



# Ocala Police Officers' Retirement Fund Board of Trustees Agenda - Final

## Monday, June 29, 2026

### Meeting Information

*Location*

Ocala City Hall  
City Council Chambers  
Second Floor  
110 SE Watula Ave

*Time*

1:00 PM

Trustees

Brian Cretul

David Layman

Holden Powell

Austin Ridge

Lenny Uptagraft

### WELCOME!

We are very glad you have joined us for today's meeting. If reasonable accommodations are needed for you to participate in this meeting, please call Mike Sommer at (352) 369-7151 or Alicia Gaither at (352) 629-8372, 48 hours in advance so arrangements can be made.

### APPEALS

Any person who decides to appeal any decision of the Police Officers' Retirement Fund Board of Trustees with respect to any matter considered at this meeting will need a record of the proceeding, and for such purpose, may need to ensure that a verbatim record of the proceeding is made.

1 TEAMS: <https://bit.ly/3QNkMX0>

2 **Call To Order**

3 **Meeting Notice Date**

4. **Interviews of RFP Respondents**

[Foster & Foster Actuaries and Consultants](#)

[HYN Consulting](#)

[The Resource Centers](#)

5. **Public Comments**

6 **Adjournment**



# Ocala

## Legislation Text

110 SE Watula Avenue  
Ocala, FL 34471

[www.ocalafl.gov](http://www.ocalafl.gov)

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**File #:** 2026-1659

**Agenda Item #:**

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Submitted By: Karen Czechowicz

Department: Police

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**STAFF RECOMMENDATION (Motion Ready):**  
Foster & Foster Actuaries and Consultants

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**City of Ocala  
Police Officers' Retirement System  
REQUEST FOR PROPOSAL  
FOR  
ADMINISTRATIVE SERVICES**



*Presented By:*



*2503 Del Prado Blvd. S. Ste. #502*

*Cape Coral, FL 33904*

*239.333.4872 Office*

*[www.foster-foster.com](http://www.foster-foster.com)*

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May 22, 2026

Mrs. Bonni Jensen  
Klausner, Kaufman, Jensen & Levinson  
7080 NW 4<sup>th</sup> Street  
Plantation, FL 33317

RE: Proposal for Professional Plan Administration Services, City of Ocala Police Officers' Retirement System

Dear Board of Trustees,

I am writing in response to your request for a proposal regarding the City of Ocala Police Officers' Retirement System. This letter is our effort to emphasize what a pleasure it would be to serve as the Board's plan administrator.

We believe Foster & Foster is uniquely qualified to provide these services for the following reasons:

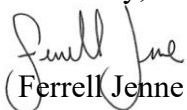
- **Plan Familiarity**– Foster & Foster has an affiliation with the Plan for 14+ years. This long-standing relationship provides our team with extensive institutional knowledge of the Plan's provisions, operations, and membership. Additionally, Alicia Gaither will serve as the Assistant Plan Administrator, further strengthening the continuity and depth of knowledge within the assigned service team.
- **Responsive and Integrated Service Delivery**- Our Plan Administration team works directly alongside our actuarial professionals, allowing information sharing and coordination to occur seamlessly and efficiently. The assigned team will consist of two administrators, an assistant plan administrator, and an analyst who will serve as the primary points of contact for the Board and membership. We pride ourselves on accessibility, responsiveness, and partnership, with calls and emails returned promptly and always within one business day.
- **Online Member Portal** – We understand the portal was launched to the membership in 2019 and recognize its importance as a communication and service tool for members. While the portal is designed to be user-friendly for participants, effective administration requires significant back-end knowledge and operational expertise. Our team has extensive experience navigating, maintaining, and optimizing the portal to improve efficiency and enhance the member experience.
- **Florida-Based Experience and Depth of Resources** – Foster & Foster was founded in Gainesville, Florida with a dedicated focus on public pension plans subject to Chapters 112, 175, and 185, Florida Statutes. Our team includes actuaries, plan administrators, trust reconciliation specialists, accountants, and analysts, enabling us to provide comprehensive in-house support without the need for outsourcing. Foster & Foster currently provides administration services to over 115 public pension plans throughout the State of Florida.

- **Education and Industry Expertise** – Our Plan Administration Division participates in quarterly educational sessions led by Foster & Foster actuaries, attorneys, and senior administrators to ensure our team remains current on evolving actuarial, legal, and administrative topics impacting Florida public pension plans. This ongoing investment in education has created a depth of experience and technical knowledge within our division that we believe distinguishes Foster & Foster from other administrative firms in the industry
- **Efficient Transition Process and Established Relationships** – Foster & Foster already maintains many of the records and documents a new administrator would typically need to request, significantly reducing the burden associated with a transition. This familiarity allows for a smoother and more efficient implementation process without creating unnecessary responsibilities for the Board or City staff. Additionally, our team has long-standing working relationships with the Plan’s existing legal counsel, custodian, and investment consultant, helping ensure continuity and collaboration from day one.
- **Document Security and Data Protection** – Foster & Foster places a high priority on protecting confidential plan and member information. Client data is securely housed and transmitted utilizing encrypted systems and protocols. All client-related data is backed up nightly through our Azure Cloud Service environment and remains encrypted using a unique 256-bit encryption key maintained exclusively by our firm. Foster & Foster is also HIPAA compliant and goes through an annual SOC 2 audit.

I appreciate the opportunity to provide plan administration services and commit to exceeding the Board’s expectations for quality and timeliness.

Our firm understands the scope of services and would consider it a privilege to serve the Board as their plan administrator. If you have any questions regarding this proposal, our firm, or the services we are prepared to provide, please do not hesitate to contact me.

Sincerely,



Ferrell Jenne

Lead Plan Administrator/Managing Partner

# Profile of Proposer

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## Background Information

Foster & Foster Consulting Actuaries, Inc. d/b/a Foster & Foster, Inc., a Florida corporation, is a national independent actuarial consulting firm that was founded in 1979. Our firm provides administration services for over 115 public pension plans and actuarial services for nearly 1,000 public retirement systems. We work almost exclusively with public retirement plans and consider ourselves experts in all phases of the design and administration of these programs.

Our firm has a dedicated Plan Administration Division with 21 employees that have over 200 years of combined administrative experience. We currently administer plans ranging in size from 3 to over 2,000 members. Our firm also has 60 additional staff members including credentialed actuaries, accountants, attorneys, data analysts, and consultants that provide support to our Plan Administration Division.

Our main Plan Administration office is in Cape Coral, FL at the address shown below. This office is open Monday through Friday from 8:30am to 5:00pm. We also have an office in Fort Myers, FL, and satellite offices in Tampa, FL, Daytona Beach, FL, Winter Garden, FL, Coral Springs, FL, Ocala, FL, and Fort Pierce, FL.

*Foster & Foster, Inc.  
2503 Del Prado Blvd S, Suite 502  
Cape Coral, FL 33904*

*Telephone: (239) 333-4872  
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[www.foster-foster.com](http://www.foster-foster.com)*

The ability of the firm to meet the needs of its clients is evidenced by our very low client turnover. We have **never** been terminated for cause as a plan's administrator in the State of Florida.

## Conflicts of Interest Disclosure

Foster & Foster does not have any officer(s), director(s), agent(s), employee(s) or immediate family member who is an employee or officer of the City. Furthermore, no City employee or officer, directly or indirectly, owns a material interest in our firm. No conflict of interest exists.

# Summary of Qualifications

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## Staff Biographies

Foster & Foster has extensive experience administering public sector defined benefit plans throughout the State of Florida. Because each pension plan has unique provisions and operational needs, our services are tailored to the specific requirements of each client.

Foster & Foster's team-based servicing model ensures continuity, responsiveness, and multiple layers of support for the Board, members, and consultants.

The primary personnel responsible for completing the services outlined in this proposal are:

### Mrs. Kandyce Moss – Plan Administrator, PHR, SHRM-CP

Mrs. Moss will serve as the **dedicated administrator** for the Plan and will function as the primary point of contact for the Board, consultants, and members. Mrs. Moss will **attend all meetings**. She has over 20 years of experience working exclusively with Florida defined benefit plans and is known for her professionalism, reliability, and responsiveness.

### Mrs. Ferrell Jenne – Plan Administrator, Managing Partner

Mrs. Jenne will serve as an additional administrator and a **senior point of contact** for the Plan. She has over sixteen years of experience working with Florida defined benefit plans and will oversee the transition process and ensure alignment with Foster & Foster's internal administrative procedures and service standards.

### Mrs. Alicia Gaither – Assistant Plan Administrator

Mrs. Gaither will provide direct **support for member services and retirement processing**. She has over 20 years of experience working with the City of Ocala Police Officers' Retirement System. Alicia is a local Ocala resident and does not travel, ensuring consistent accessibility to Board staff and members for status updates and general inquiries.

### Ms. Samantha McLean – Plan Analyst

Ms. McLean will assist with **administrative processing**, support the transition process, and serve as an **additional point of contact** for the Board, City, consultants, and members. Ms. McLean does not travel and will be readily available for status updates and follow-up items.

### Ms. Pamela Conn – Billing Specialist

Ms. Conn will **audit vendor invoices**, handle contractual **payment processing**, and create payment summaries for Board ratification.

As our client base continues to grow, Foster & Foster remains committed to maintaining exceptional service levels through continued investment in staffing, training, and administrative resources.

## **Peer Review**

Our firm has a formal program of peer review and quality control for all our work. The quality control procedures include extensive checklists, accuracy tracking, and peer review. Nothing leaves our office without a minimum of two sets of eyes reviewing it. In many instances, two separate administrators sign a document, which fosters accountability and ensures a pristine product.

## **Website Capabilities**

A client portal dedicated exclusively to the Plan Administration Division will be accessible through our firm's website. This information portal compiles agendas, meeting minutes, summary plan description, benefit processing forms, actuarial valuation reports, and investment performance reports in one central location and is specific to each plan that we administer. The information portal is easily accessible to trustees, retirees, and active members and serves as a valuable tool. Upon contract execution, an information portal can be set up for the Plan at no additional cost.

## **Cyber Security**

Foster & Foster's cyber security program is contained within our overall Information Security Policy ("ISP") and other confidential firm security policies, covering all aspects of procedural safeguards used to provide data system security. Our cyber security program is reviewed annually by Foster & Foster's senior management, including our Chief Executive Officer and Chief Legal Officer, along with our IT Department, work to ensure that our data is secure, and that the importance we place on cyber security permeates through every level of the firm.

After a cyber-related solution or improvement is approved by Senior Management, we work to track performance vs. projections annually and amend our ISP relating to our cyber security program as necessary (please note: given the confidential nature of some of our policies and procedures, including our disaster recovery policy, we have not attached those documents within this response but are happy to discuss relevant cyber-related elements of said policies in a private setting.)

All Foster & Foster client data is encrypted using a unique 256-bit encryption key that only our firm has knowledge of and is stored off our network within servers in the cloud with Microsoft Azure (which conducts regular internal security reviews) and is backed-up by a snapshot hourly. Only Foster & Foster employees that work with a particular client have access to the client's data. When data is no longer used, we place it within an inactive folder that is zipped and only accessible to our IT Department for possible future use. With regard to encryption, all Foster & Foster devices used by our employees are encrypted. The drives that the data rests on are also encrypted. When we transmit data, we use Citrix ShareFile which is also encrypted. In order to access our network, all employees

must have Multi-Factor Authentication (“MFA”). We utilize either a text message to the employee's phone or Microsoft Authenticator app on our employees’ phones. We do not allow storage on removable devices such as USB drives. All client work is performed on our Virtual Desktop Environment, so no client data is stored on laptops. Finally, we use SentinelOne for antivirus software and Fortinet Fortigate firewalls – both of which are updated regularly. Finally, all of our systems are tested on a quarterly basis. All systems are tested on a quarterly basis.

Our physical facilities rely on either a single-key or dual-key access system, have a third-party security monitoring company overseeing the facilities, and utilize internal locked offices. When paper documents containing confidential information are no longer needed, our firm has a formal process by which it confirms that the documents are shredded and disposed of appropriately. USB storage devices are disabled by default on all domain workstations and servers and are only allowed by request.

Foster & Foster utilizes an active directory system, and permissions are granted as needed, requiring administrative approval. Security groups effectively determine file access by necessity. Rotating password policies with complexity requirements, lockouts, and manual reactivation are in effect.

The method our firm uses to manage business associates (third parties) that provide IT services is similar to the strategy used to assist clients in managing relationships with vendors. Foster & Foster meets with its IT partner at least once per year to review the previous twelve-month period, and to review key metrics that were established in previous meetings to measure performance.

In addition, key risk areas our firm faces that are related to technology are identified and discussed. After identifying all key risk areas, Foster & Foster is provided with an outlook on future issues relating to technology strategies. Our firm works closely with its partner to create and implement solutions that address these identified key risk areas.

We also provide monthly Security Awareness Training to all our employees, with employee engagement being monitored by our IT Department. On the first of every month our IT Department sends out training to all employees. On the 1st and the 15th of the month, a test phishing email is sent out to all staff, to keep everyone diligent.

Further, Foster & Foster maintains a rigorous hiring practice, including conducting background checks on all prospective new hires (including DMV check if applicable to the position), holding interviews with multiple people (including senior management) within the firm, reference check/employment verification and social media investigation and verification of eligibility (U.S. Department of Homeland Security E-Verify System). Once a candidate joins our firm, we provide extensive initial onboarding through our HR and IT Departments, conducting training sessions,

among other items, review company policies and procedures, provide security badges, and importantly, get up to speed on all technology at the firm.

Foster & Foster works on an ongoing basis to monitor all technological aspects of the firm, including risk assessment, to develop and implement cyber security protocols, and to conduct an annual audit of all our IT infrastructure. If any adverse findings were to be made in the audit, we would create a remediation plan to fix any issues that may have occurred. Again, after a cyber-related solution or improvement is approved by the Firm's senior management, we work to track performance vs. projections. All cyber security plans and procedures are tested at a minimum quarterly, including vulnerability assessments. Our policies are updated annually unless changes are required and approved more frequently.

With regard to auditing and testing, we work with an outside auditing firm and became SOC 2 Type 2 compliant as of May 2024. This same auditor will assist Foster & Foster on an annual basis going forward. All cyber security plans and procedures are tested at a minimum quarterly. Again, policies are updated annually unless changes are required and approved more frequently.

With regard to disaster recovery, Foster & Foster has a robust disaster recovery plan. In the event of a cyber incident or disaster, we would promptly engage our incident reporting protocol, which includes notifying all appropriate law enforcement and insurance parties, and most importantly, informing our clients, helping them prevent/reduce injury, and remedying problems going forward to prevent recurrence. Our business resiliency program is reviewed annually (most recently in March 2025) with Senior Management to ensure consistency with best practices.

If our headquarters and offices were to become inoperable, every person in the firm has the capability to work remotely. As a result, the individuals working for the Plan would be able to log on to our firm's encrypted server and complete their work from home or at any other desired location. This process has proven itself worthwhile during the challenges associated with the COVID-19 pandemic as well as Hurricane Ian which impacted our Fort Myers and Cape Coral offices in September 2022.

## **Miscellaneous**

Foster & Foster, Inc. is a profitable firm. This has been achieved over the course of 40+ years by providing a quality work product to our clients at the lowest possible cost, thereby building strong business relationships that last many years. We have a strict policy that we do not share any client or account information with any third party.

For our entire history, there has been no legal action (or threats of action) taken against Foster & Foster, Inc. for any reason, and no company employee has ever been charged with any offense

involving fraud, theft, or dishonesty. Furthermore, our firm is not presently in violation of any statutes or regulatory rules that might have an impact on our operations.

As with all our clients, we agree to be a fiduciary of the Plan as defined in the Employee Retirement Income Security Act of 1974 and Section 112.656, Florida Statutes. We would be happy to provide a Sworn Statement under Section 287.133(3)(a), Florida Statutes. Our firm has never been the subject of any ethics referrals or complaints.

Foster & Foster confirms we have registered with and use the Homeland Security's E-Verify System to verify that all employees hired after January 1, 2021, are citizens of the United States or are otherwise legally permitted to perform services in the State of Florida in accordance with Section 448.095, Florida Statutes. Foster & Foster also agrees to complete a statement under Florida Statutes 287.133(3)(a) referencing the Public Entity Crimes, Florida Statutes 287.138 referencing Foreign Countries of Concern, and Florida Statutes 787.06(13) confirming our firm does not use "coercion of labor or services" as defined and described therein.

Foster & Foster states that the agreement shall be construed under the laws of the State of Florida and federal law where applicable. Our firm also agrees to venue any judicial proceedings in the county where the Board sits.

# Plan Administration Client List

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## Florida Plans:

- ❖ City of Aventura Police Officers' Retirement Plan
- ❖ City of Avon Park Firefighters' Retirement System
- ❖ City of Bartow Municipal Firefighters' Retirement Trust Fund
- ❖ City of Bartow Municipal General Employees' Retirement Trust Fund
- ❖ City of Bartow Municipal Police Officers' Retirement Trust Fund
- ❖ Town of Belleair Municipal Police Officers' Retirement Plan
- ❖ City of Bradenton Firefighters' Retirement System
- ❖ City of Bradenton Police Officers' Retirement System
- ❖ City of Brooksville Police Officers' Retirement Plan & Trust
- ❖ City of Cape Coral Municipal Firefighters' Retirement Plan
- ❖ City of Cape Coral Municipal General Employees' Retirement Plan
- ❖ City of Cape Coral Municipal Police Officers' Retirement Plan
- ❖ City of Casselberry Police Officers' and Firefighters' Pension Plan
- ❖ City of Cocoa General Employees' Defined Benefit Pension Plan
- ❖ City of Cocoa Police Officers' Retirement System
- ❖ City of Cooper City Firefighters' Pension Fund
- ❖ City of Cooper City Police Officers' Pension Fund
- ❖ City of Coral Gables Police Share Plan
- ❖ City of Coral Springs Firefighters' Retirement System
- ❖ City of Crestview General Employees' Retirement Plan
- ❖ City of Crestview Police Officers' & Firefighters' Retirement Plan
- ❖ City of Dade City Firefighters' Relief and Pension Fund
- ❖ City of Dade City Police Officers' Pension Fund
- ❖ City of Daytona Beach Police Officers' & Firefighters' Retirement System
- ❖ City of Deerfield Beach Non-Uniformed Employees' Retirement Plan
- ❖ Destin Fire Control District Firefighters' Retirement Trust Fund
- ❖ East Lake Tarpon Special Fire Control District Firefighters' Pension Trust Fund
- ❖ East Niceville Fire Control District Firefighters' Pension Trust Fund
- ❖ City of Edgewater Firefighters' Retirement Plan
- ❖ City of Edgewater General Employees' Pension Plan
- ❖ City of Edgewater Police Officers' Pension Fund
- ❖ Englewood Area Fire Control District Firefighters' Pension Trust Fund
- ❖ City of Fernandina Beach General Employees' Pension Plan
- ❖ City of Fernandina Beach Firefighters' & Police Officers' Pension Plan
- ❖ City of Fort Lauderdale Firefighters' Insurance Trust Fund
- ❖ City of Fort Myers Firefighters' Retirement System
- ❖ City of Fort Myers Police Officers' Retirement System
- ❖ City of Fort Walton Beach Municipal Firefighters' Pension Trust Fund
- ❖ City of Fort Walton Beach Police Officers' Retirement Fund
- ❖ Town of Golden Beach Employees' Pension Plan

