web manager – WebTech. It was noted that it will take some weeks to develop an email list.

The Board also authorized staff to utilize Facebook to “advertise” for certain community events (*e.g., community outreach on the parks, etc.*).

The Board requested that staff look into using a hyper-link to the web page and Facebook page on all emails generated from the Township.

Manager Cargo will track the direct costs and report back to the Board.

2. Manager Cargo noted that he forwarded an email inviting elected officials to attend a conference call with Disney Way consultant Bill Capodagli on Wednesday at 4:00 p.m.
3. The Board discussed scheduling a special meeting regarding the level of General Fund undesignated fund balance and how a portion of the current “surplus” should be appropriated (or designated). The Board selected Wednesday, March 22nd at 5:45 p.m. Manager Cargo will coordinate with the County Administrator to facilitate the meeting.

REGULAR MEETING

I. CALL TO ORDER

Supervisor Reenders called the regular meeting of the Grand Haven Charter Township Board to order at 7:00 p.m.

II. PLEDGE TO THE FLAG

III. ROLL CALL

Board members present: Reenders, Meeusen, Behm, Gignac, Redick, Larsen and Kieft.

Board members absent:

Also present was Manager Cargo, Community Development Director Fedewa, Lt. Schrader.

IV. APPROVAL OF MEETING AGENDA

Motion by Clerk Larsen and seconded by Trustee Meeusen to approve the meeting agenda. **Which motion carried.**

V. APPROVAL OF CONSENT AGENDA

1. Approve January 23, 2017 Board Minutes
2. Approve January 26, 2017 Special Board Minutes
3. Approve February 6, 2017 Special Board Minutes
4. Approve Payment of Invoices in the amount of \$343,074.53 (A/P checks of \$232,874.57 and payroll of \$110,199.96)
5. Approve Purchase of Three Budgeted Replacement Vehicles through State Fleet Purchasing Program for \$79,238
6. Approve Engineering Agreement for "Orphan Drain" project, Phase I and Phase II at a cost of \$20,000
7. Approve Execution of the Revised Timberview PUD Contract
8. Approve Agreement for "Walk the Beat" Summer Concerts
9. Authorize "Request for Proposal" for Redraft of Zoning Ordinance

Motion by Treasurer Kieft and seconded by Trustee Gignac to approve the items listed on the Consent Agenda with the proposed amendments to the Special Board meeting minutes. **Which motion carried.**

VI. OLD BUSINESS

1. **Motion** by Clerk Larsen supported by Trustee Meeusen to approve and adopt Resolution 17-02-03, which authorizes the Township to borrow money and issue bonds known as "Capital Improvement Bonds, General Obligation Limited Tax, Series 2017" in the aggregate principal sum \$4,500,000 pursuant to the provisions of Act 34 for the purpose of defraying part of the cost of the Pathway Extension Construction project. **Which motion carried** pursuant to the following roll call vote:
Ayes: Larsen, Gignac, Kieft, Meeusen, Redick, Behm, Reenders
Nays:
Absent:

2. **Motion** by Treasurer Kieft, supported by Trustee Gignac to approve Resolution 17-02-04, which establishes the Harbor Transit Authority property tax rate at 0.58 mills. **Which motion carried** pursuant to the following roll call vote:
Ayes: Behm, Gignac, Meeusen, Redick, Kieft, Reenders, Larsen
Nays:
Absent:

VII. NEW BUSINESS

1. **Motion** by Clerk Larsen, supported by Trustee Behm to approve an exception to the Private Road Ordinance Section 6 f. (i.e., allowing a residential building permit for an existing lot of record on a private road that does not comply with all standards) for parcel #70-07-05-200-015 pursuant to Section 7. This exception is granted pursuant to the following findings:
 - a. That the strict application of the literal terms of this ordinance would impose an undue hardship on the applicant because the cost to bring Terry Trails into compliance with the Private Roads and Driveways Ordinance would be substantial and the benefits would be limited, pursuant to findings described below.
 - b. That the location of the parcel at the entrance to the Terry Trails road system helps to ensure access for emergency vehicles.
 - c. That the roadway at this location is well maintained and ensures the ability of emergency vehicles to access the parcel for any emergency event that was considered.
 - d. That the proximity of municipal water immediately adjacent to the parcel allows for both fire suppression (i.e., a fire hydrant is located immediately adjacent to the parcel) and potable water for public health purposes.
 - e. That granting the exception would not alter the essential character of the surrounding neighborhood
 - f. That the residential unit to be constructed can meet the requirements of all other applicable state and township regulations.This exception is conditioned upon the following:
 - a. Any residential structure constructed on the property shall connect to the municipal water system prior to an occupancy permit being granted.
 - b. The property may not be divided or split inasmuch as an additional split would increase the private road non-conformity.
 - c. The property shall meet all other environmental, building and zoning requirements that may arise during the course of the home construction.
 - d. The property owner and the Township shall enter into an agreement based upon this motion, which agreement shall be recorded with the Ottawa County Register of Deeds

Which motion carried.

2. **Motion** by Treasurer Kieft, supported by Trustee Gignac to authorize the Township Superintendent to execute the February 3, 2017 Project Estimate agreement for the resurfacing of approximately 2.2 miles of subdivision streets through the Ottawa County Road Commission at an estimated \$472,994.50. It is noted that this is a pre-bid estimate and that a budget amendment may be needed to complete the proposed resurfacing. **Which motion carried.**

3. **Motion** by Trustee Redick, supported by Clerk Larsen to authorize the Township Superintendent to execute an agreement with Michigan Chloride Sales, LLC for three applications of a mineral well brine solution for gravel road dust control at an application rate of 3,000 gallons per mile. The total cost of the program will be approximately \$33,154.50, which may require a budget amendment or line item transfer later in FY2017. **Which motion carried.**
4. **Motion** by Clerk Larsen, supported by Trustee Meeusen to authorize the expenditure of approximately \$27,387 for the purchase of a 2017 Dodge Durango SSV. Further, staff are instructed to complete the necessary budget amendment to account for both the insurance reimbursement and the expenditure during the initial Township budget amendment process. **Which motion carried.**
5. **Motion** by Trustee Meeusen, supported by Trustee Behm to authorize the Fire/Rescue department to purchase a 52 SAT TOBO ARC TRAINER elliptical runner at a cost of \$4,175. Further, staff are instructed to prepare the necessary budget amendment during the Township's initial budget amendment process. **Which motion carried.**

VIII. REPORTS AND CORESPONDENCE

- a. Correspondence was reviewed
- b. Committee Reports
 - i. Trustee Redick noted that the results of the Community Recreation Survey would be shared at a luncheon sponsored by the Grand Haven Community Foundation on February 23rd. Copies of the survey results will be shared following the meeting.
- c. Manager's Report
 - i. January Building Report
 - ii. January Enforcement Report
 - iii. January DPW Report
 - iv. December Legal Report
 - v. Public Officials Conference (*March 15th - 8:00 a.m.*) Disaster Training
- d. Others

IX. PUBLIC COMMENTS

None

X. ADJOURNMENT

Motion by Clerk Larsen and seconded by Trustee Behm to adjourn the meeting at 7:26 p.m. **Which motion carried.**

Respectfully Submitted,

Laurie Larsen
Grand Haven Charter Township Clerk

Mark Reenders
Grand Haven Charter Township Supervisor



SUPERINTENDENT'S MEMO

DATE: February 23, 2017
TO: Township Board
FROM: Bill Cargo
SUBJECT: 2017/18 Board Priorities

Attached, please draft of the 2017/18 GHT Board Priorities.

It should be noted that although the Board has outlined priorities over the past five years, this is not a requirement.

That said, I would request that the Board finalize direction on the Priority Listing or determine that this agreement on priorities will be postponed – either indefinitely or to a date certain (e.g., *December of 2017*).

Board priorities focus on the following **five areas** outlined within the 2015 – 2018 Strategic Plan. (*Recall that the Board typically selects between one and three priorities within each of these five strategic goals.*) The proposed priorities include:

1. **Maintain Healthy Financial Balance**

- Complete a review of employee health insurance options prior to any change to current health insurance coverage with regard to the Federal “Affordable Health Care Act” and the State’s “Publicly Funded Health Contribution Act”. (*Project completion – August 3, 2017.*)
- Examine utilizing a portion of the General Fund undesignated fund balance. The preliminary options include (1) expansion of 2017 pathway and/or street maintenance programs; or, (2) designate portion of fund balance to future park development plans. (*Project completion April 30, 2017.*)

2. **Deliver Superior Essential Services that Can Best be Provided by the Township**

- Complete a “Community Engagement” program to review and provide recommendations for the following public lands: (*Project completion August 31, 2017.*)
 - ✓ Development of the so-called “Witteveen Trust” property; and,
 - ✓ Development of the so-called “Wolfe” property.
- Expansion of Historic Cemetery. (*Project completion August 31, 2017.*)
- Ascertain costs for participating in the “Disney Way” management system.

3. **Maintain and Improve Infrastructure**
 - Complete the reconstruction of 168th Avenue between Ferris and Johnson, including sewer extension. (*DDA Project completion October 31, 2017.*)
 - Complete Phase I (*i.e., Sleeper and Buchanan*) of three-year pathway expansion project. (*Project completion October 31, 2017.*)
 - Identify 2017 street paving/maintenance projects. (*Project completion April 15, 2017.*)

4. **Establish Strong Partnerships (Collaboration)**
 - Improve communications with residents through use of email lists (*e.g., Weekly email updates*) and/or other social media tools.
 - Complete Disaster Recovery plan with off-site housing of back-up at GHAPS. (*Project completion by June 30, 2017.*)
 - Collaborate with City on Robbins Road stripping project and 172nd Avenue traffic signals. (*Project completion by June 30, 2018.*)
 - Collaborate with the County Water Resources Commission on the Township's five-year Orphan Drain project. (*Project completion by October of 2021.*)

5. **Economic Development**
 - Draft update/recodification of the Zoning Ordinance pursuant to the "Resilient Grand Haven" Master Plan. (*Project completion – September of 2018.*)
 - Complete survey of property owners on the west side of 168th Avenue (*between Johnson Ferris and Hayes Street*) to gauge support for amending the Master Plan to include this area for future industrial land.
 - Presentation from the Chamber of Commerce of financing tools that could be used to fund the development of additional industrial land.

Please feel free to contact me prior to the meeting with any questions or comments.

CAPODAGLI JACKSON CONSULTING



February 17, 2017

Mr. William D. Cargo
Superintendent
Grand Haven Charter Township
Grand Haven, MI

Dear Bill:

Thank you for the opportunity to work with you to invigorate your culture and improve customer service in Grand Haven Charter Township.

The following is our approach to meet this goal, and to provide a *Disney Way* Customer-Centric Culture Implementation:

Capodagli Jackson Consulting (CJC) President Bill Capodagli will be the consultant and lead facilitator for the Implementation. Bill has over 30 years of international management consulting and corporate research expertise. He has assisted scores of organizations – from Fortune 500 to family-owned establishments – revamp their customer service processes, improve leadership skills and implement a culture of innovation using Walt Disney’s original success principles – Dream, Believe, Dare, Do. This credo is the foundation of a commitment to creating customer experiences that are second to none. Bill co-authored the best-selling management books: *The Disney Way: Harnessing the Management Secrets of Disney in Your Company* (cited by *Fortune* magazine as “so useful, you may whistle while you work; now is its 3rd edition); *The Disney Way Fieldbook: How to Implement Walt Disney’s Vision of ‘Dream, Believe, Dare, Do’ in Your Company*; and *Innovate the Pixar Way: Business Lessons From the World’s Most Creative Corporate Playground*.



Our Goals for Grand Haven Charter Township's

Disney Way Customer-Centric Culture Implementation:

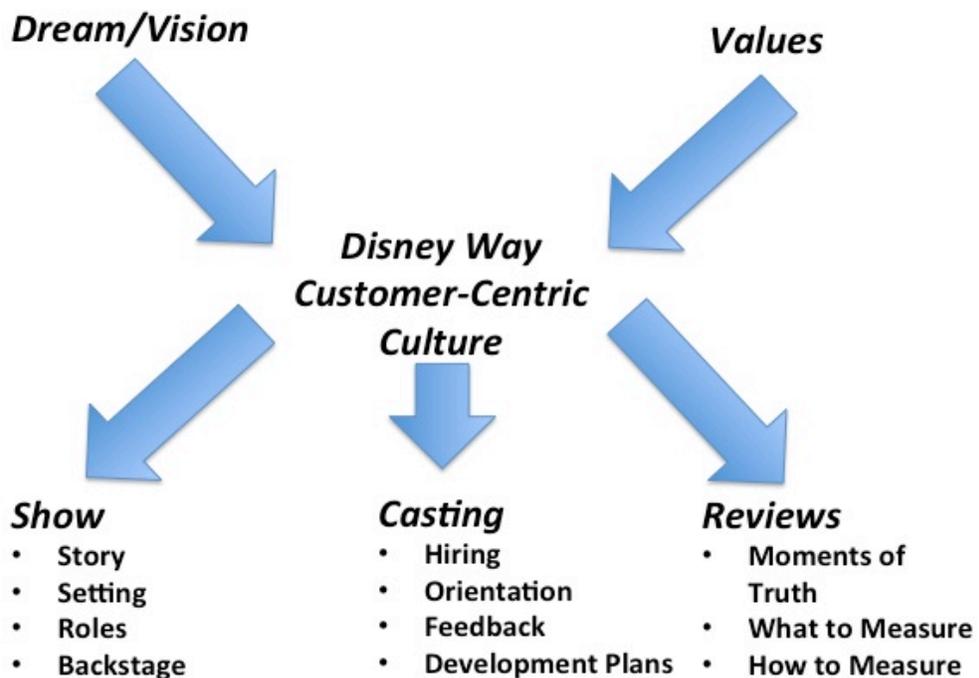
- Build upon Grand Haven Charter Township's existing culture
- Participate in *The Disney Way Experience*:
 - Develop Customer Service "Story"
 - Identify/validate Values
 - Establish/validate Codes of Conduct
 - Storyboard potential barriers to the Implementation; identify potential solutions
 - Develop Roadmap for Implementation
 - Understand *Disney Way Experience* Model (below)
 - Understand "Brain Trust" Process

The Disney Way Experience for all employees will be conducted over three days (2 half days and 1 full day).

Bill Capodagli will also conduct a follow-up meeting(s) with Management as well a follow-up meeting(s) with team(s) that result from *The Disney Way Experience*. Ongoing consulting will be provided as needed to ensure the anticipated results.



