



# Ocala Firefighters' 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

Robert Davis  
Chairperson

John Laurence Dozier  
Trustee

Glen Fiorello  
Trustee

Justin Hardy  
Trustee

Joshua Phillips  
Trustee

### 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 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 Firefighters' 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. Call To Order**
  - b Roll Call for Determination of a Quorum
- 2 New Business - Interviews**
  - a [Administrative Services RFP Interview - HYN Consulting](#)
  - b [Administrative Services RFP Interview - Foster & Foster Actuaries and Consultants](#)
  - c [Administrative Services RFP interview - The Resource Centers](#)
  - d [Administrative Services RFP interview - Nyhart](#)
  - e [Administrative Services RFP interview - Lauterbach & Amen](#)
- 3 Comments**
- 4 Adjournment**



# Ocala

## Legislation Text

110 SE Watula Avenue  
Ocala, FL 34471

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

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**File #:** 2026-1627

**Agenda Item #:** a

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Submitted By: Karen Czechowicz

Department: Finance

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

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City of Ocala

Firefighters' Retirement System

OCCALA

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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 services to the City of Ocala Firefighters' 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 firefighter retirement systems require responsive administration, careful operational coordination, and experienced support personnel familiar with the unique provisions and administrative considerations associated with public safety pension plans. The transition following many years of dedicated in-house administrative service presents important operational considerations for the Board, including continuity of benefit administration, financial operations, compliance reporting, and ongoing member services.

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 firefighter retirement systems containing DROP accounts, Chapter 175 premium tax allocations, 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, and experienced personnel necessary to immediately assume recurring pension payroll and related administrative operations utilizing banking structures similar to those currently employed by the Retirement System.

Our proposal further reflects a commitment to preserving continuity of member accessibility and local support during this transition period. We have initiated discussions with Mike Sommer regarding the continuation and expansion of local member support services in Ocala. Under this coordinated approach, Mr. Sommer would continue serving as a local resource for members and Board coordination activities through a separate arrangement with the Board, while The Resource Centers provides the broader operational infrastructure necessary for the continued administration of the Retirement System.

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 serving the City of Ocala Firefighters' 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 Firefighters' Retirement System. We recognize that the Board is currently navigating an important operational transition following many years of dedicated in-house administrative service to the Plan. 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 firefighter retirement systems throughout Florida, including plans containing DROP accounts, Chapter 175 premium tax allocations, special benefit provisions, and mature retiree populations requiring disciplined operational controls and consistent coordination among administrators, actuaries, auditors, custodians, legal counsel, and City staff. We understand that firefighter pension plans frequently involve unique operational and administrative considerations requiring experienced personnel, careful coordination, and responsive ongoing support to both trustees and members.

The Resource Centers has substantial experience supporting Boards through periods of administrative transition while maintaining continuity of member services and ongoing operational activities. As part of this transition, our firm is prepared to immediately assume operational responsibilities associated with benefit payroll administration, accounting support, financial reporting, compliance coordination, administrative systems, and member administration while working closely with the Board's existing professional advisors and City personnel throughout the implementation process.

A significant strength of our proposal is our ability to continue pension payment operations utilizing banking structures similar to those currently used by the Retirement System. The Resource Centers already administers multiple public pension plans utilizing local Truist banking relationships and possesses the operational procedures, payment controls, ACH processing capabilities, reconciliation systems, and staff resources 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 serving the City of Ocala Firefighters' 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 assume administrative responsibilities immediately 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 for 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, and City staff throughout the transition process to ensure continuity of records, reporting, compliance activities, and ongoing administrative operations.

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 ensure that the Board can continue to administer 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 Firefighters 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

Toby Rabelo and Scott Baur will be the primary individuals assigned 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 Firefighters 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> )

### (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 Firefighters 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:

- 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 nor 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

<b>Target Date</b>	<b>Event</b>	<b>Responsible Party</b>
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  
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### **Executive Oversight:**

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### **Member Services:**

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### **Operational Administration:**

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### **Benefit Payment Operations:**

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### **IT Contact:**

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### **Interim Financial Statements:**

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## 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**



**Service**



**Organization**



**Accessibility**



**Communication**



**Added  
Value**



**State  
of the  
Art**

**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 room with glowing blue and orange lights. A circular padlock icon is overlaid on the bottom right, symbolizing security. Faint code is visible in the background.

# Benefit System

The screenshot displays the 'Benefit System' interface. The main window is titled 'Current Request - Plan' for the 'Ocala Employees Retirement System', created by 'Stacie'. It shows a 'Share Distribution' procedure with a 'Pending Payment' status and a receipt date of 02/10/2023. Member information fields include SSN, Date of Birth (12/08/1965), Last Name, First Name / Initial, Phone Number, and Email Address. A 'Notes / Remarks' section contains a note from 03/30/2023: 'Waiting on next meeting date to be scheduled to promote to approved.' An overlay shows a 6-step process flow: Step 1 Application Received, Step 2 Process Started (highlighted), Step 3 Pending Actuary, Step 4 Pending Setup, Step 5 Pending Payment, and Step 6 Approved. Another overlay shows a 4-step process flow: Step 1 Application Received, Step 2 Pending Setup, Step 3 Pending Payment (highlighted), and Step 4 Approved. A 'Ready for Payment!' banner is also visible.

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 Firefighters' 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 Firefighters' 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 Firefighters' Retirement System:

***Plan Administration: Firefighters' Retirement System*** ***\$3,975.00***

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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***

*(\$475 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

**Plan Administration: Proposed Monthly Retainer Fee Summary\***  
*City of Ocala Firefighters' Retirement System*

<i>Item</i>	<i>Monthly Fee</i>
Plan Administrative Services: Firefighters' Retirement System	\$4,150.00
Payment of Benefits & Invoices	\$475.00
Interim Financial Statements (If Requested)	<i>(\$750 Additional)</i>
Online Member Pension Calculation System	<i>Included</i>
DROP Accounts: Quarterly Statements & Online Access	<i>Included</i>
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 FIREFIGHTERS' 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 Firefighters' 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 FIREFIGHTERS’  
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: \$ 5,950.00

#### 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	\$ 1,525/ Mo
<input checked="" type="checkbox"/> Accounts payable	\$ Included
<input checked="" type="checkbox"/> DROP Account statements	\$ Included
<input type="checkbox"/> Annual Premium Tax Allocation (only Police & Fire Plans)	\$ N/A
<input type="checkbox"/> Annual Report (only Police & Fire Plans)	\$ N/A
<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	\$ 100
<input checked="" type="checkbox"/> Biennial state report filing	\$ 100
<input checked="" 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 Firefighters 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)

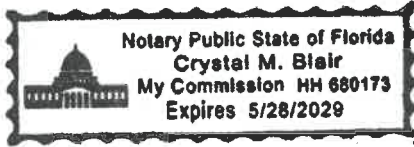
5/9/26  
Date

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: *J. Scott Baur*

Date: 5/7/26

Printed Name: J. Scott Baur

Title: Managing Partner

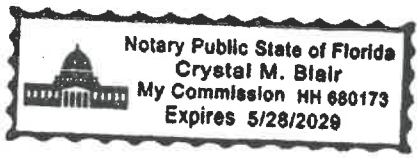
STATE OF Florida  
COUNTY OF palm beach

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.

*Crystal Blair*

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

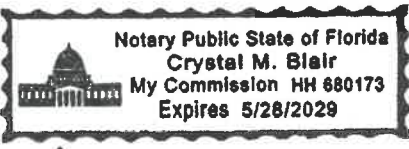
**Title:** Managing Partner

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



# Ocala

## Legislation Text

110 SE Watula Avenue  
Ocala, FL 34471

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

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**File #:** 2026-1626

**Agenda Item #:** b

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Submitted By: Karen Czechowicz

Department: Finance

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

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**City of Ocala  
Firefighters' 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 Firefighters' Retirement System

Dear Board of Trustees,

I am writing in response to your request for a proposal regarding the City of Ocala Firefighters' 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:

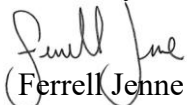
- **Plan Familiarity and Service Delivery** – We will devote two administrators, an assistant plan administrator, and an analyst to the Plan, all of whom will serve as dedicated points of contact. Additionally, Alicia Gaither will serve as the Assistant Plan Administrator, further strengthening the continuity and depth of knowledge within the assigned service team. We are committed to responsiveness and accessibility, with all calls and emails returned promptly and always within one business day. We take great pride in not just delivering services but also partnering with our clients to build long-term relationships.
- **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, allowing us to provide comprehensive in-house support across all aspects of plan administration. 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’s staff of experts have longstanding working relationships with the same legal counsel, actuary, custodian, and investment consultant currently servicing the Plan. These relationships simplify the transition process, enabling us to easily gather necessary data without adding extra responsibilities to the Board or the City
- **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  
Facsimile: (239) 333-0177  
[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 Firefighters' 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

---

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 police and general 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
D	<input checked="" type="checkbox"/> CYBER LIABILITY			CYB10790987802 \$10K DED	01/01/2026	01/01/2027	DAMAGE TO RENTED PREMISES (If a occurrence) \$ 100,000
F	<input checked="" type="checkbox"/> CRIME - \$1,000,000			MML0094770126 \$10K DED	01/01/2026	01/01/2027	MED EXP (Any one person) \$ 5,000
	GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJ. <input type="checkbox"/> LOC <input type="checkbox"/> OTHER:						PERSONAL & ADV INJURY \$ Excluded
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <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	GENERAL AGGREGATE \$ 2,000,000
E	<input checked="" type="checkbox"/> 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	PRODUCTS - COM/POP AGG \$ Excluded
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	CYB-EA CL \$ 3,000,000
C	PROF LIAB E&O			MPP 9037522 07 \$250K DED	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) \$
							\$
							EACH OCCURRENCE \$ 5,000,000
							AGGREGATE \$ 5,000,000
							\$
							<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER
							E.L. EACH ACCIDENT \$ 1,000,000
							E.L. DISEASE - EA EMPLOYEE \$ 1,000,000
							E.L. DISEASE - POLICY LIMIT \$ 1,000,000
							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.

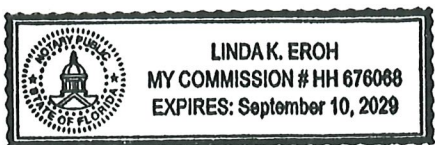
*Linda K. Eroh*

\_\_\_\_\_  
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

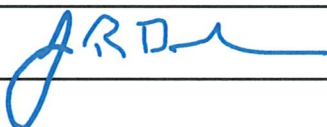
The undersigned, on behalf of Contractor, hereby attests as follows:

- 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

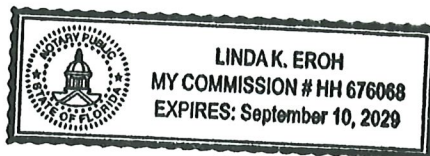
Title: Chief Legal Officer

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



<p style="text-align: center;"><b>SWORN STATEMENT ON PUBLIC ENTITY CRIMES UNDER SECTION 287.133, FLORIDA STATUTES</b></p>
---

**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 #:** 2026-1628

**Agenda Item #:** c

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Submitted By: Karen Czechowicz

Department: Finance

---

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

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City of Ocala

Firefighters' Retirement System

OCCALA

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 services to the City of Ocala Firefighters' 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 firefighter retirement systems require responsive administration, careful operational coordination, and experienced support personnel familiar with the unique provisions and administrative considerations associated with public safety pension plans. The transition following many years of dedicated in-house administrative service presents important operational considerations for the Board, including continuity of benefit administration, financial operations, compliance reporting, and ongoing member services.

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 firefighter retirement systems containing DROP accounts, Chapter 175 premium tax allocations, 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, and experienced personnel necessary to immediately assume recurring pension payroll and related administrative operations utilizing banking structures similar to those currently employed by the Retirement System.