- ❖ Greater Naples Fire Rescue District Firefighters' Pension Plan
- ❖ City of Hallandale Beach Police Officers' & Firefighters' Retirement Trust
- ❖ City of Hialeah Firefighters' Relief & Pension Fund
- ❖ City of Hialeah Gardens Police Pension Trust Fund
- ❖ City of Hialeah Police Officers' Pension Fund
- ❖ Holley-Navarre Fire District Firefighters' Pension Trust Fund
- ❖ City of Hollywood Firefighters' Pension Fund
- ❖ City of Holly Hill Police Officers' Retirement Trust Fund
- ❖ City of Holmes Beach Municipal Police Officers' Pension Trust Fund
- ❖ City of Homestead Elected Officials' Retirement Plan
- ❖ City of Homestead Firefighters' Retirement System
- ❖ City of Homestead General Employees' Retirement Plan
- ❖ City of Homestead Police Officers' Retirement Plan
- ❖ Town of Indian River Shores Public Safety Officers' & Firefighters' Defined Benefit Plan
- ❖ Town of Indian Shores Police Officers' Pension Trust Fund
- ❖ Town of Lady Lake Police Officers' Retirement Trust Fund
- ❖ City of Lake City Employees' Retirement Plan
- ❖ City of Lake City Municipal Firefighters' Pension Trust Fund
- ❖ City of Lake City Police Officers' Retirement Fund
- ❖ City of Lakeland Firefighters' Retirement System
- ❖ City of Lakeland Police Officers' Retirement System
- ❖ Town of Lantana Firefighters' Pension Fund
- ❖ City of Lauderhill Confidential & Managerial Employees' Pension Fund
- ❖ City of Maitland Municipal Police Officers' & Firefighters' Pension Trust Fund
- ❖ Town of Medley Defined Benefit Plan
- ❖ Town of Medley Police Officers' Retirement System
- ❖ City of Milton Municipal Firefighters' Pension Trust Fund
- ❖ City of Milton Municipal Police Officers' Pension Trust Fund
- ❖ City of Miramar Municipal Police Officers' Retirement Plan
- ❖ City of Monticello Firefighters' Retirement Plan
- ❖ City of Monticello Police Officers' Pension Fund
- ❖ City of Neptune Beach Police Officers' Retirement System
- ❖ City of New Smyrna Beach Firefighters' Retirement System
- ❖ City of New Smyrna Beach Municipal Police Officers' Retirement Plan
- ❖ City of North Port Firefighters' Pension Local Option Trust Fund
- ❖ North River Fire District Firefighters' Retirement Trust Fund
- ❖ City of Oakland Park Police Officers' & Firefighters' Pension Trust Fund
- ❖ City of Ocoee Municipal General Employees' Retirement Trust Fund
- ❖ City of Ocoee Municipal Police Officers' & Firefighters' Retirement Trust Fund
- ❖ Town of Orange Park Firefighters' Retirement Plan
- ❖ Town of Orange Park Police Officers' Retirement Trust
- ❖ City of Oviedo Police Officers' Retirement Trust Fund
- ❖ City of Palm Beach Gardens Firefighters' Pension Trust Fund
- ❖ Palm Harbor Special Fire Control and Rescue District Firefighters' Pension Plan
- ❖ City of Perry Municipal Police Officers' Retirement Trust Fund

- ❖ City of Perry Municipal Firefighters' Retirement Trust Fund
- ❖ City of Port Orange General Employees' Defined Benefit Retirement Plan
- ❖ City of Punta Gorda Firefighters' Retirement System
- ❖ City of Punta Gorda General Employees' Retirement System
- ❖ City of Punta Gorda Police Officers' Retirement System
- ❖ City of Quincy Police Officers' & Firefighters' Pension Plan
- ❖ City of Sebastian Police Officers' Retirement System
- ❖ City of Sebring Municipal Firefighters' Pension Plan
- ❖ City of Seminole Municipal Firefighters' Pension Trust Fund
- ❖ City of South Miami Pension Plan
- ❖ City of South Pasadena Firefighters' Retirement System
- ❖ City of St. Cloud General Employees' Retirement System
- ❖ City of St. Cloud Police Officers' & Firefighters' Retirement System
- ❖ City of St. Pete Beach Firefighters' Retirement System
- ❖ City of St. Pete Beach General Employees' Retirement System
- ❖ City of St. Pete Beach Police Officers' Retirement System
- ❖ City of Sunrise Firefighters' Retirement Plan
- ❖ Town of Surfside Employees' Retirement Plan
- ❖ City of Sweetwater Police Officers' Pension Plan
- ❖ City of Tamarac Police Officers' Pension Trust Fund
- ❖ City of Tavares Firefighters' Pension Trust Fund
- ❖ City of Tavares Police Officers' Pension Trust Fund
- ❖ City of Temple Terrace Police Officers' Pension Fund
- ❖ City of Venice Municipal Firefighters' Pension Trust Fund
- ❖ City of Vero Beach Police Officers' Retirement Trust Fund
- ❖ West Manatee Fire and Rescue District Firefighters' Retirement Plan

Other:

- ❖ City of Bogalusa Retirement System (Louisiana)
- ❖ City of Covington Defined Benefit Plan (Georgia)
- ❖ Milwaukee County Transit System (Wisconsin)
- ❖ Metropolitan Atlanta Rapid Transit Authority (Georgia)

# Proposed Services

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A. Annual ongoing services are set forth below, performed under the supervision of the Board of Trustees.

1. Administration of meetings:
  - a) Prepare and send meeting notices/agendas
  - b) Schedule meetings and ensure quorums
  - c) Prepare agenda and agenda packets
  - d) Prepare meeting minutes
2. Trustee organization
  - a) Maintain board contact list of vendors and trustees
  - b) Maintain pending matter list
  - c) Run trustee elections
  - d) Coordinate trustee appointments through the City
  - e) Renew pension organizational dues and update trustee information
  - f) Register trustees for educational conferences and process reimbursements
3. Review invoices and pay plan expenses as authorized.
4. Ensure that all plan payments and retirement benefits are ratified by the Board.
5. Assist in the creation of board policies.
6. Coordinate with the investment consultant to fulfill capital calls and money movement.
7. Monitor disbursement of benefit payments.
8. Obtain necessary information for retirement eligibility and benefits.
9. Set up and maintain electronic files.
10. Respond to public record requests.
11. Assist members in the retirement process.
12. Maintain current beneficiary designations.
13. Obtain quotes for fiduciary/cyber liability insurance.
14. Ensure compliance with the Government in the Sunshine Law and the Public Records Act.
15. Respond to inquiries from trustees, members (active, retired and terminated), money managers, and the custodian.
16. Maintain a liaison between the Board and the City.
17. Ensure the pension plan is administered in accordance with board policies and the Pension Ordinance.

18. Collect necessary data for the audit report.
19. Maintain a liaison with the City to obtain new employee data in a timely manner.
20. Maintain a liaison with the State of Florida, Division of Retirement.
21. Provide timely assistance to outside auditors for preparation of the annual financial statement.
22. Prepare the annual administrative budget.
23. Prepare the annual detailed accounting report of actual plan expenses.
24. File the House Bill 3 compliance report.

# Proposed Fees

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**A.** An annual retainer fee of \$85,000 payable in monthly installments of \$7,083.34\*

Four (4) quarterly board meetings are included in the above fees; only out-of-pocket travel expenses will be reimbursed. All travel fees are split amongst clients visited during a single trip. Our firm does not charge processing or copy fees.

The cost for work outlined in Section B of this proposal that does not indicate a specific fee will be based upon the amount of time required and/or the cost of materials to complete each task. The hourly rate will be \$250 and special travel time will be billed at an hourly rate of \$125. We will provide a firm fee quotation prior to commencing any special projects.

The fees and hourly rates shall be adjusted annually based upon the Consumer Price Index for All Urban Customers (CPI-U) percent for the preceding 12-month period. The adjusted fees will become effective each October 1<sup>st</sup>.

**B.** Services requested of the plan administrator by the Trustees as special assignments, are set forth below.

1. Additional on-site meetings outside four (4) quarterly board meetings.
2. Preparation of quarterly financial statements for \$2,800 per statement.
3. Preparation of the annual State Report for \$4,500.

*\*There will be a 10% discount applied to the retainer fee if the general and fire plans also hire Foster & Foster as their administrator.*

These fees are guaranteed for three (3) years from the effective date.

Foster & Foster does not issue monthly benefit payments or lump sum distributions to plan members. These payments will need to be made by the plan's custodian. Our office will collect and submit all required documentation to the custodian to ensure payments are set up correctly and timely, at no additional cost to the plan. All payments will be ratified by the Board at a subsequent meeting.

# Insurance Specifications

Foster & Foster does not limit its professional liability to its clients in any capacity. We carry professional liability, comprehensive business liability, workers' compensation and employers' liability, and cyber liability insurance.



FOSTE-2

OP ID: JV

## CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
01/19/2026

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Atkinson & Assoc. Insurance 1537 Brantley Rd. Bldg C Fort Myers, FL 33907 Paul G. Atkinson A009536	239-437-5555	CONTACT NAME: Paul G Atkinson PHONE (A/C, No, Ext): 239-437-5555 FAX (A/C, No): 239-689-3826 E-MAIL ADDRESS: patkinson@atkinsoninsurance.com
INSURER(S) AFFORDING COVERAGE		NAIC #
INSURER A: Travelers Indemnity Company		25666
INSURER B: of America		
INSURER C: Indian Harbor Insurance Co		36940
INSURER D: Travelers Excess & SL Co		29696
INSURER E: Evanston Insurance Company		35378
INSURER F: Atlantic Specialty Lines, Inc.		

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
E	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR			3AA964878	01/01/2026	01/01/2027	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (If a occurrence) \$ 100,000
D	<input checked="" type="checkbox"/> CYBER LIABILITY			CYB10790987802 \$10K DED	01/01/2026	01/01/2027	MED EXP (Any one person) \$ 5,000
F	<input checked="" type="checkbox"/> CRIME - \$1,000,000			MML0094770126 \$10K DED	01/01/2026	01/01/2027	PERSONAL & ADV INJURY \$ Excluded GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COM/OP AGG \$ Excluded CYB-EA CL \$ 3,000,000
GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:							
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY			BA-9T746362-26-42-G	01/01/2026	01/01/2027	COMBINED SINGLE LIMIT (If a accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
E	UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE			EZXS3227716	01/01/2026	01/01/2027	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000 \$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) Y/N <input checked="" type="checkbox"/> N/A			UB-8J390688-26-42-E NO DEDUCTIBLE	01/01/2026	01/01/2027	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
C	PROF LIAB E&O			MPP 9037522 07 \$250K DED	01/01/2026	01/01/2027	PL-EA CLM \$ 5,000,000 PL-AGGREG \$ 5,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER  ***INFORMATION ONLY***	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE 
--	---

ACORD 25 (2016/03)

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# Plan Administration References

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## **City of Palm Beach Gardens Firefighters' Pension Fund**

Rick Rhodes, Chairman  
10500 N. Military Trail  
Palm Beach Gardens, FL 33410  
(561) 209-2743  
rrhodes@myffbenefits.com  
Services Provided: Plan Administration and Actuarial Services

## **City of Cape Coral Municipal Firefighters' Retirement System**

Damon Alimonti, Chairman  
815 Nicholas Parkway East  
Cape Coral, FL 33990  
damon.alimonti@icloud.com  
(239) 209-2016  
Services Provided: Plan Administration and Actuarial Services

## **City of Vero Beach Police Officers' Retirement Trust Fund**

Matt Harrelson, Chairman  
1055 20<sup>th</sup> Street  
Vero Beach, FL 32960  
mharrelson@vbpd.org  
(772) 501-1001  
Services Provided: Plan Administration and Actuarial Services

## **City of Coral Springs Firefighters' Retirement Plan**

Andrew Robins, Chairman  
9500 West Sample Road  
Coral Springs, FL 33065  
arobins@coralsprings.gov  
(954) 520-6088  
Services Provided: Plan Administration and Actuarial Services

# Affidavits

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## COMPANY NOT AN ENTITY OF A FOREIGN COUNTRY OF CONCERN

For purposes of this affidavit, "foreign country of concern" means the People's Republic of China, the Russian Federation, the Islamic Republic of Iran, the Democratic People's Republic of Korea, the Republic of Cuba, the Venezuelan regime of Nicolás Maduro, or the Syrian Arab Republic, including any agency of or any other entity of significant control of such foreign country of concern.

The undersigned, on behalf of the entity listed below hereby attests under penalty of perjury as follows:

1. I am over the age of 18 and I have personal knowledge of the matters set forth herein.
2. I am an officer or representative of Foster & Foster Consulting Actuaries, Inc. (herein after "Entity"), and I am authorized to provide this affidavit on its behalf.
3. Entity is not owned by the government of a foreign country of concern.
4. No government of a foreign country of concern has a controlling interest in Entity.
5. Entity is not organized under the laws of or has its principal place of business in a foreign country of concern.
6. If, at any time in the future, Entity does become owned by a foreign country of concern, if a foreign country of concern acquires a controlling interest in Entity, or Entity becomes organized under the laws of or relocated to a foreign country of concern, Entity will immediately notify the Pension Fund and no contracts may be executed, renewed, or extended between the parties.
7. I have read the foregoing affidavit and confirm that the facts stated in it are true, and are made for the benefit of, and reliance by Pension Fund.

Company: Foster & Foster Consulting Actuaries, Inc.

Authorized Signature:  Date: 5-13-2026

Printed Name: Jonathan R. Davidson

Title: Chief Legal Officer

STATE OF Florida  
COUNTY OF Lee

The foregoing instrument was acknowledged before me by means of  physical presence or  online notarization, this 13th day of May, 2026, by Jonathan R. Davidson, as Chief Legal Officer on behalf of the company/corporation. They  are personally known to me or  have produced \_\_\_\_\_ as identification.

*Linda K. Eroh*  
Notary Public Signature

(Affix Notary Stamp or Seal)

Linda K. Eroh  
Print, Type or Stamp Name of Notary

My commission expires: September 10, 2029



### Human Trafficking Affidavit

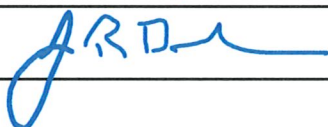
The undersigned, on behalf of Contractor, hereby attests as follows:

- A. Contractor understands and affirms that Section 787.06(13), Florida Statutes, prohibits the Board from executing, renewing, or extending a contract to entities that use coercion for labor or services.
- B. Contractor hereby attests, under penalty of perjury, that Contractor does not use coercion for labor or services as defined in Section 787.06(2), Florida Statutes.

I, the undersigned, am an officer or representative of the non-governmental entity named below, and hereby represent that I: make the above attestation based upon personal knowledge; am over the age of 18 years and otherwise competent to make the above attestation; and am authorized to legally bind, and make the above attestation on behalf of, the Contractor.

**Under penalties of perjury, I declare that I have read the forgoing document and that the facts stated in it are true.** Further Affiant sayeth naught.

Contractor: Foster & Foster Consulting Actuaries, Inc.

Authorized Signature: 

Date: 5-13-2026

Printed Name: Jonathan R. Davidson

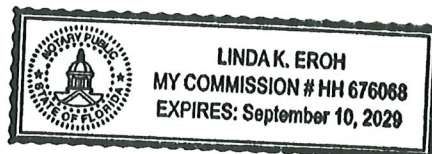
Title: Chief Legal Officer

STATE OF Florida  
COUNTY OF Lee

The foregoing instrument was acknowledged before me by means of  physical presence or  online notarization, this 13th day of May, 2026, by Jonathan R. Davidson, as Chief Legal Officer on behalf of the company/corporation. They  are personally known to me or  have produced \_\_\_\_\_ as identification.

  
Signature of Notary Public

Linda K. Eroh  
Name of Notary Typed, Printed or Stamped  
My Commission Expires: September 10, 2029



<b>SWORN STATEMENT ON PUBLIC ENTITY CRIMES UNDER SECTION 287.133, FLORIDA STATUTES</b>
--

**THIS FORM MUST BE SIGNED IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICER AUTHORIZED TO ADMINISTER OATHS.**

1. This sworn statement is submitted to the Retirement System for Police, Fire and General Employees of the City of Ocala ("Owner") by: Jonathan R. Davidson, Chief Legal Officer (print individual's name and title) for Foster & Foster Consulting Actuaries, Inc. (print name of entity submitting sworn statement) whose business address is 13420 Parker Commons Blvd., Suite 104, Fort Myers, FL 33912 in accordance with the request for proposals for Professional Service ("Services").
2. I understand that a "public entity crime" as defined in Paragraph 287.133(1)(g), Florida Statutes, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or of the United States, including, but not limited to, any proposal or contract for goods or services to be provided to any public entity or an agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.
3. I understand that "convicted" or "conviction" as defined in Paragraph 287.133(1)(b), Florida Statutes, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, non-jury trial, or entry of a plea of guilty or nolo contendere.
4. I understand that an "affiliate" as defined in Paragraph 287.133(1)(a), Florida Statutes, means: (1) A predecessor or successor of a person convicted of a public entity crime; or (2) An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.

**SWORN STATEMENT ON PUBLIC ENTITY CRIMES  
UNDER SECTION 287.133, FLORIDA STATUTES**

5. I understand that a "person" as defined in Paragraph 287.133( 1 )( e), Florida Statutes, means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which submits proposals or applies to submit a proposal on contracts for the provision of goods or services let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.

6. Based on information and belief, the statement which I have marked below is true in relation to the entity submitting this sworn statement. (Please indicate which statement applies.)

Neither the entity submitting this sworn statement, nor one or more of the officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, nor any affiliate of the entity, has been charged with and convicted of public entity crime subsequent to July 1, 2008.

There has been a proceeding concerning the conviction before a hearing officer of the State of Florida, Division of Administrative Hearings. The final order entered by the hearing officer did not place the person or affiliate on the convicted vendor list. [Please attach a copy of the Final Order.]

The person or affiliate was placed on the convicted vendor list. There has been a subsequent proceeding before a hearing officer of the State of Florida, Division of Administrative Hearings. The final order entered by the hearing officer determined that it was in the public interest to remove the person or affiliate from the convicted vendor list. [Please attach a copy of the Final Order.]

The person or affiliate has been placed on the convicted vendor list. [Please describe any action taken by or pending with the Department of General Services.]

**SWORN STATEMENT ON PUBLIC ENTITY CRIMES  
UNDER SECTION 287.133, FLORIDA STATUTES**

I UNDERSTAND THAT THE SUBMISSION OF THIS FORM TO THE OWNER IDENTIFIED IN PARAGRAPH 1 (ONE) AND THAT THIS FORM IS VALID THROUGH PROJECT COMPLETION. I ALSO UNDERSTAND THAT I AM REQUIRED TO INFORM THE OWNER OF ANY CHANGE IN THE INFORMATION CONTAINED IN THIS FORM DURING THE PROJECT.

JRD  
(Signature)

5-13-2026  
Date

Name: Jonathan R. Davidson  
Position: Chief Legal Officer

STATE OF FLORIDA            )  
  ) ss  
COUNTY OF LEE            )

Sworn to (or affirmed) and subscribed before me by means of  physical presence or  online notarization this 13th day of May, 2026, by Jonathan R. Davidson.



Linda K Eroh  
(Signature of Notary Public-State of Florida)

*In accordance with the provisions of Florida Statutes, §117.04(4)(I), Notary name must printed, typed or stamped below Notary's signature; seal must be stamped next to signature or below printed name:*

Personally Known OR \_\_\_\_\_ Produced Identification  
(Type of Identification Produced) \_\_\_\_\_



# Ocala

## Legislation Text

110 SE Watula Avenue  
Ocala, FL 34471

[www.ocalafl.gov](http://www.ocalafl.gov)

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**File #:** 2026-1660

**Agenda Item #:**

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Submitted By: Karen Czechowicz

Department: Police

---

**STAFF RECOMMENDATION (Motion Ready):**  
HYN Consulting

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# Plan Administration Services Proposal

**CITY OF OCALA  
GENERAL EMPLOYEES' RETIREMENT SYSTEM  
POLICE OFFICERS' RETIREMENT SYSTEM  
FIREFIGHTERS' RETIREMENT PLAN**



13141 66th Street North  
Largo, FL 33773  
[www.hynconsulting.com](http://www.hynconsulting.com)

Caleb Hynson – Managing Principal  
727-559-7333 ~

[caleb@hynconsulting.com](mailto:caleb@hynconsulting.com)

Frank Mega – Senior  
Administrator/Partner  
727-216-8529 ~

[frank@hynconsulting.com](mailto:frank@hynconsulting.com)

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# Company Overview

HYN Consulting is an independent, boutique retirement plan administration and consulting firm dedicated exclusively to the needs of Florida Chapters 112, 175 and 185 defined benefit pension plans. **As a firm that focuses entirely on Plan Administration, we are able to devote our full attention to delivering accurate, transparent, and member-focused solutions. Our independence ensures that nothing stands between us and our commitment to serving your Plan with integrity and precision.**

At HYN Consulting, our philosophy is simple: Strong administrative processes form the foundation of a successful retirement system, and excellence in administration is both a discipline and an art. We understand the unique fiduciary, regulatory, and operational challenges faced by public pension boards and we tailor our services to meet the needs of trustees, plan sponsors, and members with clarity, responsiveness, and care.

## What Sets HYN Consulting Apart

- **Independent and Conflict-Free**

We do not sell investment products or bundle services, allowing us to focus solely on high-quality plan administration and consulting.

- **Specialized Expertise in Defined Benefit Plans**

Our firm is built specifically for police, fire, and general employee pension systems, giving us deep insight into the complexities of public sector retirement programs.

- **Boutique Service Model**

We provide personalized, high-touch support that larger firms cannot match. Every client receives direct access to experienced administrators who understand their Plan's history, membership, and priorities.

- **Advanced Technology & Secure Infrastructure**

We leverage modern tools including Microsoft Dynamics CRM and secure cloud-based systems to ensure accuracy, efficiency, and data protection throughout every stage.

- **Comprehensive Administrative Support**

From member communications to compliance monitoring and actuarial coordination, we serve as your first line of defense in retirement plan administration.

HYN Consulting operates its primary Administration Office in Largo, Florida, and provides full client support during standard business hours, Monday through Friday, from 8:00 a.m. to 5:00 p.m. for our clients.