Disney Way Experience





Outcomes of *The Disney Way Experience*

- **Customer Service “Story”** – defines an organization in terms of creating magical dream-come-true moments for customers. It all begins with the “Story” that connects an organization and their products and services with their customers. Grand Haven Charter Township will collectively develop and embrace a collaborative Customer Service “Story” that can be communicated throughout the entire organization and to all stakeholders.
- **Values** – “When Values are clear, decisions are easy.” – Roy Disney; must be embraced by everyone in the organization and drive decision-making. Grand Haven Charter Township will collectively develop/validate and embrace a set of values that can be communicated throughout the entire organization and to all stakeholders.
- **Codes of Conduct** – specific behavioral expectations for all employees; support the “Story” and Values of the organization. Grand Haven Charter Township will collectively develop/validate and embrace Codes of Conduct that can be communicated throughout the entire organization and to all stakeholders.
- **Understand Storyboarding** – a process that employs a simple technique – visual display – and uses it in a unique way to help unleash the creative energy of a group or team as they develop innovative ideas and solutions to complex problems; a structured tool that captures the thoughts and creative ideas from an entire group, not simply from a segment of the group
- **Roadmap for Implementation** – plan for becoming a more customer-centric organization
- **Understand “Brain Trust” Process** – “a hallmark of a healthy creative culture is that its people feel free to share ideas” – Ed Catmull, President of Disney and Pixar Animation Studios; teams meet 4-6 times per year to identify and solve problems, build trust, and challenge one another to achieve excellence.

CAPODAGLI JACKSON CONSULTING



The Disney Way Customer-Centric Culture Implementation Philosophy

Becoming “customer-centric” is not an activity to be “checked off” during a performance review milestone. It must be an organization-wide cultural change championed by the Grand Haven Charter Township leadership. The Customer Service “Story,” Values and Codes of Conduct of the organization must be embraced by all stakeholders for the transformation to be realized. We believe that our philosophy and approach will best facilitate this goal for Grand Haven Charter Township.

Fees for *The Disney Way Customer-Centric Implementation* - \$14,500.00 (inclusive of travel and workshop materials; terms: 50% deposit due within 14 days of Agreement date; balance due 10 days prior to *The Disney Way Experience*)

Upon approval of our approach, I will prepare an Agreement that will include the logistics (AV) and defined dates (to be determined) for *The Disney Way Experience*.

Capodagli Jackson Consulting is committed to working with you to invigorate your culture and improve customer service in Grand Haven Charter Township.

Best regards,

Lynn Jackson
Secretary/Treasurer

CAPODAGLI JACKSON CONSULTING



SUPERINTENDENT'S MEMO

DATE: February 23, 2017
TO: Township Board
FROM: Cargo / VerBerkmoes
SUBJECT: Request for Proposal – IT Support Services

Attached, please find a Request for Proposal (RFP) for Information Technology Support Services.

As you are aware, the Township's contract with WorkSighted will expire in April. The attached RFP will ensure that the IT support services for staff will continue with minimal disruption.

Proposals are due on Friday, March 17th.

If the Board is comfortable with the RFP as drafted, the following motion may be offered:

Move to approve and authorize staff to distribute the proposed RFP related to Information Technology Support Services.

If you have any questions or comments, please contact either Cargo or VerBerkmoes at your convenience.



February 20, 2017

REQUEST FOR PROPOSAL FOR INFORMATION TECHNOLOGY SUPPORT SERVICES

Grand Haven Charter Township is seeking a qualified firm to provide Information Technology Support Services. The purpose of the request for proposals is to provide support for the following areas:

- Desktop Support
- Server Support
- Backup and Disaster Recovery

A complete copy of the specifications/requirements can be obtained by emailing RFPRequest@ght.org placing "IT Services" in the subject line or by contacting the Township Offices at 616.842.5988. These methods allow us to obtain your contact information in the event there are addendums or other information that need to be disseminated for this project. This also permits us to easily contact you, keeping the playing field level for all vendors.

All response forms must be filled out in their entirety and submitted with the Detailed Proposal Pricing. If additional hardware, software or equipment is required to be purchased as part of your proposal, please provide detailed information and pricing for such equipment along with the reason for the purchase.

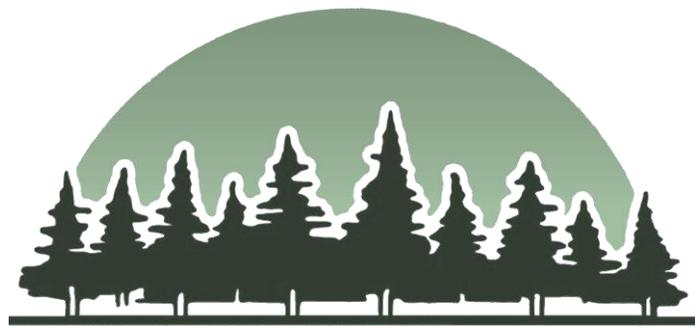
Completed proposal documents must be submitted in a sealed envelope marked "Information Technology Support Services" to the Grand Haven Charter Township, 13300 168th Avenue, Grand Haven, MI 49417, no later than 10:00 a.m., Friday, March 17, 2017.

The Board of the Charter Township of Grand Haven reserves the right to accept or reject any or all proposals and/or qualifications, to waive any irregularities, informalities or defects in the documentation, to accept any proposal in whole or in part, which it shall deem to be in the best interest of the Township, and to negotiate with the successful respondent.

Mark VerBerkmoes
Public Services Director/IT Administrator
mverberkmoes@ght.org
616 842.5988 x6313

INFORMATION TECHNOLOGY SUPPORT SERVICES

Request For Proposal Specifications/Requirements



Grand Haven Charter Township

13300 168th Avenue

Grand Haven MI 49417

616.842.5988

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February 21, 2017

REQUEST FOR PROPOSALS Information Technology Support Services

Charter Township of Grand Haven, MI

Contact:

Mark VerBerkmoes

Public Services Director/IT Administrator

mverberkmoes@ght.org

616.842.5988 x6313

INTRODUCTION

The Township of Grand Haven, Michigan, (“the Township” or “Township”) is seeking proposals for Information Technology Support Services. The service areas include all Township departments and locations. Sealed proposals will be accepted until Friday, March 17, 2017 at 10:00 a.m. at the Township Offices at 13300 168th Avenue, Grand Haven, Michigan, 49417. To ensure that the respondent’s submittal arrives at the proper place, on time, and to prevent opening by unauthorized individuals, submissions must be clearly identified on the outside, as follows:

“Information Technology Support Services”

Faxed or electronic submissions will not be accepted. Once received, submissions will not be returned. Formal communication, such as requests for clarification and/or information concerning this solicitation shall be submitted to Mark VerBerkmoes as noted above. A **required** pre-proposal conference will be held Friday, March 3, 2017, 2017 at 10:00 a.m. in the Conference Room at the Township Administrative Offices to allow prospective respondents to ask any specific questions regarding the specifications/requirements or proposal and for requests for clarification. If you have questions in advance of the conference, please submit them to Mark VerBerkmoes by email (mverberkmoes@ght.org) and they will be included in the discussion at the **required** pre-proposal conference where appropriate.

The anticipated schedule for this project is as follows:

- Proposal advertised and available: Monday, February 20, 2017 after 8:00 a.m.
- Mandatory pre-proposal conference: Friday, March 3, 2017 at 10:00 a.m.
- Proposals due: Friday, March 17, 2017 before 10:00 a.m.
- Agreement or contract approval (by Township Board): Monday, March 27, 2017 at 7:00 p.m.

The Board of the Township of Grand Haven reserves the right to accept or reject any or all proposals and/or qualifications, to waive any irregularities, informalities or defects in the documentation, to accept any proposal in whole or in part which it shall deem to be in the best interest of the Township, and to negotiate with the successful respondent.

BACKGROUND

The Township currently employs a Public Services Director, 1.0 Full Time Equivalent or “FTE” (2080 hours), who also assumes the responsibility and oversight of IT administration, including the Township network and desktop support services.

Approximately +/- 416 hours or 0.2 of a FTE of the Public Services Director’s time is spent annually on network and desktop support services. In addition, the Township employs a contracted support vendor (CSV) whose agreement will be expiring April 1st, 2017. This vendor provides an estimated 65 hours per month of network and desktop support services, both on-site and remotely. Approximately less than 7% of the subcontractor’s time is spent on-site.

The Township network consists of a Local Area Network connected via Ethernet and fiber optics. The Township has three (3) buildings that are connected to a centralized network extending from the Administrative Offices. Appendix A is a schematic diagram of the current Township network. The network services each physical location from a core switch located within in the Administrative Offices.

In addition, the Township wished to extend its network to the Grand Haven Area Public School Educational Services Building located on Beechtree Street in the City of Grand Haven and use this location to house its Disaster Recovery equipment. At this time, the fiber strands are in place and the equipment has been purchased. Installation of the equipment and the final configuration remain.

The CSV currently provides server management, desktop support, monitoring, and backup configuration among other duties under an agreement with the Charter Township of Grand Haven. The services currently included are listed below. However, this list may not be all encompassing:

- Server and desktop monitoring and maintenance
- Server and desktop event log monitoring
- Backup monitoring and log checks
- Server availability checks
- Monitoring server application performance
- Server response time monitoring
- Server and desktop hardware inventory, asset management, installation and maintenance
- Server and desktop software inventory, asset management, installation and maintenance
- Server and desktop patch assessment and management
- Help ticket resolution
- Internet connection monitoring and maintenance
- Firewall monitoring and maintenance
- Network documentation

Email spam and antivirus filtering services are provided by an outside, third party vendor. The Township’s web presence and development are also hosted and performed by a third party vendor. The Township’s telephone system is also supported by a third party vendor, however, the showing of proficiency in the software PBX may permit this system to be included under this contract.

While the Township has been satisfied overall with the performance of these functions, the Township recognizes the importance of its computer infrastructure and time constraints of its Public Services Director. Moreover, the Township's goal is to shift 'hands-on' time from the Public Services Director to an IT Support provider, freeing up some of the Director's time to focus more on his primary area of responsibility.

OBJECTIVE

The purpose of this request for proposals is to solicit pricing from firms qualified to provide the Township with an Information Technology Support Services solution and the associated implementation services. The ideal firm will be an established IT solution that can support and that meets most, if not all of the Township's specific requirements as documented in these specifications/requirements.

THE COMPUTING / WORK ENVIRONMENT

Current Design

The Charter Township of Grand Haven has approximately thirty-eight (38) full time employees, seven (7) elected officials along with various committees and commissions. There are approximately fifty (50) PC's, twenty-three (23) virtual servers, two (2) physical VMWare machines and several local and networked inkjets, lasers and laser/copier printers. The Township systems are located at three (3) primary locations, all of which are within walking distance of each other and all connected by gigabit optical fiber. Data connection to the internet is currently served by 100/7Mb Charter cable modem with 16 routable addresses. The data backbone is made up of Cisco gigabit switches and clustered WatchGuard firewalls.

The core operating system hosting the Township's virtual machines is VMWare vSphere 6 Enterprise with vCenter Server 6 Foundation. There are two (2) physical hosts that make up the host environment.

The VMware hosts are located in a dedicated, climate controlled server room in the Administrative Offices. This data center is configured as a limited access, controlled environment. The datacenter is supported by an APC 6KVA UPS and an onsite generator in the event of a power outage.

The hosts are one (1) Dell R730 and one (1) Dell R810 rack mounted servers, each with redundant power supplies, Smart Array SCSI controllers, and Ethernet 10M/100M/1G/10G network cards. Host data storage is achieved utilizing both local storage and EqualLogic SANs using redundant Cisco gigabit switches. The Township's server operating systems are Windows Server 2008, 2012, 2012 R2, 2016, and a few Linux installations.

The network is a managed, TCP/IP switched Ethernet architecture with fiber connectivity between locations. Virtual servers and selected data are backed up on a regular schedule utilizing Veeam Backup & Replication v8 and a Synology RS2414+ Rackstation with 18Tb of storage. Several desktops are also protected by personal UPS's. All servers, desktops and virtual servers/workstations are protected by Webroot's SecureAnywhere Protection. Moreover, the network is constantly monitored by PRTG for hardware, Spiceworks for inventory and application control and Netwrix for AD oversight.

The Township also has an Active/Passive SQL Cluster that is the backbone of its BS&A products. The cluster is also utilized to support various applications throughout the organization. Backup is currently performed outside of Veeam using the native SQL backup tool to a share on the Synology.

The primary desktop operating system is Windows 7, although there are very few Windows 8 & 10 installations sprinkled in. In addition, there are approximately 10 users utilizing thin clients to access a Windows RDS farm, however, it is anticipated that this configuration may be retired prior to the beginning of a new contract with the chosen support vendor.

Each elected official is offered either a Windows notebook PC or an iPad. Internet connectivity is provided individually by each elected official through a broad band internet connection. Some elected officials may also have an inkjet printer compatible with the device provided.

Electronic mail is hybrid, hosted Exchange utilizing Microsoft Office 365 which synchronizes mailboxes with several Township owned and BYOD cellular phones and iPads.

Service and Applications

Township departments to be serviced by this proposal include, but are not limited to:

- Township Board notebooks and iPads
- Township Manager/Superintendent
- Clerk
- Treasurer
- Finance
- Assessing
- Building
- Fire/Rescue
- Administration
- and Public Services

The Township departments utilize several different software applications that are user facing including some that are proprietary to local government including:

- BS&A .Net applications
 - ❖ Accounts Payable .Net
 - ❖ AMG Real Time Service
 - ❖ Cash Receipting .Net
 - ❖ Fixed Assets .Net
 - ❖ Receipt Printer Software
 - ❖ Special Assessment .Net
 - ❖ Assessing .Net
 - ❖ Building Department .Net
 - ❖ Business License .Net
 - ❖ Cemetery Management .Net
 - ❖ Delinquent Personal Property .Net
 - ❖ Delinquent Tax .Net
 - ❖ Field Inspection .Net
 - ❖ Miscellaneous Receivables .Net
 - ❖ Payroll .Net

- ❖ Tax .Net
- ❖ Timesheets .Net
- ❖ Utility Billing .Net
- 3CXPhone System v12-15
- 3CXPhone for Windows
- 7-Zip
- Adobe Acrobat DC
- Adobe Acrobat Reader DC
- Adobe Reader XI
- Apex Sketch v5 Pro
- ArcGIS Desktop
- ArchestrA Server
- CutePDF Writer
- AlarmLock DL-Windows
- DYMO Label
- EIOBoard Outlook Client Server
- Electronic Poll Book
- InTouchDocs
- Laredo Client
- Magicard-ID
- IMS Maintenance Pro
- Michigan QVF
- Microsoft Office 365
- Microsoft Office 2016 Project
- Microsoft Office 2016 Publisher
- Microsoft Office 2016 Visio
- Microsoft OneDrive
- Roadsoft
- Sensus FieldLogic Hub
- Shearwalls
- Shrew Soft VPN Client
- Sizer
- Skype™
- VLC media player
- Wonderware InTouch
- WoodWorks® Design Office

And finally, there are several background applications that support end users and the general public. The list includes, but may not be limited to:

- ArcGIS License Manager
- Arcestra License Server
- EIOBoard Server
- Invensys License Manager
- Microsoft Exchange 2016
- Microsoft Server 2008
- Microsoft Server 2012
- Microsoft Server 2012 R2
- Microsoft Server 2016
- Microsoft SQL Server 2008
- Microsoft SQL Server 2012 Express Edition
- Microsoft SQL Server 2012 Standard Edition
- Netwrix Auditor
- PRTG Network Monitor
- ScriptFTP
- Spiceworks
- USB Redirector TS Edition - Server
- Veeam Backup & Replication v8
- VMWare - vCenter Server 6 Foundation with vSphere 6 Enterprise
- WatchGuard Authentication Client
- WatchGuard Authentication Gateway
- WatchGuard Firewall v11.12 for XTM 5 devices
- Webroot SecureAnywhere
- WinAutomation
- WinSCP
- Wonderware Application Server
- Wonderware Historian Client
- Wonderware License Server
- Wonderware System Platform

Projected Future Projects

During the upcoming fiscal year, the Township has budgeted to complete the following projects:

- Complete DR installation and configuration to include 2-Servers, 2-SANs and 2-Switches
- Complete replacement of remaining thin clients with desktop PC's
- Retire of the RDS farm
- Implement 3CX Enterprise providing redundant phone switching
- Implement redundant internet connection for increased bandwidth and redundancy
- Review the Fire/Rescue Department mobile opportunities and needs

- Review the Public Services Department mobile opportunities and needs

INFORMATION TECHNOLOGY CURRENT DIVISION AND RESPONSIBILITIES

The Township's Information Technology service is a centralized function. A subcontractor reports directly to the Public Services Director and is responsible for operations, maintenance and recommendations on system management and planning of the Township's system. The Public Services Director reports directly to the Township Manager/Superintendent and is ultimately responsible for the overall operations, maintenance, system management, planning and budgeting of the Township IT system and network.