Our proposal further reflects a commitment to preserving continuity of member accessibility and local support during this transition period. We have initiated discussions with Mike Sommer regarding the continuation and expansion of local member support services in Ocala. Under this coordinated approach, Mr. Sommer would continue serving as a local resource for members and Board coordination activities through a separate arrangement with the Board, while The Resource Centers provides the broader operational infrastructure necessary for the continued administration of the Retirement System.

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 serving the City of Ocala Firefighters' 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 Firefighters' Retirement System. We recognize that the Board is currently navigating an important operational transition following many years of dedicated in-house administrative service to the Plan. 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 firefighter retirement systems throughout Florida, including plans containing DROP accounts, Chapter 175 premium tax allocations, special benefit provisions, and mature retiree populations requiring disciplined operational controls and consistent coordination among administrators, actuaries, auditors, custodians, legal counsel, and City staff. We understand that firefighter pension plans frequently involve unique operational and administrative considerations requiring experienced personnel, careful coordination, and responsive ongoing support to both trustees and members.

The Resource Centers has substantial experience supporting Boards through periods of administrative transition while maintaining continuity of member services and ongoing operational activities. As part of this transition, our firm is prepared to immediately assume operational responsibilities associated with benefit payroll administration, accounting support, financial reporting, compliance coordination, administrative systems, and member administration while working closely with the Board's existing professional advisors and City personnel throughout the implementation process.

A significant strength of our proposal is our ability to continue pension payment operations utilizing banking structures similar to those currently used by the Retirement System. The Resource Centers already administers multiple public pension plans utilizing local Truist banking relationships and possesses the operational procedures, payment controls, ACH processing capabilities, reconciliation systems, and staff resources 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 serving the City of Ocala Firefighters' 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 assume administrative responsibilities immediately 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 for 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, and City staff throughout the transition process to ensure continuity of records, reporting, compliance activities, and ongoing administrative operations.

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 ensure that the Board can continue to administer 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 Firefighters 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

Toby Rabelo and Scott Baur will be the primary individuals assigned 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 Firefighters 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> )

### (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 Firefighters 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 nor 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, 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**

**Service**

**Organization**

**Accessibility**

**Communication**

**State  
of the  
Art**

**Added  
Value**

**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

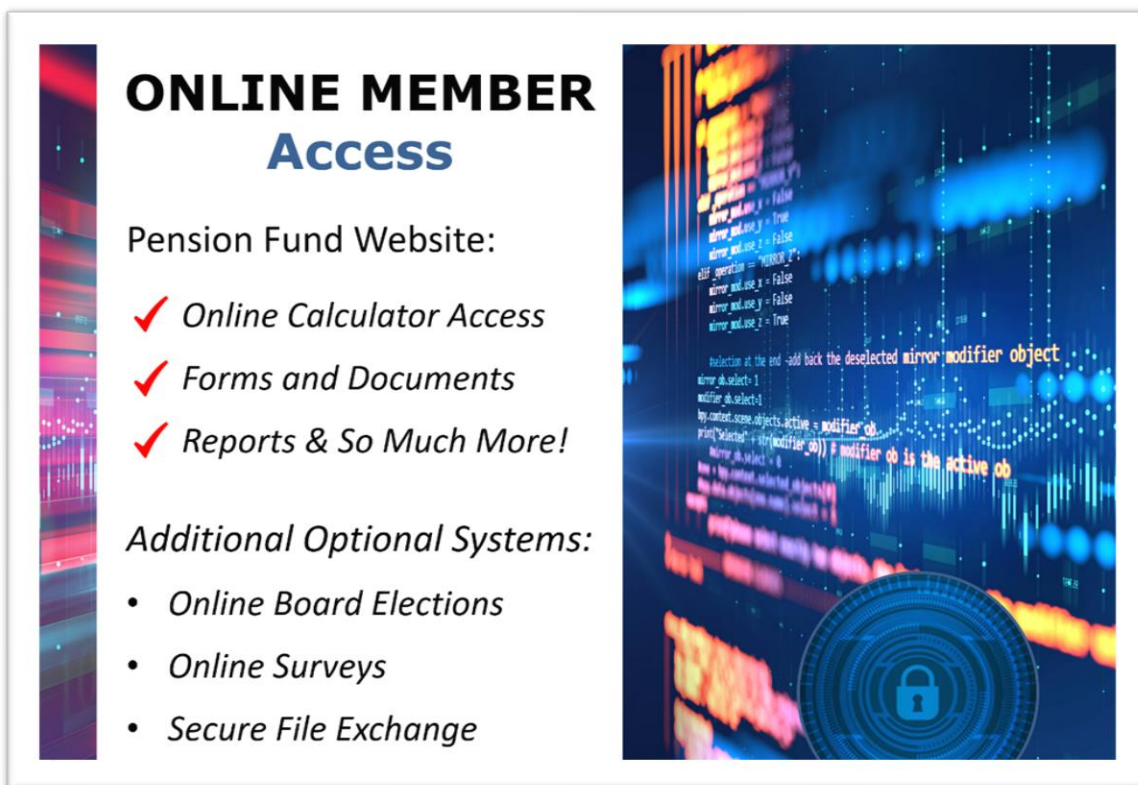
# TECHNOLOGY & MEMBER ACCESS

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 room with glowing blue and orange lights. A large blue padlock icon is overlaid on the bottom right of the image. Faint text from a terminal window is visible in the background, including lines like 'mirror\_obj.select = 1', 'modifier\_obj.select = 1', and 'print("Selected" + str(modifier\_obj) + "modifier obj is the active obj")'.

# Benefit System

The screenshot displays the 'Benefit System' interface for 'Ocala Employees Retirement System'. The main window shows a 'Current Request - Plan' with a 'Share Distribution' procedure and a 'Pending Payment' status. The 'Member Information' section includes fields for SSN, Date of Birth (12/08/1965), Last Name, First Name / Initial, Phone Number, and Email Address. It also shows 'Anticipated Start' (02/17/2023), 'Expected Completion' (03/24/2023), and 'Expected Pay' (09/18/2439). A 'Notes / Remarks' section contains a note dated 03/30/2023: 'Waiting on next meeting date to be scheduled to promote to approved.' The interface also features a progress bar with six steps: Application Received, Process Started, Pending Actuary, Pending Setup, Pending Payment, and Approved. A 'Ready for Payment!' overlay is visible on the right side of the screenshot.

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 Firefighters' 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 Firefighters' 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 Firefighters' Retirement System:

***Plan Administration: Firefighters' Retirement System*** ***\$3,975.00***

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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***

*(\$475 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

**Plan Administration: Proposed Monthly Retainer Fee Summary\***  
*City of Ocala Firefighters' Retirement System*

<i>Item</i>	<i>Monthly Fee</i>
Plan Administrative Services: Firefighters' Retirement System	\$4,150.00
Payment of Benefits & Invoices	\$475.00
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 FIREFIGHTERS' 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 Firefighters' 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 FIREFIGHTERS’  
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: \$ 5,950.00

#### 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	\$ 1,525/ Mo
<input checked="" type="checkbox"/> Accounts payable	\$ Included
<input checked="" type="checkbox"/> DROP Account statements	\$ Included
<input type="checkbox"/> Annual Premium Tax Allocation (only Police & Fire Plans)	\$ N/A
<input type="checkbox"/> Annual Report (only Police & Fire Plans)	\$ N/A
<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	\$ 100
<input checked="" type="checkbox"/> Biennial state report filing	\$ 100
<input checked="" 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 Firefighters 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)

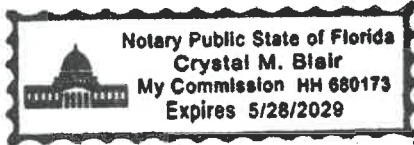
5/9/26  
Date

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

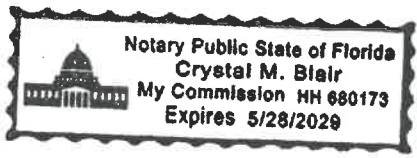
STATE OF Florida  
COUNTY OF palm beach

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

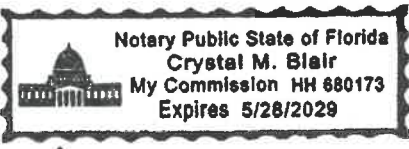
**Title:** Managing Partner

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



# Ocala

## Legislation Text

110 SE Watula Avenue  
Ocala, FL 34471

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

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**File #:** 2026-1632

**Agenda Item #:** d

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Submitted By: Karen Czechowicz

Department: Finance

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**STAFF RECOMMENDATION (Motion Ready):**  
Nyhart

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# City of Ocala Firefighters' Retirement Plan

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## RFP for Administrative Services

### **Submitted By:**

**The Howard E. Nyhart Co., Inc.**  
5750 Castle Creek Pkwy STE 245  
Indianapolis, IN 46250  
General (317) 845-3500  
Toll-Free (800) 428-7106  
Website [www.nyhart.com](http://www.nyhart.com)

### **Proposal Contact**

**Matt Hopewell, QPA, QKC, QKA**  
(317) 845-3538  
[matt.hopewell@nyhart.com](mailto:matt.hopewell@nyhart.com)

# Transmittal Letter

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May 22, 2026

City of Ocala  
3001 Northeast 21st Street  
Ocala, FL 34470-4889

## **RE: RFP for Administrative Services**

We appreciate your consideration of our proposal to deliver fully outsourced administrative services to meet the needs of your defined benefit pension plan. Nyhart, a part of FuturePlan by Ascensus, is a third-party administrator presently serving more than 1,100 actuarial clients in all 50 states. We have delivered comprehensive administrative solutions and insightful consulting to clients, public and private. Our services exceed the required annual reporting to include projected metrics with risk sensitivities to inform plan decisions. We also offer technology-driven administrative services which are flexible, accessible, and legally compliant. With client assets exceeding \$20 billion, our firm's reputation as a trusted partner in optimal plan management is earned through an emphasis on quality, timeliness, and competitive pricing.

As the incumbent actuary for the City of Ocala Firefighters' Retirement Plan, Nyhart offers a unique and immediate advantage in assuming administration responsibilities for this system. Our existing familiarity with the plan's provisions, historical administration, and stakeholder expectations enables us to deliver a seamless transition with no disruption to participants or plan operations. This continuity of service minimizes risk and ensures immediate operational readiness.

Nyhart's proposed approach prioritizes implementation and administration of the Firefighters' Retirement Plan, where we can provide immediate value based on our incumbent role. We believe this focused approach best aligns with the City's operational needs and ensures successful delivery. As the engagement progresses, we would welcome the opportunity to evaluate expansion to additional systems where it is beneficial and aligns with the City's broader objectives.

By leveraging these benefits, you will achieve more streamlined, efficient, and compliant administration of your pension plan, ultimately leading to better outcomes for your organization and employees.

We attest that the firm, and the proposed team, have the bandwidth and expertise to fully engage in the City of Ocala's projects and meet all required deadlines. We are confident the information provided here will confirm Nyhart as the firm best suited to exceed your expectations. Please feel free to contact us with any questions.