## Administrative Team

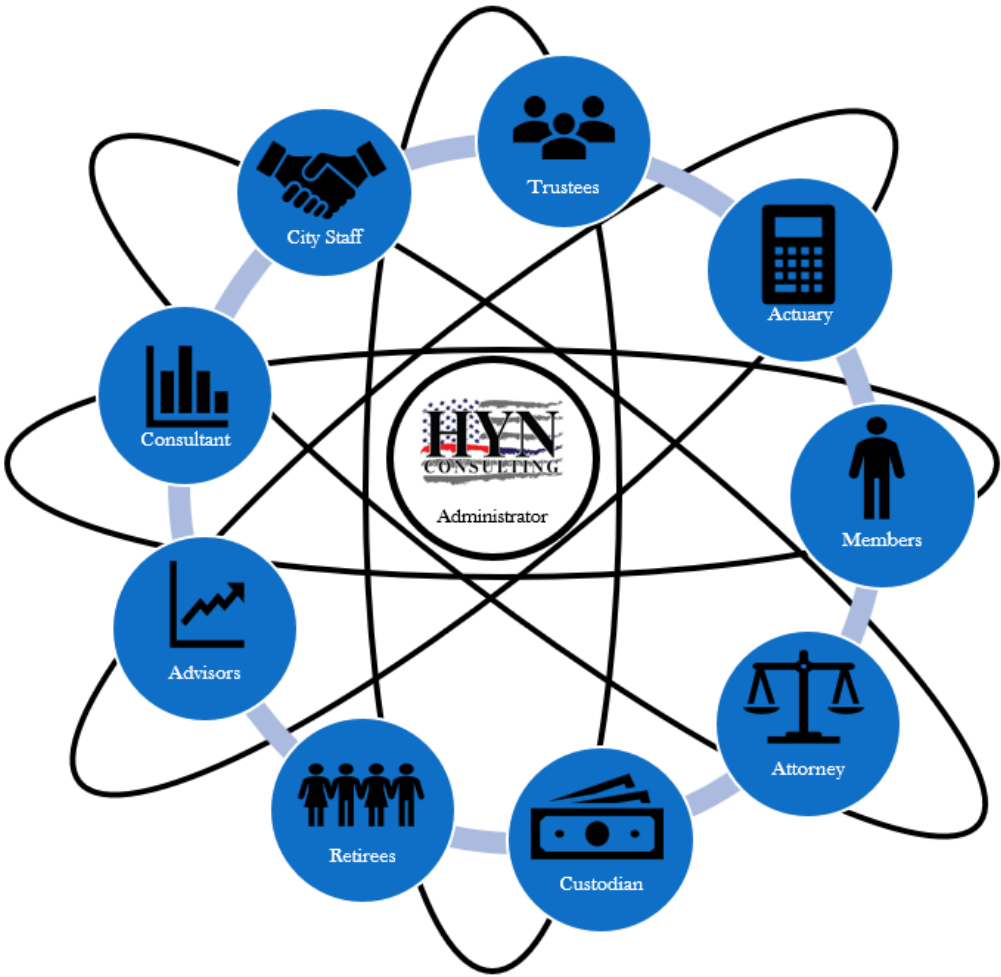
Our team brings a wealth of experience and specialized knowledge in public sector retirement plan administration. Each member is committed to delivering exceptional service and tailored solutions

- **Caleb Hynson** – DBA, CPPT: Caleb is a seasoned retirement planning specialist with over a decade of experience, including a distinguished career as a Firefighter-SWAT Paramedic. His unique background provides valuable insight into the needs of public safety professionals. Caleb has served as Chairman of the Board, equipping him with firsthand knowledge of effective plan governance. He has a Series 6 license, Life, Health, and Variable Annuities license. In addition he holds nationally recognized certifications in Defined Benefit Administrator (DBA) and is Certified Public Pension Trustee (CPPT). Caleb earned his bachelor's degree from Florida State University and a Graduate Certificate in Public Health from the University of South Florida.
- **Frank Mega** – DBA: Frank brings over twenty years of experience in retirement planning and administration, specializing in defined benefit pension plans. His extensive work with Florida-based retirement systems has given him deep expertise in regulatory compliance and operational efficiency. Frank holds a bachelor's degree in management information systems (MIS) from Florida State University and is nationally certified as a Defined Benefit Administrator (DBA). His approach combines technical proficiency with practical solutions to ensure sustainable plan management.
- **Susy Pita** – CPPT: With more than thirty-eight years of experience in administration, Susy is a recognized expert in Florida's public retirement systems. Since 1988, she has held numerous Board roles, building an unparalleled understanding of defined benefit plans. Susy holds a Certified Public Pension Trustee (CPPT) designation, Records Management Certification, and an associate's degree in business management.
- **Robin Sexton** – Robin brings extensive experience in administrative operations to the HYN Consulting team. She specializes in supporting administrators, managing member inquiries, and ensuring accurate processing of payments, record updates, and profile maintenance. She is highly skilled in onboarding new plans and leading plan transitions, consistently delivering a seamless experience during periods of change.
- **Kemrie AI**: Kemrie provides advanced support for administrative processes, ensuring accuracy and efficiency in every task. She streamlines workflows by verifying descriptions, checklists, due dates, and attachments, while facilitating communication and coordination among team members. Kemrie integrates seamlessly with third-party applications, enabling connectivity across platforms. Always precise and timely, Kemrie ensures flawless execution administrative support responsibilities.

# Administrative Services

HYN Consulting serves as the administrative core of the retirement plan’s operations, ensuring that every component of the system functions smoothly, accurately, and in full alignment with the Plan’s objectives. Our role places us at the center of all coordination efforts, working closely with active members, retirees, investment consultants, investment managers, the custodian, actuary, legal counsel, trustees, and city staff. By acting as the central hub for communication, data management, and process oversight, we streamline the flow of information among all stakeholders and maintain the administrative integrity of the Plan. This integrated approach allows us to support informed decision-making, uphold compliance, and deliver a seamless experience for everyone who relies on the Plan’s operations.

*As the Plan Administrator, we are the experts and the central point of contact, coordinating the objectives of the Trustees and the operation of the Retirement Fund.*



# Security

## **Safe, Smart, and Streamlined: Trust HYN's Technology for Secure, Advanced Data Protection**

At HYN, safeguarding sensitive information is a core commitment. By leveraging Microsoft Dynamics and the broader Microsoft security ecosystem, we deliver a secure, intelligent, and efficient environment for managing data. Our technology framework is designed to protect your Plan from evolving cyber threats while enabling seamless collaboration and operational excellence. Microsoft Dynamics CRM provides enterprise-grade security features that ensure your information remains protected at every stage. These capabilities work together to create a resilient, compliant, and highly secure foundation for both internal operations and client-facing services.

### **How Your Data is Protected**

- **Advanced Threat Protection (ATP)**

ATP defends against sophisticated phishing, ransomware, and malicious attacks by analyzing threats in real time and blocking suspicious activity before it reaches your environment.

- **Encrypted Email + Data Loss Prevention (DLP)**

Built-in DLP policies automatically identify, monitor, and encrypt sensitive information in emails and documents, ensuring that confidential data is shared only with authorized recipients.

- **Azure Information Protection (AIP)**

AIP classifies and labels documents and emails with security tags such as *Encrypt*, *Do Not Forward*, *Confidential*, and *Highly Confidential*, protecting data wherever it travels.

- **DDoS Protection**

Azure's integrated Distributed Denial of Service protection shields systems from large-scale attacks that attempt to disrupt access or overwhelm network resources.

These layers of protection ensure that your organization remains compliant, resilient, and prepared for emerging threats.

### **Advantages and Benefits**

Implementing Microsoft Dynamics allows HYN to streamline workflows, reduce manual errors, and centralize data for improved accuracy and collaboration. Built-in analytics and automation help us operate more efficiently, make informed decisions, and deliver consistent, high-quality service. The platform's scalability ensures we can grow without compromising performance or security. Clients partnering with HYN gain confidence knowing their information is protected by industry-leading security tools. Microsoft Dynamics enables faster response times, more accurate communication, and secure handling of sensitive data. As the platform evolves, clients benefit from continuous innovation in security, automation, and cloud technology ensuring long-term reliability.

# Competitive Advantage

## The HYN Advantage: Expertise You Can Trust

### **Dedicated Administration & Personalized Service**

We provide Administrator Assurance—meaning your Plan will be supported by two dedicated, expert administrators who remain consistently assigned to your account. We do not rotate or substitute staff. This continuity ensures deep familiarity with your Plan and a reliable partnership focused on long-term success.

### **Impartial and Independent Expertise**

Our sole focus is Plan Administration. With extensive experience serving Police, Firefighter, and General Employee retirement systems, we work exclusively for the Board of Trustees. Our independence ensures that our guidance is free from influence by third-party service providers, allowing us to act solely in the best interest of your Plan and its members.

### **Strategic Oversight for Cost Savings and Member Experience**

We take a comprehensive view of your Plan to identify emerging issues, trends, and opportunities for improvement. These insights are proactively shared with the Board, enabling timely decisions that reduce costs and enhance overall member experience.

### **Technical Excellence & Operational Resilience**

Our team leverages advanced technology, maintains active professional affiliations, and brings deep institutional knowledge to every engagement. Our systems and processes are designed to ensure uninterrupted service—even in the face of unexpected disruptions—providing peace of mind and business continuity.

### **Ongoing Plan Review & Fiduciary Support**

We conduct regular reviews of your Plan to ensure it remains effective, compliant, and aligned with its objectives. Our proactive consultation helps the Board stay ahead of regulatory changes and maintain a high standard of fiduciary oversight

# Scope of Services

## 1. Administration of Meetings:

- a. Schedule meetings (including coordination with City)
- b. Gather and distribute meeting materials
- c. Prepare agenda
- d. Prepare minutes

## 2. Trustee Organization:

- a. Have working knowledge of Plan Document
- b. Maintain Board contact list (Trustees and Service Providers)
- c. Maintain list of Trustee position type and date of term expiration
- d. Maintain pending matter list
- e. Timely implement motions and decisions of Trustees
- f. Ensure service providers are aware of motions and decisions which
- g. impact their projects
- h. Run Trustee elections
- i. Coordinate Trustee appointments through the City
- j. Ensure timely selection of 5th Trustee
- k. Assist in creation of Board Policies including Internal Controls and Procedures
- l. Familiarity with Sunshine laws, gift and ethics laws and public officer voting
- m. Obtain quotes for fiduciary liability insurance and fidelity bonding
- n. Keep Trustee memberships in Pension Organizations up to date
- o. Assist in preparation of requests for proposals, as directed
- p. Ensure that Trustees approve benefits and Fund expenses
- q. Administer Travel Policy (including proper documentation and providing for
- r. reimbursements)
- s. Assist in making reservations and arrangements
- t. Familiarity with Microsoft Office Suite: Word, Excel, Access and PowerPoint

## 3. Communication and Coordination:

- a. Review correspondence, statements and documents from all service providers.
- b. Distribute the documents as necessary

## 4. Member Administration:

- a. Active Members
  - i. Enrollment
  - ii. Monitor contributions from employees and City
  - iii. Maintain data to determine Member eligibility
  - iv. Assist Member in completing Beneficiary Form, as required
  - v. Assist Member in completing of Refund of Contribution forms (for nonvested terminated employee)
  - vi. Provide pension benefit counseling upon request of a plan Member
  - vii. Establish and maintain system for Share Account recording
  - viii. Provide Member Share Account Statements
  - ix. Establish and maintain system for DROP Accounts
  - x. Provide Member DROP Account Statements
  - xi. Coordination of Participant Education
- b. Retirement Process

- i. Assist Members in completing applications as required
      - ii. Assist Members in completing applications for DROP, as required
      - iii. Coordinate benefit calculation and verification by actuary
      - iv. Ensure Member completion of Benefit Election forms
      - v. Assist in processing Benefit and Disability denials and appeals
    - c. Retired Members
      - i. Assist Retiree in transition from active employment
        - 1. Authorization for Deductions
        - 2. Benefit Election Form
        - 3. Confidentiality Request
        - 4. Tax Withholding (W4-P)
        - 5. Withdrawal (DROP or Other Distributions)
      - ii. Set up direct deposit as required
      - iii. Establish system to conduct Death Record Searches
      - iv. Ensure the Member is aware of required compliance of IRS distributions and compliance with minimum distribution/415 rules by the Member executing the special tax notice as required
- 5. Records Custodian:**
- a. Maintenance of:
    - i. Incoming Correspondence, Documents, and Records
    - ii. Member Data
    - iii. Service Provider contracts and data
  - b. Oversee Computer System to maintain records (including security and backup of
  - c. systems)
  - d. Respond to Records Requests
  - e. Ensure compliance with Public Records exemptions to the extent required by the
  - f. Public Records Act, Chapter 119, Florida Statutes
- 6. Plan Financials:**
- a. Reconcile accounts
  - b. Ensure compliance with Internal Controls and Procedures
  - c. Maintain financial statements
  - d. Ensure completion of annual 990
  - e. Coordinate with City on their Annual Audit
  - f. Accounts Payable:
    - i. Review of Invoices
    - ii. Approval of Expenses by Board
    - iii. Signed Warrant
    - iv. Specific Reference to Minutes
    - v. Payment of Invoices
  - g. Employer Contributions:
  - h. Contribution Amounts
  - i. Monitor Deposits at least Quarterly
  - j. Direct Custodian to:
  - k. Process Payments
- 7. Online Access to Members**
- a. Administer to oversee and coordinate online access for Members

## Combine Services – Pricing Model

### Proposed Monthly Retainer Fees

Plan	3-Plan Package (10% Discount)	2-Plan Package (5% Discount)	Standard Rate
<i>Combined Service Package discount applies when two or more plans engage HYN Consulting</i>			
<b>General Employees</b>	<b>\$3,960.00/mo</b> <i>Save \$440.00/mo</i>	<b>\$4,180.00/mo</b> <i>Save \$220.00/mo</i>	<b>\$4,400.00/mo</b> <i>per month</i>
<b>Police Officers</b>	<b>\$2,587.50/mo</b> <i>Save \$287.50/mo</i>	<b>\$2,731.25/mo</b> <i>Save \$143.75/mo</i>	<b>\$2,875.00/mo</b> <i>per month</i>
<b>Firefighters</b>	<b>\$2,452.50/mo</b> <i>Save \$272.50/mo</i>	<b>\$2,588.75/mo</b> <i>Save \$136.25/mo</i>	<b>\$2,725.00/mo</b> <i>per month</i>
<b>Combined Savings</b>	<b>Save \$1,000.00/mo</b> <i>all three plans — 10% off</i>	<b>Save \$500.00/mo</b> <i>any two plans — 5% off</i>	<i>standard rate applies</i>

### Agreement Terms & Conditions

<b>Agreement Term</b>	This agreement is guaranteed for 2 years and is for contracted services and in-person attendance at four (4) quarterly Board meetings.
<b>Annual Increase</b>	A 4% annual increase shall automatically be applied to the annual retainer at the start of the third year and shall increase 4% for each subsequent year thereafter.
<b>Special Projects</b>	Additional services and special projects requested of the Plan Administrator are billed at a rate of \$260 per hour. A special travel rate will be billed at a rate of \$130 per hour for special projects. Any special project requested <i>requires advanced approval</i> by the Board.

*Combined Service Package discount applies when two or more plans simultaneously engage HYN Consulting. All fees subject to the annual increase schedule outlined above.*

# HYN Consulting Pension Plans



HYN Consulting is proud to serve as a trusted partner to public retirement systems across Florida. The following Plans have chosen HYN Consulting to manage their day-to-day administration, member services, and compliance oversight reflecting the confidence placed in our expertise and the strength of our client relationships.

<ul style="list-style-type: none"><li>• Apopka General Employees</li><li>• Apopka Firefighters</li><li>• Apopka Police Officers</li><li>• Auburndale Firefighters</li><li>• Auburndale Police Officers</li><li>• Auburndale General Employees</li><li>• Belleview Police Officers</li><li>• Davenport General Employees</li><li>• Davenport Police &amp; Fire</li><li>• Deerfield Beach Firefighters</li><li>• Flagler Beach Firefighters</li><li>• Flagler Beach Police Officers</li><li>• Haines City Firefighters</li><li>• Haines City General Employees</li><li>• Haines City Police Officers</li></ul>	<ul style="list-style-type: none"><li>• Key West Housing</li><li>• Key West Police &amp; Fire</li><li>• Lake Wales Firefighters</li><li>• Lake Wales Police Officers</li><li>• Largo Police &amp; Fire</li><li>• Leesburg General Employees</li><li>• Rockledge Police Officers</li><li>• Sanford Firefighters</li><li>• Sanford Police Officers</li><li>• Tarpon Springs Firefighters</li><li>• Town of Davie Firefighters</li><li>• Winter Garden Police &amp; Fire</li><li>• Winter Haven Firefighters</li><li>• Winter Haven General Employees</li><li>• Winter Haven Police Officers</li></ul>
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# References

HYN Consulting is honored to partner with a diverse group of public pension systems across Florida, each of whom has entrusted our firm with their retirement plan administration needs. The following references represent clients who can speak directly to our service quality, responsiveness, commitment, our approach, our expertise, and the value we bring to every Plan we serve.

<p><u>Apopka General Employees' Retirement Trust Fund</u></p> <p>Susan Bone – Trustee <a href="mailto:sbone@apopka.net">sbone@apopka.net</a></p>	<p><u>City of Rockledge Police Employees' Retirement Trust Fund</u></p> <p>Rick Burke - Chairman <a href="mailto:rick.burke@gray-robinson.com">rick.burke@gray-robinson.com</a></p>
<p><u>City of Winter Haven Police Officers' Retirement System</u></p> <p>Donald Nunnery – Chairman <a href="mailto:dnunnery@mywinterhaven.com">dnunnery@mywinterhaven.com</a></p>	<p><u>City of Apopka Firefighters' Trust Fund</u></p> <p>Mark Fry - Chairman <a href="mailto:mfry@apopka.net">mfry@apopka.net</a></p>
<p><u>City of Largo Police Officers' &amp; Firefighters' Retirement Plan</u></p> <p>Dan Waters – Secretary <a href="mailto:dwaters@largo.com">dwaters@largo.com</a></p>	<p><u>Town of Davie Firefighters' Pension Trust Fund</u></p> <p>Alan Seldal - Chairman <a href="mailto:aseldal@davie-fl.gov">aseldal@davie-fl.gov</a></p>

# Miscellaneous Information

- **We acknowledge that we are Fiduciaries pursuant to Section 112.656 of the Florida Statutes**, and we fully understand and accept the responsibilities, standards of conduct, and obligations that accompany this designation. Our firm consistently operates with the highest level of integrity, prudence, and loyalty to the Plan and its members.
- **There has never been legal action taken against our business, nor have there been any charges or offenses involving theft, fraud, or dishonesty.** Our record reflects a long-standing commitment to ethical practices, transparency, and compliance with all applicable laws and professional standards.
- **We have never been terminated from any Plan**, demonstrating our ability to maintain strong, collaborative relationships with Boards of Trustees and our consistent delivery of high-quality administrative services that meet or exceed expectations.
- **Any agreement with the Board of Trustees shall be construed under the laws of the State of Florida and Federal Law where applicable**, ensuring that all contractual obligations, responsibilities, and protections are aligned with the governing legal framework and regulatory requirements.
- **The company maintains protective insurance coverages**, including Professional Liability, Cybersecurity, and Business Liability policies. These coverages provide an additional layer of protection and assurance for the Plan, its trustees, and its members.
- **The company is formally registered as a Limited Liability Company in the State of Florida under EIN #82-3333577**, operating in full compliance with state business regulations and maintaining all required corporate filings and registrations.
- **We confirm that we are registered with Homeland Security's E-Verify System**, and all employees are either U.S. citizens or legally authorized to work in the United States in accordance with F.S. §448.095. This ensures that our workforce meets all federal and state employment verification requirements.

## Next steps

Partnering with HYN Consulting means moving forward with a team that is ready to guide your Plan through a smooth and highly organized transition. Once selected, we initiate our proprietary, structured onboarding process designed to be seamless, transparent, and minimally disruptive to your daily operations. This process ensures that data migration, stakeholder coordination, and administrative setup are completed with precision and clarity. We look forward to collaborating closely with your trustees, City staff, and service partners as we move into the next phase and begin delivering the high quality, member-focused administration your Plan deserves.

Thank you for the opportunity and consideration.

Sincerely,

A handwritten signature in black ink that reads "Caleb Hynson". The signature is fluid and cursive, with the first name "Caleb" being larger and more prominent than the last name "Hynson".