REQUESTED SERVICES

The Township is looking to complete a letter of agreement or contract with a firm for the purposes of IT Support Services within the budget available and within Township project goals.

Based on current IT Support needs and anticipated projects, the Township estimates it will require +/- 650 hours of Computer/Desktop Support Technicians support annually. Moreover, the Township anticipates that it will require +/- 150 hours of Network Engineer support annually. These needs are flexible and will obviously vary, dependent on project needs or support requirements. The Township expects the respondent to assign no more than three (3) dedicated Computer/Desktop Support Technician and no more than two (2) dedicated Network Engineers from its employee pool to the Township, should they be awarded a letter of agreement or contract. Qualifications and experience of each shall be included with the proposal. It is understood that on occasion, addition 'expert' personnel will be involved, but it expected that these dedicated employees will become intimately familiar with our unique environment enabling quick and safe resolution of issues.

It is expected that on-site support will comprise 10% of the total with the remaining 90% representing remote support. The Township believes it best that an IT Support representative be present on-site on a consistent scheduled day and time to address any and all support tickets, support issues, project implementation, etc. that cannot be resolved remotely. Further, it is expected that on-site will be provided as required by the service level agreement (SLA) included later in this document.

In addition, a respondent should expect that it will be necessary to provide IT Support Services, either on-site or remotely, after normal business hours in the event of a severe or high business impact issue, (*Note "Help Request Response and Resolution Times" in the 'Project Goals' section*).

Respondents shall provide hourly charges and totals that represent 650 hours annually for a Computer/Desktop Support Technician and 150 hours annually for a Network Engineer. These totals, when added together, represent the *total annual support costs* for 800 hours of services described above. Travel time to and from our site shall be considered incidental (included) to the *total annual support costs*.

In addition, off hours or overtime hourly charges shall also be provided for both the Computer/Desktop Support Technician and Network Engineer. Charges for off hours or overtime hours will be subtracted from the approved *total annual support costs* so as not to exceed the total annual amount the Township has budgeted.

The Township reserves the right to adjust (up or down) on-site days and/or hours per week as deemed necessary to sustain their IT Support requirements. Respondents are in no way guaranteed the *total annual support costs* as

described above. The actual amount paid will be dependent on the total number of hours (regular, off hours, or overtime) provided throughout the year.

PAYMENT

The Township reserves the right to invoke a sliding-scale for payment of Help Desk Services in the event of poor performance. The sliding-scale to be used is shown below:

Percent of monthly tickets resolved within the SLA	Amount of payment
90-100%	100%
80-89%	90%
70-79%	80%
60-69%	70%
< 50%	Contract open for termination

PROJECT GOALS

The primary business goals that we require from this IT Support Services solution include support by the respondent in the following areas:

Help Requests

The Township wishes to continue a single-point-of-contact for support services:

- The Township will continue to use its current ticketing system (SpiceWorks). The Township is not interested in implementing a different system at this time.
- Users will be able to continue emailing the “Help Desk” to report problems.
- User will also be able to continue to use a Web based problem reporting system.
- Users will be able to telephone a specific phone number to report problems in the event the on-site reporting system is down or unavailable. A list of VIP’s will be provided to the successful respondent for automated escalation of placed tickets.
- On rare occasions, users will be able to telephone a specific phone number during non-business hours to report problems in the event the on-site reporting system is down or unavailable. They will be able to contact a help desk or leave a voicemail to report problems (specifically to support Fire/Rescue Department, which operate 24/7, and other departments on an intermittent basis.).
- The respondent shall expect that a support representative will be present on-site on a consistent scheduled day and time to address any and all support tickets, support issues, project implementation, etc. that cannot be resolved remotely, or as demined necessary to sustain the Townships support requirements.
- Where appropriate, respondent may recommend system(s) to remotely troubleshoot and efficiently resolve hardware and software problems for all systems.
- Respondent must utilize the technology in place to track each incident reported from initial contact through problem resolution. Respondent will be compensated on a monthly basis based on the amount of hours logged in each support incident.

Address Help Requests

Respondents shall address help requests by:

- Personal contact with users
- Remote access from support staff
- Scheduling Township IT staff resources when remote support is not viable
- Scheduling respondent staff when Township IT staff is unavailable or not knowledgeable
- Frequently check the status of open, ongoing and unresolved issues
- Generate a monthly report of all help requests\tickets along with contacts and status
- Provide copies of all support requests to Township IT staff in real-time
- Escalation notice via email and\or telephone to Township IT staff
- Prioritization of help requests as outlined in the following section
- Maintain a very high level of computer user satisfaction

Desktop Management

The Township wishes to enhance daily and periodic desktop management:

- Event log monitoring and reporting
- Antivirus\malware scanning, virus removal and virus log checks
- Monitoring and updating of Antivirus software
- Spyware scanning, removal and log checks
- Monitoring and updating of Anti-Malware Software
- Temp files cleanup on a routine schedule (daily startup or other time frame)
- Timely monitoring and implementation of service pack and operating system patches
- Asset inventory of software and hardware on each system connected to the Township network
- Install and timely update of desktop applications as necessary

Server Management

The Township wishes to enhance and support its server base:

- Event log monitoring and reporting
- Monitor server application performance
- Monitoring and updating of Antivirus software
- Monitoring and updating of Anti-Malware Software
- Monitoring and implementation of service pack and operating system patches
- Asset inventory of software on each server connected to the Township network
- Track and report system downtime
- Server health check & analysis of key trends
- Install and timely update server applications as necessary

Backup and Disaster Recovery

- Review backup logs and verifications and log checks
- Immediate alert and resolution protocol for failed backup
- Recovery of single files, folders, partitions and virtual machines
- Recovery of email mailboxes and individual messages
- Ability to do a “bare metal restore” of any server without exact system hardware dependency
- Create or modify backup jobs as needed to meet Township requirements

Help Request Response and Resolution Times

All non-project related Help Requests are to be resolved or an action plan determined within 30 days, unless otherwise agreed to by both parties. Help Requests shall be identified as being in one of the following categories and shall have as their resolution targets the following times:

Severity Level	Impact	Description	¹ Response Times - ³ Business Hours	² Resolution Times - ³ Business Hours	¹ Response Times – ⁴ Off Hours	² Resolution Times – ⁴ Off Hours
High	Severe Business Impact	An outage, severe performance degradation or failure of one or more critical systems, functions or services that has a severe business impact across multiple users. Prevents multiple end users from work, or affects a Priority end user (VIP) from work.	30 minutes	90% resolved within 2 hours	2 hour	90% resolved within 4 hours
Medium	High Business Impact	An outage, severe performance degradation or other failure of one or more non-critical systems functions or services. Prevents a single end user from or substantially impairs that end user's ability to use his or her PC. Examples: Outage causing an end user's PC to be completely unavailable; network printer, etc.	1 hour	90% resolved within 8 hours	4 hours	90% resolved within 16 hours
Low	Low Business Impact	Any fault or breakdown that adversely affects an end user's ability to work and for which there is a reasonable and practical workaround with minimal or no loss of efficiency or functionality. User still able to work, but has lost some functionality. An inquiry by an end user for information related to IT services Examples: A 'how to' question, or failure of a peripheral device	2 hours	90% resolved within 24 hours	8 hours	90% resolved within 36 hours

¹ Response Times

Measures the elapsed time from the respondent identifying or receiving notice of an issue, until the respondent updates the issue record with and notifies the user or a user representative of, the first action (included issue determination) taken towards resolving the problem.

² Resolution Time

Measure the time elapsed from the respondent identifying or receiving notice of an issue, until resolution is identified or the respondent implements an effective work-around or permanent fix. This service level only applies to issues for which the respondent has responsibility to resolve. An effective work-around does not include reducing the severity level of an issue. A resolution is defined as the steps needed to fix the issue and may or may not require on-site assistance to complete.

³ Business Hours

The time during which the Township is open for regular business. Typically, Monday through Friday, 8:00 a.m. to 5:00 p.m.

⁴ Off Hours

The time during which the Township is *not* open for regular business. Monday through Friday, 5:00 p.m. to 8:00 a.m., Saturday, Sunday and some holidays.

SELECTION PROCESS

The pre-proposal conference is being held to help respondents gain technical or other information they may need to participate effectively in the selection process. Attendance is mandatory.

The Township Public Services Director and the Township Superintendent/Manager will review submissions and recommend the preferred respondent to the Township Board. Final approval and approval of a letter of agreement or contract is subject to approval by the Grand Haven Township Board at a public meeting scheduled for the Monday, March 27, 2017 at 7:00 p.m.

The proposals will be evaluated through consideration of various factors. The review of all documents submitted will be in accordance with the following criteria (not shown in any priority order):

- ✓ Qualifications and experience
- ✓ General approach
- ✓ Costs anticipated
- ✓ References
- ✓ Ability to provide timely response to needs for support, maintenance, and monitoring
- ✓ Ability to follow directions contained in the specifications/requirements
- ✓ Other factors deemed relevant by the Township

The above criteria will be used to evaluate the submittals. If for any reason, a respondent cannot provide the required services, the Board of the Township of Grand Haven reserves the right to accept or reject any or all proposals and/or qualifications, to waive any irregularities, informalities or defects in the documentation, to accept

any proposal in whole or in part which it shall deem to be in the best interest of the Township, and to negotiate with the successful respondent.

CONFLICT OF INTEREST

The respondent warrants that to the best of their knowledge and belief, and except as otherwise disclosed, they do not have any organizational conflict of interest. Conflict of interest is defined as a situation in which the nature of work under this solicitation and the firm’s organizational, financial, contractual or other interests are such that:

- A) Respondent may have an unfair competitive advantage; or
- B) The respondent’s objectivity in performing the work solicited may be impaired.

In the event the respondent has an organizational conflict of interest as defined herein, the respondent shall disclose such conflict of interest fully in the proposal submission.

The respondent agrees that, if after award, respondent discovers an organizational conflict of interest with respect to this solicitation, he/she or it, shall make an immediate and full disclosure in writing to the Township Manager/Superintendent that shall include a description of the action which the respondent has taken or intends to take to eliminate or neutralize the conflict. The Township may, however, disqualify the respondent or if a letter of agreement or contract has been entered into with the respondent, terminate said letter of agreement or contract, at its sole discretion.

In the event the respondent was aware of an organizational conflict of interest before the award of a letter of agreement or contract and intentionally did not disclose the conflict to the Township Manager/Superintendent, the Township may disqualify the respondent.

INSURANCE REQUIREMENTS

Insurance

The successful respondent shall, upon effective date of letter of agreement or contract, obtain and maintain during the execution of the letter of agreement or contract, appropriate business insurance coverage and shall provide to the Township a certificate showing the coverage to be in force. The following is the current level of insurance the Township holds. Respondent shall also provide appropriate coverage.

Type	Amount
Workman's Compensation Employer's Liability	\$1,000,000
Bodily Injury Liability Except Automobiles	\$1 million each occurrence / \$0 aggregate
Property Damage Liability Except Automobiles	\$1 million each occurrence / \$0 aggregate
Automobile Bodily Injury Liability	\$1 million each occurrence / \$0 aggregate
Automobile Property Damage Liability	\$1 million each occurrence / \$0 aggregate

Additional Named Insured

The Township, including its officers and employees, shall be named as an “additional named insured” on the successful respondent’s policy.

Waiver

The selected respondent shall not hold the Charter Township of Grand Haven liable for any personal injury incurred by their respective employees, agents or consultant, contractors or subcontractors while working for the Township. The respondent agrees to hold the Township harmless from any such claim by its employees, agents, consultants, contractors or subcontractors, unless a Court having jurisdiction finds there is gross negligence of the Township.

Qualification

The insurance company covering the firm shall be licensed to do business in the State of Michigan and have an A. M. Best’s Guide rating of “A+” or higher.

ADDITIONAL FACTORS

The successful firm shall be responsible for maintaining satisfactory standards of its employees’ competence, conduct, courtesy, appearance, honesty, and integrity. It shall be responsible for taking such disciplinary action with respect to any of its employees as may be necessary.

The successful firm shall provide adequate competent supervision at all times during the performance of the letter of agreement or contract. The firm or designated representative shall be readily available to meet with Township personnel. The successful firm shall provide the telephone numbers where its representative(s) can be reached.

The firm agrees that it will abide by all applicable laws, rules and regulations and with the requirements of all grants and other governmental funding contracts governing equal opportunity and affirmative action.

Proposal prices must be firm for 180 days following submission to the Township.

DURATION AND TERMINATION

The overall objective of this specifications/requirement is to define the specific terms and expectations under which respondent will operate and support the Township's Information Technology environment. A letter of agreement or contract between the parties will continue for a period of one (1) year (“Initial Term”), from the later signature date of either party, and shall continue as defined below, provided the respondent performs according to the metrics outlined within these specifications. Following the expiration of the Initial Term, the letter of agreement or contract will automatically renew for one (1) year periods (“Extended Terms”).

Either party reserves the right to terminate the letter of agreement or contract without cause at any time through written notification to the other party in accordance with the following procedure: Respondent will give the Township 90 day's written notice before termination of service. The Township will provide the respondent 30 day's written notice before termination of service. Respondent will not assess the Township any termination fees.

PROPOSAL REQUIREMENTS

Respondents shall present one (1) original and (2) copies of:

1. The Proposal Cover Letter (Form 1)
2. The Proposal Summary (Form 2)
3. The General Respondent Information (Form 3)
4. The Respondent's Experience and Qualifications (Form 4)
5. The Respondent's dedicated employees including Experience and Qualifications (Form 5), and
6. The Detailed Pricing Form (Form 6)

Each form shall be clearly marked so as to easily delineate each from the other. Respondents may present additional information to support their proposal. This information shall be no more than one separate page.