Sincerely,



**Lawrence Watts, Jr., FSA, EA, FCA, CFA, MAAA\***  
National Practice Leader of Defined Benefit  
P (770) 405-0757 | E [lawrence.watts@nyhart.com](mailto:lawrence.watts@nyhart.com)

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*\*Lawrence Watts is authorized to contractually bind the organization and all comments made in this proposal. Please find supporting documentation in the appendix.*

# A. IDENTIFICATION OF THE BIDDER

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1. ***The bidder's name, home office address, address of the office providing the services under the contract and telephone number for each.***

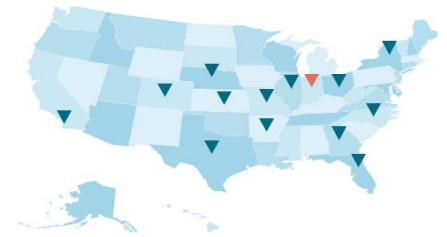
## **Firm Demographics**

**Legal Name:** The Howard E. Nyhart Co., Inc. dba Nyhart, part of FuturePlan by Ascensus

**Structure:** Incorporated in 1955 - 100% owned by parent organization, Ascensus

## **Nyhart Service Addresses and Contact**

**Service Location:** Nyhart is headquartered in Indianapolis with staff concentrated in strategic locations nationwide. In 2020, we adapted to a 100% hybrid/virtual atmosphere. Virtual meetings have effectively replaced in-person meetings with no loss in service value; however, we routinely travel for consultation and will accommodate your preference. Nyhart consultants and support staff are available to you via email, phone, and virtual meetings at your request for the duration of the engagement.



**Headquarters:** 5750 Castle Creek Parkway Suite 245 Indianapolis, IN 46250 | **P** 317-845-3500 | **E** [ask@nyhart.com](mailto:ask@nyhart.com) | [www.nyhart.com](http://www.nyhart.com)

**San Diego Office:** 530 B Street, Suite 900 San Diego, CA 92101 | **P** 619-239-0831 | **E** [ask@nyhart.com](mailto:ask@nyhart.com) | [www.nyhart.com](http://www.nyhart.com)

2. ***General description of the firm, including size, number of employees, primary business, other business services, type of organization (franchise corporation, partnership, etc.) and other descriptive material.***

## **Firm Background**

Howard E. Nyhart Co. Inc. (Nyhart) is a distinguished actuarial, employee benefits, and pension administration consulting firm based in Indianapolis, Indiana. Founded in 1943 by Howard E. Nyhart, the firm evolved from a modest family enterprise into a national leader within the actuarial and benefits consulting industry. Nyhart serves over 1,100 actuarial clients nationwide and manages client assets exceeding \$20 billion. The firm's alignment with Ascensus at the end of 2019 marks a significant milestone, continuing the steady growth achieved through service excellence and industry expertise.

In December 2019, Nyhart integrated with FuturePlan by Ascensus, the nation's largest retirement third-party administrator, which combines high-touch local service with the strength and security of an industry leader. Ascensus employs over 5,400 associates across various business lines, with more than 1,700 associates dedicated to supporting the Retirement division. The organization operates under a "Center of Excellence" model that utilizes both shared and dedicated resources, enabling it to efficiently support clients while providing cross-functional expertise.

Nyhart's association with Ascensus provides a solid financial and operational foundation for the firm, capitalizing on the scale, resources, and stability of its parent company. Ascensus' strong financial stability is evidenced by its extensive client base, leadership in retirement and savings plan administration, and continuous innovation through strategic partnerships and advanced technology services. Highlighting its industry leadership, consistent performance, and long-term financial health, Ascensus was named 2026 Retirement Leader of the Year by With Intelligence and inducted into their Hall of Fame.

Our team of over 75 credentialed actuaries and 400 consultants and support staff have a long-standing track record of delivering tailored solutions to plan sponsors across the country. We understand the complexities of DB and healthcare plan management and are committed to helping plan sponsors navigate regulatory requirements, manage risk, and achieve long-term sustainability.

Choosing Nyhart means gaining a partner who not only understands the technical nuances of actuarial science but also brings the backing of Ascensus’s robust infrastructure and resources. This synergy ensures that you receive both personalized service and the confidence of working with a nationally recognized leader.

### Firm Demographics

**Legal Name:** The Howard E. Nyhart Co., Inc. dba Nyhart, part of FuturePlan by Ascensus

**Size:** 75 credentialed actuaries and 400 consultants and support staff

**Structure:** Incorporated in 1955 - 100% owned by parent organization, Ascensus

**Experience:** 83 years providing actuarial consulting services | 40+ years of public plan service

### 3. **Identification of personnel who will be assigned to the contract including their qualifications and number of clients for which each provides services.**

#### Fully Outsourced Solution

Under a fully outsourced solution, Nyhart takes on nearly all administrative duties of the plan. Plan participants are directed to communicate with Nyhart through a toll-free number or a client specific email address. Our call center representatives help participants with general issues such as requesting benefit applications or login issues. If the request is more complicated, the call center representative forwards the call to the administrative team assigned to the plan. This team has specific knowledge of the plan and will be able to handle any questions or issues.

The administrative team handles all email communication, benefit applications, payment setup, payroll imports, and data maintenance for the plan. One way that we differentiate ourselves is that all benefit applications are reviewed by a credentialed actuary or administrator. Our administrative teams are overseen by an actuarial consultant providing additional technical support, guidance and review when needed.

#### Administrative Team

Nyhart is exceptionally well-equipped with highly educated and credentialed staff to meet all the qualifications and requirements you are looking for in an administrative solution. Our team comprises experts with extensive experience and advanced knowledge in pension administration. We are committed to delivering the highest quality of service and ensuring that all expectations are met. Please find team resumes in following.

Team Member	Experience	Role
Matt Hopewell, QPA, QKC, QKA	16 Years	Plan Administrator Manager
Ryan Bedel, FSA, EA, CPC	18 Years	Project Manager
Javier Smith, MBA	15 Years	Senior DB Plan Administrator



## **Matt Hopewell, QPA, QKC, QKA**

### **Pension Administration Manager**

Hybrid – Indianapolis, IN

Email: [matt.hopewell@nyhart.com](mailto:matt.hopewell@nyhart.com)

Phone: (317) 845-3538 | (800) 428-7106

Fax: (317) 845-3654

### **Professional Summary**

Matt Hopewell is a seasoned Pension Administration Manager with over 16 years of experience in retirement plan administration, compliance, and client service. Skilled in managing defined benefit and defined contribution plans, leading teams, and ensuring regulatory compliance. Known for delivering high-quality service and strategic guidance to plan sponsors and stakeholders.

### **Professional Experience**

#### **Nyhart, Part of FuturePlan by Ascensus | Pension Administration Manager | 2013– Present**

- Leads administration for a portfolio of defined benefit plans, ensuring accuracy and compliance
- Collaborates with actuaries and consultants on plan valuations, funding strategies, and regulatory filings
- Supervises a team of pension administrators, providing training and performance oversight
- Maintains client relationships, offering strategic insights and responsive service
- Ensures adherence to ERISA, IRS, and DOL regulations
- Oversees pension administration operations for defined benefit plans
- Manages client onboarding, benefit calculations, and compliance processes
- Coordinates responses and content for pension administration RFPs
- Leads updates to administrative systems and death monitoring services
- Handles call center oversight and internal process improvements
- Prepares agendas and materials for internal and client meetings
- Provides guidance on pricing, timelines, and technical language for proposals
- Maintains plan data integrity and supports audit and valuation processes

#### **Buck Consultants | Retirement Plan Analyst | Fort Wayne, IN | 2008-2013**

- Conducted benefit calculations, compliance testing, and data audits for retirement plans
- Supported actuarial teams in preparing government filings and reports

### **Education**

Ball State University | Bachelor of Science in Finance, 2007

### **Certifications & Licenses**

Qualified 401(k) Consultant - (QKC)

Qualified Pension Administrator (QPA)

Qualified 401(k) Administrator (QKA)



## **Ryan Bedel, FSA, EA, CPC**

**Project Manager, Consulting Actuary**

Hybrid – Indianapolis, IN

Email: [ryan.bedel@nyhart.com](mailto:ryan.bedel@nyhart.com)

Phone: (317) 845-3532 | (800) 428-7106 | Fax: (317) 845-3654

### **Professional Summary**

Ryan Bedel has worked in Nyhart's Defined Benefit Practice for 15 years and has 18 years of industry experience. He focuses on pension plan administration and advises on a wide variety of Nyhart clients. He leads the implementation and operation of Nyhart's administrative software, nyPAS. Ryan works with sponsors to create solutions to administrative challenges using nyPAS and other Nyhart resources.

### **Professional Experience**

#### **Nyhart, Part of FuturePlan by Ascensus | Consulting Actuary | Indianapolis, IN | 2021 – Present**

- Leads the implementation of new clients onto the web-based admin system including coding systems, creating training manuals, presenting on-site training, and continued communication as issues and questions arise
- Works with business development team responding to RFPs and other new client opportunities
- Updates coding and systems in ProAdmin, SQL, and Crystal Reports for plan and regulatory changes
- Acts as primary resource for administrative questions and procedures across the Nyhart client base

#### **Defined Benefit Administration Manager | Indianapolis, IN | 2007 – 2019**

- Led the company's defined benefit administration practice across six offices including overseeing five direct reports
- Coordinated the continued improvement of internal administrative processes and tools
- Managed large special projects including plan terminations and lump sum windows
- Taught team members how to consistently and efficiently code in ProAdmin
- Worked with programmers to create in-house software to track, index, and bill benefit calculations

#### **OneAmerica Financial | Consulting Actuary | Indianapolis, IN | 2019 – 2021**

- Coordinated special projects including plan terminations and lump sum windows
- Supported PRT group to ensure new plans are set up and administered according to contract specifications
- Approved escalated benefit calculations for PRT and defined benefit plans including OneAmerica corporate plan
- Completed client valuations for both funding and accounting as well as required filings
- Administrator of FSA mentoring program
- Member of BPAC which oversees the administration of the corporate retirement plans

### **Education**

Purdue University | Bachelor of Science in Actuarial Science and Statistics, 2007

### **Certifications & Licenses**

Fellow of the Society of Actuaries (FSA)

Enrolled Actuary (EA)

Certified Pension Consultant (CPC)



## **Javier Smith, MBA**

### **Senior DB Plan Administrator**

Hybrid – Atlanta, GA

Email: [javier.smith@nyhart.com](mailto:javier.smith@nyhart.com)

Phone: (317) 845-3617

Fax: (317) 845-3654

## **Professional Summary**

Javier Smith is a Senior DB Plan Administrator with over 15 years of experience in defined benefit plan administration and client relationship management. He has expertise in interpreting plan documents, reviewing pension calculations and leading special initiatives such as lump sum windows. He has strong analytical skills, attention to detail, and he is able to explain complex concepts to participants.

## **Professional Experience**

### **Nyhart, Part of FuturePlan by Ascensus**

Senior Defined Benefits Plan administrator | 2023– Present

- Provides pension administration and guidance to plan participants and clients
- Reviews benefit calculations and updates payroll and demographic data for multiple clients
- Reviews plan documents and retirement plan regulations to respond to participant questions
- Assists with special projects such as lump sum windows
- Leads administration for a portfolio of defined benefit plans, ensuring accuracy and compliance

### **Willis Towers Watson**

Pension Project Manager | Atlanta, GA | 2022-2023

- Managed form and calculator updates to the pension calculator system
- Coordinated the processing of valuation extract requests and monthly demographic data loads

## **Education**

Georgia State University | Master of Actuarial Science, 2007

Morehouse College | Bachelor of Science in Mathematics, 2000

**4. List of public and private sector retirement systems for which the bidder currently provides services. Also provide the address, telephone number, name and title of at least three (3) references who may be contacted.**

To include a full list of public and private sector retirement systems would be space prohibitive. The table below provides a selection of relevant engagements for your reference.

### Police and Fire Plans

We enjoy a healthy concentration in the public domain with significant representation of Police and Fire Plans and Fire Protection Districts in our business book. Our assistance has resulted in better-funded plans, more stable contributions, and improved understanding from key stakeholders on future plan-costs.