Caleb Hynson  
Managing Principal

EXHIBIT A

Human Trafficking Affidavit

The undersigned, on behalf of Contractor, hereby attests as follows:

- A. Contractor understands and affirms that Section 787.06(14), Florida Statutes, prohibits the Board from executing, renewing, or extending a contract to entities that use coercion for labor or services.
- B. Contractor hereby attests, under penalty of perjury, that Contractor does not use coercion for labor or services as defined in Section 787.06(2), Florida Statutes.

I, the undersigned, am an officer or representative of the nongovernmental entity named below, and hereby represent that I: make the above attestation based upon personal knowledge; am over the age of 18 years and otherwise competent to make the above attestation; and am authorized to legally bind, and make the above attestation on behalf of, the Contractor. Under penalties of perjury, I declare that I have read the forgoing document and that the facts stated in it are true. Further Affiant sayeth naught.

Contractor: HYN CONSULTING  
 Authorized Signature: Caleb Hynson  
 Date: 1/15/25  
 Printed Name: Caleb Hynson  
 Title: Director

STATE OF Florida  
 COUNTY OF Narasota

The foregoing instrument was acknowledged before me by means of  physical presence or  online notarization, this 15th day of January, 2025, by Caleb Hynson, as Director, on behalf of the company/corporation. They  are personally known to me or  have produced Identification as identification.

Jennifer L. Edwards  
 Signature of Notary Public



Name of Notary Typed, Printed or Stamped  
 My Commission Expires: \_\_\_\_\_

STATE OF Florida  
COUNTY OF Maricopa

The foregoing instrument was acknowledged before me by means of  physical presence or  online notarization, this 15<sup>th</sup> day of January, 2026 by Caleb Henson, as Director on behalf of the company/corporation. They  are personally known to me or  have produced Edward as identification.  
Dwight Henson



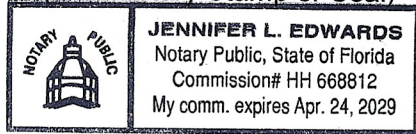
[Signature]  
Notary Public Signature  
Print, Type or Stamp Name of Notary: Jennifer Edwards  
My commission expires: April 24, 2029

STATE OF Florida  
COUNTY OF Maricopa

The foregoing instrument was acknowledged before me by means of  physical presence or  online notarization, this 15<sup>th</sup> day of January, 2020, by Caleb Wynne

, as Director on behalf of the  
company/corporation. They  are personally known to me or  have produced  
Alinda D. as identification.

(Affix Notary Stamp or Seal)



J. Edwards  
Notary Public Signature

Print, Type or Stamp Name of Notary Jennifer Edwards

My commission expires April 24, 2029

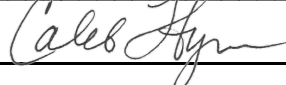
**EXHIBIT B**  
**COMPANY NOT AN ENTITY OF A FOREIGN COUNTRY OF CONCERN**

For purposes of this affidavit, "foreign country of concern" means the People's Republic of China, the Russian Federation, the Islamic Republic of Iran, the Democratic People's Republic of Korea, the Republic of Cuba, the Venezuelan regime of Nicolás Maduro, or the Syrian Arab Republic, including any agency of or any other entity of significant control of such foreign country of concern.

The undersigned, on behalf of the entity listed below hereby attests under penalty of perjury as follows:

1. I am over the age of 18 and I have personal knowledge of the matters set forth herein.
2. I am an officer or representative of HYN Consulting, LLC (herein after "Entity"), and I am authorized to provide this affidavit on its behalf.
3. Entity is not owned by the government of a foreign country of concern.
4. No government of a foreign country of concern has a controlling interest in Entity.
5. Entity is not organized under the laws of or has its principal place of business in a foreign country of concern.
6. If, at any time in the future, Entity does become owned by a foreign country of concern, if a foreign country of concern acquires a controlling interest in Entity, or Entity becomes organized under the laws of or relocated to a foreign country of concern, Entity will immediately notify the Pension Fund and no contracts may be executed, renewed, or extended between the parties.
7. I have read the foregoing affidavit and confirm that the facts stated in it are true, and are made for the benefit of, and reliance by Pension Fund.

**Company:** HYN Consulting, LLC

**Authorized Signature:**  **Date:** 01/15/2026

**Printed Name:** Caleb Hynson

**Title:** Director

STATE OF Florida  
COUNTY OF Maricopa

The foregoing instrument was acknowledged before me by means of  physical presence or  online notarization, this 15<sup>th</sup> day of January, 2026 by Caleb Henson, as Director on behalf of the company/corporation. They  are personally known to me or  have produced Edward as identification.  
Dwight Henson



[Signature]  
Notary Public Signature  
Print, Type or Stamp Name of Notary: Jennifer Edwards  
My commission expires: April 24, 2029

**SWORN STATEMENT ON PUBLIC ENTITY CRIMES  
UNDER SECTION 287.133, FLORIDA STATUTES**

**THIS FORM MUST BE SIGNED IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICER AUTHORIZED TO ADMINISTER OATHS.**

1. This sworn statement is submitted to the Pension Plan (“Owner”) by: Caleb Hynson, Director (print individuals name and title) for HYN Consulting, LLC (print name of entity submitting sworn statement) whose business address is 13141 66th Street North Largo, FL 33773

\_\_\_\_\_ in accordance with the request for proposals for Administration (“Services”).

2. I understand that a “public entity crime” as defined in Paragraph 287.133(1)(g), Florida Statutes, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or of the United States, including, but not limited to, any proposal or contract for goods or services to be provided to any public entity or an agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.
3. I understand that “convicted” or “conviction” as defined in Paragraph 287.133(1)(b), Florida Statutes, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, non-jury trial, or entry of a plea of guilty or nolo contendere.
4. I understand that an “affiliate” as defined in Paragraph 287.133(1)(a), Florida Statutes, means: (1) A predecessor or successor of a person convicted of a public entity crime; or (2) An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term “affiliate” includes those officers, directors, executives, partners, shareholders, employees, members and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm’s length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.

**SWORN STATEMENT ON PUBLIC ENTITY CRIMES  
UNDER SECTION 287.133, FLORIDA STATUTES**

5. I understand that a "person" as defined in Paragraph 287.133( 1 )( e), Florida Statutes, means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which submits proposals or applies to submit a proposal on contracts for the provision of goods or services let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.
6. Based on information and belief, the statement which I have marked below is true in relation to the entity submitting this sworn statement. (Please indicate which statement applies.)

CH Neither the entity submitting this sworn statement, nor one or more of the officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, nor any affiliate of the entity, has been charged with and convicted of public entity crime subsequent to July 1, 2008.

\_\_\_\_\_ There has been a proceeding concerning the conviction before a hearing officer of the State of Florida, Division of Administrative Hearings. The final order entered by the hearing officer did not place the person or affiliate on the convicted vendor list. [Please attach a copy of the Final Order.]

\_\_\_\_\_ The person or affiliate was placed on the convicted vendor list. There has been a subsequent proceeding before a hearing officer of the State of Florida, Division of Administrative Hearings. The final order entered by the hearing officer determined that it was in the public interest to remove the person or affiliate from the convicted vendor list. [Please attach a copy of the Final Order.]

\_\_\_\_\_ The person or affiliate has been placed on the convicted vendor list. [Please describe any action taken by or pending with the Department of General Services.]

STATE OF Florida  
COUNTY OF Maricopa

The foregoing instrument was acknowledged before me by means of  physical presence or  online notarization, this 15<sup>th</sup> day of January, 2026, by Caleb Wynson, as Director on behalf of the company/corporation. They  are personally known to me or  have produced Florida ID as identification.

Jennifer L. Edwards  
\_\_\_\_\_  
Notary Public Signature  
Print, Type or Stamp Name of Notary: Jennifer L. Edwards  
My commission expires: April 24, 2029

(Affix Notary Stamp or Seal)





# Ocala

## Legislation Text

110 SE Watula Avenue  
Ocala, FL 34471

[www.ocalafl.gov](http://www.ocalafl.gov)

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**File #:** 2026-1661

**Agenda Item #:**

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Submitted By: Karen Czechowicz

Department: Police

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**STAFF RECOMMENDATION (Motion Ready):**  
The Resource Centers

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# City of Ocala

## Police Officers' Retirement System



OCALA  
Find your place





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# **SECTION 1.**

## TRANSMITTAL LETTER AND INTRODUCTION

# SECTION 1



# THE RESOURCE CENTERS, LLC

4360 Northlake Boulevard, Suite 206 ❖ Palm Beach Gardens, FL 33410  
Phone (561) 624-3277 ❖ Fax (561) 624-3278 ❖ WWW.RESOURCECENTERS.COM

May 22, 2026

VIA EMAIL: Bonni Jensen ([Bonni@RobertDKlausner.com](mailto:Bonni@RobertDKlausner.com)) and  
[BSJTeam@RobertDKlauser.com](mailto:BSJTeam@RobertDKlauser.com)

RE: Response to RFP – Request for Proposal for Plan Administrative Services  
City of Ocala General Employees Retirement System

Dear Trustees:

On behalf of The Resource Centers, LLC, we are pleased to submit our proposal to provide administrative support services to the City of Ocala Police Officers' Retirement System. We appreciate the opportunity to present our qualifications and operational capabilities to the Board during this important period of administrative transition.

We recognize that the Retirement System has historically benefited from a combination of dedicated City administrative support and strong local Board coordination resources. Our proposal is designed to preserve those important relationships and member accessibility features while providing the broader operational infrastructure necessary to support the ongoing administration of the Retirement System following the departure of Alicia Gaither.

For nearly three decades, The Resource Centers has specialized exclusively in the administration of public sector retirement and benefit plans throughout Florida and the Southeast, including numerous police officer retirement systems containing DROP accounts, Share Accounts, and mature retiree populations. Our firm currently administers nearly 70 public pension and benefit plans representing more than \$10 billion in assets and over 30,800 active and retired members. We possess the operational infrastructure, payment administration capabilities, financial reporting systems, and experienced personnel necessary to support the continued administration of the Retirement System while coordinating closely with existing local support resources.

Importantly, our proposal is structured to complement and support the continuing role of Mike Sommer, who would continue serving as a valuable local resource for member services and Board coordination activities through a separate arrangement with the Board. Under this coordinated structure, The Resource Centers would provide the broader operational infrastructure necessary for the continued administration of the Retirement System, including benefit payroll administration, accounting support, financial reporting, compliance coordination, workflow processing, administrative systems, and coordination with the Board's professional service providers.

We believe this coordinated administrative approach provides the Board with the operational depth, continuity, and internal administrative support structure of an experienced public pension administration firm while preserving the local accessibility and

member support relationships that have historically been important to the Retirement System and its members.

The Resource Centers further distinguishes itself through disciplined operational controls and administrative accountability. Our firm undergoes an annual SSAE-18 SOC 1 Type 2 audit evaluating the design and operating effectiveness of our internal controls and administrative procedures. We believe this independent audit process reflects our longstanding commitment to operational integrity, transparency, security, and fiduciary-focused administration.

We appreciate the opportunity to present our proposal and would welcome the privilege of supporting the continued administration of the City of Ocala Police Officers' Retirement System during this important transition and in the years ahead. Please feel free to contact us should the Board require any additional information or wish to discuss any aspect of our proposal further.

Sincerely,



J. Scott Baur, Managing Partner  
Resource Centers, LLC



Sergio Giron, Partner & CIO  
Resource Centers, LLC

Enclosure



## SECTION 2. EXECUTIVE SUMMARY

## SECTION 2

## EXECUTIVE SUMMARY

The Resource Centers is honored to present this proposal to provide administrative services to the City of Ocala Police Officers' Retirement System. We recognize that the Board is currently navigating an important operational transition following many years of dedicated administrative service provided through both City personnel and local Board support resources. During periods of transition, continuity of operations, institutional knowledge, and stable member services are critically important to the Board, plan members, retirees, and beneficiaries who rely upon the ongoing administration of the Retirement System.

For nearly three decades, The Resource Centers has specialized exclusively in the administration of public sector retirement and benefit plans throughout Florida and the Southeast. Today, our firm administers nearly 70 public pension and benefit plans representing more than \$10 billion in assets and over 30,800 active and retired members. Our operations support the processing of more than \$30 million in monthly benefit payments while maintaining the personalized service, accountability, and responsiveness expected by local Boards of Trustees and public safety members.

Our firm has extensive experience administering police officer retirement systems, including plans containing DROP accounts, Share Accounts, special benefit provisions, and mature retiree populations requiring disciplined operational controls and consistent member support. We understand that successful administration of a police retirement system requires not only accurate records and financial administration, but also responsiveness, accessibility, continuity, and strong working relationships with trustees, members, legal counsel, actuaries, investment consultants, custodians, and City staff.

A significant strength of our proposal is our ability to provide the broader operational infrastructure necessary to support the Retirement System while coordinating with existing local Board support services already being provided by Mike Sommer. The Resource Centers does not propose to replace or duplicate the local member support and Board coordination services currently provided by Mr. Sommer. Rather, our proposal is intended to complement and support those services by providing the operational, financial, compliance, reporting, and benefit administration infrastructure necessary for the continued administration of the Retirement System following the departure of Alicia Gaither.

Under this coordinated approach, Mr. Sommer would continue serving as a valuable local resource for Board coordination and member accessibility, while The Resource Centers would assume responsibility for the broader administrative operations of the Plan, including benefit payroll administration, accounting support, financial reporting, compliance reporting, administrative systems, workflow processing, and coordination with the Board's professional service providers. We believe this structure preserves continuity and local accessibility for members while providing the Board with the experienced operational support and administrative depth necessary for long-term plan administration.

The Resource Centers also possesses existing operational procedures, ACH processing capabilities, reconciliation systems, and staff resources necessary to immediately assume pension benefit payment operations utilizing banking structures similar to those currently used by the Retirement System. Our firm already administers multiple public pension plans utilizing local Truist banking relationships and possesses the infrastructure necessary to continue recurring pension payrolls, DROP distributions, and related payment operations without requiring an immediate migration of payment systems or custodial disbursement arrangements.

The Resource Centers further distinguishes itself through disciplined operational controls and administrative accountability. Our firm undergoes an annual SSAE-18 SOC 1 Type 2 audit evaluating the design and operating effectiveness of our internal controls and administrative procedures. We believe this independent audit process demonstrates our commitment to operational integrity, transparency, security, and fiduciary accountability. Importantly, we remain the only administrator of Florida public pension plans known to complete this level of annual operational audit review.

Our administrative philosophy is straightforward: pension administration is ultimately a service business built upon trust, responsiveness, consistency, and long-term relationships. While technology and systems are important operational tools, successful administration ultimately depends upon experienced personnel, disciplined procedures, and a genuine commitment to serving trustees and plan members. For that reason, The Resource Centers continues to provide integrated member services, secure online access, benefit estimation tools, workflow management systems, and operational support services as part of our standard administrative platform without separate recurring technology charges.

The enclosed proposal outlines our qualifications, operational capabilities, staffing structure, transition methodology, and administrative services in greater detail. We appreciate the opportunity to present our qualifications to the Board and would welcome the privilege of supporting the continued administration of the City of Ocala Police Officers' Retirement System during this important transition and in the years ahead.

# By the Numbers

- **Employee-Owned Partnership:**  
Ensuring long-term operational stability and continuity of service.
- **Florida-Based:**  
Local service for 30 years of added value.
- **Specialized Focus:**  
Dedicated solely to plan administration—this is **ALL** we do.
- **Experienced and Efficient:**
  - Administrator of nearly 70 Local Plans:  
Total assets \$10+ billion and 25,000 participants  
Average \$50 million assets and 250 participants  
Median \$35 million assets and 100 participants
  - 24 Focused Employees:  
With an optimal 8:1 plan to administrator ratio.
  - 2:1 Internal Staff Support Teams:  
High support ratio ensuring service excellence.
- **Industry Leadership:**
  - 250 Years of Combined Experience:  
Our teams bring unparalleled expertise.
  - Greatest Concentration of Knowledge Anywhere
- **Innovative and Client-Centric:**
  - People Focused and Tech Savvy:  
We care about people.  
We bring the technology of tomorrow to you today.
  - Extensive reach and trust within the community.
- **Specialized Expertise in Mature & Closed Systems**

## CONTINUITY & TRANSITION READINESS

The Resource Centers understands that continuity of operations and uninterrupted member services are critical priorities during this administrative transition. Our firm possesses the operational infrastructure, experienced personnel, and established procedures necessary to provide immediate operational support while minimizing disruption to the Board, members, retirees, and existing professional service providers.

A significant strength of our proposal is our existing experience administering pension payment operations through local Truist banking relationships similar to those currently utilized by the Retirement System. Our firm already processes recurring pension payrolls, DROP distributions, and related payment operations for multiple public pension plans using comparable banking structures and operational controls. This existing infrastructure allows The Resource Centers to continue pension benefit payments and related financial operations without requiring an immediate migration of payment systems or custodial disbursement arrangements.

Our transition approach is designed to preserve continuity wherever practical while establishing a stable long-term administrative structure supporting the Board and members of the Plan. We will coordinate closely with the Board's existing professional advisors, including legal counsel, actuary, investment consultant, auditor, custodian, City staff, and Mike Sommer throughout the transition process to ensure continuity of records, reporting, compliance activities, and ongoing administrative operations.

Under the coordinated approach proposed within this proposal, Mike Sommer would continue serving as a local member and Board support resource, while The Resource Centers provides the broader operational infrastructure necessary for the continued administration of the Retirement System, including benefit payroll administration, accounting support, financial reporting, compliance services, administrative systems, workflow processing, and coordination among service providers.

A detailed transition and implementation timeline is included within this proposal outlining the operational steps, coordination process, and implementation methodology proposed by The Resource Centers. Our objective throughout the transition process is straightforward: maintain continuity, protect member services, preserve operational stability, and support the Board in the ongoing administration of the Retirement System with confidence and minimal disruption.

## INCLUSIVE ADMINISTRATIVE SERVICE PHILOSOPHY

The Resource Centers provides an integrated administrative service model designed to deliver consistent member support, operational efficiency, and predictable administration costs for the Board. Our standard administrative services include secure online member access, benefit estimation tools, member communication support, administrative reporting, and ongoing operational coordination as part of our overall service platform rather than as separate recurring technology services.

We believe successful pension administration requires experienced personnel, responsive member service, disciplined operational procedures, and practical administrative systems working together within a coordinated framework. Our inclusive retainer structure is intended to provide the Board with comprehensive administrative support, clear expectations, and stable long-term service relationships while minimizing unnecessary fragmentation of services or operational responsibilities.



## **SECTION 3.**

### PROPOSAL SUBMISSION REQUIREMENTS

## SECTION 3



# *Submission Requirements*

The Resource Centers proposes to provide the following services to the Board of Trustees for the **City of Ocala Police Officers Retirement System**:

1. Establish a Fund office to be open to all interested parties for regularly scheduled business hours. The Fund office will also maintain all records of the Fund. This office can be established at a dedicated office for the Fund or a third party office.
2. Attend all quarterly meetings of the Board of Trustees and special meetings, as needed.
3. Prepare agendas and notices for, and attend all Board of Trustees meetings and records, transcribe and maintain minutes of those meetings.
4. Ensure that the administrative matters of the Board of Trustees are handled, i.e. correspondence, coordination of Fund service providers, travel reservations for seminars.
5. Establish systems and procedures to receive contributions from the City.
6. Establish systems and procedures to pay monthly benefits and make reimbursements for qualified medical expenses. Please specifically state whether you will make the monthly payments or whether this service will need to be provided by the Custodian.
7. Be familiar with all plan documents and provisions to answer questions regarding the Fund.
8. Assist service providers in obtaining data regarding the Fund.
9. Assist the City of Ocala by providing data for their audit.
10. Coordinate with the City to ensure the proper amount for the payment of the health insurance premiums, if applicable, and work with the Pension Fund to ensure that the full payment amount is covered.
11. Reconciliation of accounts and preparation of financial statements.
12. Prepare and file necessary government reports and other documentation required by law.
13. Renew insurance coverage for Boards.
14. Other matters which may be delegated to the Plan Administrator by the Board of Trustees.

# Section A. Identification of Bidder

## Items 1: Company Name, Address, and Offices

The **Palm Beach Gardens Office** of the Resource Centers will serve as the office of primary contact for the Retirement System:

### **Main Office:**

Resource Centers LLC  
4360 Northlake Blvd. Suite 206  
Palm Beach Gardens, FL 33410  
Main Phone Number: (561) 624-3277  
Fax Number: (561) 624-3278  
Toll Free: (800) 206-0116

### **Additional Offices:**

#### **Ft Myers Office:**

4100 Center Pointe Drive Suite 108  
Ft Myers, FL 33916  
Main Phone Number: (239) 573-4750  
FAX LINE: (239) 573-4752

## Item 2: General Description of Firm

### **Profile of Proposer:**

- **Corporate Name.**
- **Name of any parent or subsidiary company.**

- A. The Pension Resource Center was incorporated in the State of Florida in 1996. The corporation reorganized as a limited liability corporation in 2002. The Resource Centers LLC was established in 2002 to manage partnership and succession in the firm.
- B. The Resource Centers LLC is currently incorporated as a limited liability corporation under the laws of the State of Florida. The Pension Resource Centers and the Financial Resource Center are wholly owned subsidiaries of the Resource Centers LLC.