Completed proposal documents must be submitted in a sealed envelope marked "**Information Technology Support Services**" to the Grand Haven Charter Township, 13300 168th Avenue, Grand Haven, MI 49417, no later than 10:00 a.m., Friday, March 17, 2017. To ensure that the respondent's submittal arrives at the proper place, on time, and to prevent opening by unauthorized individuals, submissions must be clearly identified on the outside, as follows:

"Information Technology Support Services"

A complete copy of the specifications/requirements can be obtained by emailing RFPPRequest@ght.org placing "IT Services" in the subject line or by contacting the Township Offices at 616.842.5988. All response forms must be filled out in their entirety and submitted with the detailed pricing form. If additional hardware, software or equipment is required to be purchased as part of your proposal, please provide detailed information and pricing for such equipment along with the reason for the purchase.

The Board of the Charter Township of Grand Haven reserves the right to accept or reject any or all proposals and/or qualifications, to waive any irregularities, informalities or defects in the documentation, to accept any proposals in whole or in part, which it shall deem to be in the best interest of the Township, and to negotiate with the successful bidder.

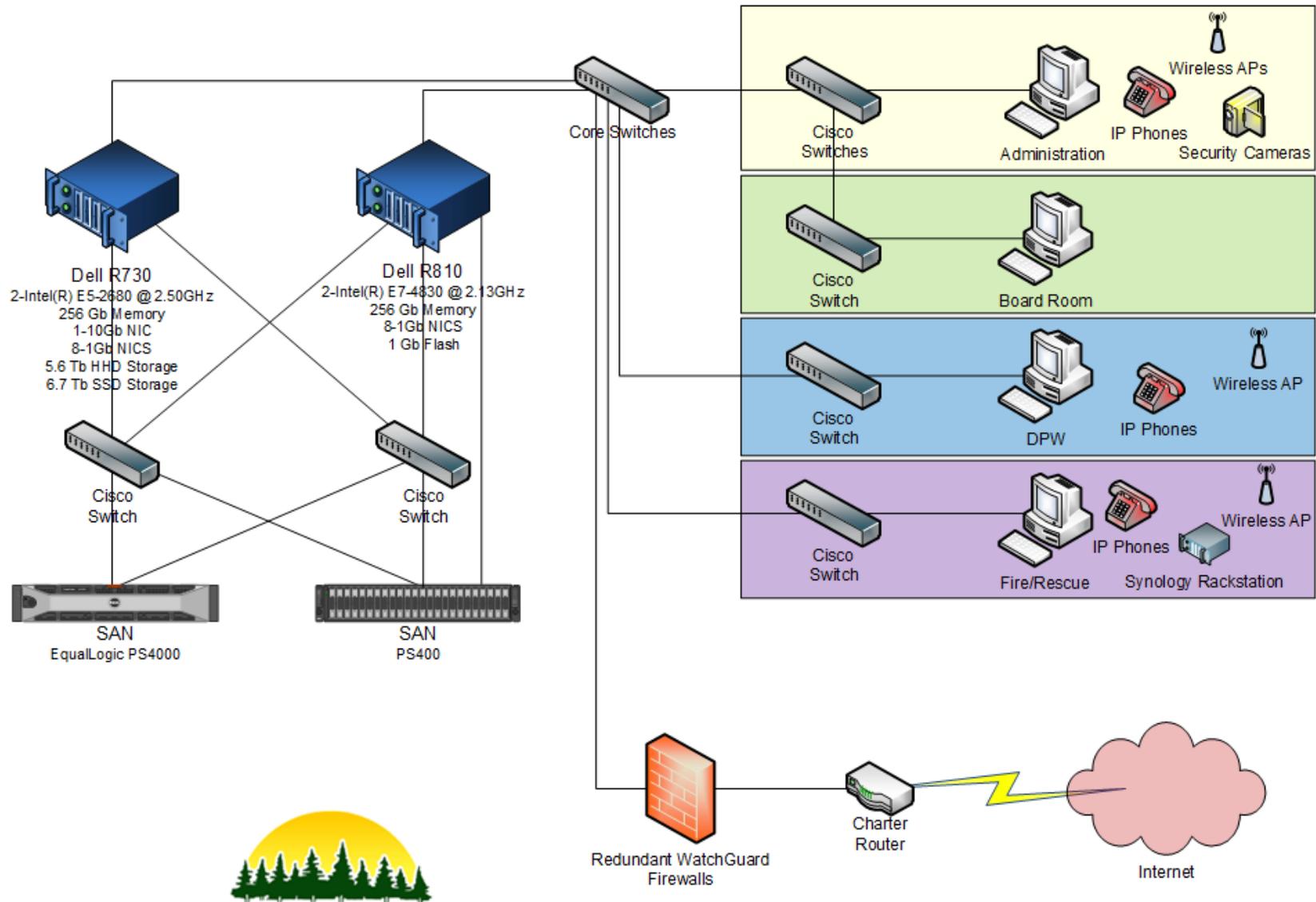
Mark VerBerkmoes

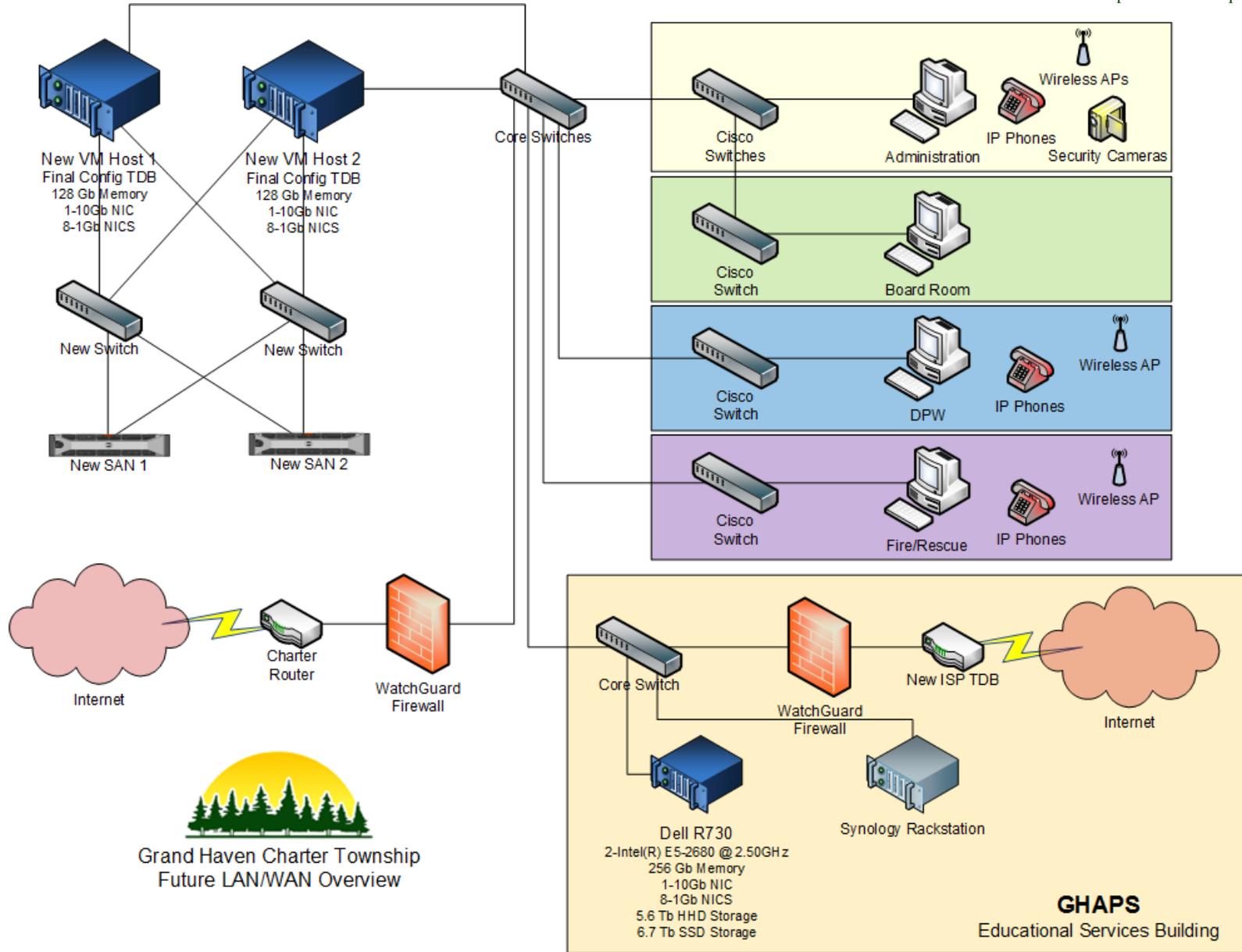
Public Services Director/IT Administrator

mverberkmoes@ght.org

616 842.5988 x6313

APPENDIX A





FORM 1: PROPOSAL COVER LETTER

All proposals must include a cover letter signed by a duly constituted official legally authorized to bind the applicant to both its proposal and cost schedule. NOTE: The cover letter is not intended to be a summary of the proposal itself; this is accomplished in Form 2.

The cover letter must contain the following statements and information:

“Proposal may be released in total as public information in accordance with the requirements of the laws covering same.” (Any proprietary information must be clearly marked.)

“Proposal and cost schedule shall be valid and binding for ONE HUNDRED EIGHTY (180) days following proposal due date and will become part of the letter of agreement or contract that is negotiated with the Township.”

Company name, address, and telephone number of the firm submitting the proposal.

Name, title, address, e-mail address, and telephone number of the person or persons to contact who are authorized to represent the firm and to whom correspondence should be directed.

Proposals must state the proposer’s federal and state taxpayer identification numbers.

FORM 2: PROPOSAL SUMMARY

Please create a summary of your proposal and your firm’s qualifications. Additionally, you may use this form at your discretion to articulate why your firm is pursuing this work and how it is uniquely qualified to perform it.

Your proposal summary is not to exceed two pages.

FORM 3: GENERAL RESPONDENT INFORMATION

Use this form to provide information about your firm. If additional room is needed to explain, please include a separate sheet and include the question with the answer given.

Please complete the following table. If considered proprietary, state so and seal in an envelope submitted with the proposal response. Every effort will be made to keep proprietary information confidential.

Name of parent company	
Length of time in business	
Length of time in business of providing Information Technology Support and Management solution(s) (ITSM)	
Where are your headquarters located? Your field offices?	
Which office would service this account?	

Gross revenue for the prior fiscal year (in US dollars)	
Percentage of gross revenue for the prior fiscal year (in US dollars) generated by the proposed version of the ITSM solution.	
Total number of customers (Businesses, not individuals)	
Total number of customers currently operational on the proposed version of the ITSM solution	
Number of public sector clients	
Total number of fulltime employees	
Number of fulltime employees in:	
Customer Support	
Professional Services (Consulting, Training, etc.)	
Sales, Sales Engineering, Marketing, and Administrative support	
Other (please note relevant staff)	

FORM 4: RESPONDENT'S EXPERIENCE AND QUALIFICATIONS

Use this form to provide information about your firm's experience and qualifications. If additional room is needed to explain, please include a separate sheet and include the data request with the answer given.

24/7	How does your system work outside of normal business hours? What are your current response times?	
Average time to contact	How long does a user wait before response via the various methods?	
Call analysis	How do you analyze the calls for related issues and root cause remediation possibilities?	
On-Site Support	How do you determine the need for on-site support? What is the expected response times users can expect?	

Strategic Planning Information		
Monthly/quarterly strategy meetings	How will you plan for future growth or upgrades? What strategies do you use to improve end user experience?	
Strategy feedback	How do you use input from customers to improve services?	

Satisfaction Surveys	How are you doing in your customers' view? What is this based upon?	
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Please complete the following table:

Data Requested	Extended Question (if needed)	Proposer's Answer
Business Information		
Number of Sales Reps		
Number of Clients		
Median Client Size (Managed Computers)		
Largest Client		
Smallest Client		
Number of managed desktop/laptops		
Number of managed servers		
Growth rate over last 3 years		
Privately held?	Yes / No	
Financially stable?	Yes / No	
Employee turnover rate in last two years		

Support Staff		
Account Manager	Will the Township have a dedicated account manager?	
Number of Computer/Desktop Support Technicians on Staff		
Number of Network Engineers on Staff		

Depth and Breadth		
This section represents the experience the respondent's firm has with each item listed. <i>Provide up to 3 references and/or customers for each item whenever possible</i>		
Microsoft		
Windows 7 Professional	Indicate number of staff with certification and amount of experience	
Windows Server 2008	Indicate number of staff with certification and amount of experience	
Windows Server 2012 & R2	Indicate number of staff with	

	certification and amount of experience	
Windows Server 2016	Indicate number of staff with certification and amount of experience	
SQL Server 2008	Indicate number of staff with certification and amount of experience	
SQL Server 2012	Indicate number of staff with certification and amount of experience	
Microsoft Office 365	Indicate number of staff with certification and amount of experience	
BS&A .Net Applications:		
All	Indicate specific applications, amount of experience and number of staff	
ESRI		
ArcGIS – v10 including concurrent license server	Indicate amount of experience and number of staff	
ACS		
Firehouse Software – Cloud	Indicate amount of experience and number of staff	
VMWare		
VMWare - vCenter Server 6 Foundation with vSphere 6 Enterprise including VMotion	Indicate number of staff with certification and amount of experience	
Other		
WonderWare - Industrial Server	Indicate number of staff with certification and amount of experience	
WebRoot – SecureAnywhere	Indicate amount of experience and number of staff	
Veeam - Back & Replication	Indicate amount of experience and number of staff	
Apex - Sketch	Indicate amount of experience and number of staff	
Fidlar - Laredo	Indicate amount of experience and number of staff	
Installation and configuration of SAN's	Indicate amount of experience and number of staff	
Installation and configuration of VLANS	Indicate amount of experience and number of staff	
Installation and configuration of Secure and Unsecure wireless access points	Indicate amount of experience and number of staff	

FORM 5: RESPONDENT'S DEDICATED EMPLOYEES EXPERIENCE AND QUALIFICATIONS

Depth and Breadth			
This section represents the experience of the individuals the respondent intends to assign to the Township. <i>Provide up to 3 references and/or customers for each item whenever possible</i>			
		Computer/Desktop Support Technician	Network Engineer
Microsoft			
Windows 7 Professional	Indicate certification and amount of experience		
Windows Server 2008	Indicate certification and amount of experience		
Windows Server 2012 & R2	Indicate certification and amount of experience		
Windows Server 2016	Indicate certification and amount of experience		
SQL Server 2008	Indicate certification and amount of experience		
SQL Server 2012	Indicate certification and amount of experience		
Microsoft Office 365	Indicate certification and amount of experience		
BS&A .Net Applications:			
All	Indicate specific applications and amount of experience		
ESRI			
ArcGIS – v10 including concurrent license server	Indicate amount of experience		
ACS			
Firehouse Software – Cloud	Indicate amount of experience		
VMWare			
VMWare - vCenter Server 6 Foundation with vSphere 6 Enterprise including VMotion	Indicate certification and amount of experience		

Other			
WonderWare - Industrial Server	Indicate amount of experience		
WebRoot - SecureAnywhere	Indicate amount of experience		
Veeam – Back & Replication	Indicate amount of experience		
Apex - Sketch	Indicate amount of experience		
Fidlar - Laredo	Indicate amount of experience		
Installation and configuration of SAN's	Indicate amount of experience		
Installation and configuration of VLANS	Indicate amount of experience		
Installation and configuration of Secure and Unsecure wireless access points	Indicate amount of experience		

FORM 6: DETAILED PRICING FORM

The Township estimates it will require up to 800 hours of support annually. The schedule is flexible and may vary, dependent on project needs or support requirements.