Client	Client
Bay City, MI (P&F)- 2025	City of St. Charles, IL (P&F)-2022
Central County, MO (Fire)-2020	City of St. Petersburg, FL (P&F)-2015
Charter Township of Ypsilanti, MI (P&F)-2019	City of Sycamore, IL (P&F)-2019
City of Belleville, IL (P&F)-2018	City of Utica, MI (P&F)-2024
City of Costa Mesa, CA (Police)-1993	City of Vandalia, IL (Police)-2018
City of East Peoria, IL (P&F)-2018	City of Watseka, IL (Police)-2019
City of East Providence, RI (P&F)-2012	City of Westland, MI (P&F)-2008
City of Flora, IL (Fire)-2018	County of Volusia, FL (Fire)-2017
City of Freeport , IL (P&F)-2024	Orange County, CA (Fire)-2012
City of Highland Park, IL (P&F)-2016	Purdue University, IN (P&F)-2023
City of Highland, IL (Police)-2017	Shelby Township, MI (P&F)-2013
City of Kewanee, IL (P&F)-2019	Town of Cumberland, RI (Police)-2012
City of Lake Forest, IL (P&F)-2022	Town of East Haddam, CT (Fire)-2011
City of Mendota, IL (P&F)-2018	Town of Narragansett, RI (Police)-2006
City of Miami, FL (P&F) -2011	Town of Westerly, RI (Police)-2016
City of Oak Forest, IL (P&F)-2016	Village of Bellwood, IL (P&F)-2018
City of Ocala, FL (Fire)-2011	Village of Bloomingdale, IL (P&F)-2019
City of Orlando, FL (Fire)-2004	Village of Clarendon Hills, IL (P&F)-2016
City of Pompano Beach, FL (P&F)-2012	Village of Flossmoor, IL (P&F) -2019
City of Pontiac, MI (P&F)-2015	Village of Lombard, IL (P&F) -2019
City of Rockford, IL (P&F)-2017	Village of Morton, IL (Police)-2011
City of Roseville, MI (P&F)-2019	Village of Schaumburg, IL (P&F)-2019
City of Shelbyville, IL (Police)-2017	Village of West Dundee, IL (Fire)-2019

## Pension Administration Clients

Nyhart’s pension administration system (nyPAS) has been in use by clients since 2009. Since then, we have continued to build out functionality to meet market needs. The last decade has seen an increase in the demand from public sector clients for in-sourcing solutions. These are systems to support their internal teams as they deliver efficient, reliable, and accurate services to their employees.

While we service a variety of public, private, and church clients across the country, please find a client sampling of pension plans utilizing nyPAS below:

- Monroe County (MI)
- St. Clair County (MI)
- City of Westland (MI)
- Kansas University Endowment (KS)
- County of Chesterfield (VA)
- City of Ocala (FL)
- City of Delano (CA)
- Town of Cumberland (RI)
- Purdue University Police and Fire (IN)

## References

Client	Contact	Service Provided
<b>Monroe County</b> 840 South Roessler Street Monroe, MI 48161  <i>2025 Survey: 10/10 I appreciate working with our Nyhart team. We always receive quick responses to our questions and concerns.</i>	Mike Grodi, Board Chairman (734) 497-0991 <a href="mailto:michael.grodi@mcers.org">michael.grodi@mcers.org</a>	Pension Actuarial & Administration (nyPAS) Client since 2019
<b>St. Clair County</b> 200 Grand River Avenue, Suite 206 Port Huron, MI 48060	Tami M. Rumsey, Human Resources (810) 989-6910 <a href="mailto:trumsey@stclaircounty.org">trumsey@stclaircounty.org</a>	Pension & OPEB Actuarial Administration (nyPAS) Client since 2012
<b>Diocese of San Diego</b> P.O. Box 85728 San Diego, CA 92186  <i>2025 Survey: 10/10 Nyhart team has been exceptional, and we are thrilled to continue to partner with them!</i>	Shirley Pajanor, CFO (858) 490-8371 <a href="mailto:spajanor@sdcatholic.org">spajanor@sdcatholic.org</a>	Pension Actuarial & Full Administration Client since 2016

Client	Contact	Service Provided
<b>City of Westland</b> 36300 Warren Road Westland, MI 48185	Daniel Block, CPA, Director of Budget Office (734) 793-9311 <a href="mailto:dblock@cityofwestland.com">dblock@cityofwestland.com</a>	(P&F) Pension Actuarial   Client since 2019 OPEB Actuarial   Client since 2009 Administration (nyPAS)
<b>City of Pompano Beach            P&amp;F Retirement Systems</b> 2335 E. Atlantic Boulevard STE 400 Pompano Beach, FL 33062	Debra Tocarchick   Executive Director 954-782-4161 <a href="mailto:debbie@pbpfrs.org">debbie@pbpfrs.org</a>	(P&F) Pension Actuarial & Administration Client since 2012
2026 Survey: 10/10	<i>We have been steadfastly pleased with the level of service we receive from Lawrence Watts and his team.</i>	
2024 Survey: 10/10	<i>We are very pleased with the level of service we receive from Lawrence Watts and Samantha Olson. The work quality is excellent, and they are very responsive to our needs.</i>	

**5. List of clients who have terminated services.**

Nyhart enjoys client-retention statistics well above industry standards. Most clients lost are due to merger, acquisitions, and/or plan changes. Please see examples below.

**Lost Clients**

Client	Reason for Termination
Mt. Carmel Public Utility, IL	TPA provider merger/reorganization resulted in actuarial services being moved in-house.
Arrowhead Electric Cooperative, Inc., MN	Plan bundled with change to 401(k) provider
Electric Last Mile Union, MI	Moved to new provider (fees)
PENRECO, IN	Moved to Fidelity to bundle with 401(k) provider
Wheat Ridge Fire Protection District, CO	Moved into statewide plan
Antonia Fire Protection District, MO	Joined a statewide Missouri (LAGERS) plan as a participating employer.

**RFP Process**

Kent County, DE	Marathon Firefighters, FL	Conner & Winters, LLP, OK
Town of Thomaston, CT	Otay Water District, CA	City of Dover, DE
City of Rock Island, IL	South Bend Transportation, IN	City of Flint, MI
City of Woodstock, IL	Soquel Creek Water District, CA	Village of Skokie, IL

**6. A description of the bidder's understanding of the work to be performed.**

Nyhart understands that the City of Ocala is seeking a comprehensive, full-scope administrative partner to support the Firefighters' defined benefit retirement plan. The selected Administrator will function as the central coordinator for each Board, responsible for day-to-day plan administration, governance support, member services, financial coordination, and regulatory compliance.

As incumbent actuary for the City of Ocala Firefighters' Retirement Plan, Nyhart recognizes the importance of continuity, data integrity, and precise application of plan provisions. We understand that minimizing transition risk and maintaining consistent service to participants and staff are critical to a successful engagement.

This includes establishing and maintaining administrative infrastructure and records; preparing meeting agendas, materials, and minutes; attending all Board meetings; and ensuring timely execution of Board decisions and coordination among service providers. The Administrator is expected to manage member lifecycle services such as enrollment, benefit calculations, retirement processing, DROP administration, and ongoing retiree support, while also providing direct communication and education to plan participants.

In addition, the Administrator will oversee operational processes, including contribution tracking, benefit payments, reconciliation of accounts, preparation of financial reports, and coordination with the City and external auditors. The role also requires ensuring compliance with applicable laws and reporting requirements, maintaining data integrity and security, and supporting audits and state filings.

Nyhart further understands that the engagement requires a high level of responsiveness, technical accuracy, and familiarity with governmental defined benefit plans, as well as the ability to integrate administrative services with the existing nyPAS platform and current service providers to ensure efficient, consistent, and transparent plan operations.

**7. Relationship, if any, to any other service providers for the Fund. (See Appendix B attached).**

Nyhart does not have ownership or control relationships with any other service providers to the City of Ocala retirement systems. Each service provider identified in Appendix B operates independently within its respective professional role, including legal counsel, custodians, investment consultants, auditors, and actuaries.

For the Firefighters' Retirement Plan, Nyhart currently serves as the plan actuary and coordinates, as needed, with the other appointed service providers in the normal course of plan operations, including the Board's attorney, custodian, investment consultant, and auditor. These interactions are conducted in a professional and independent capacity, consistent with each party's defined responsibilities.

In responding to this RFP, Nyhart anticipates continuing these standard coordination practices while maintaining appropriate separation of duties, particularly between actuarial and administrative functions, to support effective oversight and governance.

**8. A statement of the bonding and/or insurance coverage carried by the bidder, if any.**

Insurance Type of Insurance	Limit
<b>Errors and Omissions Coverage</b>	Each Claim: \$10,000,000
XL Specialty Insurance Company	Aggregate: \$10,000,000
<b>Risk Coverage</b>	
General Liability: Great Northern Insurance Company	Each Occurrence: \$2,000,000 General Aggregate: \$2,000,000
Automobile Liability: Great Northern Insurance Company	Combined Single Limit: \$1,000,000
Umbrella Liability: Federal Insurance Company	Each Occurrence: \$10,000,000 Aggregate: \$10,000,000
Workers' Compensation: Chubb Indemnity Insurance Company	Each Accident: \$1,000,000 Disease: \$1,000,000
<b>Cyber Security</b>	Each Claim: \$10,000,000
Lloyd's of London (AXIS Syndicate 1686)	Aggregate: \$10,000,000

**9. List of outstanding litigation involving the bidder. Provide a summary of suit, including causes of action and present status.**

Not applicable

**10. The selected candidate will be expected to have insurance coverage and must present proof of professional insurance, general insurance, worker's compensation, cyber and fidelity insurance coverage of an adequate and acceptable amount and shall to the extent allowed by law and required by the Board and to add the Board as an additional insured.**

Affirmed. Please find sample certificates of insurance in the appendix.

**11. The selected candidate must agree to immediate termination of the agreement in the event that the candidate is determined to be an entity that boycotts Israel.**

Please find the executed affidavit in section D.

## B. SECURITY AND BACKUP

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### 1. **What is your privacy policy with regard to sharing client or account information with a third party?**

Nyhart maintains strict confidentiality standards and does not share client or account information with third parties except in limited, controlled circumstances. Information is used solely to deliver contracted services and only the minimum necessary data is retained.

Client information may be shared only with approved vendors or business partners supporting those services, with client authorization, or as required by law. All third parties are contractually required to maintain confidentiality and meet defined security standards.

These controls ensure that client information is disclosed only when necessary, appropriately authorized, and protected at all times. Please find the *Ascensus Information Security and Privacy Controls 2026* policy document in the appendix.

### 2. **Detail your firm's policies, procedures, data encryption, and technical measures to prevent unauthorized access or alteration, fraud, theft, misuse, or physical damage to hardware, software, communications networks, and data.**

#### **Data Security and Compliance Controls**

Nyhart, as part of Ascensus, maintains a comprehensive information security program designed to prevent unauthorized access, alteration, fraud, theft, misuse, and disruption of systems and data.

#### **Independent Audits and Certifications**

Nyhart operates under a control environment subject to annual SOC 1 Type II and SOC 2 audits, validating controls related to security, availability, confidentiality, and processing integrity. Ascensus also maintains ISO 27001 certification, reflecting adherence to internationally recognized information security management standards.

#### **Regulatory and Framework Alignment**

Security practices align with established frameworks, including NIST and ISO standards, and support compliance with applicable regulations. Nyhart maintains safeguards for handling sensitive data, including HIPAA-protected information, using secure transfer and access controls.

#### **Technical and Physical Security Measures**

- Nyhart employs layered security controls, including:
- Encryption of data in transit using secure protocols
- Multi-factor authentication and role-based access controls
- Network security technologies such as firewalls and intrusion detection/prevention systems
- Secure file transfer methods for integrations and data exchange
- Continuous monitoring to identify and prevent unauthorized activity

#### **Data Protection and Vendor Controls**

Client data is treated as confidential and protected through secure storage, restricted access, and monitoring practices. Third parties are permitted access only when necessary to support services and are required to meet strict contractual security and confidentiality standards.