## (Firm Overview)

The Resource Centers is a Florida-based public pension administration firm specializing exclusively in the administration of public sector retirement and benefit plans. Founded in 1996 and reorganized under The Resource Centers LLC in 2002, the firm currently administers nearly 70 public pension and benefit plans representing more than \$10 billion in assets and over 30,800 active and retired members throughout Florida and the Southeast.

The Resource Centers provides comprehensive retirement system administration services including Board administration, member administration, benefit payroll processing, financial reporting, accounting support, compliance reporting, DROP administration, Share Account administration, and coordination with actuaries, auditors, investment consultants, custodians, attorneys, and sponsoring governmental entities. The firm currently processes more than \$30 million in recurring monthly benefit payments for public pension and benefit plans.

The Resource Centers is independently owned and employee controlled. The firm maintains disciplined operational controls and undergoes an annual SSAE-18 SOC 1 Type 2 audit evaluating the design and operating effectiveness of its internal controls and administrative procedures. The firm's exclusive focus on pension administration allows it to provide experienced personnel, mature administrative systems, and operational continuity specifically tailored to the needs of public retirement systems.

## (Description of Proposer)

- The Pension Resource Center was incorporated in the State of Florida in 1996. The corporation reorganized under the Resource Centers, LLC as a limited liability corporation in 2002 to provide for employee ownership and succession, to ensure continuity of operations in all circumstances.
- The Resource Centers, LLC currently employs 24 individuals in total.
- The Resource Centers, LLC provides plan administration services and related systems. Under the acquisition terms related to current IT Staff, the Resource Centers also provides IT Support to certain other firms and entities as well.
- The Resource Centers, LLC provides no other services other than the pension administration services and systems described herein.

## Item 3: Name and Experience of Person(s) Assigned

### Biographies of Assigned Staff

Scott Baur and Toby Rabelo will serve as the primary Resource Centers personnel assigned to support the Retirement System to oversee the account (See Appendix F for Biographies). Toby started with the Resource Centers in 2023 following his retirement from the Miami Beach Police Department, where his duties included administration of personnel and training functions for the Police Department. Scott Baur founded the Resource Centers in 1996.

We have found it beneficial to assign multiple experienced personnel to each retirement system so that trustees, service providers, members, and retirees always have an available point of contact knowledgeable about the Plan, its administration, and ongoing operations.

### (Plan Administration Team)

Personnel and Team Members to provide services to the Board and to members of the City of Ocala Police Officers Retirement System:

<b>Designated Contacts:</b>	Scott Baur, Managing Partner (Email: <a href="mailto:Scott@ResourceCenters.com">Scott@ResourceCenters.com</a> ) Toby Rabelo, Administrator (Email: <a href="mailto:Toby@ResourceCenters.com">Toby@ResourceCenters.com</a> )
<b>Client Service Team:</b>	Joseph Rivera, Manager (Email: <a href="mailto:Joseph@ResourceCenters.com">Joseph@ResourceCenters.com</a> ) <a href="mailto:ClientServices@ResourceCenters.com">ClientServices@ResourceCenters.com</a> (Processing of all benefit applications)
<b>Payment Team:</b>	Patricia DeRario, Manager (Email: <a href="mailto:Patricia@ResourceCenters.com">Patricia@ResourceCenters.com</a> ) <a href="mailto:PaymentGroup@ResourceCenters.com">PaymentGroup@ResourceCenters.com</a> (Payment of benefits & invoices)
<b>IT Support:</b>	Sergio Giron, Partner/ Chief Information Officer (Email: <a href="mailto:Sergio@ResourceCenters.com">Sergio@ResourceCenters.com</a> )
<b>Plan Financials:</b>	Michael Burr, Accounting Analyst (Email: <a href="mailto:Michael@ResourceCenters.com">Michael@ResourceCenters.com</a> )

### (Coordinated Administrative Support Structure)

The Resource Centers recognizes the importance of maintaining continuity of local member support and Board coordination services currently provided to the Retirement System. Under the administrative structure proposed herein, The Resource Centers will work in coordination with Mike Sommer, who will continue serving as a local resource for member and Board support activities. The Resource Centers will provide the broader operational infrastructure necessary for the continued administration of the Retirement System, including benefit payroll administration, accounting support, financial reporting, compliance reporting, administrative systems, workflow processing, and coordination with the Board's professional service providers.

The Resource Centers has successfully supported similar coordinated administrative relationships with in-house staff and local administrative personnel for other public pension plans. For example, our firm works closely with in-house administrative personnel for the City of Miami Firefighters Relief and Pension Fund and has also assisted with transitional administrative support arrangements for other public pension systems, including the City of Boca Raton pension plans. We believe these collaborative relationships help preserve continuity, institutional knowledge, and member accessibility while ensuring the Board has the operational support and administrative infrastructure necessary for long-term plan administration.

## **(Team Overview)**

At The Resource Centers, we understand that the foundation of exceptional service lies in the strength and dedication of our team. Our commitment to the Board of Trustees overseeing the City of Ocala Police Officers Retirement System is reflected in the careful selection and continuous support of our staff. Each member designated to serve the Retirement System is chosen for their responsiveness, expertise, and ability to provide tailored service that meets the unique needs of both the Boards and plan members.

Management at The Resource Centers actively monitors workloads to ensure that every team member can maintain the highest quality and consistency of service. We believe in fostering a collaborative relationship with the Board, making staffing adjustments only after thorough consultation with the Board and Board Chair. This approach ensures that our resources are always aligned with the Board's expectations and the evolving needs of the plans.

Our team comprises 24 dedicated professionals, bringing together extensive collective experience in public pension administration. This depth of expertise ensures that we are fully equipped to address the complexities of pension fund administration while maintaining a scale that allows for personalized attention. Our organization strikes the perfect balance between being agile enough to prioritize each pension fund's unique requirements and robust enough to deliver comprehensive services efficiently and effectively.

In essence, The Resource Centers is neither too large to overlook the individual importance of each pension fund we serve nor too small to meet their extensive needs. Our team's dedication, combined with our vast resources and experience, positions us ideally to administer the Retirement System in accordance with the highest standards of service and care.

## Item 4: Client List

### *Resource Centers Public Plan Administration Clients*

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- ◇ Amalgamated Transit Union Local 1596 Pension Plan
- ◇ City of Boynton Beach General Employees' Pension Fund
- ◇ City of Clermont Firefighters Retirement System
- ◇ City of Clermont Police Officers Retirement System
- ◇ City of Cocoa Firefighters Pension Fund
- ◇ City of Cooper City General Employees' Pension Fund
- ◇ City of Coral Gables Firefighters Pension Fund
- ◇ City of Deerfield Beach Police Pension Fund
- ◇ City of Delray Beach Firefighters and Paramedics Retiree Benefit Fund
- ◇ City of East Point (Georgia) Employees' Retirement Plan
- ◇ City of Eustis Firefighters' Retirement System
- ◇ City of Eustis Police Officers' Retirement System
- ◇ City of Fort Myers General Employees' Retirement System
- ◇ City of Fort Pierce Police Pension Fund
- ◇ Fulton County (Georgia) Employees Retirement System
- ◇ City of Gulfport Firefighters' Pension Fund
- ◇ City of Gulfport General Employees' Pension Fund
- ◇ City of Gulfport Police Officers' Pension Fund
- ◇ Town of Jupiter Police Pension Fund
- ◇ City of Lake Mary Firefighters' Pension Fund
- ◇ City of Lake Mary Police Officers' Pension Fund
- ◇ Town of Lake Park Police Pension Fund
- ◇ City of Lake Worth Beach Division I Firefighters Pension Trust Fund
- ◇ City of Lake Worth Beach Division II Firefighters Relief and Pension Fund
- ◇ City of Lake Worth Beach General Employees Retirement System
- ◇ City of Lake Worth Beach Police Officers Retirement System
- ◇ Town of Lantana Police Relief and Pension Fund
- ◇ Town of Longboat Key Consolidated Retirement System
- ◇ City of Marco Island Firefighters' Pension Fund
- ◇ City of Marco Island Police Pension Fund
- ◇ City of Miami Association Firefighters Health Benefit Trust
- ◇ City of Miami Firefighters Relief and Pension Fund
- ◇ City of Miami Beach Firefighters Relief and Pension Fund
- ◇ City of Miami Beach Police Officers Relief and Pension Fund
- ◇ City of Miami Springs General Employees Retirement System
- ◇ City of Miami Springs Police Officers Retirement System
- ◇ City of Miramar Firefighters Local 2820 VEBA Trust Fund
- ◇ City of Miramar Firefighters Pension Fund
- ◇ North Collier Fire Control District Firefighters' Retirement Plan
- ◇ Village of North Palm Beach General Employees' Pension Fund
- ◇ Village of North Palm Beach Police & Fire Pension Fund

- ◇ City of North Port Police Officers' Pension Fund
- ◇ City of Okeechobee Firefighters' Pension Fund
- ◇ City of Okeechobee Police Officers' Pension Fund
- ◇ City of Okeechobee General Employees Retirement System
- ◇ Okeechobee Utility Authority Employees' Retirement System
- ◇ City of Palatka Firefighters Retirement Plan
- ◇ City of Palatka General Employees Retirement Plan
- ◇ City of Palatka Police Officers Retirement Plan
- ◇ City of Palm Beach Gardens Police Pension Fund
- ◇ Village of Palm Springs General Employees' Pension Fund
- ◇ Village of Palm Springs Hazardous Employees' Pension Fund
- ◇ City of Pompano Beach General Employees VEBA Trust Fund
- ◇ City of Riviera Beach Municipal Firemen's Pension Trust Fund
- ◇ City of Riviera Beach Police Officers Pension Fund
- ◇ Sarasota Firefighters Insurance Trust Fund
- ◇ St. Lucie County Fire District General Employees' Pension Fund
- ◇ St. Lucie County Fire District Firefighters Pension Fund
- ◇ City of Starke Firefighters' Retirement System
- ◇ City of Starke Police Officers' Retirement System
- ◇ City of Surfside Police Officers Pension Fund
- ◇ City of Sunrise General Employees Retirement Plan
- ◇ City of Temple Terrace Firefighters Pension Fund
- ◇ Village of Tequesta General Employees' Pension Fund
- ◇ Village of Tequesta Public Safety Pension Fund
- ◇ City of Venice Police Officers' Pension Fund
- ◇ City of West Melbourne Police Officers' Retirement Plan
- ◇ City of West Palm Beach General Employees' Pension Fund
- ◇ City of West Palm Beach Firefighters Pension Fund
- ◇ City of West Palm Beach PBA Retiree Health Benefit Fund

*iRetire: Plan Administration System (PAS) Clients:*

- City of Boca Raton General Employees' Pension Fund
- City of Boca Raton Police & Firefighters' Pension Fund
- City of Ft Lauderdale General Employees' Pension Fund
- City of Miami Beach General Employees' Pension Fund
- City of Miami Beach Police and Firefighters' Pension Fund
- City of Palm Beach Firefighters' Pension Fund
- Town of Palm Beach General Employees' Pension Fund
- Town of Palm Beach Police Pension Fund
- City of Pensacola Firefighters' Pension Fund
- City of Pensacola General Employees' Pension Fund
- City of Pensacola Police Pension Fund
- City of Pompano Beach General Employees' Pension Fund

## Item 4 (Continued): References

Please note the following references with contact information:

Name	Contact Information	Relevance
Ron Morgan, Chair	Ph: (407) 451-9474 Email: <a href="mailto:RonaldEMorgan@BellSouth.net">RonaldEMorgan@BellSouth.net</a>	ATU Local 1596 Pension Plan
1050 W. Fourth Street Riviera Beach, FL 33404	Summary of Work Performed: Plan Administrator since 1999, plan now closed.	
Bobbie Brooks Jr., Chair	Ph: (561) 723-1250 Email: <a href="mailto:bbjr520@aol.com">bbjr520@aol.com</a>	Riviera Beach Firefighters Pension Fund
1050 W. Fourth Street Riviera Beach, FL 33404	Summary of Work Performed: Plan Administrator since 1997.	
Evanna Stephenson, Chair	Ph: (561) 586-1771 Email: <a href="mailto:estephenson@lakeworthbeachfl.gov">estephenson@lakeworthbeachfl.gov</a>	Lake Worth Beach General Employees Retirement System
117 S College Street Lake Worth Beach, FL 33460	Summary of Work Performed: Plan Administrator since 2008, plan now closed.	
Leon Pinder, Chair	Email: <a href="mailto:lpinder@wpb.org">lpinder@wpb.org</a>	West Palm Beach General Employees Pension Fund
P.O. Box 1336 West Palm Beach, FL 33401	Summary of Work Performed: Plan Administrator since 1999.	
Dave Merrell, Chair	Ph: (561) 358-0611 Email: <a href="mailto:rma.pb@bellsouth.net">rma.pb@bellsouth.net</a>	West Palm Beach Firefighters Pension Fund
	Current Chair for original Pension Fund administered by the Resource Centers, now since 1995.	
Jay Spencer, Chair	Ph: (561) 252-5305 Email: <a href="mailto:JaySpencer@Bellsouth.net">JaySpencer@Bellsouth.net</a>	Palm Beach Gardens Police Pension Fund
10500 N. Military Trail PB Gardens, FL 33410	Summary of Work Performed: Plan Administrator since 2005	
Noel Marti, Chair	Ph: (786) 554-9669 Email: <a href="mailto:nmarti@miramarfd.org">nmarti@miramarfd.org</a>	Miramar Firefighters Local 2820 VEBA Trust Fund
15479 NW 77 <sup>th</sup> Court Hialeah, FL 33016	Summary of Work Performed: VEBA Plan Administrator since 2022	

While we cannot possibly provide the contact name, phone number, and email address for each client of the Resource Centers, we will be happy provide this information for any client on request.

## Item 5. List of clients who have terminated services.

Boards for the following plans terminated the services of the Resource Centers in the last five (5) years:

- o Cape Coral Police Officers Pension Fund

We will be happy to discuss the details of these client relationships with the Board.

## Item 6: Understanding of Work to be Performed

This section of the proposal begins with an affirmation and understanding of the work requested by the Board and required for the efficient administration of the Retirement System.

Section 8 of this proposal includes an additional detailed description of services offered and included in the scope of this proposal.

## Item 7: Relationship to Other Service Providers

The Resource Centers is completely independent and employee owned. We believe that independence sets the foundation for proper controls and governance for plan administration.

## Item 8 & 10: Insurance

The Resource Centers maintains \$1,000,000 coverage for Errors and Omissions through Gemini, \$3,000,000 for First Response and General Cyber Liability Coverage through HSB, and \$1,000,000 Fidelity Bond through Zurich. Proof of coverage will be offered prior to assuming administrative duties for the Retirement System. Please refer to Appendix A for the Declaration Pages.

The firm maintains additional coverage for General Liability, as well as Workers Compensation for staff.

## Item 9: Outstanding Litigation

Neither the Resource Centers or any subsidiaries have any pending or recent litigation.

## Item 9: Public Entity Crimes

Neither the Resource Centers nor any employee has ever been charged with or convicted of a public entity crime or any offense involving fraud, theft, or dishonesty. The Resource Centers maintains rigorous hiring standards and conducts background checks of all prospective employees.

## Item 11: Entities Boycotting Israel

We do not boycott Israel.

# Section B. Security and Backup

## Item 1. Privacy Policy.

As a matter of course, the administrator must share certain member information with either contracted service providers such as the actuary, custodian, and auditor. The Resource Centers, LLC does not under any circumstances share client or account information with any third party except for such information not exempted by state law in satisfaction of a public records request.

Any time the Resource Centers must provide such non-exempt information in response to a public records request, the administrator will automatically notify the Board, legal counsel, and all parties affected.

## Item 2 to 4. Security, Backup, and Quality Control

The Resource Centers is the only local Plan Administrator to issue an annual SOC 1 Type 2 audit report. We have completed this process now for 18 years with no exceptions. Please refer to this report for a complete description of the controls in place, monitored, and tested.

The following description provides an overview of the security, backup, and quality control systems in place.

### **Information Systems**

#### **Physical Access**

##### *Main Office*

Resource Centers' headquarters is located in a multi-tenant professional building residing in Palm Beach Gardens, Florida. Access to the facility is restricted after normal business hours. Only authorized individuals may access the facility after hours via keypad entry.

Access to Resource Centers' suite is through a single entry point that remains locked at all times. Authorized personnel may enter the main entrance by an electronic access control system utilizing electronic keys. Visitors may enter by appointment only. Once allowed access through the main entry, visitors are greeted by a receptionist stationed in the front lobby area. All visitors are escorted by Company personnel throughout their visit with Resource Centers.

##### *Fire Detection and Suppression*

Detection sensors are installed in the ceiling of the facility areas. Fire detection equipment is monitored remotely 24x7x365. Suppression devices include handheld extinguishers and a fixed sprinkler system. Fire detection and suppression features include:

- Smoke sensors
- Heat sensors
- Remote 24x7x365 monitoring
- Handheld fire extinguishers
- Fixed sprinkler system

### ***Logical Access***

Access to resources and data is granted to individuals based on their job responsibilities. New user accounts are established only upon receipt of properly authorized requests. The security administrator is responsible for ensuring adherence to the security policy that addresses logical access control procedures.

Unique user IDs and passwords are assigned to each user. The Company's security policy establishes password rules that require a minimum of alphanumeric characters with password complexity requirements. Passwords are systematically required to be changed every 42 days. The security administrator sets the user's initial password. The user is required to change the password at first logon. IT or data owners remove individual access capabilities immediately upon notification of termination of employment, change of responsibilities, or termination of a contract with a client that uses the system. IT and data owners periodically review system security access levels to ensure individual access rights are appropriate based on job information.

User accounts and access rights are managed on the domain controllers employing the Internet-standard Kerberos network authentication protocol to authenticate both the client and the network, and to protect against the possibility of unauthorized users impersonating a server to enter the network.

Database software maintains their respective client databases. The databases are only accessible through the software application and are protected from unauthorized access. No direct network access is granted to this software or the servers that it runs on to anyone other than those granted by IT management.

## **Network Perimeter Security**

The following are complementary types of network security perimeter devices used by the Company on its network to defend Internet-accessible systems:

- Router
- Firewall
- Demilitarized Zone (DMZ)
- Network Address Translation (NAT)
- Virtual Private Network (VPN)

### ***Router***

Routers are essential components of the network and control much of the Company's communications. The devices are utilized to divide the network into segments and control traffic flow from one segment to another. Segmenting the network in this manner adds additional levels of security and performance due to the application of traffic flow rules configured on each of the devices. The routers are located in secure, locked rooms to prevent tampering. Logical access to the devices is protected by unique user

names and passwords, and can only be utilized by authorized personnel. Additionally, the Company utilizes network monitoring tools to proactively monitor its network for outages.

### ***Firewall***

The Company incorporates a firewall at the perimeter of its network to protect against threats from the Internet. The firewall protects the Company's local area network (LAN) from the wide area network (WAN) environment. The firewall device provides user and application policy enforcement, multi-vector attack protection, and secure connectivity services through a wide range of security and networking services in a unified threat management platform including:

- Application-aware firewall services
- Site-to-site and remote access Internet Protocol Security (IPSec) VPN connectivity
- Intelligent networking services
- Flexible management solutions

### ***De-Militarized Zone (DMZ)***

Network computers exposed to the Internet can subject the entire network to hacker attacks. This can lead to compromised data, viruses, and other types of malicious acts that could damage the Company's credibility and operations.

A DMZ has been established to isolate the Company's computers from the Internet. A DMZ is a small network of computers exposed to the external world (Internet). Identifiable security incidents occurring on the DMZ are evaluated, and steps are taken to mitigate those issues and further reduce the risk of breaches of the DMZ.

### ***Network Address Translation (NAT)***

The Company uses the technique of NAT on the main Internet router to provide hidden Internet addresses to internal Company computers. This effectively mitigates the possibility of external sources finding the addresses of internal Company computers.

NAT allows computers on a private network to access the Internet through an intermediary called the Network Address Translator. The NAT examines all packets destined for the Internet, removes the private Internet protocol (IP) address from the IP header, substitutes the address of the NAT public interface, and forwards it to the destination. When the resource at the destination IP address responds to the request, the NAT receives it, checks its internal table to see which client the packet belongs to, and forwards it to the proper client.

### ***Virtual Private Network (VPN)***

A VPN provides secure, encrypted communication between a network and a remote host or other remote networks over the public Internet. VPNs allow the establishment of an encrypted tunnel that protects the flow of network traffic from eavesdroppers.