Costs based on respondent's Dedicated Employees, including estimated on-site time for the estimated annual time noted (7%). Please indicate your proposed costs in the table below:

Description	Estimated Annual Hours	Regular Hourly Rate	Annual Amount
Computer/Desktop Support Technician	650	\$	\$
Network Engineer	150	\$	\$
TOTAL ESTIMATED ANNUAL HOURS:	800	TOTAL ANNUAL SUPPORT COSTS:	\$

Overtime Hourly Rate
Computer/Desktop Support Technician
Network Engineer

TOTAL ANNUAL SUPPORT COSTS: \$ _____, _____ dollars.
The Township and the respondent agree that the total annual support costs may be variable as we proceed with a letter of agreement or contract and familiarity grows. The annual hours are an estimate to help the Township compare each respondent equally.

Further, by signing below, the respondent agrees to include and provide all of the Specifications and Requirements outlined in this Request for Proposal.

If additional equipment, software or hardware is needed, please include on a separate attachment.

Date

_____	_____
Contact Name (Printed)	Authorized Representative (Signed)
_____	_____
Contact Phone	(Printed)
_____	_____
Contact Email	Title

INTER-OFFICE MEMO

DATE: February 23, 2017

TO: Township Board

FROM: Cargo

SUBJECT: Adopt MERS 457 and Defined Contribution Retirement Programs

Attached, please find Resolution 17-02-02 (*which adopts the MERS 457 Supplemental Retirement Program*) and Resolution 17-02-05 (*which adopts the MERS Defined Contribution Retirement Program*).

As you are aware, the Township employees unanimously requested that the Township change from the current John Hancock Defined Contribution program and the VOYA 457 Supplemental Retirement program.

Information on MERS – *which is a non-profit entity and which has lower fees* – is attached. (*These retirement programs should not be confused with the various MERS defined benefit retirement programs.*)

If the Board agrees with proposed change of pension programs, the following motions can be offered:

Move to adopt and approve Resolution 17-02-02, which adopts the MERS 457 Supplemental Retirement Program pursuant to the MERS 457 Participation Agreement.

Move to adopt and approve Resolution 17-02-05, which adopts the MERS Defined Contribution Retirement Program pursuant to the MERS Defined Contribution Plan Adoption Agreement.

If you have any questions, please contact either Cargo at your convenience.

At a regular meeting of the Township Board of Trustees of the Charter Township of Grand Haven, Ottawa County, Michigan, held on the 27th day of February, 2017 at 7:00 p.m. The meeting was held at the Township of Grand Haven, 13300 168th Avenue, Grand Haven, Michigan.

PRESENT:

ABSENT:

After certain matters of business had been discussed, Supervisor Reenders announced that the next order of business was the consideration of a resolution regarding MERS Uniform 457 Supplemental Retirement Program. Following discussion, the following resolution was offered by _____ and supported by _____:

RESOLUTION NO. 17-02-02

This Resolution, together with the MERS 457 Supplemental Retirement Program and Trust Master Plan Document and the MERS 457 Supplemental Retirement Program Participation Agreement and any Addendum thereto, constitute the entire MERS 457 Deferred Compensation Plan Document.

WHEREAS, the Municipal Employees Retirement Act of 1984, Section 36(2)(a), MCL 38.1536(2)(a) (MERS Plan Document (Section 36(2)(a)) authorizes the Municipal Employees' Retirement Board (the "Board") to "establish additional programs including but not limited to defined benefit, defined contribution, ancillary benefits, health and welfare benefits, and other postemployment benefit programs," and on November 8, 2011, the Municipal Employees' Retirement Board adopted the MERS 457 Deferred Compensation Plan.

WHEREAS, this Uniform Resolution has been approved by the Board under the authority of Section 36(2)(a), and the Board has authorized the MERS 457 Deferred Compensation Plan, which shall not be implemented unless in strict compliance with the terms and conditions of this Resolution.

WHEREAS, the Participating Employer, a participating "municipality" (as defined in Section 2b(2) in the Municipal Employees Retirement Act of 1984; MCL 38.1502b(2); Plan Document Section 2b(4)) or participating "court" (circuit, district or probate court as defined in Section 2a(4) – (6) of the Act, MCL 38.1502a(4) – (6); Plan Document Section 2a(4) – (6)) within the State of Michigan has determined that in the interest of attracting and retaining qualified employees, it wishes to offer a deferred compensation plan;

WHEREAS, the Participating Employer has also determined that it wishes to encourage employees' saving for retirement by offering salary reduction contributions;

WHEREAS, the Participating Employer has reviewed the MERS 457 Supplemental Retirement Program ("Plan");

WHEREAS, the Participating Employer wishes to participate in the Plan to provide certain benefits to its employees, reduce overall administrative costs, and afford attractive investment opportunities;

WHEREAS, the Participating Employer is an Employer as defined in the Plan;

WHEREAS, concurrent with this Resolution, and as a continuing obligation, this Governing Body has completed and approved, and submitted to MERS and the Board documents necessary for adoption and implementation of the Plan; and

WHEREAS, the Governing Body for and on behalf of the Participating Employer is authorized by law to adopt this Resolution approving the Participation Agreement on behalf of the Participating Employer. In the event any alteration of the terms or conditions stated in this Resolution is made or occurs, it is expressly recognized that MERS and the Retirement Board, as sole trustee and fiduciary of the Plan and its trust reserves, and whose authority is nondelegable, shall have no obligation or duty to continue to administer (or to have administered) the MERS 457 Supplemental Retirement Program for the Participating Employer.

NOW, THEREFORE, BE IT RESOLVED that the Governing Body adopts the MERS 457 Supplemental Retirement Program as provided below.

- I. The Participating Employer adopts the Plan for its Employees.
- II. The Participating Employer hereby adopts the terms of the Participation Agreement, which is attached hereto and made a part of this Resolution. The Participation Agreement sets forth the Employees to be covered by the Plan, the benefits to be provided by the Participating Employer under the Plan, and any conditions imposed by the Participating Employer with respect to, but not inconsistent with, the Plan. The Participating Employer reserves the right to amend its elections under the Participation Agreement, so long as the amendment is not inconsistent with the Plan or the Internal Revenue Code or other applicable law and is approved by the Board.
- III. The Participating Employer shall abide by the terms of the Plan, including amendments to the Plan made by the Board, all investment, administrative, and other service agreements of the Plan and the Trust, and all applicable provisions of the Internal Revenue Code and other applicable law.
- IV. The Participating Employer acknowledges that the Board is only responsible for the Plan and any other plans of the Employer administered by MERS and that the Board has no responsibility for other employee benefit plans maintained by the Employer that are not part of MERS.
- V. The Participating Employer accepts the administrative services to be provided by MERS and any services provided by a Service Manager as delegated by the Board. The

Participating Employer acknowledges that fees will be imposed with respect to the services provided and that such fees may be deducted from the Participants' accounts.

- VI. The Participating Employer acknowledges that the Plan contains provisions for involuntary Plan termination.
- VII. The Participating Employer acknowledges that all assets held in connection with the Plan, including all contributions to the Plan, all property and rights acquired or purchased with such amounts and all income attributable to such amounts, property or rights shall be held in trust for the exclusive benefit of Participants and their Beneficiaries under the Plan. No part of the assets and income of the Plan shall be used for, or diverted to, purposes other than for the exclusive benefit of Participants and their Beneficiaries and for defraying reasonable expenses of the Plan. All amounts of compensation deferred pursuant to the Plan, all property and rights acquired or purchased with such amounts and all income attributable to such amounts, property or rights held as part of the Plan, shall be transferred to the Board to be held, managed, invested and distributed as part of the Trust Fund in accordance with the provisions of the Plan. All contributions to the Plan must be transferred by the Participating Employer to the Trust Fund. All benefits under the Plan shall be distributed solely from the Trust Fund pursuant to the Plan.

BE IT FINALLY RESOLVED, this Resolution shall have no legal effect under the Plan until a certified copy of this adopting Resolution is filed with MERS, and MERS determines that all necessary requirements under the 457 Supplemental Retirement Program Plan and Trust, the Participation Agreement, and this Resolution have been met. All dates for implementation of the Plan shall be determined by MERS from the date of filing with MERS of this Resolution in proper form and content. Upon MERS determination that all necessary documents have been submitted to MERS, MERS shall record its formal approval upon this Resolution, and return a copy to the Employer.

In the event an amendatory Resolution or other action by the municipality is required, such Resolution or action shall be deemed effective as of the date of the initial Resolution or action where concurred by this Governing Body and MERS (and a third-party administrator, if applicable and necessary). The terms and conditions of this Resolution supersede and stand in place of any prior resolution, and its terms are controlling.

Ayes:

Nays:

Absent:

RESOLUTION DECLARED: Adopted.

ADOPTED ON: February 27, 2017

Laurie Larsen, Township Clerk

CERTIFICATE

I, the undersigned, the duly qualified and acting Township Clerk of the Charter Township of Grand Haven, Ottawa County, Michigan, certify that the foregoing is a true and complete copy of the resolution adopted by the Township Board at a regular meeting of the Township Board held on the 27th day of February, 2017. I further certify that public notice of the meeting was given pursuant to and in full compliance with Michigan Act 267 of 1976, as amended, and that the minutes of the meeting were kept and will be or have been made available as required by the Act.

Laurie Larsen, Township Clerk

MERS 457 Participation Agreement



1134 Municipal Way Lansing, MI 48917 | 800.767.2308 | Fax 517.703.9711

www.mersofmich.com

The Employer, a participating municipality or participating court within the state of Michigan, hereby agrees to adopt and administer the MERS 457 Program provided by the Municipal Employees' Retirement System of Michigan, in accordance with the MERS Plan Document, as both may be amended, subject to the terms and conditions herein.

I. Employer Name: _____
(Name of municipality or court)

Municipality Number: _____ **Division Number (if amendment):** _____

If new to MERS, please provide your municipality's fiscal year: _____ through _____.
Month Month

II. Effective Date: The MERS 457(b) Program will be effective as follows (choose one):

- Original Adoption.** The MERS 457(b) Program will be effective _____, with respect to contributions upon approval by the Program Administrator.
(Month and year)
- To establish a new plan or replace current 457 carrier with the MERS 457 Program.
- To add the MERS 457 Program in addition to another 457 carrier.

Plan Name(s) and Provider(s):

VERY IMPORTANT: All eligible programs of a Participating Employer are considered to be a single plan for purposes of compliance with Code Section 457(b). Thus, if a Participating Employer has more than one eligible 457 (or additional investment options under a 457(b) arrangement with more than one vendor), the Participating Employer is responsible for ensuring that all of its arrangements, treated as a single program, comply with the 457(b) requirements. In order to fulfill its responsibility for monitoring coordination of multiple programs, the Participating Employer must carefully review the Master Plan Document provisions.

- Amendment and Restatement.** The amended and restated MERS 457(b) Program will be effective _____, with respect to contributions upon approval by the Program Administrator. The MERS 457(b) Program was originally effective _____.
(Month and year) (Month and year)

III. Eligible Employees: Only Employees as defined in the Program may be covered by the Participation Agreement. Subject to other conditions in the Program, this Agreement, and Addendum (if applicable), the following Employees are eligible to participate in the Program:

IV. Contributions will be remitted (check one):

- Weekly
- Bi-Weekly (every other week)
- Semi-Monthly (twice each month)
- Monthly
- Other (must specify) _____

MERS 457 Participation Agreement

V. Roth Deferral Contributions: shall be permitted shall not be permitted

If **Roth Deferral Contributions** are elected, the Program will allow Roth rollover contributions from other designated Roth 457(b), 401(k), or 403(b) Plans. Roth in-plan rollovers will also be allowed. Roth in-plan rollovers allow a participant who has reached 70½ or who has incurred a severance from employment to elect to have all or a portion of his or her pre-tax contribution account directly rolled into a designated Roth rollover account under the plan if the amount would otherwise be permitted to be distributed as an eligible rollover distribution. Any amounts that are rolled to the Roth rollover account are considered to be irrevocable and may not be rolled back to the pre-tax account.

VI. Loans: shall be permitted shall not be permitted

If Loans are elected, please complete and attach the *MERS 457 Loan Addendum*.

VII. Automatic Enrollment: shall be permitted shall not be permitted

If selected, please complete and attach the *MERS 457 Eligible Automatic Contribution Arrangement (EACA) Addendum*.

VIII. Employer Contributions: shall be permitted shall not be permitted

If selected, please complete and attach the *MERS 457 Employer Contribution Addendum*.

IX. Modification of the Terms of the Participation Agreement

If the employer desires to amend any of its elections contained in the Participation Agreement, including attachments/addendums, the Governing Body or Chief Judge, by resolution or official action accepted by MERS, must adopt a new Participation Agreement. The amendment of the new agreement is not effective until approved by MERS.

X. Enforcement

1. This Participation Agreement, including attachments/addendums may be terminated only in accordance with the Master Plan Document
2. The Employer hereby agrees to the provisions of the *MERS 457 Supplemental Retirement Program and Trust Master Plan Document*.
3. The employer hereby acknowledges it understands that failure to properly fill out this Participation Agreement may result in the ineligibility of the program.

XI. Execution

Authorized Designee of Governing Body of Municipality or Chief Judge of Court

The foregoing Participation Agreement is hereby approved by _____
(Name of Approving Employer)
on the ____ day of _____, 20____.

Authorized signature: _____

Title: _____

Witness signature: _____

Received and Approved by the Municipal Employees' Retirement System of Michigan

Dated: _____, 20____ Signature: _____
(Authorized MERS Signatory)

At a regular meeting of the Township Board of Trustees of the Charter Township of Grand Haven, Ottawa County, Michigan, held on the 27th day of February, 2017 at 7:00 p.m. The meeting was held at the Township of Grand Haven, 13300 168th Avenue, Grand Haven, Michigan.

PRESENT:

ABSENT:

After certain matters of business had been discussed, Supervisor Reenders announced that the next order of business was the consideration of a resolution regarding the MERS Define Contribution Plan. Following discussion, the following resolution was offered by _____ and supported by _____:

RESOLUTION NO. 17-02-05

This Resolution is entered into under the provisions of 1996 PA 220 and the Municipal Employees' Retirement System of Michigan ("MERS") Plan Document, as each may be amended.