#### **Incident Management and Response**

Nyhart maintains a formal incident response process that includes identification, containment, remediation, root cause analysis, and required notifications, ensuring timely and effective handling of security events.

#### **Training and Awareness**

All personnel are required to complete security awareness training at hire and on an annual basis, reinforcing adherence to established data protection policies and procedures.

**3. Describe your company's system back-up, security and disaster recovery procedures. Are files archived and stored at an off-site location? If so, what is the location? Have procedures been tested? When did you last perform a full-scale disaster recovery test?**

**Disaster Recovery and Business Continuity**

Nyhart, as part of Ascensus, maintains comprehensive system backup, security, and disaster recovery procedures designed to ensure the integrity, availability, and resilience of client data and systems.

**System Backup and Storage**

Data is backed up on a regular schedule with multiple layers of redundancy to ensure recoverability. Backups are securely stored in geographically separate, off-site environments within controlled data center or cloud infrastructure to protect against localized disruption. These locations are selected to meet enterprise security, availability, and compliance standards.

**Security and Data Protection**

All backup data is protected through encryption and access controls to prevent unauthorized access or alteration. Access to backup systems is restricted to authorized personnel and monitored in accordance with established security policies.

**Disaster Recovery Procedures**

Nyhart maintains formal disaster recovery and business continuity plans designed to restore critical systems and operations in the event of a disruption. These procedures include defined recovery objectives, system restoration protocols, and coordination across infrastructure, application, and support teams.

**Testing and Validation**

Disaster recovery and business continuity procedures are tested on a regular basis to validate effectiveness and ensure readiness. These tests include full-scale and component-level exercises to confirm that systems, data, and operations can be restored within required timeframes.

This approach ensures that client data is securely protected, recoverable, and continuously available in the event of system failures or other disruptions. Please find the Ascensus policy in the appendix.

**4. Describe any other quality control systems in place at your firm.**

Nyhart maintains formal quality control systems designed to ensure accuracy, consistency, and completeness across all services.

A structured project management approach is used at the outset of each engagement to establish clear scope, expectations, and timelines in coordination with the client. Data received is subject to detailed validation procedures to identify errors, inconsistencies, and anomalies, which are resolved prior to processing.

Work products are developed using standardized methodologies, templates, and systems designed to promote consistency and reduce the risk of error. Calculations, system configurations, and reports are prepared by qualified staff and undergo multiple levels of review. This includes review by project managers and independent technical professionals to confirm accuracy and alignment with plan provisions and applicable requirements.

Nyhart employs a formal peer review process in which key deliverables are reviewed by at least two credentialed professionals prior to finalization. Internal communication and reconciliation procedures are maintained throughout the process to ensure that data, assumptions, and results are consistent at each stage.

In addition, Nyhart monitors performance through internal tracking of deliverables, timelines, and outcomes, supporting continuous improvement in both accuracy and service delivery.

## C. FEES

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**1. Fees should be submitted for EACH Board separately. Any multi-fund discounts should be noted.**

Nyhart is highly capable of full administrative outsourcing and strives to provide competitive rates for our services. Once a plan is transitioned, and ongoing scope/processes are well-defined, we typically offer predictable all-in fees for regular administrative services. We understand, given the departure of the long-term Pension Manager, that it is currently unclear who will be taking over ultimate responsibility for some plan-related administrative matters. We propose charging transitional fees on a time-and-materials basis until scope and processes are well-understood; however, based on the information provided in the RFP and responses to questions, we have made our best effort to provide an estimated range of ongoing annual costs based on our understanding of the plan's needs. We would anticipate that precise scope and duties would be outlined at the time of contracting, though we are more than willing to help on a temporary basis in order to facilitate the plan's immediate needs.

Estimate of ongoing annual plan administrative services for the Firefighters' Retirement Plan beyond those provided in current actuarial and software agreements (including call center setup, coordination with Board, interface with City and external vendors, recordkeeping, preparation of additional financial statements beyond those provided by custodial trust): \$50,000 - \$70,000 annually.

Attendance at four board meetings per year would be included in the annual fee. Travel to additional meetings would be billed at one day's time with associated travel expenses.

Hourly rates for DB administrators for transitional work or out-of-scope services: \$245-\$295/hour.

Hourly rates for actuarial team for transitional work or out-of-scope services: \$295-\$485/hour.

For projects that are to be billed on a time and materials basis the hourly rates shown above will apply. Associates will be assigned to optimize work quality and cost efficiency for the client. **Please note that Nyhart is always willing to use a fixed-fee approach if the scope of work has been clearly defined.**

Generally, all contracts require payment for services rendered or project costs only. There is no fee to withdraw or terminate services with Nyhart.

For administrative services which are known, we prefer to have our fees based on a flat-fee approach that is reflective of the labor costs needed to provide the requested services. If the scope of the project is undefined, fees will be based on time and materials.

**2. Fees should include all travel, etc. No other charges will be allowed unless specifically authorized by the Board.**

There are no additional fees for postage, copies, travel (up to four meetings per year), etc.

**3. State with specificity those items which are excluded from your base fee.**

Since the ultimate scope and responsibilities are not yet fully determined, nothing is strictly excluded from our base fee. We anticipate being able to develop a well-defined annual scope of services after the transition period.

**4. Fees should be guaranteed for three (3) years.**

Once determined according to the scope of duties outlined above, fees will remain fixed for a period of three years.

## D. AFFIDAVITS:

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Affidavit regarding Human Trafficking Florida Statutes §787.06(14)

Affidavit regarding Foreign Countries of Concern Florida Statutes §287.138

Affidavit regarding Public Entity Crimes Florida Statutes §287.133

## E. Other Services

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To be offered once all scope decisions are finalized.

## 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:** The Howard E. Nyhart Co., Inc.

**Authorized Signature:** Lawrence Watts, Jr.  
Signed by: 0220B18D7AED021...

**Date:** 5/19/2026

**Printed Name:** Lawrence Watts, Jr., FSA, EA, FCA, CFA, MAAA

**Title:** National Defined Benefit Practice Leader

**STATE OF** Minnesota  
**COUNTY OF** Crow wing

The foregoing instrument was acknowledged before me by means of  physical presence or  online notarization, this 19th day of May, 2026, by Lawrence Watts, Jr., as DB Practice Leader on behalf of the company/corporation. They  are personally known to me or  have produced \_\_\_\_\_ as identification.

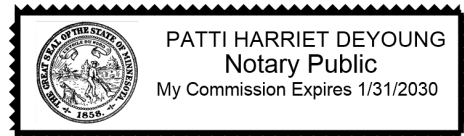
DocuSigned by:  
Patti Harriet DeYoung

10645A2156504AF  
Signature of Notary Public

Patti Harriet DeYoung

Name of Notary Typed, Printed or Stamped

My Commission Expires: January 31, 2030



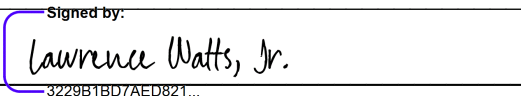
## COMPANY NOT AN ENTITY OF A FOREIGN COUNTRY OF CONCERN

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 Nyhart (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:** The Howard E. Nyhart Co., Inc.

**Authorized Signature:**  Signed by: Lawrence Watts, Jr. **Date:** May 19, 2026

**Printed Name:** Lawrence Watts, Jr., FSA, EA, FCA, CFA, MAAA

**Title:** National Defined Benefit Practice Leader

STATE OF Minnesota  
COUNTY OF Crow Wing

The foregoing instrument was acknowledged before me by means of  physical presence or  online notarization, this 19 day of May, 2026, by Lawrence Watts, Jr., as DB Practice Leader on behalf of the company/corporation. They  are personally known to me or  have produced \_\_\_\_\_ as identification.



DocuSigned by:

*Patti Harriet DeYoung*

Notary Public Signature

(Affix Notary Stamp or Seal)

Patti Harriet DeYoung  
Print, Type or Stamp Name of Notary

My commission expires: January 31, 2030

**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 ~~Retirement System for General~~ City of Ocala, Fire, Police & GERS  
Employees of the ~~St.~~ Lucie County Fire District (“Owner”) by: Lawrence Watts, Jr. (print individual's name and title) for National Defined Benefit Practice Leader of The Howard E. Nyhart Co., Inc. (print name of entity submitting sworn statement) whose business address is 5750 Castle Creek Parkway, STE 245 Indianapolis, IN 46250  
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.]



# Appendix

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Written Consent of Board Signatory

Sample Insurance Certificates

Ascensus IT Policies

- Information Security and Privacy Controls
- Business Continuity - Program Overview

# Written Consent of Board Signatory

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UNANIMOUS WRITTEN CONSENT OF  
THE BOARD OF DIRECTORS OF  
THE HOWARD E. NYHART COMPANY, INCORPORATED  
February 26, 2026

The undersigned, being all of the members of the board of directors (the “Board”) of The Howard E. Nyhart Company, Incorporated, an Indiana corporation (the “Company”), do hereby authorize and adopt the following resolutions by unanimous written consent in lieu of a meeting:

**BE IT RESOLVED**, that, on behalf of the Company, Lawrence Watts, Jr., Danielle Winegardner, and John Lee are hereby authorized to execute all Company requests for proposal, proposal certifications or bids, and commit the Company contractually in connection therewith;


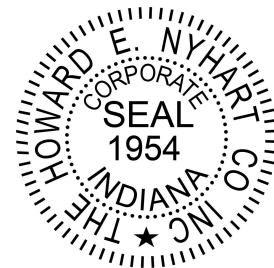
**RESOLVED**, that the officers of the Company or their designees be and hereby are directed to take all actions which any such officer or their designee shall determine to be necessary or advisable to effect these resolutions, as conclusively evidenced by any such officer or their designees taking such action;

**RESOLVED**, that any and all actions taken to date by the Board and the officers of the Company or their designees with respect to these resolutions be, and they hereby are, ratified, approved and confirmed as the act and deed of the Company;

**RESOLVED**, that this Consent may be executed in any number of counterparts, each of which shall be deemed to be an original and all of which together shall be deemed to be one and the same, including facsimile, pdf, or other electronic method; and

**RESOLVED**, that the execution copy of this Consent shall be filed with the minutes of the proceedings of the Company.

IN WITNESS WHEREOF, the undersigned has executed this Consent as of the date first written above.

  
\_\_\_\_\_  
Phillip Gillespie, Director / Secretary  
\_\_\_\_\_  
Marc Mehlman, Director / Treasurer  
\_\_\_\_\_  
Kasey Price, President

# Sample Insurance Certificates

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# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

7/18/2025

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).