A VPN is a private encrypted network that uses a public network (usually the Internet) to connect remote sites or users together. Instead of using a dedicated, real world connection such as a leased line, a VPN uses virtual connections routed through the Internet from the private network to the remote site or employee.

VPN allows remote users to access the Company's internal network. Users authenticate with the VPN concentrator and then authenticate with the Windows domain to gain access to network resources. Three levels of access rights are implemented based on the type of users accessing the network. Strong VPN authentication and encryption protocols are in use.

## Computer Operations

### *Patch Deployment*

The Company takes a proactive approach to patch management. Company administrators regularly monitor various Web sites, message boards, and mailing lists where advanced notification of bug and related patches is often disclosed prior to a public announcement by the vendor. This allows the Company to plan ahead for upcoming patches.

Company administrators consider each patch carefully and independently to determine if it is necessary to deploy it within the production environment. In many cases, the vulnerability addressed by the patch has been mitigated through any number of other countermeasures already in place such as firewalls, the intrusion prevention system, or an aspect of their hardening process. In these cases, patches may be deferred until a future service pack is made available. If Company administrators decide that the patch is necessary and should be deployed, the patch is tested. Once the patch has been thoroughly tested, it is approved for deployment in the production environment.

### *Data Backup and Restore*

#### *Backup*

Resource Centers has implemented various backup methods as part of its production operations. The Company has a multi-layered strategy for protecting critical data files to meet business requirements. This strategy includes using hard disk files backed up to external hard drive technology, then to an offsite location using a secured Internet session. Database backup files are created utilizing database backup utilities and then transferred to external drive.

Using an automated process, backup jobs are run using a backup utility whereby the target files are identified in predefined backup jobs. The backup system is monitored continuously by the IT department. Resource Centers also utilizes offline backups that are stored in a safety deposit box which are updated on a monthly basis.

#### *Restore*

Restore testing is performed through the course of normal operations and as part of periodic testing. It involves restoring files from external hard drives or may be retrieved from the offsite storage vendor.

#### *Database Security*

The production database utilizes security features that encrypt the database at the table and field level to mask Personally Identifiable Information (PII). Access to view masked information is restricted to authorized individuals only.

## Section C. Fees

### Item 1: Detailed fee proposal.

Please refer to Section 8 for a detailed schedule of proposed fees and costs. Our fees are transparent and inclusive.

### Item 2: Items excluded from base fee.

You will see from our proposed agreement that we only pass through expenses such as mass printing charges, postage for mass mailings, and overnight delivery charges required for delivery of specific documents.

Our fee includes all regular travel required for the administration of the Retirement System.

### Item 3: Fee guarantee.

You will see from the fee detail in Section 8 that we will guarantee our fee with the proposed annual adjustment for three (3) years.




## Section D. Affidavits

As part of this proposal, we have provided copies of the signed affidavits to counsel.

## Section E. Other Services

Some plan administration firms may have a base fee with additional costs for services such as online benefit calculation systems. We provide our services under an inclusive retainer fee, with all fees detailed in Section 8 of this proposal. We believe in and affirm the duty of the Board as a fiduciary to administer the plan solely in the interests of the participants and beneficiaries, while defraying the normal and reasonable expense of administration.

# Service Level Comparison: Understanding the Differences Between Plan Administration Proposals

		
<p style="text-align: center;"><b>“Bronze-Style” Service Models (Common in the Industry)</b></p> <p>Many pension administrators operate on a <b>base fee + hourly billing structure</b>. Routine plan operations, such as member estimates, benefit recalculations, DROP updates, special projects, workshops, or file reviews, are often billed separately at hourly rates. Under this model:</p> <ul style="list-style-type: none"> <li>• The monthly fee covers only core minimum tasks</li> <li>• Costs increase with member activity or project volume</li> <li>• Predictability can be difficult for Boards budgeting year-to-year</li> </ul>	<p style="text-align: center;"><b>“Silver-Style” Service Models (Enhanced but Still Limited)</b></p> <p>Some providers offer a modestly expanded base fee but still charge hourly or project fees for many important services. While this structure offers more support than Bronze-style models, Boards may still see additional charges for:</p> <ul style="list-style-type: none"> <li>• Member communications and workshops</li> <li>• Website updates, election support, or special file work</li> <li>• Complex benefit questions or ordinance review</li> <li>• Technology enhancements</li> </ul>	<p style="text-align: center;"><b>Our Proposed Service Level Gold</b></p> <p>The Resource Centers proposes a <b>single, all-inclusive retainer</b> designed to provide everything Cooper City needs <b>without hourly billing for routine work</b>. Our Gold-level approach includes:</p> <ul style="list-style-type: none"> <li>• Full day-to-day pension administration</li> <li>• Member support, benefit calculations, and counseling</li> <li>• DROP &amp; Share Plan administration</li> <li>• Meeting preparation, attendance, and follow-up</li> <li>• State reporting (DMS Annual Report)</li> <li>• Technology access, secure portals, and continuous recordkeeping</li> <li>• Board governance assistance and compliance support</li> </ul> <p><b>One retainer. No hourly charges for normal plan operations. Transparent. Predictable. Fully aligned with Board needs.</b></p>

Good | Better | Best

We stand behind our commitment to accuracy, responsiveness, and excellence. Should we fall below the standard described in this proposal, we will reduce or waive fees for the applicable period. No questions asked.



## **SECTION 4.**

### **OPERATIONAL CONTINUITY & TRANSITION**

## **SECTION 4**

## A. Transition Overview

The Resource Centers recognizes that the successful transition of retirement system administration requires careful planning, disciplined operational procedures, and consistent communication among trustees, service providers, City personnel, members, and retirees. Our transition philosophy is grounded in a straightforward objective: maintain continuity of operations and member services while implementing a stable and efficient long-term administrative structure for the Retirement System.

Administrative transitions can create uncertainty for boards, members, retirees, and professional service providers if not approached in a coordinated and methodical manner. For this reason, The Resource Centers emphasizes continuity wherever practical throughout the implementation process. Our transition approach is designed to preserve ongoing operations, maintain institutional knowledge, and minimize disruption to recurring administrative activities such as pension payroll processing, financial reporting, member services, compliance reporting, and coordination with professional advisors.

A primary operational priority during the transition process is the uninterrupted continuation of pension benefit payments and related financial operations. The Resource Centers already administers recurring pension payrolls and related payment operations for numerous public pension systems utilizing operational structures similar to those currently employed by the Retirement System. Our existing payment infrastructure, ACH processing procedures, reconciliation systems, and internal controls allow us to assume benefit payment operations without requiring immediate migration to new custodial or banking platforms. This approach minimizes operational disruption while preserving continuity for retirees and beneficiaries who depend upon timely and accurate pension payments.

The Resource Centers also recognizes the importance of maintaining continuity in member communication and accessibility during periods of administrative transition. Members and retirees must continue to have clear access to information, forms, benefit assistance, and responsive support throughout the implementation process. Our Client Service Team, administrative staff, secure member portal, and communication systems are structured to provide consistent support while ensuring that inquiries, benefit requests, and administrative matters continue to be handled in a timely and professional manner.

Operational controls and accountability remain central to our transition methodology. The Resource Centers maintains established administrative procedures governing workflow management, benefit processing, financial reconciliation, records management, data security, and quality control. These procedures are supported by our annual SSAE-18 SOC 1 Type 2 audit evaluating the design and operating effectiveness of our internal controls and administrative processes. Throughout the transition process, our objective is to maintain strong operational discipline while ensuring that all administrative functions continue in an orderly and transparent manner.

The Resource Centers further believes that successful transitions depend upon close coordination with existing professional service providers and operational stakeholders. Throughout the implementation process, our firm will coordinate closely with the Board, legal counsel, actuary, investment consultant, auditor, custodian, City staff, and other service providers to ensure continuity of reporting, records, compliance activities, financial operations, and member services. This coordinated approach helps preserve institutional continuity while establishing clear administrative responsibilities moving forward.

Our implementation methodology utilizes a phased transition approach designed to prioritize operational stability and continuity of critical functions. Initial transition efforts focus on the transfer and verification of records, establishment of operational workflows, coordination with financial institutions and service providers, and preservation of recurring benefit payment operations. Additional administrative processes and system integrations are then implemented in an orderly sequence to ensure continuity and minimize operational risk.

The Resource Centers has successfully assisted public pension boards through administrative transitions under a variety of circumstances, including transitions involving in-house administrative personnel, changes in operational staffing, and phased implementation arrangements. Our experience has consistently demonstrated that calm communication, disciplined procedures, realistic implementation schedules, and strong coordination among all parties are essential to successful long-term outcomes.

The detailed transition timeline included within this proposal outlines the operational steps, coordination process, and implementation framework proposed by The Resource Centers. Our goal throughout the transition process is simple: maintain continuity, protect member services, preserve operational stability, and support the Board in the ongoing administration of the Retirement System with confidence and minimal disruption.

## B. Detailed Transition Timeline

The Resource Centers utilizes a structured and phased implementation approach designed to maintain continuity of operations, preserve member services, and minimize disruption throughout the administrative transition process. While actual implementation timing may be adjusted based upon the needs of the Board and coordination with existing service providers, the following outline reflects the general operational framework and transition methodology utilized by The Resource Centers for public pension administrative transitions.

### Operational Transition & Implementation Timeline

The Resource Centers proposes the following plan for implementing plan administration services. We can modify the proposed timeline to meet the requirements of the Board. The Resource Centers recently completed the transition of another public pension plan previously administered internally by City personnel within an accelerated implementation schedule, including systems implementation and operational conversion.

Target Date	Event	Responsible Party
Days 1-30	Review ordinances, basic plan documents Execution of agreements	RC RC, Board, Counsel
Days 1-30	Transfer of Board and Plan documents <ul style="list-style-type: none"> <li>· Agenda, last quarterly meeting</li> <li>· Draft Minutes, last quarterly meeting</li> <li>· Pending matters or task list</li> <li>· Contact List for Authority</li> <li>· Contact list for Trustees               <ul style="list-style-type: none"> <li>– Phone, Cell, Fax</li> <li>– Email Address</li> <li>– Physical Address</li> </ul> </li> <li>· Trustee term expiration dates</li> <li>· Contact list for other service providers               <ul style="list-style-type: none"> <li>– Phone, Cell, Fax</li> <li>– Email Address</li> <li>– Physical Address</li> </ul> </li> <li>· Current forms</li> <li>· Agenda items next quarterly meeting</li> </ul>	RC, City RC, City RC, City RC, City, Providers RC, City RC, City RC, City RC, City RC, City RC, City RC, City RC, City RC, City RC, City RC, City RC, City RC, City RC, City RC, City, Counsel RC, City, Board

<b>Target Date</b>	<b>Event</b>	<b>Responsible Party</b>
Days 1-30	Transfer of plan records <ul style="list-style-type: none"> <li>· Plan records and files</li> <li>· Current ordinances</li> <li>· Current Summary Plan Description</li> <li>· Audits &amp; Actuarial Valuations</li> <li>· Electronic copies Annual Reports (Division)</li> </ul>	City RC, City, Counsel RC, City, Counsel RC, City RC, City
Days 1-30	Board Governance & Administrative Records <ul style="list-style-type: none"> <li>· Minutes</li> <li>· Board Policies &amp; Procedures</li> <li>· Travel &amp; Reimbursement Procedures</li> <li>· Member Trustee Election Procedures</li> </ul>	RC, City RC, City, Counsel RC, City, Counsel RC, City, Counsel
Days 15-30	Data Transfer <ul style="list-style-type: none"> <li>· Secure transfer &amp; verification of electronic records</li> <li>· Validation of secure access controls &amp; data processes</li> </ul>	RC, City RC, City
Days 15-45	Transfer of electronic records <ul style="list-style-type: none"> <li>· Agendas &amp; Minutes</li> <li>· Correspondence</li> <li>· General ledger &amp; accounting</li> <li>· Templates for forms</li> <li>· Other electronic files</li> </ul>	RC, City RC, City City RC, City, Counsel RC, City
Days 15-45	Transfer of active and archived member files <ul style="list-style-type: none"> <li>· Active members</li> <li>· Retired and inactive members</li> </ul>	City City
Day 30	Benefit Payroll Verification & Parallel Review <ul style="list-style-type: none"> <li>· Benefit payroll verification and reconciliation</li> <li>· Parallel testing of recurring benefit payments</li> <li>· Verification of ACH and payment processing controls</li> </ul>	RC, City RC, City RC, City
Days 30-60	Transfer of plan financials <ul style="list-style-type: none"> <li>· General ledger, current fiscal year</li> <li>· Current monthly financial statements</li> <li>· Audit adjustments, prior fiscal year</li> <li>· Management recommendations (if any)</li> <li>· Bank account statements and reconciliations</li> <li>· Custodial account statements</li> <li>· Warrants for disbursements</li> <li>· Accounts payable</li> <li>· Written controls &amp; procedures (if any)</li> </ul>	RC, City RC, City RC, City RC, City RC, City RC, City RC, City RC, City RC, City
Days 60-75	Member & Service Provider Communication <ul style="list-style-type: none"> <li>· Active members</li> <li>· Retired members</li> <li>· Service providers</li> </ul>	RC RC RC
First Board Meeting	Board Meeting Distribution of materials Sign Administrator Contract (if not previously completed) Review benefit procedures and system implementation Update signature authorizations	RC RC, Counsel, Board RC, Counsel, Board RC, Board

Target Date	Event	Responsible Party
Days 30-45	Plan Website Implementation <ul style="list-style-type: none"> <li>· Review online information</li> <li>· Establish web page</li> <li>· Online Documents               <ul style="list-style-type: none"> <li>– Forms</li> <li>– Plan Documents</li> <li>– Minutes</li> </ul> </li> </ul>	RC, Board RC RC RC RC
Days 60-90	Systems Configuration, Validation & Testing <ul style="list-style-type: none"> <li>· System implementation</li> <li>· Online Access               <ul style="list-style-type: none"> <li>– Benefit calculation system</li> </ul> </li> </ul>	RC RC
Day 75	<b>Transfer Complete</b>	

## Resource Centers Transition Team:

### **Palm Beach Gardens Office:**

Resource Centers LLC  
4360 Northlake Blvd. Suite 206  
Palm Beach Gardens, FL 33410  
Phone Number: (561) 624-3277  
Fax Number: (561) 624-3278  
Toll Free: (800) 206-0116

### **Executive Oversight:**

Scott Baur, Managing Partner  
4360 Northlake Blvd. Suite 206  
Palm Beach Gardens, FL 33410  
Phone Number: (561) 624-3277  
Fax Number: (561) 624-3278  
Toll Free: (800) 206-0116

### **Member Services:**

Joseph Rivera, Client Service Manager  
4360 Northlake Blvd. Suite 206  
Palm Beach Gardens, FL 33410  
Direct Office: (561) 459-2211  
Fax Number: (561) 624-3278  
Email: Joseph@ResourceCenters.com

### **Operational Administration:**

Toby Rabelo, Administrator  
4360 Northlake Blvd. Suite 206  
Palm Beach Gardens, FL 33410  
Phone Number: (561) 624-3277  
Fax Number: (561) 624-3278  
Email: Toby@ResourceCenters.com

### **Benefit Payment Operations:**

Patricia DeRario, Payment Manager  
4360 Northlake Blvd. Suite 206  
Palm Beach Gardens, FL 33410  
Direct Office: (561) 459-2965  
Fax Number: (561) 624-3278  
Email: Patricia@ResourceCenters.com

### **IT Contact:**

Sergio Giron, Partner & CIO  
4360 Northlake Blvd. Suite 206  
Palm Beach Gardens, FL 33410  
Direct Office: (561) 459-2952  
Fax Number: (561) 624-3278  
Email: Sergio@ResourceCenters.com

### **Interim Financial Statements:**

Michael Burr, Plan Accounting  
4360 Northlake Blvd. Suite 206  
Palm Beach Gardens, FL 33410  
Direct Office: (561) 459-2985  
Fax Number: (561) 624-3278  
Email: Michael@ResourceCenters.com



## SECTION 5. ADMINISTRATIVE SERVICES

### SECTION 5



# Who We Are

## Our People

The Resource Centers bring together a team dedicated to the administration of public benefit plans.

With everything that we do, we care most about people: we care about the people on our team, just as we care about each member in each plan that we have the privilege to serve.

**Our  
Mission**



**Excellence.**

# Our Competence



## *Our Plan Administration Team Defines Standards for Industry*

- Over 250 Years of Experience Exclusively Dedicated to Plan Administration
- Commitment to Board
- Commitment to Members
- Commitment to Functional Plan

## *Our Staff Includes*

- Dedicated IT Team
- Attorney and Accountant In-House
- Controls and Procedures Continuously Monitored by External Auditor
- Continuous Training



# Process



# Values



# ADMINISTRATIVE SERVICES

The Resource Centers provides comprehensive administrative services designed to support the ongoing operational, financial, and governance needs of public retirement systems. Our administrative approach emphasizes continuity, responsiveness, operational accuracy, disciplined internal controls, and coordinated support among trustees, members, retirees, sponsoring governmental entities, and professional service providers.

Our services are delivered through an integrated administrative structure combining experienced personnel, established operational procedures, secure administrative systems, and dedicated member support resources. The following overview summarizes the principal administrative services provided by The Resource Centers.

## Board Administration & Governance Support

The Resource Centers provides administrative support services to assist the Board in the ongoing administration and governance of the Retirement System. These services include meeting coordination, preparation and distribution of agendas and meeting materials, attendance at Board meetings, preparation of minutes, trustee coordination, records maintenance, and ongoing communication with the Board and professional service providers. Our objective is to support efficient Board operations while maintaining accurate records and administrative continuity.

## Member Administration & Retiree Services

The Resource Centers provides responsive support services to active members, retirees, beneficiaries, and deferred vested participants. Member services include retirement application processing, benefit estimate coordination, beneficiary administration, DROP administration, recurring member communications, and assistance with administrative inquiries regarding plan provisions and benefits. Our Client Service Team is structured to provide consistent and accessible support throughout the administration process.

## Benefit Payroll Administration

The Resource Centers administers recurring pension payroll operations for numerous public pension and benefit plans throughout Florida and the Southeast. Our administrative services include recurring benefit payroll processing, ACH administration, payment reconciliation, withholding administration, reporting coordination, and related payment support services. These operations are governed by established internal controls, reconciliation procedures, and workflow management processes designed to promote payment accuracy, accountability, and operational continuity.

## Financial Administration & Reporting

The Resource Centers provides administrative support for recurring financial operations and reporting activities associated with the Retirement System. Services may include reconciliation support, accounting coordination, preparation of interim financial reports, budget support, assistance with annual reporting requirements, and coordination with auditors, custodians, actuaries, and City finance personnel. Our administrative systems and procedures are designed to support accurate reporting and timely operational coordination.

## Compliance & Regulatory Coordination

The Resource Centers assists the Board in the preparation, coordination, and filing of reports and documentation required under applicable statutes, ordinances, and regulatory requirements. These services include assistance with state reporting requirements, annual disclosures, actuarial coordination, public records support, and related administrative compliance activities. We work closely with Board counsel and other professional service providers to support ongoing regulatory compliance and operational accountability.

## Technology & Member Access

The Resource Centers utilizes internally developed administrative systems and secure online tools designed specifically for public pension administration. Our administrative platform supports member recordkeeping, workflow management, benefit processing, document management, reporting functions, and secure member access. Online member services, benefit estimation tools, and administrative reporting capabilities are integrated within our broader administrative framework to support operational efficiency and member accessibility.

## Coordination with Professional Service Providers

Successful pension administration depends upon effective coordination among administrators, actuaries, attorneys, auditors, investment consultants, custodians, governmental staff, and other professional advisors. The Resource Centers works closely with the Board's professional service providers to support efficient communication, timely reporting, coordinated project implementation, and continuity of operations. We believe strong administrative coordination contributes significantly to operational stability and effective governance.

## Operational Controls & Administrative Accountability

The Resource Centers maintains established administrative procedures and internal controls governing workflow management, records administration, payment processing, reconciliation, systems access, and administrative oversight. Our operational procedures are evaluated annually through our SSAE-18 SOC 1 Type 2 audit examining the design and operating effectiveness of our internal controls and administrative processes. These procedures support our commitment to operational integrity, transparency, accountability, and fiduciary-focused administration.



## SECTION 6. TECHNOLOGY & MEMBER SERVICES

### SECTION A

# TECHNOLOGY & MEMBER ACCESS

The Resource Centers utilizes internally developed administrative systems and secure online tools specifically designed to support public pension administration. Our technology platform is intended to enhance operational efficiency, improve member accessibility, support administrative accuracy, and facilitate communication among trustees, members, retirees, and professional service providers.

Members and retirees may access plan documents, forms, administrative resources, benefit estimate tools, account information, and secure communication features through the Resource Centers Virtual Pension Office. Trustees and professional service providers may also access plan information, reports, meeting materials, administrative documents, and other operational resources through secure electronic systems designed to support efficient plan administration and communication.