WHEREAS, the participating entity (Grand Haven Charter Township) desires to adopt the MERS Defined Contribution Plan for its designated employees;

WHEREAS, the participating entity has furnished MERS with required data regarding each eligible employee and retiree;

WHEREAS, as a condition of MERS membership, and pursuant to the MERS Retirement Board's power as plan administrator and trustee under Plan Document Section 71 and MCL 38.1536, as each may be amended, it is appropriate and necessary to enter into a binding agreement providing for the administration of the Defined Contribution Plan, the reporting of wages, and the payment of the required contributions of a participating entity and withholding of employee contributions; now, therefore,

IT IS HEREBY RESOLVED:

1. On behalf of the participating entity, the governing body of Grand Haven Charter Township adopts the MERS Defined Contribution Plan in accordance with Plan Section 4 for its eligible employees as described in the MERS Defined Contribution Adoption Agreement, subject to the MERS Plan Document and as authorized by 1996 PA 220, as both may be amended;
2. The governing body agrees to the terms of and authorizes the Superintendent to execute the initial MERS Defined Contribution Adoption Agreement, a copy of which is attached hereto and which is hereby incorporated by reference;
3. This Resolution shall have no legal effect under the MERS Plan Document until a certified copy of this adopting Resolution is filed with MERS, MERS determines that all

necessary requirements under the Plan Document, the Adoption Agreement, and this Resolution have been met, and MERS certifies the Resolution.

Ayes:

Nays:

Absent:

RESOLUTION DECLARED: Adopted.

ADOPTED ON: February 27, 2017

Laurie Larsen, Township Clerk

CERTIFICATE

I, the undersigned, the duly qualified and acting Township Clerk of the Charter Township of Grand Haven, Ottawa County, Michigan, certify that the foregoing is a true and complete copy of the resolution adopted by the Township Board at a regular meeting of the Township Board held on the 13th day of February, 2017. I further certify that public notice of the meeting was given pursuant to and in full compliance with Michigan Act 267 of 1976, as amended, and that the minutes of the meeting were kept and will be or have been made available as required by the Act.

Laurie Larsen, Township Clerk

MERS Defined Contribution Plan Adoption Agreement



1134 Municipal Way Lansing, MI 48917 | 800.767.MERS (6377) | Fax 517.703.9711

www.mersofmich.com

The Employer, a participating municipality or court within the state of Michigan that has adopted MERS coverage, hereby establishes the following Defined Contribution Plan provided by MERS of Michigan, as authorized by 1996 PA 220 in accordance with the MERS Plan Document.

I. Employer Name _____ **Municipality #:** _____

If new to MERS, provide your municipality's/court's fiscal year: _____ through _____.
(Month) (Month)

II. Effective Date

Check one:

A. If this is the **initial** Adoption Agreement for this group, the effective date shall be the first day of _____, 20____.

- This municipality or division is new to MERS, so vesting credit prior to the **initial** MERS effective date by each eligible participant shall be credited as follows (choose one):
 - Vesting credit from date of hire
 - No vesting credit
- This division is currently in the MERS Defined Benefit or Hybrid Plan and meets the applicable funding level requirements to adopt the MERS Defined Contribution Plan, as set forth in Plan Document Section 46. Unless otherwise specified, the standard transfer/rehire rules will apply.
 - * **Closing this division will change future invoices to a flat dollar amount instead of a percentage of payroll, as provided in your most recent annual actuarial valuation.** (The amount may be adjusted for any benefit modifications that may have taken place since then.)
 - This division is for new hires, rehires, and transfers of current Defined Benefit division # _____ and/or current Hybrid division # _____
 - Employees will have a one-time opportunity to convert from the existing plan into the new MERS Defined Contribution Plan (see attached MERS Defined Contribution Conversion Addendum incorporated herein by reference).
 - The existing Defined Benefit Plan will be frozen (see attached Frozen Defined Benefit Addendum).

Review the projection study results

MERS recommends that your MERS representative presents the projection study results to your municipality/court before adopting MERS Defined Contribution.

- Our MERS representative presented and explained the projection study results to the _____ on _____.
(ex. Board, Finance Committee, etc.) (MM/DD/YYYY)
- As an authorized representative of this municipality/court, I _____ waive the
(Name) (Title)
right for a presentation of the projection study results.

B. If this is an **amendment** of an existing Adoption Agreement (existing division number _____), the effective date shall be the first day of _____, 20____.

Note: You only need to mark **changes** to your plan throughout the remainder of this Agreement.

MERS Defined Contribution Plan Adoption Agreement

- C. If this is to **separate employees** from an existing *Defined Contribution division* (existing division number(s) _____) into a new division, the effective date shall be the first day of _____, 20____.
- D. If this is to **merge division(s)** _____ into division(s) _____, the effective date shall be the first of _____, 20____.

III. Eligible Employees

Only those Employees eligible for MERS membership may participate in the MERS Defined Contribution Plan. A copy of ALL employee enrollment forms must be submitted to MERS. The following groups of employees are eligible to participate:

(Name of Defined Contribution division – e.g. All Full Time Employees, or General After 7/01/13)

To further define eligibility, (check all that apply):

- Probationary periods** are allowed in one-month increments, no longer than 12 months. During this introductory period the Employer will not report or make contributions for this period, including retroactively. Service will begin after the probationary period has been satisfied. The probationary period will be _____ month(s).
- Temporary employees** in a position normally requiring less than a total of 12 whole months of work in the position may be *excluded* from membership. These employees must be notified in writing by the participating municipality that they are excluded from membership within 10 business days of date of hire or execution of this Agreement. The temporary exclusion period will be _____ month(s).

MERS Defined Contribution Plan Adoption Agreement

IV. Provisions

1. Vesting (Check one):

- Immediate
- Cliff Vesting (fully vested after below number years of service)
 - 1 year 2 years 3 years 4 years 5 years
- Graded Vesting
 - _____ % after 1 year of service
 - _____ % after 2 years of service
 - _____ % after 3 years of service (min 25%)
 - _____ % after 4 years of service (min 50%)
 - _____ % after 5 years of service (min 75%)
 - _____ % after 6 years of service (min 100%)

Vesting will be credited using (check one):

- Elapsed time method – Participants will be credited with one vesting year for each 12 months of continuous employment from the date of hire.
- Hours reported method – Participants will be credited with one vesting year for each calendar year in which _____ hours are worked

In the event of disability or death, a participant’s (or his/her beneficiary’s) entire employer contribution account shall be 100% vested, to the extent that the balance of such account has not previously been forfeited.

Normal Retirement Age (presumed to be age 60 unless otherwise specified) _____

If an employee is still employed with the municipality at the age specified here, their entire employer contribution balance will become 100% vested regardless of years of service.

2. Contributions

a. Will be remitted (check one):

- Weekly Bi-Weekly Monthly

b. Employee/Employer contribution structure (subject to limitations of Section 415(c) of the Internal Revenue Code)

	Enter % or \$ for contribution amounts						
Employee Contribution							
Employer Contribution							

- Direct mandatory employee contributions as pre-tax

c. Voluntary employee contributions may be made after-tax, subject to the Section 415(c) limitations of the Internal Revenue Code

MERS Defined Contribution Plan Adoption Agreement

3. Compensation:

Employers may designate the definition of compensation per division participating in Defined Contribution pursuant to section 49 of the MERS Plan Document (check one):

- Medicare taxable wages reported in Box 5 of Form W-2
- All income subject to income tax reported in Box 1 of Form W-2, plus elective deferrals.

NOTE: In either of the above elections, an employee's compensation shall not exceed the annual limit under section 401(a)(17) of the Internal Revenue Code.

4. Loans: shall be permitted shall not be permitted

If Loans are elected, please complete and attach the *MERS Defined Contribution Loan Addendum*.

5. Rollovers from qualified plans are permitted and the plan will account separately for pre-tax and post-tax contributions and earnings thereon.

V. Appointing MERS as the Plan Administrator

The Employer hereby agrees to the provisions of this *MERS Defined Contribution Plan Adoption Agreement* and appoints MERS as the Plan Administrator pursuant to the terms and conditions of the Plan. The Employer also agrees that in the event any conflict between MERS Plan Document and the MERS Defined Contribution Plan, the provisions of the Plan Document control.

VI. Modification of the terms of the Adoption Agreement

If the Employer desires to amend any of its elections contained in this Adoption Agreement, including attachments, the Governing Body or Chief Judge, by resolution or official action accepted by MERS, must adopt a new Adoption Agreement. The amendment of the new Agreement is not effective until approved by MERS.

VII. Enforcement

1. The Employer acknowledges that the Michigan Constitution of 1963, Article 9, Section 24, provides that accrued financial benefits arising under a public Employer's retirement plan are a contractual obligation of the Employer that may not be diminished or impaired.
2. The Employer agrees that, pursuant to the Michigan Constitution, its obligations to pay required contributions are contractual obligations to its employees and to MERS and may be enforced in a court of competent jurisdiction;
3. The Employer acknowledges that employee contributions (if any) and employer contributions must be submitted in accordance with the MERS Enforcement Procedure for Prompt Reporting and Payment, the terms of which are incorporated herein by reference;
4. The Employer acknowledges that late or missed contributions will be required to be made up, including any applicable gains, pursuant to the Internal Revenue Code;
5. Should the Employer fail to make its required contribution(s) when due, MERS may implement any applicable interest charges and penalties pursuant to the MERS Enforcement Procedure for Prompt Reporting and Payment and Plan Document Section 79, and take any appropriate legal action, including but not limited to filing a lawsuit and reporting the entity to the Treasurer of the State of Michigan in accordance with MCL 141.1544(d), Section 44 of PA 436 of 2012, as may be amended.

MERS Defined Contribution Plan Adoption Agreement

6. It is expressly agreed and understood as an integral and non-severable part of this Agreement that Section 43 of the Plan Document shall not apply to this Agreement and its administration or interpretation. In the event any alteration of the terms or conditions of this Agreement is made or occurs, under Section 43 or other plan provision or law, MERS and the Retirement Board, as sole trustee and fiduciary of the MERS plan and its trust reserves, and whose authority is non-delegable, shall have no obligation or duty to administer (or to have administered) the MERS Defined Contribution Plan, to authorize the transfer of any defined benefit assets to the MERS Defined Contribution Plan, or to continue administration by MERS or any third-party administrator of the MERS Defined Contribution Plan.

VIII. Execution

Authorized Designee of Governing Body of Municipality or Chief Judge of Court

The foregoing Adoption Agreement is hereby approved by _____ on
the ____ day of _____, 20____. (Name of Approving Employer)

Authorized signature: _____

Title: _____

Witness signature: _____

Received and Approved by the Municipal Employees' Retirement System of Michigan

Dated: _____, 20____ Signature: _____
(Authorized MERS Signatory)

MERS Defined Contribution Loan Addendum



1134 Municipal Way Lansing, MI 48917 | 800.767.MERS (6377) | Fax 517.703.9711

www.mersofmich.com

I. Loan Reference

This loan addendum is for the _____ employees of the _____
(Eligible Employees)
_____ which modifies the Defined Contribution Plan Adoption
(Employer)
Agreement effective _____ (Adoption Date) with respect to current participants in MERS.
(MM/DD/YYYY)

The Employer offers the following retirement plans (e.g., 457, 401a, 403(b) plans, etc.) to its employees in addition to the MERS Defined Contribution Plan: _____
 None

If the Employer has other plans listed above, the Employer agrees to coordinate the application of the maximum loan limits among the MERS Defined Contribution Benefit Plan and any other retirement plans which the Employer may sponsor. The Employer hereby acknowledges that MERS is not able to perform such coordination and accepts the delegation of this responsibility.

The Employer agrees to report to MERS within 1 month any of the following events relating to a participant with an outstanding loan: death, disability, unpaid leave of absence, military leave, change to a part-time position, termination of employment, or any other circumstances which the Employer has reason to believe will impact the repayment of the outstanding loan.

II. Loan Procedures

1. **Availability.** Any participant who is an active employee may apply to the Employer, or its designee, for a loan from the employee's account balance in the Plan. Loans will be available to all such participants on a uniform and nondiscriminatory basis upon submission of the required loan application forms. All loans are subject to the approval of the Employer and MERS, or its designee.
2. **Purpose.** A general purpose loan may be obtained for any purpose.
3. **Restrictions on Availability.** A participant may not have more than two (2) outstanding loan(s) at any one time.
4. **Frequency.** A participant may not apply for a loan any more frequently than once per a rolling 12-month period.
5. **Minimum Amount.** The minimum loan amount is One Thousand Dollars (\$1,000.00).

MERS Defined Contribution Loan Addendum

6. **Maximum Amount**

The maximum amount for all outstanding loans to the participant from the Plan and all other plans participated in is the lesser of:

- (a) Fifty Thousand Dollars (\$50,000.00), reduced by the highest outstanding balance of loans from all the plans in which the participant participates during the one (1) year period ending on the day before the date on which the loan is to be made; or
- (b) One-half (1/2) of the sum of the vested account balance, reduced by the participant's current outstanding balance of all loans from all plans of the participant for that participant, determined as of the loan application date.

The maximum amount will also be reduced by the amount of any existing loan balance (including accrued interest).

7. **Domestic Relations Orders**

No loans will be made during a period when MERS, or its designee, is determining whether a domestic relations order affecting the participant's accounts is an "eligible domestic relations order" as defined by the Eligible Domestic Relations Order Act, MCL 38.1701, *et seq.*

8. **Interest Rate**

- (a) The interest rate to be charged on a loan will be the prime interest rate (as reported by the Wall Street Journal or any successor thereto) plus two percent (2.00%) and is fixed for the life of the loan. The interest rate will be the established rate in effect on the date the loan application becomes effective and is approved by MERS.
- (b) Interest payments on the loans by participants are not deductible for tax purposes.

9. **Term**

- (a) The term of the loan must extend for at least one (1) year from the date of the loan but must not exceed five (5) years.
- (b) The term of the loan will end prior to the end of the applicable period and the outstanding balance (principal and accrued interest) will become immediately due and payable on the earlier of:
 - (1) in the case of a participant who becomes eligible for a plan distribution (other than an in-service distribution beginning at age 70½) which begins after the beginning date of the loan, the date such distribution begins;
 - (2) the date of distribution or separation of (1) the participant's accounts pursuant to an eligible domestic relations order, or (2) any portion of the accounts which causes the remaining portion of the accounts to be less than the security interest established at the time of inception of the loan;
 - (3) the date of termination of employment of the participant as provided in paragraph 15; or
 - (4) the date of a default on the loan as provided in paragraph 16.
- (c) The term of the loan shall not exceed a period which would cause the payment to be less than Five Dollars (\$5.00) per week.
- (d) Loans may not be refinanced for any reason.

10. **Repayment**

- (a) Each loan must be repaid in substantially equal installments, with payments not less frequently than each payroll period beginning as specified in loan document but no later than 30 days from receipt of payment.
- (b) The participant must authorize repayment of the principal and interest of each loan to be made by regular payroll deduction payments and reported to MERS according to reporting cycle selected in Adoption Agreement. If the scheduled repayment amount is greater than the participant's payroll, the participant must make payment in full for any remaining repayment amount not collected through payroll deduction by delivering to the Employer or its designee, a check or other negotiable instrument (not cash) payable to the Employer.
- (c) Repayments will be reallocated to the participant's account according to the investment election made by the participant, and in effect at the time the payment is processed to the participant's account.

11. **Unpaid Leave of Absence**

During the term of a loan, if a participant takes an approved leave of absence without pay, the participant may choose to suspend regular loan payments for up to one year during such unpaid leave of absence. Suspension of payments will not cause the term of the loan to be extended beyond its original term, and such suspended payments (and accrued interest) will become due and payable at the end of the original loan term in one lump sum payment. If a participant on a leave of absence without pay chooses to continue regular payments during such unpaid leave of absence, payments may be made by check or other negotiable instrument (not cash) made payable to the Employer and delivered to the Employer, or its designee.