<b>PRODUCER</b> Brown & Brown RS Insurance Services, LLC 6 Concourse Pkwy, Ste 2300 Atlanta, GA 30328  www.bbinsurance.com	<b>CONTACT NAME:</b> Cameron Schuh <b>PHONE (A/C, No. Ext):</b> 470-456-4375 <b>E-MAIL ADDRESS:</b> Cameron.Schuh@bbrown.com	<b>FAX (A/C, No):</b>	
	<b>INSURER(S) AFFORDING COVERAGE</b>		<b>NAIC #</b>
<b>INSURED</b> The Howard E. Nyhart Company, Inc. 5750 Castle Creek Parkway Suite 245 Indianapolis IN 46250	<b>INSURER A:</b> Great Northern Insurance Company		20303
	<b>INSURER B:</b> Chubb National Insurance Company		10052
	<b>INSURER C:</b> Federal Insurance Company		20281
	<b>INSURER D:</b> Chubb Indemnity Insurance Company		12777
	<b>INSURER E:</b> XL Specialty Insurance Company		37885
	<b>INSURER F:</b>		

**COVERAGES**

CERTIFICATE NUMBER: 86312100

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
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC OTHER:			3952-18-14	7/1/2025	7/1/2026	EACH OCCURRENCE \$2,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$2,000,000 MED EXP (Any one person) \$10,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$2,000,000 PRODUCTS - COMP/OP AGG \$ INCLUDED \$
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY			73593601	7/1/2025	7/1/2026	COMBINED SINGLE LIMIT (Ea accident) \$1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
C	<input checked="" type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$			79867911	7/1/2025	7/1/2026	<input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE EACH OCCURRENCE \$15,000,000 AGGREGATE \$15,000,000 Products-Comp/Op Agg \$ INCLUDED
B	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	7174-63-26 *see attached	7/1/2025	7/1/2026	<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
D	Workers' Compensation			7177-08-19 **see attached	7/1/2025	7/1/2026	EL Each Accident \$1,000,000 EL Disease-Ea Emp \$1,000,000 EL Disease-Policy Limit \$1,000,000
E	Professional Liab.- E & O (Ret. \$1M)			ELU204918-25	7/1/2025	7/1/2026	Per claim/Aggregate \$10,000,000

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

Named Insured includes: The Howard E. Nyhart Company, Inc., Location: 5750 Castle Creek Parkway Suite 245, Indianapolis, IN 46250. Re: 2000 Riverridge Place, Atlanta GA 30328. The Certificate Holder is included as Additional Insured as required by written contract. The above referenced policy(s) include a waiver of subrogation in favor of the certificate holder, as required by written contract.

**CERTIFICATE HOLDER****CANCELLATION**For Evidence of Coverage Only  
TX

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 **Brown & Brown RS Insurance Services, LLC**

Brown &amp; Brown RS Insurance Services, LLC

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ACORD 25 (2016/03)

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**ADDITIONAL REMARKS SCHEDULE**

<b>AGENCY</b> Brown & Brown RS Insurance Services, LLC		<b>NAMED INSURED</b> The Howard E. Nyhart Company, Inc. 5750 Castle Creek Parkway Suite 245 Indianapolis IN 46250	
<b>POLICY NUMBER</b> 3952-18-14		<b>EFFECTIVE DATE:</b> 7/1/2025	
<b>CARRIER</b> Great Northern Insurance Company	<b>NAIC CODE</b> 20303		

**ADDITIONAL REMARKS**

**THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,**  
**FORM NUMBER:** 25      **FORM TITLE:** Certificate of Liability Insurance (03/16)

**HOLDER:** For Evidence of Coverage Only  
**ADDRESS:** TX

Workers' Compensation States

\*Workers' Comp Policy Number 7174-63-26 includes the following States:

AR, AZ, CO, CT, FL, GA, ID, IL, IN, KS, KY, LA, MD, ME, MI, MN, MO, MT, NC, NE, NH, NM,  
 NV, NY, OK, OR, PA, RI, SD, TN, TX, UT, VA, VT, WV

\*\*Workers' Comp Policy Number 7177-08-19 includes the following States:

AL, AR, AZ, CA, DC, DE, FL, IA, ID,  
 MA, MS, NJ, NY, PA, RI, SC, WI



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

8/28/2024

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).

<b>PRODUCER</b> Brown & Brown RS Insurance Services, LLC 6 Concourse Pkwy, Ste 2300 Atlanta, GA 30328 www.bbinsurance.com	<b>CONTACT NAME:</b> Judith Boich <b>PHONE (A/C, No, Ext):</b> <b>FAX (A/C, No):</b> <b>E-MAIL ADDRESS:</b> Judith.Boich@bbrown.com													
	<table border="1"> <thead> <tr> <th>INSURER(S) AFFORDING COVERAGE</th> <th>NAIC #</th> </tr> </thead> <tbody> <tr> <td>INSURER A : XL Specialty Insurance Company</td> <td>37885</td> </tr> <tr> <td>INSURER B : Endurance American Insurance Company</td> <td>10641</td> </tr> <tr> <td>INSURER C : Continental Casualty Company</td> <td>20443</td> </tr> <tr> <td>INSURER D : Great American Insurance Company</td> <td>16691</td> </tr> <tr> <td>INSURER E : Lloyds of London</td> <td></td> </tr> <tr> <td>INSURER F :</td> <td></td> </tr> </tbody> </table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A : XL Specialty Insurance Company	37885	INSURER B : Endurance American Insurance Company	10641	INSURER C : Continental Casualty Company	20443	INSURER D : Great American Insurance Company	16691	INSURER E : Lloyds of London		INSURER F :
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INSURER F :														
<b>INSURED</b> The Howard E. Nyhart Company, Inc. 5750 Castle Creek Parkway Suite 245 Indianapolis IN 46250														

**COVERAGES**

CERTIFICATE NUMBER: 81630030

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
	<b>COMMERCIAL GENERAL LIABILITY</b> <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:						EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMP/OP AGG \$ \$
	<b>AUTOMOBILE LIABILITY</b> <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
	<b>UMBRELLA LIAB</b> <input type="checkbox"/> OCCUR <b>EXCESS LIAB</b> <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$ \$
	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? <input type="checkbox"/> Y/N <input checked="" type="checkbox"/> N/A (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below						PER STATUTE OTH-ER E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
A	Professional Services Liability E&O			ELU197772-24	7/1/2024	7/1/2025	Per Claim/Aggregate Retention \$10,000,000 \$1,000,000
A	Financial Institution Bond (Crime)			ELU197774-24	7/1/2024	7/1/2025	Ret. \$100k-Per Loss/Agg \$10,000,000
E	Cyber Liability			B0146CYUSA2402073	7/1/2024	7/1/2025	Limit \$10,000,000

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

Evidence of Insurance

Additional Policy Information Attached

**CERTIFICATE HOLDER****CANCELLATION**

The Howard E. Nyhart Company  
 5750 Castle Creek Parkway, Suite 245  
 Indianapolis IN 46250

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 **Brown & Brown RS Insurance Services, LLC**

Brown & Brown RS Insurance Services, LLC

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ACORD 25 (2016/03)

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**ADDITIONAL REMARKS SCHEDULE**

<b>AGENCY</b> Brown & Brown RS Insurance		<b>NAMED INSURED</b> The Howard E. Nyhart Company, Inc. 5750 Castle Creek Parkway Suite 245 Indianapolis IN 46250	
<b>POLICY NUMBER</b> ELU197772-24			
<b>CARRIER</b> XL Specialty Insurance Company	<b>NAIC CODE</b> 37885	<b>EFFECTIVE DATE:</b> 7/1/2024	

**ADDITIONAL REMARKS**

**THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,**

**FORM NUMBER:** 25      **FORM TITLE:** Certificate of Liability (03/16)

**HOLDER:** The Howard E. Nyhart Company

**ADDRESS:** 5750 Castle Creek Parkway, Suite 245 Indianapolis IN 46250

Insurer B: 1st Excess E&O  
 Policy #FIX10006929708 7/1/2024-7/1/2025  
 Each Claim/Aggregate Limit: \$10,000,000 xs \$10,000,000

Insurer C: 2nd Excess E&O  
 Policy #652537553 - 7/1/2024- 7/1/2025  
 Each Claim/Aggregate Limit: \$10,000,000 xs \$20,000,000

Insurer D: Excess Crime  
 Policy # XSC E863150 03 00- 7/1/2024- 7/1/2025  
 Per Claim Limit: \$5,000,000 x \$10,000,000

Excess Cyber (\$10M xs \$10M) -Indian Harbor Insurance Company  
 Policy #MTE9047564 - 7/1/2024-7/1/2025

# Ascensus IT Policies

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Business Continuity - Program Overview

Information Security and Privacy Controls

## **Information Security and Privacy**

Protecting the personal information of our clients is something we take very seriously at Ascensus. This statement shares how we protect your personal information. This applies to both current and former customer information.

- Ascensus maintains and regularly reviews/updates a comprehensive array of Data Privacy and Information Security policies that govern our approach to protecting data.
- All client data inclusive of databases, files, and other information provided by a client for use with Ascensus services remain the confidential property of the client. All information is retained, and subsequently securely destroyed, in accordance with Ascensus' data retention standards.
- Ascensus only maintains the information required to provide our services.
- Client data is not shared with third parties except to approved subservice organizations (vendors) or business partners strictly limited to the purpose of supporting client's contracted services with Ascensus, or as required by law.
- It is Ascensus' policy to require its vendors and business partners having access to client files to keep this information confidential, including a requirement for security specific parameters to be included in all vendor contracts. Compliance with this requirement is actively monitored by our Vendor Risk Management Program.
- Ascensus maintains and monitors appropriate security policies, procedures, and practices to protect client files from risks of loss, misuse, alteration, or unauthorized access.
- Ascensus requires its Associates having access to client files to keep this information confidential by using the same care and discretion that Ascensus uses with respect to its own confidential information and regularly trains associates on these standards.
- Ascensus offers secure data transfer methods to entities we interact with. As we offer and recommend use of Ascensus's secure standard data transmission methods Ascensus is not responsible for the risk of loss, misuse, alteration, or unauthorized access to information sent using methods other than those either maintained or recommended by Ascensus.
- Ascensus reserves the right to change policies and procedures from time to time to improve security and privacy controls and respond to emerging threats.

Below is a summary of controls Ascensus maintains to protect client information:

### **External Audits**

Ascensus has been certified as ISO27001 compliant, attesting to our high Information Security standards. We have also successfully completed annual SOC1 and SOC2 (*based on the SOC2's Security and Availability Principals*) audits conducted by leading audit firms that test the operating effectiveness of our controls, including many of the controls summarized in this document.

### **Logical Access Controls**

Ascensus uses various mechanisms to restrict Associates' access to operating systems, data files, databases, and programs in production and development environments. Access to computer resources is based upon an individual's job duties. An electronic request form within our corporate ticketing system must be completed and approved by the Associate's manager before granting system access. Access reviews are conducted quarterly to ensure that access rights remain appropriate.

## **Firewall Protection**

Ascensus maintains both network and application firewalls to protect our systems from unauthorized network, application, and database activity. These firewalls are layered to provide the highest level of perimeter security and are configured to allow only network traffic that is recognizable as safe. Also, redundancy has been built into this architecture in the event that there is a failure.

## **Intrusion Detection and Prevention System**

In addition to the firewall technology described above, Ascensus has implemented network Intrusion Detection Systems (IDS) that provide a sophisticated real-time detection mechanism, accomplished by monitoring network in and out of Ascensus. Our solution also blocks malicious activity in some situations such as an Intrusion Prevention System (IPS).

## **Encryption**

We use encryption technologies in selected telecommunications channels. Ascensus policy prohibits clear-text transmissions of client data over the Internet. Ascensus deploys and supports common encryption methods, including, but not limited to: PGP, (S)FTP, TLS, and VPN.

## **Data Loss Prevention**

Ascensus leverages a Data Loss Prevention (DLP) solution that provides insights into information flows both within and out of our environment. It allows us to block unauthorized or unsecured transfers of sensitive information outside of our environment. It also restricts/controls the ability to print materials outside of our secure environments.

## **SIEM (*Security Incident Event Management System*)**

Ascensus employs a SIEM tool that facilitates automated detection of suspicious activity that is immediately alerted on and investigated by our Security and Risk Management teams.

## **Penetration Tests, DDoS tests, Web Application Assessments, and Network Vulnerability Scans**

Ascensus contracts with leading security firms to perform annual penetration tests, including focused web application testing, vulnerability scans, and Distributed Denial of Service (DDoS) tests. The results are tracked to remediation through our Security Team. Additionally, our Information Security team regularly performs our own vulnerability scans to help identify interim concerns.