The Resource Centers integrates member access tools, online benefit estimation capabilities, workflow management systems, document administration, and reporting functions within our broader administrative platform as part of our standard administrative services. These tools are provided to support ongoing administration and member service operations without separate recurring annual technology or calculator licensing fees.

Our administrative systems are supported by established operational controls governing systems access, data management, workflow processing, secure communication, reconciliation procedures, and records administration. These operational controls are evaluated annually as part of our SSAE-18 SOC 1 Type 2 audit examining the design and operating effectiveness of our internal controls and administrative procedures.



**ONLINE MEMBER  
Access**

Pension Fund Website:

- ✓ *Online Calculator Access*
- ✓ *Forms and Documents*
- ✓ *Reports & So Much More!*

*Additional Optional Systems:*

- *Online Board Elections*
- *Online Surveys*
- *Secure File Exchange*

The background image shows a server rack with glowing blue and orange lights. Overlaid on the server rack is a semi-transparent window displaying code snippets, including comments like "back the deselected mirror modifier object" and "modifier ob is the active ob". A circular icon with a padlock is visible in the bottom right corner of the graphic.

# Benefit System

The Resource Centers utilizes an integrated Benefit System specifically designed to support the operational and administrative requirements of public retirement systems. The system serves as the central administrative platform supporting benefit processing, workflow management, member communication, document administration, financial coordination, and operational oversight.

Rather than functioning solely as a member-facing portal, the Benefit System supports the full administrative life cycle of member and retiree services. Administrative workflows, benefit calculations, document requests, payment processing activities, status tracking, and operational reviews are managed within a coordinated administrative framework designed to promote accuracy, accountability, responsiveness, and continuity of operations.

The system provides structured workflow tracking and oversight capabilities allowing administrative personnel to monitor pending tasks, status changes, required approvals, outstanding items, and operational deadlines throughout the administration process. These structured workflows help support consistent processing standards, internal accountability, and timely coordination among administrators, members, retirees, and professional service providers.

Integrated member communication and secure document exchange capabilities further support ongoing interaction with members and retirees while maintaining organized administrative records and communication history. Benefit estimate tools, account inquiry functions, reporting capabilities, and administrative records management are incorporated within the broader administrative platform as part of the firm's standard administrative services without separate recurring annual technology or calculator licensing fees.

The Resource Centers continues to refine and expand the Benefit System as part of its long-term commitment to operational efficiency, member service, administrative accountability, and effective public pension plan administration.

**Ocala General Employees Retirement System**  
**Estimated Pension Benefit Calculation**

Name:	Ms. Member	Department/ EE Num	General
<i>Demographic Information</i>			
Date of Hire:	4/2/2000	Beneficiary:	Mrs. Member
Last Day of Service:	5/1/2025	Relationship:	Spouse
Commencement Date:	5/1/2025	Beneficiary DOB:	11/11/1964
Age at Commencement	63.000	Beneficiary Age:	60.417

Calculation Date:	3/28/2025
Final Service:	25 Yrs 00 Mo 29 Days
Type of Retirement:	Normal

*Final Average Salary Calculation*

Year	Start Date	End Date	Total Wages
1	05/01/20	05/01/21	126,000.00
2	05/01/21	05/01/22	128,000.00
3	05/01/22	05/01/23	124,000.00
4	05/01/23	05/01/24	135,000.00
5	05/01/24	05/01/25	142,000.00

Monthly Final Average Salary:	131,000.00
Early Reduction Factor:	0.00
Monthly Accrued Benefit:	8,187.50

Option	Factor	Retiree Benefit	Survivor Benefit
Life Annuity	1.010	8,269.38	0.00
10 Year Certain	1.000	8,187.50	10 Years
Contingent 100%	0.920	7,532.50	7,532.50
Contingent 75%	0.940	7,696.25	5,772.19
Contingent 66-2/3%	0.955	7,819.06	5,212.71
Contingent 50%	0.965	7,900.94	3,950.47

Any Questions? Contact us at [Ocala@ResourceCenters.com](mailto:Ocala@ResourceCenters.com)

**Definitions of Optional Forms of Payment:**

**Standard Annuity** - This option provides the stated benefit to you as long as you live. If you should die before 120 payments have been made, the payments will continue to your beneficiary until 120 payments have been made in total.

**Life Annuity** - This option provides the stated benefit to you as long as you live. If you should die before you have received an amount equal to your own contributions to the Plan, payments will continue to your beneficiary until your beneficiary receives a refund of your contributions to the Plan.

**Contingent Annuity** - This option provides the stated benefit to you as long as you live. After your death, the stated survivor benefit will continue for the lifetime of the beneficiary.

This page provides an estimate of a Plan member's monthly retirement benefits based on data supplied by the employer and additional information provided by you. Projections of retirement benefits are based on continuation of your present pay and full-time service until you become eligible to retire. Every effort has been made to insure that calculations provided to you in this manner are accurate, but they are only estimates and data and calculation errors can occur. Statutes, documents, official interpretations, and accurate data necessarily govern the final determination of any benefit. For a precise calculation, please contact your Plan Administrator. By accessing this information, you have already agreed that the information provided represents only an estimate of your pension benefits and the final determination of benefits must be made by the actuary engaged by the Plan in accordance with statutes and ordinances in effect at the time that you retire. You have already further agreed to indemnify and hold harmless the Plan, the Board of Trustees, the Trustees (individually and as Trustees), and the Plan Administrator for any decisions that you make based on the information received from this site.

## SECURITY & OPERATIONAL CONTROLS

The Resource Centers maintains established operational controls and administrative procedures governing systems access, workflow management, payment processing, records administration, reconciliation activities, secure communications, and data management. Administrative systems are protected through controlled user access, encryption technologies, secure hosting environments, and monitored operational procedures designed to support the confidentiality, integrity, and availability of plan data and administrative functions.

Our internal controls and administrative procedures are evaluated annually through an independent SSAE-18 SOC 1 Type 2 audit examining both the design and operating effectiveness of our operational controls and administrative processes. The Resource Centers remains the only administrator of Florida public pension plans known to complete this level of annual operational audit review.

The Resource Centers also recognizes the increasing importance of cybersecurity governance and vendor oversight within public retirement system administration. Our operational controls, administrative procedures, access management practices, and security protocols are designed to support the broader governance and risk management principles reflected within the U.S. Department of Labor Cybersecurity Program Best Practices guidance applicable to employee benefit plan service providers.

Security and operational accountability are integrated throughout our broader administrative framework rather than treated as separate technology functions. We believe disciplined operational procedures, structured workflows, controlled systems access, secure data management, and ongoing administrative oversight are essential components of responsible public pension administration.



## **SECTION 7.**

### **FIRM EXPERIENCE & STAFFING**

## **SECTION 7**

# RESOURCE CENTERS

## Integrated Administrative Teams

Benefit  
Payment Ops



[PaymentGroup@ResourceCenters.com](mailto:PaymentGroup@ResourceCenters.com)

Ph: 561.624.3277

**Payment Group:**

**Benefit Payments**

- ◆ Benefit Payments
- ◆ Filing & Reporting

**Accounts Payable**

- ◆ Invoice Payments
- ◆ Expense Approvals



Management  
Team

Mngmt Hotline 561.459.2950

[Management@ResourceCenters.com](mailto:Management@ResourceCenters.com)

Plan Admin  
Team

[PlanAdmins@ResourceCenters.com](mailto:PlanAdmins@ResourceCenters.com)

Ph: 561.624.3277



Adcock, Margie	x2962
Baur, Scott	x2948
Crout, Stacie	x2218
Everhart, Dale	x2208
Kish, Amanda	x2210
Lovingood, Albert	x2207
Rabelo, Toby	x2217
Tintle, Kyle	x2957
Vandergon, Sarah	x2958

**Plan Administrator**

- ◆ Board Contact
- ◆ Service Provider Contact
- ◆ Meetings
- ◆ Plan Matters
- ◆ Member Inquiries & Education

Conferences

- ◆ Registrations
- ◆ Payments
- ◆ Reimbursements

[Conference@ResourceCenters.com](mailto:Conference@ResourceCenters.com)

Office  
Admin Team

Ph: 561.624.3277

- ◆ Company Inquiries
- ◆ Accounts Payable

Accounting  
& Reporting

**Financial Statements**

+

**Report Prep**

- ◆ Accounts Reconcile
- ◆ Data Maintenance
- ◆ Interim Financials
- ◆ Audit Reporting
- ◆ Annual Reports
- ◆ Internal Controls

[Michael@ResourceCenters.com](mailto:Michael@ResourceCenters.com)

Ph: 561.624.3277

Member  
Services Team

**Member Service  
Center +  
Benefit Processes**

- ◆ Member Support
- ◆ Appointments
- ◆ Applications
- ◆ Benefit Processing
- ◆ Payment Setup
- ◆ Benefit Approvals

Call Center 561.624.3277

Business Hours: 8:30 AM to 5:00 PM

[ClientServices@ResourceCenters.com](mailto:ClientServices@ResourceCenters.com)



iRetire &  
IT Support



[IT@ResourceCenters.com](mailto:IT@ResourceCenters.com)



Personnel and Proposed Team Members to provide services to the City of Ocala Police Officers Retirement System:

- Designated Contacts:** Scott Baur, Managing Partner (Email: [Scott@ResourceCenters.com](mailto:Scott@ResourceCenters.com))  
Toby Rabelo, Administrator (Email: [Toby@ResourceCenters.com](mailto:Toby@ResourceCenters.com))
- Client Service Team:** Joseph Rivera, Manager (Email: [Joseph@ResourceCenters.com](mailto:Joseph@ResourceCenters.com))  
[ClientServices@ResourceCenters.com](mailto:ClientServices@ResourceCenters.com) (Processing of all benefit applications)
- Payment Team:** Patricia DeRario, Manager (Email: [Patricia@ResourceCenters.com](mailto:Patricia@ResourceCenters.com))  
[PaymentGroup@ResourceCenters.com](mailto:PaymentGroup@ResourceCenters.com) (Payment of benefits & invoices)
- IT Support:** Sergio Giron, Partner/ Chief Information Officer  
(Email: [Sergio@ResourceCenters.com](mailto:Sergio@ResourceCenters.com))
- Plan Financials:** Michael Burr, Accounting Analyst (Email: [Michael@ResourceCenters.com](mailto:Michael@ResourceCenters.com))

## INTEGRATED ADMINISTRATIVE TEAMS

The Resource Centers utilizes a coordinated team-based administrative structure designed to support operational continuity, workflow accountability, responsive member service, and effective internal controls. Rather than relying upon a single administrator model, administrative responsibilities are distributed among specialized operational teams supporting member services, plan administration, benefit payroll processing, financial reporting, systems administration, and management oversight.

This structure allows the Retirement System to benefit from multiple experienced personnel working within clearly defined operational responsibilities while maintaining continuity of services during periods of transition, workload fluctuations, employee absences, or specialized project activity. Team-based administration also promotes operational redundancy, internal review processes, and consistent communication among administrators, members, trustees, and professional service providers.

Our administrative teams coordinate closely throughout the administration process to support efficient workflow management, timely benefit processing, payment administration, reporting coordination, member communications, and operational oversight. We believe this structured operational approach strengthens administrative accountability, supports continuity of operations, and enhances the overall quality and responsiveness of plan administration services.

## COORDINATED LOCAL MEMBER SERVICES

The Resource Centers recognizes the importance of preserving local member accessibility and continuity of service for the members and retirees of the City of Ocala Police Officers Retirement System. Historically, members of the Retirement System have benefited from the availability of local administrative support and direct access to personnel familiar with the operations of the Plan and the needs of its members.

Under the coordinated administrative structure proposed herein, Mike Sommer would continue serving as a local resource for member support, Board coordination, and administrative assistance activities. The Resource Centers would work closely with Mr. Sommer while providing the broader operational infrastructure necessary for the ongoing administration of the Retirement System, including benefit payroll administration, accounting support, financial reporting, compliance coordination, administrative systems, workflow processing, and coordination with the Board's professional service providers.

We believe this coordinated approach provides the Board with the operational depth, administrative continuity, and internal support structure of an experienced public pension administration firm while preserving the local accessibility and member familiarity that have historically been important components of the Retirement System's administration. The Resource Centers has successfully supported similar collaborative administrative relationships with local personnel and in-house administrative staff for other public pension systems and recognizes the value these relationships provide to trustees, members, retirees, and beneficiaries.



## SECTION 8. PROPOSED FEES

### SECTION 8



# Proposal and Fees

The Resource Centers proposes the following services and fee structure to the City of Ocala Police Officers' Retirement System:

**Monthly Retainer: Police Officers' Retirement System** **\$1,975.00**

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**Board Administration** *(Michael Sommer)*

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*Services Related to Meetings of Trustees:*

- Schedule Meetings
- Attendance at Public Board Meetings, Including:
  - ✧ Notice
  - ✧ Agenda
  - ✧ Minutes

*Services Related To Administration Of Board:*

- Plan Organization
  - ✧ Contact Lists (Trustees and Service Providers)
  - ✧ Summary of Plan Provisions
  - ✧ Pending Matter List
- Trustee Elections
  - ✧ Notice of Election and Nominations
  - ✧ Ballot Procedures
- Trustee Travel, Conference Arrangements and Reimbursements
  - ✧ Reservations and Arrangements
  - ✧ Documentation
  - ✧ Reimbursements
- Maintain Membership in Professional Organizations
- Obtain Quotes for Plan Liability Insurance and Fidelity Bond Coverage

*Basic Communication:*

- Prepare Fund Correspondence to Providers and Participants
- Respond to Inquiries by Trustees, Participants, And Service Providers
- Advise and Educate Trustees on Various Pension and Board Matters
- Act as Liaison for Plan to Florida Division of Retirement
- Internet Access to Basic Plan Information

*Plan and Policy Changes:*

- Ordinance Changes
  - ✧ Assist with Cost Estimates and Impact Statements
  - ✧ File Ordinance and Impact Statement to Division
- Assist with Policy Changes and Implementation
- Summary Plan Description
  - ✧ Review Changes and Updates
  - ✧ Assist with Distribution of SPD

*Coordination of Service Providers:*

- Projects and Pending Issues
- Coordination for Meetings as Necessary
- Implementation of Investment Changes
  - ✧ Funding of New Managers
  - ✧ Replacement of Existing Managers
  - ✧ Direction to Rebalance Assets
- Requests for Proposals for Service Providers

*Review Of Statements And Documents:*

- Review All Statements and Documents Received From:
  - ✧ Money Managers
  - ✧ Performance Monitors
  - ✧ Attorneys
  - ✧ Actuaries
  - ✧ Accountants
  - ✧ Others
- Review Bank Statements
- Review Custodial Statements

*Public Records Custodian:*

- Maintain All Plan Records as Records Custodian
- Maintain Current Beneficiary Designations
- Assure Compliance with The Government in The Sunshine Law
- Assure Compliance with The Public Records Act
- Provide Access to Plan Records and Information

***Benefit Calculation Systems and Online Access***

*(Included)*

*Electronic Plan Records:*

- Maintain Data for Benefit Eligibility of Participants
- Maintain Participant Service, Payroll, and Contribution Data
- Prepare of Member Schedules for Annual Actuarial Report
  - ✧ Auditor
  - ✧ Actuarial Valuation
- Online Benefit Calculation System

***Benefit Processing***

*(Included)*

*Benefit Processing:*

- Provide Benefit Calculations and Estimates to Members
  - ✧ Communication with Members
  - ✧ Provide to Actuary for Certification
  - ✧ Prepare for Approval by Board
- Process Member Applications for Other Benefits and Changes
  - ✧ Active Members
  - ✧ Retired Members
- Assist in Processing Benefit Claims and Appeals

***Interim Monthly Financial Statements***

*(\$750 Additional)*

*Plan Financials:*

- Local Checking Account or Custodian
  - ✧ Maintain or Monitor Disbursement Account for Plan
  - ✧ Reconcile Account Monthly
- Accounts Payable
  - ✧ Review Invoices
  - ✧ Prepare Expenses for Approval by Board
  - ✧ Pay Invoices from Account
- Monitor and Reconcile Contributions and Deposits
- Review and Reconcile Basic Investment Activity
- Interim Financial Statements
  - ✧ Maintain General Ledger of Transactions
  - ✧ Provide Interim Financial Statement

***Monthly Benefit Payments and Distributions***

*(\$625 Additional)*

*Benefit Payments and Distributions:*

- Process Benefit Payments and Distributions
  - ✧ Periodic Benefit Payments
  - ✧ Non-Periodic Distributions
- Track Changes to Payments
  - ✧ New Benefits
  - ✧ Deceased Members and Beneficiaries
  - ✧ Supplemental Distributions
  - ✧ Scheduled Changes or Cola Increases
- Generate Benefit Payments
  - ✧ Check
  - ✧ Direct Deposit (EFT)
  - ✧ Authorized Deductions from Checks
- Tax Withholding and Reporting
  - ✧ Deduct Tax Withholding from Payments
  - ✧ Make Tax Deposits
  - ✧ Issue 1099Rs Reports
  - ✧ File Annual Form 945
- Complete Periodic Death Searches of Plan Beneficiaries

**Accounts Payable**

*(Included)*

*Accounts Payable:*

- Review of Invoices
- Approval of Expenses by Board
  - ✧ Signed Warrant
  - ✧ Specific Reference to Minutes
- Raise Cash

**Data Recordkeeping**

*(Included)*

*Systems to Record Payments and Distributions:*

- Accounts Payable
- Periodic Benefit Payments
- Non-Periodic Distributions
- Changes to Payments
  - ✧ New Benefits
  - ✧ Deceased Members and Beneficiaries
  - ✧ Supplemental Distributions
  - ✧ Scheduled Changes
  - ✧ Tracking Eligibility

[The Fee Summary recognizes the continued and additional services provide by Michael Sommer to the Police Officer Board of Trustees.](#)

**Plan Administration: Proposed Monthly Retainer Fee Summary\***

*City of Ocala Police Officers' Retirement System*

<i>Item</i>	<i>Monthly Fee</i>
<b>Plan Administrative Services: Police Officers' Retirement System</b>	<b>\$1,975.00</b>
Payment of Benefits & Invoices	\$625.00
Interim Financial Statements (If Requested)	(\$750 Additional)
Online Member Pension Calculation System	Included
DROP Accounts: Quarterly Statements & Online Access	Included
DROP Accounts: Quarterly Statements & Online Access	\$3,300/ Annual
Fee Rate Guarantee	3 Years

\*Proposed fees guaranteed for 3 years, subject to 3% annual increase every 12 months thereafter.



## **SECTION 9.**

### **TEMPLATE AGREEMENT & REQUIRED FORMS**

## **SECTION 9**

**ADMINISTRATIVE SERVICES AGREEMENT**  
**BETWEEN**  
**CITY OF OCALA POLICE OFFICERS' RETIREMENT SYSTEM**  
**AND**  
**RESOURCE CENTERS, LLC,**

This agreement made as of this 1<sup>st</sup> day of \_\_\_\_\_, **2026**, by and between the **City of Ocala Police Officers' Retirement System** (hereinafter referred to as "Retirement System") and **Resource Centers, LLC**, a Florida Corporation (hereinafter referred to as "Administrator").

**WITNESSETH:**

**WHEREAS**, the Ordinances of the City of Ocala authorize the Retirement System's Board of Trustees to engage the services of an Administrator to administer the Retirement System's operations; and

**WHEREAS**, the Administrator is engaged in the business of rendering administrative management services to employee benefit plans; and

**WHEREAS**, the Retirement System is familiar with the experience and reputation of the Administrator in rendering these services; and

**WHEREAS**, the Retirement System has determined that it is in the best interest of the participants and beneficiaries of the fund to engage the services of the Administrator upon the terms and conditions hereinafter set forth.

**NOW, THEREFORE**, in consideration of the foregoing and of the mutual covenants and agreements contained herein, the parties agree as follows:

**Section 1**  
**Administrator**

- A. Engagement** – The Retirement System hereby engages and retains the Administrator who hereby accepts the engagement and retainer by the Retirement System to serve as Administrator of the Retirement System.

**B. Duties and Responsibilities** – Without limiting the generality of the foregoing, it is mutually acknowledged and agreed that the Administrator is engaged to perform those duties and responsibilities of the Retirement System as Administrator which are delegated to it in accordance with the express terms of this agreement.

**C. Limitation of Authority** – The Administrator shall not:

1. Exercise any discretionary authority or discretionary control respecting the management of administration of the Retirement System; or
2. Exercise any independent authority or control with respect to the management or disposition of the assets of the Retirement System; or
3. Render investment advice with respect to any monies or property of the Retirement System.

## **Section 2 Duration**

This agreement shall become effective on the 1<sup>st</sup> day of \_\_\_\_\_, 2026 and shall continue until otherwise terminated in accordance with the terms of this agreement.