12. **Military Service**

As permitted under Code Section 414(u), if a participant with an outstanding plan loan takes a leave of absence for a period of military service; such participant may elect to suspend regular loan payments during such period of military service, regardless of the duration of such service. Upon completion of such military service, the participant must resume making loan repayments in an amount which is not less than the original repayment amount, and in installments which are not less frequent than the frequency required under the terms of the original loan. The loan must be repaid in full (including interest that accrues during the period of military service at a rate not to exceed 6% compounded annually) by no later than the date of the original loan plus the period of military service. Any balance due and payable at the end of the adjusted loan term must be paid in one lump sum payment. Such lump sum payments may be made by check or other negotiable instrument (not cash) made payable to the Employer and delivered to the Employer, or its designee.

13. **Prepayments**

The participant may repay, without penalty, the entire outstanding principal balance of the loan and accrued interest to date of repayment. Prepayments should be made by check or other negotiable instrument (not cash) made payable to the Employer and delivered to the Employer or its designee, who shall report the payment to MERS.

MERS Defined Contribution Loan Addendum

14. **Loan Processing Fees**

Any loan processing fee charged by MERS will be paid by the participant. Following loan issuance, MERS will deduct an initial processing fee of One Hundred and Fifty Dollars (\$150.00) from the participant's remaining vested account balance. MERS reserves the right to charge an annual maintenance fee.

15. **Termination of Employment**

(a) The entire amount outstanding on the participant's loan will be due and payable on the date of the participant's termination of employment. The date a participant terminates employment is the date on which the participant quits, retires, is discharged, or dies. If the loan is not paid in full at termination, default will occur and paragraph 16 applies.

(b) No distributions to a participant (other than in-service withdrawals, as limited under paragraph 18(b)) will be made prior to repayment of all outstanding loans, including interest, costs, and expenses due thereon regardless of termination of employment. If there is a distributable event with respect to the participant, the accounts of the participant will be applied against any outstanding loans to the extent necessary to fully repay the same as provided in paragraph 17.

16. **Defaults and Remedies**

- (a) The Plan, or its designee, may declare a default on a loan as of the last day of the quarter following the quarter in which either of the following occurs:
- (1) the participant fails to make a payment (other than due to an unpaid leave of absence as provided in item 11 or military service as provided in item 12 of these Loan Procedures); or
 - (2) MERS, or its designee, in good faith deems the Benefit Program DC insecure with respect to the repayment of the loan and notifies the participant of this deemed insecurity.
- (b) If a default occurs prior to a distributable event, the defaulted loan amount will be a taxable "deemed" distribution. When the participant is later eligible for a distribution, the amount distributed will be net of the loan balance, adjusted for interest. This "offset" at the time of distribution is not taxable.
- (c) When a default occurs simultaneously with a distributable event, the defaulted loan balance will be treated as part of the actual taxable distribution.
- (d) A participant will not be eligible to receive any subsequent loans if the participant has ever defaulted on a plan loan.

17. **Source of Loan Funds**

Any loan to a participant will be considered a separate asset of the trust fund segregated for the benefit of such participant. The loan proceeds will come from the fund or funds of the participant in which the vested accumulated balance is invested on a pro-rata basis.

MERS Defined Contribution Loan Addendum

18. **Security**

- (a) The participant must pledge his or her remaining vested account balance as the security interest for the loan, which will be reduced by the amount of loan plus any accrued interest should the loan be defaulted.
- (b) The unpaid portion of the loan is not available for the participant in-service withdrawals.
- (c) No loans will be permitted to a participant who has previously defaulted on a loan.

19. **Loan Application and Processing**

- (a) Loan applications may be made by completing the required forms obtained from the Employer or its designee, and submitting them to the Employer or its designee.
- (b) All loans will be subject to approval by the Employer or its designee. The Employer, or its designee, will designate the individual or individuals authorized to approve loans.
- (c) If a loan application is approved, the Employer, or its designee, will forward the approved application materials to MERS. The amount of the loan will be issued to the participant as soon as administratively feasible after the completed application is submitted to MERS and MERS determines that the participant is eligible for the requested loan.
- (d) If a loan application is denied, the Employer, or its designee, will notify the participant in writing.

III. Enforcement

In the event a filing under the IRS Employee Plans Compliance Resolution System becomes necessary with respect to a loan, the filing may, at MERS' discretion, be managed by MERS; however, the Employer shall be responsible for paying all costs and fees associated with such filing, including legal fees.

Attachment to MERS Defined Contribution Plan Adoption Agreement

Compensation

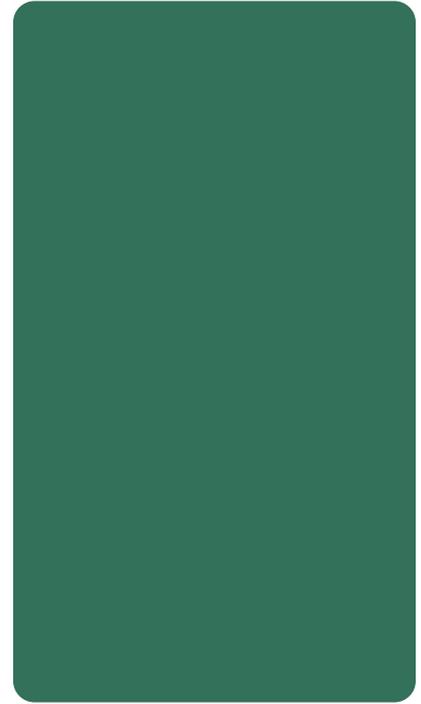
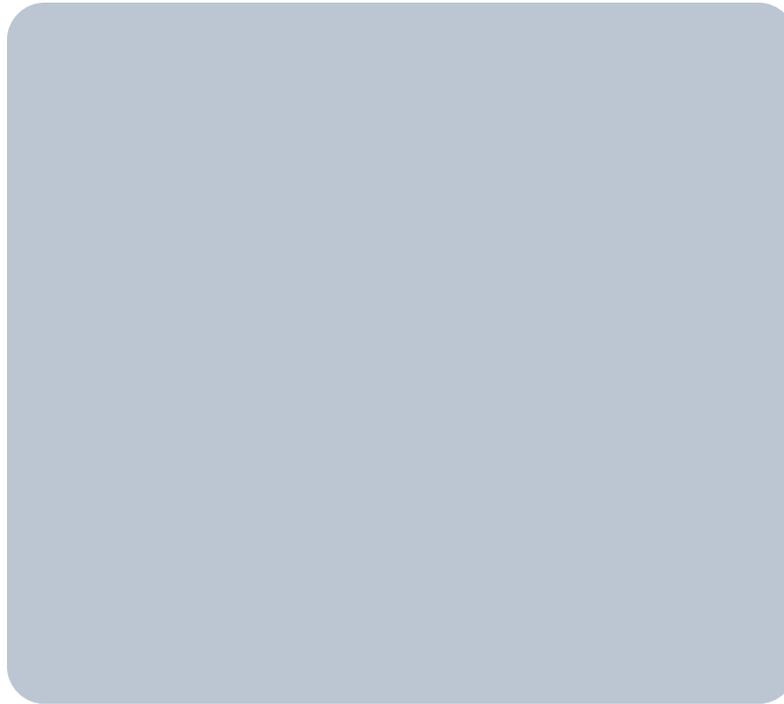
The following will be used as the definition of compensation for the MERS Defined Contribution Program (401(a)), subject to approval by the MERS Retirement Board.

The definition of compensation will be W-2 Compensation including any Section 125 or 457 deferrals not currently includible in gross income.

Compensation does not include overtime, bonuses, amounts earned prior to commencement of participation, commissions or sick pay.

Probation Period

Part Time Employees that are hired as Full-Time Employees will have a 3 month Probation Period.



Grand Haven Township
MERS Defined Contribution Plan and 457 Program
January 26, 2017



Municipal Employees' Retirement System
1134 Municipal Way, Lansing, MI 48917
800.767.MERS (6377)

About MERS of Michigan

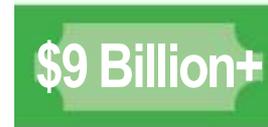
- The Municipal Employees' Retirement System (MERS) of Michigan is a professional retirement services company that is independent from the State of Michigan and operates on a not-for-profit basis
- We are a multiple-employer plan — assets are pooled for investment purposes, but separate accounts are maintained for each municipality
- MERS is governed by an elected board that operates without compensation
- The MERS Retirement Board is responsible for administration of the system with fiduciary responsibility for the invest of assets and oversight



Michigan municipalities participate in MERS programs



participants



in combined total assets

Municipal Retirement Plan Experts

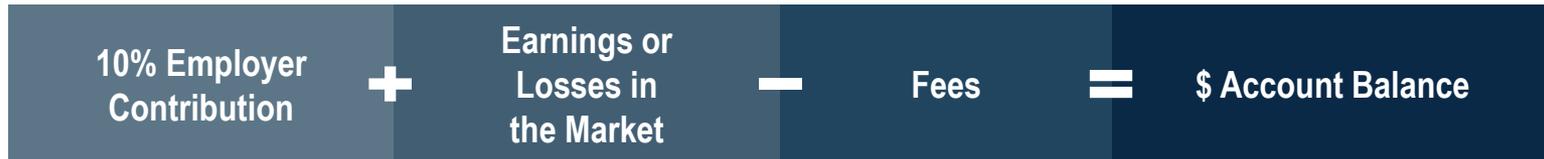
We provide one-stop access to shared professional retirement services:

- Plan Governance
- Administration
- Portfolio management
- Investment options
- Participant education
- Customer service
- Legal counsel
- Plan compliance, including tax qualification



MERS Defined Contribution Plan and 457 Program

MERS Defined Contribution Plan



- MERS Defined Contribution Plan is a qualified 401(a) Money Purchase Plan
- Your employer makes pre-tax contributions to an account for the benefit of you and your beneficiaries
- The account is an invested account, which you manage
- Taxes are not due on investment earnings until money is withdrawn from the account

MERS 457 Program

Voluntary Employee Contributions	+	Earnings or Losses in the Market	-	Fees	=	\$ Account Balance
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- Voluntary supplemental retirement savings program
- A portion of your salary will be deposited into an invested account that you manage
- You can always start, stop or change your contributions at any time
- Your contributions are completely flexible
 - Deposit either a flat-dollar amount or percent of your pay
 - Make pre-tax or Roth contributions—or choose both



MERS Investment Menu

Is a Bigger Investment Menu Better?

Psychologists have concluded that an overload of options can paralyze people or push them into decisions that are against their own best interest.



When Less is Actually More

A study on shopping behavior experimented with jam displays. One table held 24 varieties of gourmet jam; the other held only 6 varieties. The large display attracted more interest, but people were 1/10th as likely to buy from the large display as from the small display.

The same principle of “less is more” was found to apply to participation rates in retirement programs. A large number of fund choices actually *discourages participation* amongst even well informed participants.^{1, 2}

¹ Mottola, Gary and Utkus, Stephen. “Can There Be Too Much Choice In a Retirement Savings Plan?” The Vanguard Center for Retirement Research, June 2003

² Schwartz, Barry. “More Isn’t Always Better.” Harvard Business Review, 01 June 2006. Web. 24 Feb. 2016

Simplified Investment Options

- Our streamlined investment menu is a sophisticated set of selections by our experienced investment professionals
- MERS performs the research, due diligence and monitoring to ensure high-quality options
- MERS offers several fully diversified, professionally managed portfolios that provide access to funds not otherwise available with other providers
- Our prebuilt portfolio funds use outside institutional investment managers that are selected and monitored by MERS
- The MERS Defined Contribution Plan and 457 Program use the same familiar investment menu

Investment Categories



“Do it for me”

Fully diversified target date funds that automatically adjust over time



“Help me do it”

Prebuilt portfolios that are monitored and rebalanced quarterly



“I’ll do it myself”

Self-Directed Brokerage Account to access funds outside of MERS



Cost Structure

Straightforward Costs

Our members benefit from the economies of scale and low administrative costs that come with being part of a large pool of assets.

As of 12/31/2016 our average fund cost was just 0.58%.

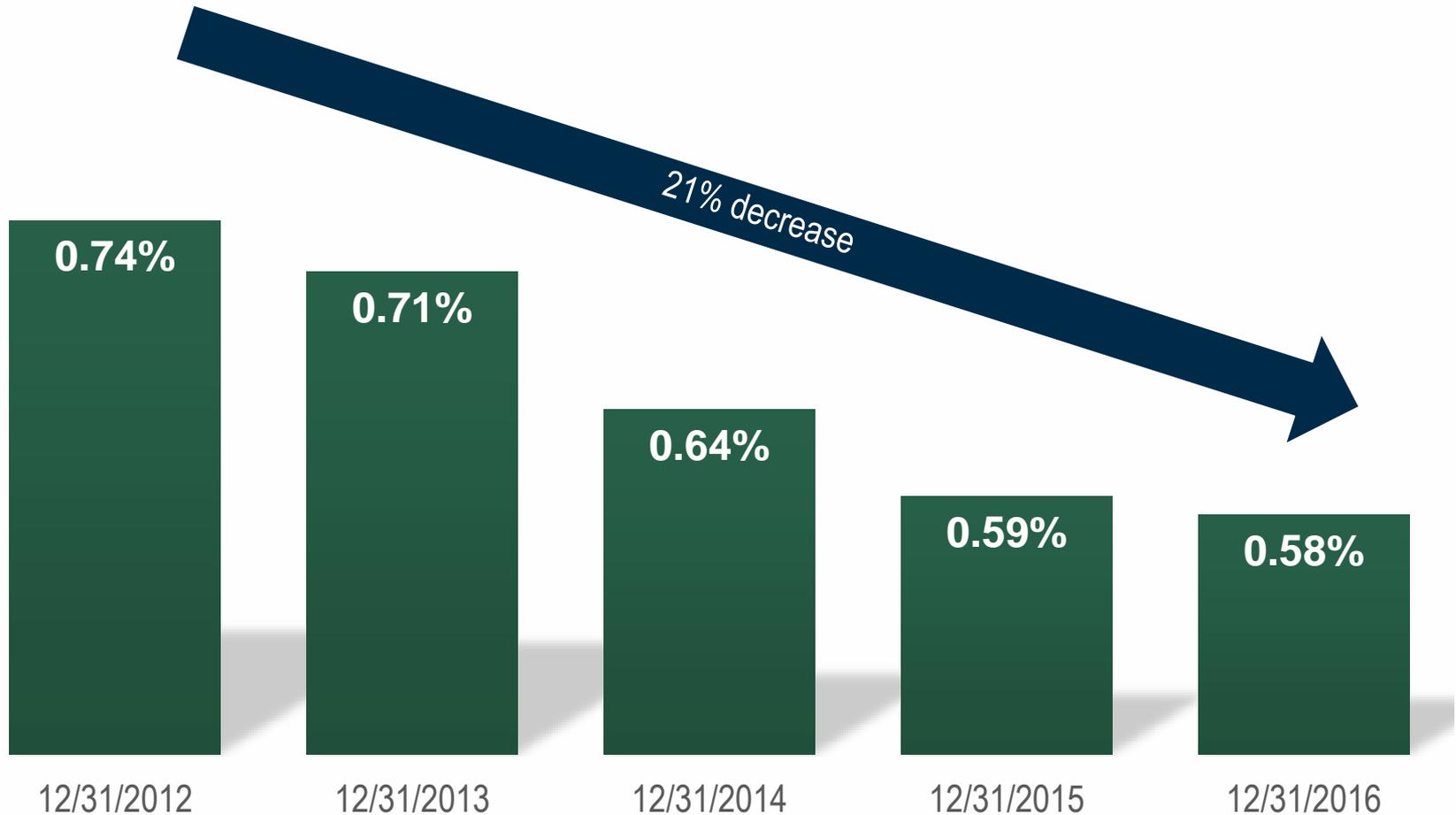
- 1 MERS clearly discloses the fees charged for custodial, recordkeeping, operating and investment management costs, following the Department of Labor guidelines.
- 2 MERS charges the same administrative fees and recordkeeping costs on each of our professionally managed portfolios.
- 3 MERS reimburses all revenue sharing received from outside mutual funds directly to participants.