## **Physical Security Controls**

Electronic card access security control is provided throughout Ascensus facilities as well as CCTV to monitor access. Physical access reviews are conducted to ensure access entitlements remain appropriate.

## **Programming and Change Control Management**

Changes to applications and infrastructure must be documented, approved, tested, and communicated. This structure enables us to integrate security mechanisms to protect changes that affect sensitive information.

## **Destruction of Client Data**

Ascensus employs secure data destruction procedures such as secure erasure or physical destruction to execute the destruction of both electronic and physical data in accordance with industry leading destruction standards.

## **Incident Response Program**

Ascensus has developed and tested incident response and escalation procedures to isolate, analyze, contain, recover from, and report unauthorized access. Recovery involves technical procedures as well as client notification. Simulated incidents are reviewed to validate that our process is comprehensive.

## **Security and Privacy Training**

Ascensus requires all Associates to complete security and privacy training at time of hire and then at least annually thereafter. Associates must attain a satisfactory result in a test at the end of the course to ensure concepts are being understood. Additionally, Associates are reminded of their duty to protect confidential information through emails, internal publications, office postings, and monthly email phish testing.

## **Associate Background Checks**

Ascensus Associates must successfully complete a background check that includes credit, criminal, employment, and education background verifications prior to being hired into the organization.

## **Data Privacy**

Ascensus maintains a privacy statement that is accessible on all our websites that describes how we collect, use, and protect the information gathered. Links to this statement are accessible at the bottom of our web pages.

## **Information Security, Organization, and Oversight**

Ascensus maintains an Information Security function with dedicated resources as well as other supporting functions, such as an Information Security Council that meets monthly to involve cross functional teams into the security effort and strategies. Also, an Ascensus Risk Management function integrates with Security to ensure we effectively address information security throughout the organization with appropriate oversight and meet compliance requirements.

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# Business Continuity Program Overview



Updated: December 17, 2025

## 1) Plan Introduction

Ascensus provides market-leading technology, services, and expertise that help millions of people save for a better future. The company is a premier savings program service provider, third-party administrator, and government savings facilitator. Its platforms, industry knowledge, and data-based insights enhance the growth and success of its partners, their clients, and savers through co-branded, private-labeled, and governmental partnerships.

The Ascensus Business Continuity Plan (“BCP”) and Disaster Recovery (“DR”) plan involves the (i) assessment of a variety of risks to organizational processes; and (ii) creation of policies, plans and procedures to minimize the impact a disruption may have on Ascensus, our partners, and our clients.

The comprehensive BCP and DR plans, to be utilized by Ascensus leaders in response to certain BCP and DR scenarios, outline the processes by which Ascensus will maintain critical servicing capabilities in the event of a significant business disruption. It includes declaration and communication procedures as well as description of mission critical functions and target recovery times.

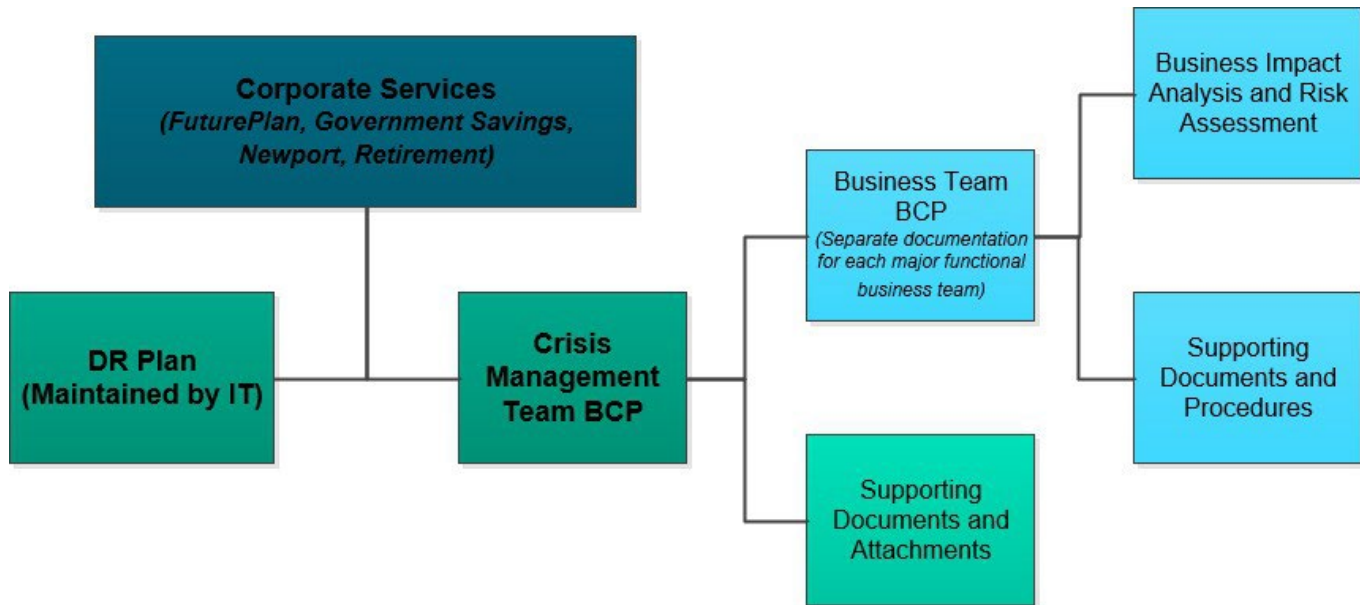
The BCP makes accommodation for staff resources, voice and data networks, computing resources, data availability, and the integrity of business processes. Business continuity will be achieved through layers of redundancy in Ascensus voice and data networks, mirrored copies of business data and a redundant, full-capacity infrastructure at Ascensus’ backup DR. site. Ascensus’ policy is to respond to a significant disruption by safeguarding associate’s lives and the firm’s property, making financial and operational assessments, quickly recovering and resuming operations, protecting all the firm’s books and records and allowing clients to transact business. In the event Ascensus determines it is unable to continue normal business operations, clients will be assured of prompt access to their account assets and notification will be made to regulators, partners, states and vendors as appropriate. See the Ascensus Policy Manual for additional details.

Ascensus will maintain copies of the BCP electronically via a third-party document storage source, Box

Ascensus’ BCP is inclusive of all its divisional products and subsidiaries. A key parameter of the BCP is to ensure new business entities that become part of the Ascensus organization are effectively incorporated into the plan.

## Program Structure

Each functional business team has developed a BCP document specifically addressing their strategy for the applicable scenario(s). The documents are written to support the recovery of critical business functions in the event of an interruption of service. Below is an illustration of the organization's BCP structure.



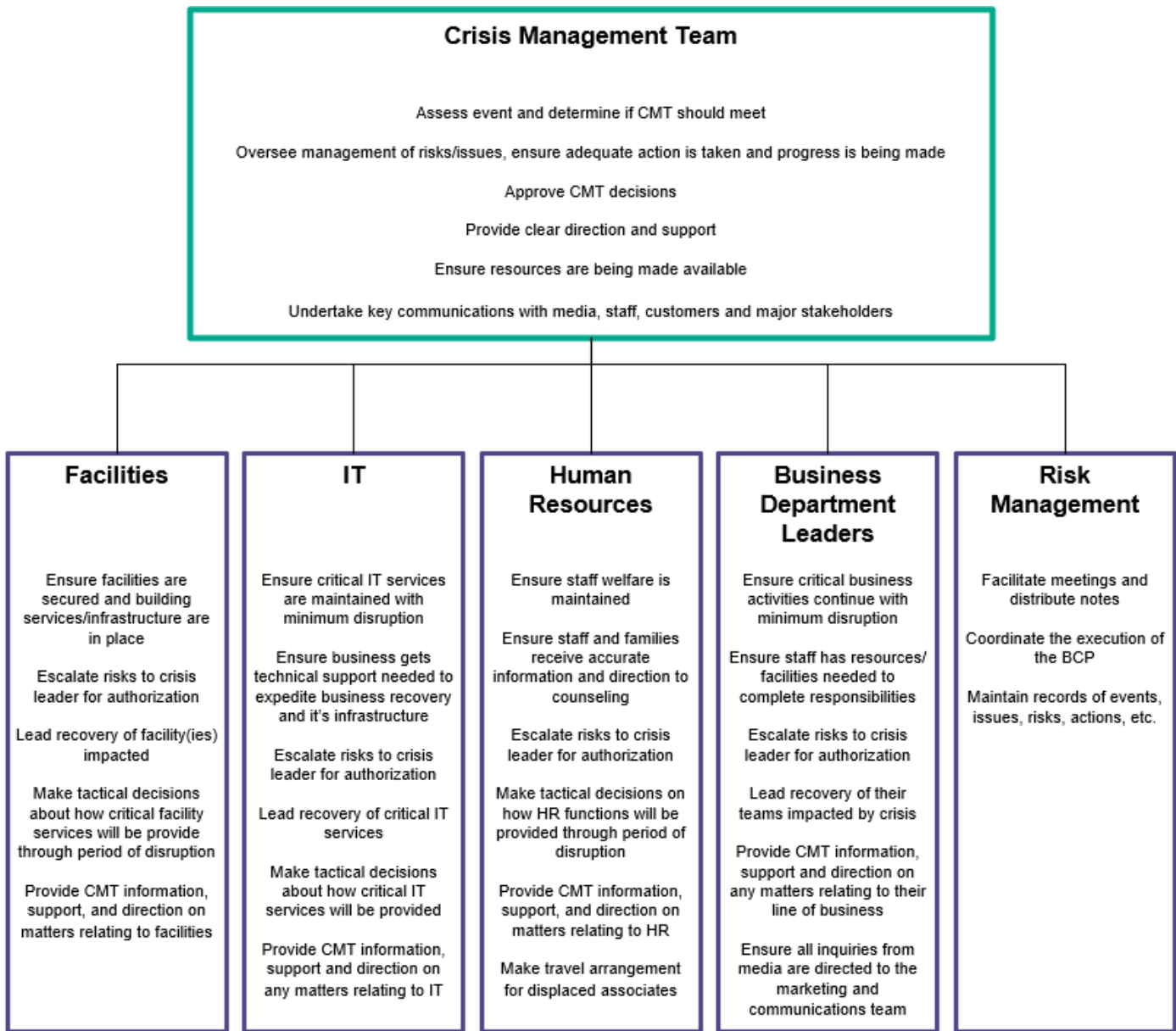
## Administration (Crisis Management Team)

There is a designated team responsible for the oversight and administration of the implementation of BCP. This team is referred to as the Crisis Management Team (CMT). The CMT is the central point of business recovery response, activation and management following a serious disruption to the Ascensus business operations. The team consists of appointed Senior Management representatives from each major operation group.

The CMT will analyze the situation and determine if a disaster will be declared. The team provides a common coordination and communication focal point for all business response and subsequent business recovery activities. The team must minimize the potential impact of an incident during the recovery period and prevent it from becoming a crisis.