## **Section 3 Fees**

**A. Basic Fee** – In consideration of the administrative services to be performed as agreed above, the Retirement System agrees to pay the Administrator an all-inclusive fee as provided in Exhibit A of this agreement.

**B. Expenses** – All extraordinary expenses such as printing charges, postage for mass mailings, overnight delivery charges, and special travel expenses reasonably and necessarily incurred by the Administrator shall be reimbursed by the fund.

## **Section 4 Services**

The Administrator shall be responsible for and in charge of all administrative services required of it by the Retirement System for the proper and complete administration of the fund. Without limiting the generality of the foregoing, the Administrator shall perform the specific services listed in Exhibit B of this Agreement.

## **Section 5 Obligations of Administrator**

It is mutually covenanted and agreed that all services rendered by the Administrator to or on behalf of the Retirement System shall be performed with reasonable dispatch and shall be performed in a manner which is adequate and convenient to the Retirement System and the participants and beneficiaries of the Retirement System. The Administrator shall familiarize itself with the basic documents under which the Retirement System is established and render all services in accordance with said documents. The Administrator shall perform all obligations under this agreement in accordance with the provisions of and pursuant to Florida Statutes, Section 112.656(2). By execution of this agreement, the Administrator acknowledges that it is a fiduciary of the Retirement System within the meaning of the Employee Retirement Income Security Act of 1974 (ERISA) and §112.656, Florida Statutes.

## **Section 6 Records**

- A. The Retirement System will turn over to the Administrator true copies of all records, reports, information and other data pertaining to this Retirement System. The Administrator may rely upon the completeness and accuracy of the records, reports, and data delivered to it.
- B. The Administrator shall be responsible for assisting in the maintenance of records of the fund in the computer system of the Retirement System.
- C. In the course of performing its administrative services hereunder, the Administrator shall notify the Retirement System of any information, records or reports which are necessary to maintain the business of the Retirement System and shall assist the Retirement System in obtaining said information.

## **Section 7 Reports**

The Administrator shall work with and assist the Retirement System and their professional advisors in the preparation of records and reports to be filed with government departments or agencies or which are necessary to be disclosed and distributed to participants and beneficiaries.

**Section 8  
Disclosure of Records**

All information, including records and other data, which may come into the possession of the Administrator shall be subject to disclosure and production to the extent required by the Public Records Act, Chapter 119, Florida Statutes, or upon compulsion of a subpoena issued by a court of competent jurisdiction, as approved by the Retirement System.

**Section 9  
Excluded Items**

It is understood and agreed by the parties that the Administrator shall not be responsible for the performance of auditing, legal or financial advisory services.

**Section 10  
Fidelity Bond and Insurance**

The Administrator agrees to maintain an appropriate fidelity bond, coverage for errors and omissions, and cyber security liability insurance during the term of this agreement. The Administrator shall provide copies of the proof of said bond and insurance to the Retirement System.

**Section 11  
Damages**

The Administrator agrees it shall be liable to the Retirement System for any damages or losses, which the Retirement System or the fund may occur as the result of negligent or intentional acts or omissions of the Administrator or breach of this agreement.

**Section 12  
Governing Law**

This agreement has since been executed in Ocala, Florida and shall be governed and construed in accordance with the laws of the State of Florida. Venue for any dispute shall be in Marion County, Florida. In the event that any action shall be necessary for the enforcement of this agreement, the prevailing party shall recover its court costs, including reasonable attorney's fees.

**Section 13**  
**Entire Agreement**

This agreement constitutes the entire understanding and agreement by the parties hereto and shall not be modified, amended or revoked except by the express written consent of the parties.

**Section 14**  
**Termination**

This agreement may be terminated by the Retirement System on thirty (30) days' written notice, or by the Administrator on ninety (90) days written notice, with or without cause. In the event of a termination, the Administrator agrees to promptly (not to exceed 30 days) turn over to the successor administrator or such other party designated by the Retirement System, all physical records, reports, documents, data, and electronic records belonging to the Retirement System per Chapter 119.0701 Florida Statutes. The Administrator shall destroy or erase any duplicate copies of exempt or confidential records upon termination as required by Chapter 119.0701 (2) (b) (4) Florida Statutes.

**Section 15**  
**Public Entity Crimes Bill**

Section 287.133, Florida Statutes, provides that a person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a bid on a contract to provide any goods or services to a public entity, may not submit a bid on a contract with a public entity for the construction or repair of a public building or public work, may not submit bids on leases of real property to a public entity, may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity, and may not transact business with any public entity in excess of the threshold amount provided in Section 287.017, Florida Statutes, for CATEGORY TWO for a period of 36 months from the date of being placed on the convicted vendor list.

**Section 16**  
**Public Records**

In accordance with the provisions of Chapter 119.0701(2), Florida Statutes:

**A. IF THE ADMINISTRATOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE ADMINISTRATOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT THE CITY OF OCALA.**

B. The Administrator must comply with public records laws, specifically to:

1. Keep and maintain public records required by the System to perform the service.
2. Upon request from the System's custodian of public records, provide the System with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in Chapter 119, Florida Statutes, or as otherwise provided by law.
3. Ensure that the public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the term of the Agreement and following completion of the Agreement if the Administrator does not transfer the records to the System.
4. Upon completion of the Agreement, transfer, at no cost to the System, all public records in possession of the Administrator or keep and maintain public records required by the System to perform the service. If the Administrator transfers all public records to the System upon completion of the Agreement, the Administrator shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the Administrator keeps and maintains public records upon completion of the Agreement, the Administrator shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the System, upon request from the System's custodian of public records, in a format that is compatible with the information technology systems of the System.

## **Section 17 Electronic Delivery**

This Agreement may be executed in two or more counterparts, each of which shall be an original, but all of which together shall constitute one and the same agreement. Delivery of an executed counterpart of this Agreement by facsimile, including, without limitation, by facsimile transmission or by electronic delivery in portable document format (".pdf") or tagged image file format (".tiff"), shall be equally effective as delivery of a manually executed counterpart thereof.

**Section 18**  
**E-Verify Registration Verification**

Administrator confirms that as of the effective date of entering into this Agreement that the Administrator is registered with the E-Verify system as required by Fla. Stat. §448.095 and shall continue to be for the duration of this Agreement. Administrator shall use the E-Verify system to verify the work authorization status of all employees hired on and after January 1, 2021, as required by Section 448.095, Florida Statutes and agrees to require any subcontractor to provide them with an affidavit stating that the subcontractor does not employ, contract with, or subcontract with anyone not duly authorized to work by the immigration laws or the Attorney General of the United States. If the Trust Fund or Administrator has a good faith belief that a person or entity with which it is contracting has knowingly violated Section 448.09(1), Fla. Stat. or the provisions of this section it shall terminate the contract with the person or entity. Administrator shall be liable to the Trust Fund for any additional costs incurred by the Trust Fund as a result of the termination of this Agreement by Administrator. Attached as Exhibit C, is "Administrator's E-Verify System Registration Confirmation" as of the effective date of this Agreement.

**IN WITNESS WHEREOF**, the parties who caused this agreement to be executed on the date set forth.

**DATED** at Ocala, Florida this \_\_\_ day of \_\_\_\_\_, 2026.

**CITY OF OCALA POLICE OFFICERS'  
RETIREMENT SYSTEM**

By: \_\_\_\_\_  
Chairperson

**RESOURCE CENTERS, LLC**

BY: \_\_\_\_\_  
Managing Partner

Print Name: \_\_\_\_\_

## EXHIBIT A

### FEE SCHEDULE & SERVICE ELECTIONS

This Exhibit A governs all fees and services provided under the Agreement. Administrator shall provide services only to the extent expressly elected and described herein.

#### A. Base Retainer – Plan Administration Services (Included)

In consideration of the monthly base retainer fee set forth below, Administrator shall provide the following core plan administration services:

- Board and trustee administration, including meeting coordination, agendas, minutes, and trustee elections.
- Trustee conference arrangements and travel reimbursements.
- Maintenance and renewal of Board insurance.
- Member eligibility tracking and maintenance of participant records.
- Preparation of benefit estimates and coordination with the actuary for final certified benefit calculations.
- Presentation of benefit matters for Board consideration and approval.
- Records custodian responsibilities and compliance with Public Records Law requirements.
- Coordination with the plan’s actuary, auditor, custodian, investment consultant, legal counsel, and other professional service providers.
- Routine processing of benefits and payments through custodian.
- Resource Centers member Client Service Center.

Base Monthly Retainer Fee: \$ 1,975.00

#### B. Optional / Add-On Services (Provided Only If Elected)

The following services are not included in the Base Retainer and shall be provided only if expressly elected:

Service Description	Retainer Fee
<b>Financial &amp; Reporting Services:</b>	
<input checked="" type="checkbox"/> Plan level interim monthly financial statements	\$ 750/ Mo
<input checked="" type="checkbox"/> Maintenance of detail general ledger	\$ Included
<input checked="" type="checkbox"/> Annual Report filing (only Police & Fire Plans)	\$ N/A
<b>Benefit Processing Services:</b>	
<input checked="" type="checkbox"/> Benefit payment processing	\$ 625
<input checked="" type="checkbox"/> Accounts payable	\$ Included
<input checked="" type="checkbox"/> DROP Account statements	\$ Included
<input checked="" type="checkbox"/> Annual premium tax allocation (only Police & Fire Plans)	\$ N/A
<input checked="" type="checkbox"/> Annual Report (only Police & Fire Plans)	\$ 3,300/ Annual
<input type="checkbox"/> Share Account statements	\$ N/A

Service Description	Retainer Fee
<b>Online &amp; Technology Services:</b>	
<input checked="" type="checkbox"/> Online Member Pension Calculation System	\$ Included
<input checked="" type="checkbox"/> DROP account online access	\$ Included
<input type="checkbox"/> Share account online access	\$ N/A
<input type="checkbox"/> VEBA account online Member online portal access	\$ N/A
<input checked="" type="checkbox"/> Board online portal access	\$ Included
<input checked="" type="checkbox"/> Online election module	\$ Included

### C. Activity-Based Fees

The following fees apply on a per-occurrence basis, as applicable:

Service Description	Activity Fee
<input checked="" type="checkbox"/> Application processing	\$ Included
<input checked="" type="checkbox"/> Biennial state report filing	\$ 100
<input type="checkbox"/> Additional service provider RFPs (beyond one per year)	\$2,500
<input checked="" type="checkbox"/> Member workshops (beyond one per year)	\$ Included

### D. Pass-Through & Reimbursable Expenses

The Plan shall reimburse Administrator for actual and reasonable expenses incurred, including:

- Postage and processing for mass mailings
- Copying and printing, including board meeting packets
- Physical records storage
- Death searches
- Travel expenses, including IRS standard mileage rate and travel time billed half rate

### E. System & IT Services

Extraordinary system programming or IT services necessitated by plan changes or reporting requirements shall be billed at an hourly rate not to exceed \$125 per hour not to exceed \$1,000. Any additional work shall require prior Board Chair approval.

### F. Additional Services

The Administrator agrees to provide the following additional services:

Service Description	Fee
<input type="checkbox"/>	\$

The Resource Centers guarantees this fee for an initial two (2) year period from the effective date of this Agreement. The Base Retainer Fee will increase annually by 3% on October 1, 2026 and each year thereafter. The Administrator shall notify the Pension Plan at least ninety (90) days in advance of any proposed changes to the fees.

## **EXHIBIT B**

### **ADMINISTRATIVE SERVICES FRAMEWORK & BOUNDARIES**

This Exhibit B describes the categories and scope of administrative services that may be provided under the Agreement. Specific services and fees are governed exclusively by Exhibit A.

#### **I. Core Plan Administration Services**

Administrator provides professional administrative support services which may include:

- Board and trustee administrative support.
- Participant eligibility tracking and recordkeeping.
- Benefit estimate preparation and coordination with the actuary.
- Records custodian responsibilities.
- Compliance coordination with applicable governance and public records requirements.
- Coordination with actuary, auditor, custodian, investment consultant, legal counsel, and other professional service providers.

#### **II. Financial & Accounting Boundaries**

Unless expressly elected in Exhibit A, Administrator does not prepare plan-wide interim or annual financial statements, does not maintain a plan-wide general ledger, and does not perform auditing, accounting, or financial advisory services.

Local checking or disbursement accounts, if utilized, are maintained solely for administrative and internal control purposes and do not constitute plan-level financial reporting.

#### **III. Benefit Processing & Payments**

Administrator may assist with benefit processing, including receipt and administration of applications and coordination with custodians, only to the extent expressly elected in Exhibit A. Final benefit payments are issued only after required approvals and certifications.

#### **IV. Technology & Online Access**

Online systems, portals, or electronic tools may be provided to members or trustees only if expressly elected in Exhibit A. Availability and functionality vary by plan and service election.

## **V. Excluded Services**

Unless expressly elected in Exhibit A, the following services are excluded:

- Auditing services
- Legal services
- Plan-wide accounting or financial reporting
- Investment management or advisory services
- Extraordinary IT development beyond routine system use

## **VI. Applicability**

This Exhibit B applies equally to pension plans and VEBA or trust arrangements. Any plan-specific variations shall be governed exclusively by Exhibit A.

**SWORN STATEMENT ON PUBLIC ENTITY CRIMES  
UNDER SECTION 287.133, FLORIDA STATUTES**

**THIS FORM MUST BE SIGNED IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICER AUTHORIZED TO ADMINISTER OATHS.**

1. This sworn statement is submitted to the City of Ocala Police Officers Retirement System ("Owner")  
by: J. Scott Baur, Managing Partner (print individual's name and title) for  
Resource Centers, LLC (print name of entity  
submitting sworn statement) whose business address is \_\_\_\_\_  
4360 Northlake Blvd. Suite 206, Palm Beach Gardens, FL 33410  
in accordance with the request for proposals for Professional Service  
("Services").
2. I understand that a "public entity crime" as defined in Paragraph 287.133(1)(g), Florida Statutes, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or of the United States, including, but not limited to, any proposal or contract for goods or services to be provided to any public entity or an agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.
3. I understand that "convicted" or "conviction" as defined in Paragraph 287.133(1)(b), Florida Statutes, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, non-jury trial, or entry of a plea of guilty or nolo contendere.
4. I understand that an "affiliate" as defined in Paragraph 287.133(1)(a), Florida Statutes, means: (1) A predecessor or successor of a person convicted of a public entity crime; or (2) An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.

**SWORN STATEMENT ON PUBLIC ENTITY CRIMES  
UNDER SECTION 287.133, FLORIDA STATUTES**

5. I understand that a "person" as defined in Paragraph 287.133( 1 )( e), Florida Statutes, means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which submits proposals or applies to submit a proposal on contracts for the provision of goods or services let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.

6. Based on information and belief, the statement which I have marked below is true in relation to the entity submitting this sworn statement. (Please indicate which statement applies.)



Neither the entity submitting this sworn statement, nor one or more of the officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, nor any affiliate of the entity, has been charged with and convicted of public entity crime subsequent to July 1, 2008.

\_\_\_\_\_ There has been a proceeding concerning the conviction before a hearing officer of the State of Florida, Division of Administrative Hearings. The final order entered by the hearing officer did not place the person or affiliate on the convicted vendor list. [Please attach a copy of the Final Order.]

\_\_\_\_\_ The person or affiliate was placed on the convicted vendor list. There has been a subsequent proceeding before a hearing officer of the State of Florida, Division of Administrative Hearings. The final order entered by the hearing officer determined that it was in the public interest to remove the person or affiliate from the convicted vendor list. [Please attach a copy of the Final Order.]

\_\_\_\_\_ The person or affiliate has been placed on the convicted vendor list. [Please describe any action taken by or pending with the Department of General Services.]

SWORN STATEMENT ON PUBLIC ENTITY CRIMES  
UNDER SECTION 287.133, FLORIDA STATUTES

I UNDERSTAND THAT THE SUBMISSION OF THIS FORM TO THE OWNER IDENTIFIED IN PARAGRAPH 1 (ONE) AND THAT THIS FORM IS VALID THROUGH PROJECT COMPLETION. I ALSO UNDERSTAND THAT I AM REQUIRED TO INFORM THE OWNER OF ANY CHANGE IN THE INFORMATION CONTAINED IN THIS FORM DURING THE PROJECT.

Scott Bauer  
(Signature)

5/9/26  
Date

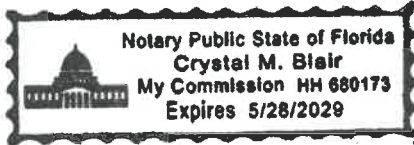
Name:  
Position:

STATE OF FLORIDA )  
COUNTY OF Palm Beach ) ss

Sworn to (or affirmed) and subscribed before me by means of  physical presence or  online notarization this 7<sup>th</sup> day of May, 2026 by Scott Bauer.

Crystal M. Blair

(Signature of Notary Public-State of Florida)  
*In accordance with the provisions of Florida Statutes, §117.04(4)(l), Notary name must printed, typed or stamped below Notary's signature; seal must be stamped next to signature or below printed name:*



Personally Known OR \_\_\_\_\_ Produced Identification  
(Type of Identification Produced) \_\_\_\_\_

# Human Trafficking Affidavit

The undersigned, on behalf of Contractor, hereby attests as follows:

- A. Contractor understands and affirms that Section 787.06(13), Florida Statutes, prohibits the Board from executing, renewing, or extending a contract to entities that use coercion for labor or services.
- B. Contractor hereby attests, under penalty of perjury, that Contractor does not use coercion for labor or services as defined in Section 787.06(2), Florida Statutes.

I, the undersigned, am an officer or representative of the non-governmental entity named below, and hereby represent that I: make the above attestation based upon personal knowledge; am over the age of 18 years and otherwise competent to make the above attestation; and am authorized to legally bind, and make the above attestation on behalf of, the Contractor.

**Under penalties of perjury, I declare that I have read the forgoing document and that the facts stated in it are true. Further Affiant sayeth naught.**

Contractor: Resource Centers, LLC

Authorized Signature: 

Date: 5/7/26

Printed Name: J. Scott Baur

Title: Managing Partner

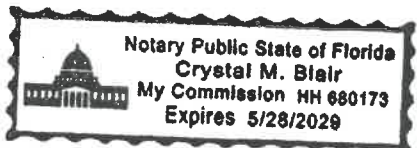
STATE OF Florida  
COUNTY OF palm beach

The foregoing instrument was acknowledged before me by means of  physical presence or  online notarization, this 7<sup>th</sup> day of May, 2026, by Scott Baur, as Managing Partner on behalf of the company/corporation. They  are personally known to me or  have produced as identification.



Signature of Notary Public  
CRYSTAL BLAIR

Name of Notary Typed, Printed or Stamped  
My Commission Expires: 5/28/29



## COMPANY NOT AN ENTITY OF A FOREIGN COUNTRY OF CONCERN

For purposes of this affidavit, "foreign country of concern" means the People's Republic of China, the Russian Federation, the Islamic Republic of Iran, the Democratic People's Republic of Korea, the Republic of Cuba, the Venezuelan regime of Nicolás Maduro, or the Syrian Arab Republic, including any agency of or any other entity of significant control of such foreign country of concern.

The undersigned, on behalf of the entity listed below hereby attests under penalty of perjury as follows:

1. I am over the age of 18 and I have personal knowledge of the matters set forth herein.
2. I am an officer or representative of Resource Centers, LLC (herein after "Entity"), and I am authorized to provide this affidavit on its behalf.
3. Entity is not owned by the government of a foreign country of concern.
4. No government of a foreign country of concern has a controlling interest in Entity.
5. Entity is not organized under the laws of or has its principal place of business in a foreign country of concern.
6. If, at any time in the future, Entity does become owned by a foreign country of concern, if a foreign country of concern acquires a controlling interest in Entity, or Entity becomes organized under the laws of or relocated to a foreign country of concern, Entity will immediately notify the Pension Fund and no contracts may be executed, renewed, or extended between the parties.
7. I have read the foregoing affidavit and confirm that the facts stated in it are true, and are made for the benefit of, and reliance by Pension Fund.

**Company:** Resource Centers, LLC

**Authorized Signature:** \_\_\_\_\_

**Date:** 5/7/26

**Printed Name:** J. Scott Baur

**Title:** Managing Partner

STATE OF FLORIDA  
COUNTY OF palm beach

The foregoing instrument was acknowledged before me by means of  physical presence or  online notarization, this 7th day of May, 2026, by Scott Baur, as Managing Partner on behalf of the company/corporation. They  are personally known to me or  have produced \_\_\_\_\_ as identification.

[Signature]  
\_\_\_\_\_  
Notary Public Signature

(Affix Notary Stamp or Seal)



CRYSTAL BLAIR  
\_\_\_\_\_  
Print, Type or Stamp Name of Notary

My commission expires: 5/28/29