Sample Fee and Expense Information

International Stock Index Fund (as of 12/31/2016)

1	2	MERS Operating Costs:	0.20%
		Costs to run the day-to-day operations of the plan, which include legal, accounting, auditing, compliance, printing and overhead costs.	
	3	Custody and Recordkeeping Costs:	0.15%
		Costs related to bookkeeping, settling trade activity, and holding assets in custody at a bank.	
	Investment Management Expense:	0.19%	
All costs incurred in the overall management of the fund. The Investment Management Expense varies based on the level of assets. As assets increase, the Investment Management Expense is expected to decline.			
Fund Company Rebate:	-0.02%		
The Fund Company Rebate is a reimbursement from the fund company for services provided by our recordkeeper.			
Total Annual Operating Expense:	0.52%		
The Total Annual Operating Expense reduces the rate of return of the investment option. A Total Annual Operating Expense of 0.52% means that for every \$1,000 invested in the fund, a participant is charged \$5.20 in fees a year.			

MERS DC & 457 Program Costs



John Hancock DC Plan Comparison

DC Plan Average Fund Expense by Investment Style	John Hancock (Appendix I)	MERS (Appendix II)	Difference
Target Date Funds	1.37%	0.48%	-0.89%
Asset Allocation Funds	1.59%	0.68%	-0.91%
Stock Funds	1.48%	0.65%	-0.83%
Bond Funds and Stable Value	1.33%	0.60%	-0.73%
Average Expense—All Funds	1.46%	0.58%	-0.88%

DC Plan Weighted Averages (Appendix III)	John Hancock	MERS	Difference
<i>Expense</i>			
Weighted Average Expense	1.43%	0.58%	-0.85%
<i>Performance</i>			
1-Year Weighted Average Performance	10.85%	12.35%	1.50%
3-Year Weighted Average Performance	5.61%	6.67%	1.06%
5-Year Weighted Average Performance	10.15%	11.07%	0.92%

Weighted Average Calculations: Weighted average is calculated by multiplying expense or performance with the percentage of assets held in each fund. Additional notes:

- 1) Grand Haven Township provided the underlying fund fee information from its “Contract Investment Options” report for 9/30/2016
- 2) Grand Haven Township provided the amount invested in each fund in its “Investment Allocation” report on 9/30/2016
- 3) The current funds are mapped to the closest “like-style” available on the MERS investment menu, as shown in the corresponding appendix
- 4) 1, 3, and 5-Year Performances (on 9/30/2016) are used since several funds do not have longer performance history for longer comparison periods
- 5) This weighted average illustration is *not intended to show actual expense or performance* experienced by the plan during the period, but for hypothetical illustration purposes only. The weighted average does not adjust for actual plan activity over the comparison period, such as contributions, distributions, and participant transfers between investment options.

*MERS fund data is as of 9/30/2016. Grand Haven Township provided data for its current plans as of 9/30/2016.

VOYA 457 Program Comparison

457 Program Average Fund Expense by Investment Style	VOYA (Appendix IV)	MERS (Appendix II)	Difference
Target Date Funds	(no funds)	0.48%	N/A
Asset Allocation Funds	1.51%	0.68%	-0.83%
Stock Funds	1.65%	0.65%	-1.00%
Bond Funds and Stable Value	0.77%	0.60%	-0.17%
Average Expense—All Funds	1.53%	0.58%	-0.95%

457 Program Weighted Averages (Appendix V)	VOYA	MERS	Difference
<i>Expense</i>			
Weighted Average Expense	0.80% ¹	0.53%	-0.27%
<i>Performance</i>			
1-Year Weighted Average Performance	6.52%	7.90%	1.38%
3-Year Weighted Average Performance	4.40%	4.91%	0.51%
5-Year Weighted Average Performance	7.23%	7.67%	0.44%

Weighted Average Calculations: Weighted average is calculated by multiplying expense or performance with the percentage of assets held in each fund. Additional notes:

- 1) Grand Haven Township provided the underlying fund fee and performance information from its “Fund Performance” report for 9/30/2016
- 2) Grand Haven Township provided the amount invested in each fund in its “Balance by Investment” report on 9/30/2016
- 3) The current funds are mapped to the closest “like-style” available on the MERS investment menu, as shown in the corresponding appendix
- 4) 1, 3, and 5-Year Performances (on 9/30/2016) are used since several funds do not have longer performance history for longer comparison periods
- 5) This weighted average illustration is *not intended to show actual expense or performance* experienced by the plan. The weighted average does not adjust for actual plan activity over the comparison period, such as contributions, distributions, and participant transfers between investment options.

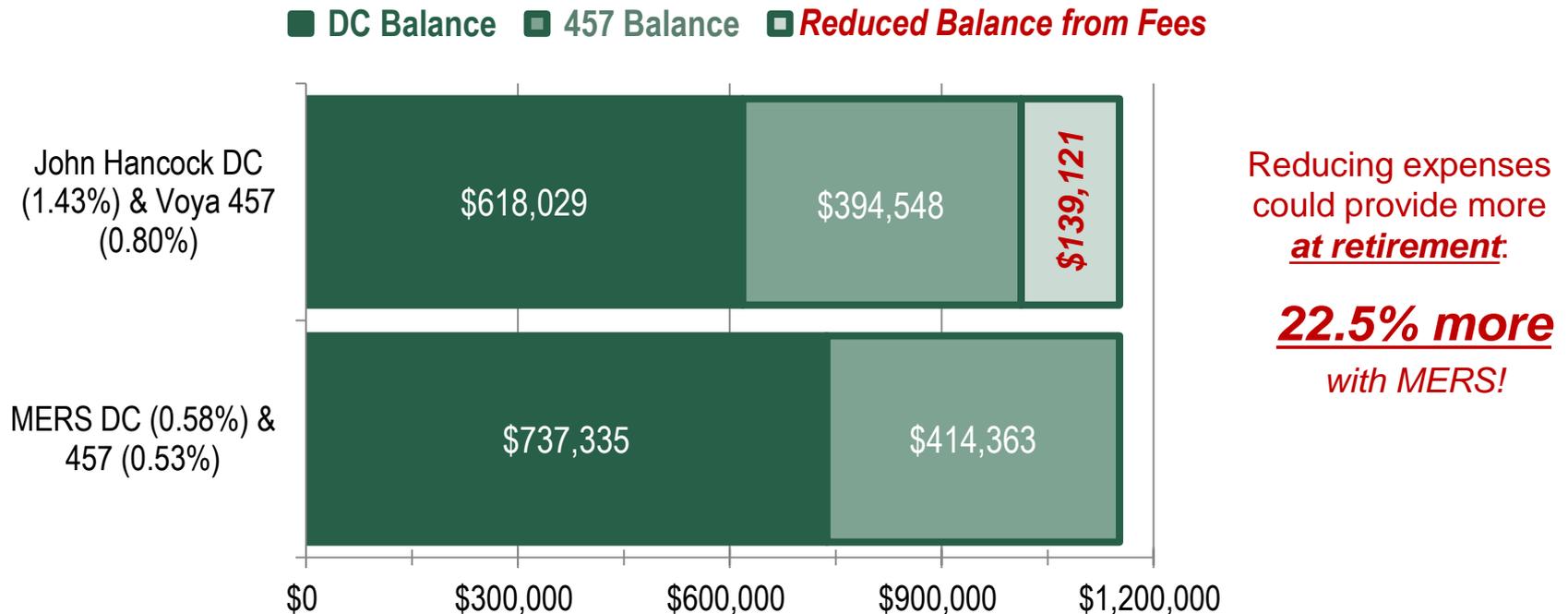
¹The VOYA 457 has 48.7% of the plan assets in guaranteed fixed accounts, which have a 0.00% expense ratio. The weighted average expense would be 1.56% in all other funds if the plan had no assets in the fixed accounts.

*MERS fund data is as of 9/30/2016. Grand Haven Township provided data for its current plans as of 9/30/2016.



Impact of Fees on Your Account Growth

Why Costs Matter: *Hypothetical Account Growth Illustration*



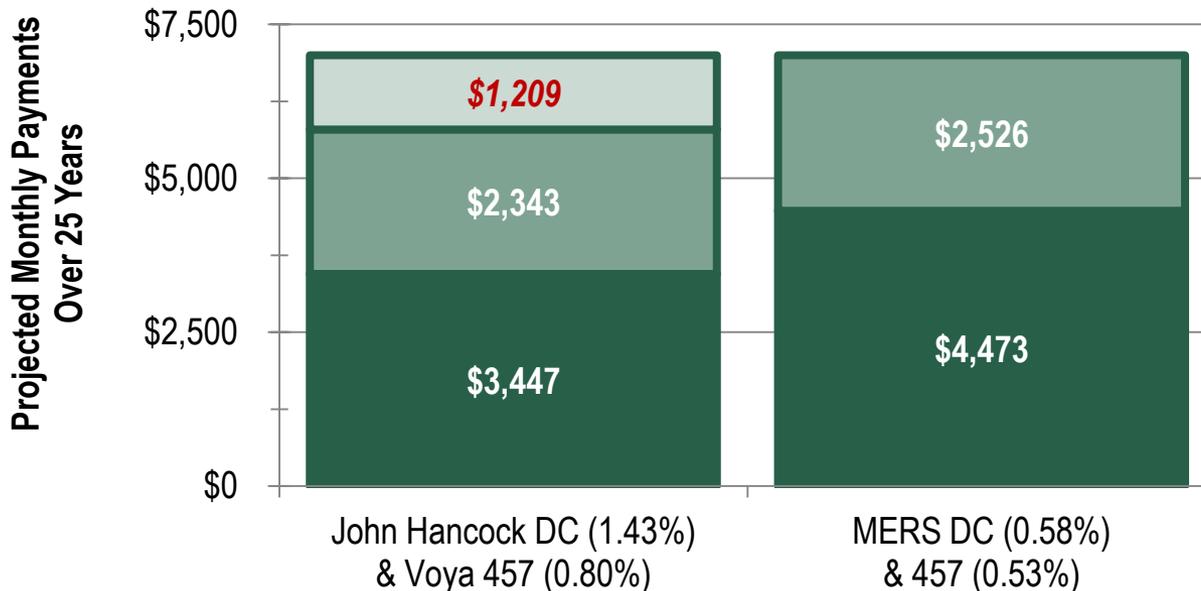
Hypothetical Illustration Assumptions: This illustration projects the retirement balance for an employee who is currently 30, earning \$42,000, and with an existing retirement plan balance of \$10,000. Wages are assumed to increase 2.5% annually. The illustration assumes the employer contributes 10% of wages into the employees Defined Contribution Plan, and the employee contributes 5% into the voluntary 457(b) program. Contributions are assumed to be invested bi-weekly and to remain at the same rate until retirement at age 62. This illustration assumes 7.5% gross investment return *prior* to factoring in the corresponding weighted average investment expenses. Fees and expenses are one of many factors to consider when evaluating an investment.

*MERS fund data is as of 9/30/2016. Grand Haven Township provided data for its current plans as of 9/30/2016.

Impact of Fees on Your Retirement Income

Why Costs Matter: *Hypothetical Account Distribution Illustration*

- **Reduced Payment from Fees**
- **Projected 457 Payment**
- **Projected DC Payment**



Reducing expenses could provide more **during retirement:**

35% more
with MERS!

Hypothetical Illustration Assumptions: At 62, the employee retires and draws the balance accumulated (as shown on the preceding slide) in equal monthly payments from the account for 25 years. The illustration assumes a 6% Gross Return through retirement, *prior* to factoring in fund expenses. Fund expenses are assumed to be the calculated weighted average as shown in the previous slides. At the end of 25 years, the balance is depleted.

*MERS fund data is as of 9/30/2016. Grand Haven Township provided data for its current plans as of 9/30/2016.



Helping Your Plan for Retirement

Preparing You for the Future

- Plan providers often offer financial planning for a fee
- Given the extremely low utilization rates, MERS provides a solution that is available to everyone
- Retirement Readiness reports provide individual guidance at no additional cost to you or your employer

Retirement Readiness Snapshot Reports



Develop Your Full Retirement Picture

The “Full Picture” report allows you to:

- ⊕ Add your spouse and/or outside investment information to build your “Full Picture” report
- ⊕ Identify your investment risk tolerance and receive customized suggestions for improving your retirement readiness
-  Increase retirement savings
-  Review investment selections
-  Consider delaying retirement
-  Adjust retirement income replacement rate



Free Educational Opportunities



Pizza & Planning

- Free local education sessions offered after traditional work hours
- Held at various times throughout the year
- Group presentation on variety of topics



On-site education

- Informational sessions held at your location during work hours or when convenient for you and your employer
- Attendance at benefit fairs



Online videos and webinars

“The Big Picture” Annual Retirement Report

Using the information from the Snapshot Reports, this annual report provides your employer:

- An overview of the plan from a retirement readiness perspective
- A demographic breakdown of participants by age group and salary range in key areas
- Suggestions on how a plan might be modified to improve participants’ retirement readiness
- Present options for making plan changes like incentivizing employee savings





Partnering with MERS

Key Benefits of Partnering with MERS

- ✓ Fiduciary responsibility and plan compliance
- ✓ Streamlined investment menu
- ✓ Customer service excellence
 - Established relationship with MERS Regional Team
 - Participant education
 - Employer resources
- ✓ Cost effective benefits
 - No cost to the employer
 - Low participant fees
 - Oversight and administration

Municipal Employees' Retirement System of Michigan

1134 Municipal Way • Lansing, MI 48917

800.767.2308 • www.mersofmich.com

This presentation contains a summary description of MERS benefits, policies or procedures. MERS has made every effort to ensure that the information provided is accurate and up to date. If this presentation conflicts with the relevant provisions of the Plan Document, the Plan Document controls. MERS, as a governmental plan, is exempted by state and federal law from registration with the SEC. However, it employs registered investment advisors to manage the trust fund in compliance with Michigan Public Employee Retirement System Investment Act. Past performance is not a guarantee of future returns. Please make independent investment decisions carefully and seek the assistance of independent experts when appropriate.