## Roles and Responsibilities

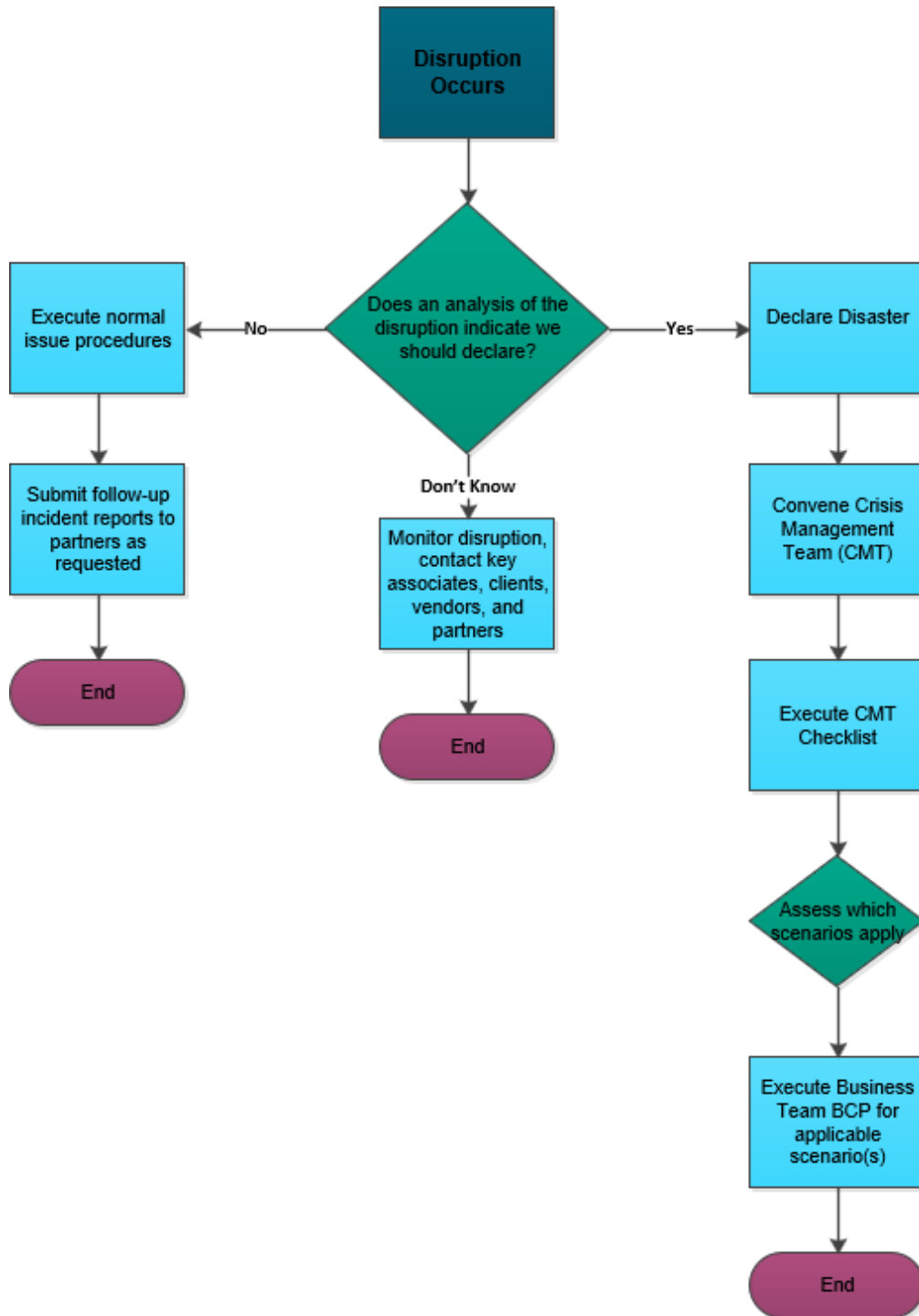
This chart represents the organization and associated responsibilities of the CMT during a BCP event.



*This chart summarizes the roles & responsibilities of all stakeholders that are involved in the crisis management process.*

## Process Overview

The following flow chart outlines the high-level procedures for declaration and execution of business continuity procedures.



## Business Product Lines

### Newport

The suite of insurance services offered by Newport, an Ascensus company, is provided by a responsive, experienced team of specialists who work closely with independent advisors and their clients to develop unbiased strategies and deliver programs that help meet each client's specific financial objectives.

- **BOLI** (Bank-owned life insurance)
- **COLI** (Corporate-owned life insurance)
- **ICOLI** (Insurance company-owned life insurance)
- **CUOLI** (Credit union-owned life insurance)
- **NQDC** (Nonqualified Deferred Compensation)

### FuturePlan

The FuturePlan national model preserves local TPA relationships, expertise, and entrepreneurial ingenuity—all backed by the strength and security of Ascensus.

- Administration, compliance and client services for a variety of employer-sponsored retirement plans, including:
  - 3(16) fiduciary services
  - cash balance
  - defined benefit
  - defined contribution plans

FuturePlan is responsible for common administrative tasks including plan document maintenance, Form 5500 preparation, calculations, and performing non-discrimination testing. Some departments work directly with plan participants facilitating loans and distributions.

### Government Savings

We make saving for education simple and affordable through accessible 529 education savings plans and Coverdell education savings accounts. Beyond education, we also provide program management and support services for ABLE programs nationwide allowing individuals with disabilities and their families to save for the resources they need today and the future without jeopardizing their current benefits. In addition, we provide key services to help support State-Facilitated Retirement Savings Programs, ensuring more people can save for their future.

- **529 Plans**
- **Coverdell Solutions**
- **ABLE Plans**
- **State-Facilitated Retirement Savings Programs**

## Retirement

As the largest independent retirement services provider, we offer retirement plans through partnerships with top financial institutions, banks, credit unions, and advisors. Working with advisors, we help organizations, from recently conceived startups to well-established brands, offer retirement plans to their employees at a low cost to make saving for retirement more manageable.

### Defined Contribution

- Individual(k)
- Traditional 401(k)
- Multiple and Pooled Employer Plans (MEPs and PEPs)
- 403(b) ERISA
- 403(b) non-ERISA
- Government 457(b)
- Prevailing Wage

### Defined Benefit

- Cash Balance
- Traditional Defined Benefit

### Other Retirement Plan Designs

- SEP & SIMPLE IRAs
- Profit Sharing
- IRAs for banks, credit unions, and financial institutions
- Money Purchase Pension
- State-Facilitated Retirement Savings Programs

### Trust & Custody Services

## 2) Back-Up and Recovery

### Data Center Recovery

Ascensus maintains rigorous processes with respect to backup and retention of critical business records. Ascensus production systems and facilities are fault tolerant and highly available, with no single point of failure throughout the sites.

All Ascensus managed Data Centers are configured to fail over to our backup data center located in Las Vegas, NV. Aside from the daily backups, Ascensus also replicates the current copy of core production data to Switch in real-time. The real-time copy of our data exists as a fast and reliable tapeless recovery option. The Ascensus **RPO is 15 minutes**. While Ascensus will make all best efforts to keep the RPO at 15 minutes and has deployed/tested technology to help ensure we can meet this goal, depending on the cause of the disruption and its impact on the integrity of the data, Ascensus reserves the right to utilize an alternate strategy for security or data integrity reasons that extends the RPO period.

Ascensus' backup procedures are driven by two objectives: (1) minimize downtime if a disruptive event requires the restoration of files from backup and (2) adhere to all regulations with respect to data retention.

With these objectives in mind, a backup system has been installed with operational procedures for daily, weekly, and monthly backups and supporting processes for moving critical tapes to off-site storage. A high-level overview of procedures (and their frequencies) follows.

- Daily - Incremental changes to Ascensus core databases and systems are backed up to disk daily. These incremental backups are retained on disk for two weeks.
- Weekly - All critical elements of the Ascensus production infrastructure are backed up to disk on a weekly basis. These backups are retained on disk for two weeks.
- Monthly - All critical elements of the Ascensus production infrastructure will be stored on magnetic tape, databases, system configurations, etc. These tapes will be shipped off-site and retained for seven years.

Data archives are stored off-site in a fireproof records storage vault with Vital Records, Inc., a leader in records management and data storage. Tapes can be requested on an emergency basis for immediate retrieval on a per diem basis.

All data centers have redundant internet connections, security parameters, fire suppression, and backup power supplies. Data centers are monitored 24 hours a day, 365 days a year.

Ascensus also utilizes Cloud providers such as AWS, Azure, Oracle, and SAAS providers in various areas of our business. With any of those providers, we maintain an encrypted secure connection and review recovery plans for those solutions. Services are reviewed as part of our vendor oversight and due diligence program.

### Disaster Recovery Declaration

The procedure for declaring a disaster is part of the Ascensus DR plan maintained by IT. If a disaster is declared, IT has a **targeted 6-hour** (with goal to be as quick as possible) window to recover its core hardware and software operations, as instructed by the business requirements. The DR plan includes detailed documentation of all hardware platforms and is maintained as part of Ascensus' day-to-day administration and change-control process. The plan is based on providing in-house recovery services in conjunction with our third-party data center providers and addresses all core technologies.

Following the recovery of the IT systems, business operations will initiate their business resumption procedures as documented in the BCP to complete the restoration of our services.

## Mission-Critical Business Processes

Ascensus relies upon the daily operation of the following mission-critical business processes:

- Self-Service Options (i.e. websites, IVR, etc.)
- Client Servicing via phones and email
- Client Financial Processing (i.e. investments, liquidations, exchanges and transfers)
- Trading
- Compliance and Required Reporting or Filings
- Mail Operations (ability to send and receive mail, faxes, etc.)

## Recovery Time Objective

Ascensus is committed to restoring operations on all Mission Critical Business Processes within **24 hours** of a declared disaster. The Recovery Time Objective (RTO) is the timeframe in which a business process can be ideally recovered. Each business team may have a slightly different RTO depending on risk factors such as inter-process dependencies, client impact, financial impact etc. While each business team has identified an ideal RTO, they have also defined their Maximum Tolerable Downtime (MTD). The MTD defines the total amount of time that a business process can be disrupted without causing unacceptable consequences.

### 3) Event Scenarios

Each impact scenario follows a standard initial set of steps including the convening of Ascensus' CMT, declaration of disaster, communication protocols, and assessment procedures. Each scenario follows a different roadmap to ensure business continuity.

The business teams have accounted for the following scenarios below (as applicable). Their specific recovery strategies/requirements are located within their plans. The business leaders are responsible for invoking and communicating the requirements of their plan to the CMT and to their associates as applicable.

Loss of Systems	Loss of data center, or connectivity to data center. May also include the loss of critical systems
Loss of Facility	Loss of access to a building or site due to specific event (i.e. fire) or regional disaster (i.e. hurricane, tornado)
Loss of Staff	Loss of staff availability to report to work, or loss of key staff.
Loss of Vendor	Key vendor experiences a business disruption
Pandemic	Loss of staff availability due to illness or inability to report to work.

## 4) Preparedness Assurance Activities

A number of preparedness activities are conducted across the organization:

- Human Resources provides new hires with critical phone numbers which includes the **Announcement Line** and the **BCP Helpline**
- Testing of the automated call cascade system (AlertMedia) is conducted quarterly
- An employee contact information report is available for leaders and their reports through Workday
- An employee contact information report is available to Human Resources and Risk Management through Workday
- In addition to corporate conference line technologies, a backup conference bridge is available
- Plans and reference documents are reviewed at least annually and approved
- Copy of the plans and reference documents are shared with leadership (including applicable trust boards of directors)
- DR testing is completed at least annually to ensure the ability to restore servers and applications
- Tabletop testing is conducted at least annually with a simulated scenario

*\*Upon completion of any of the prescribed tests, results are distributed to all appropriate parties, action items tracked and applicable plan updates made accordingly.*



# Ocala

## Legislation Text

110 SE Watula Avenue  
Ocala, FL 34471

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

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**File #:** 2026-1631

**Agenda Item #:** e

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Submitted By: Karen Czechowicz

Department: Finance

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**STAFF RECOMMENDATION (Motion Ready):**  
Lauterbach & Amen

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# SERVICE PROPOSAL

## Pension Administration

PREPARED FOR:



City of Ocala General Employees  
Retirement System, Police Officers'  
Retirement System and Firefighters'  
Retirement Plan

668 N. River Road  
Naperville, Illinois 60563  
Phone: 630.393.1483  
Fax: 630.393.2516

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May 22, 2026

Members of the Boards of Trustees of the City of Ocala General Employees' Retirement System, Police Officers' Retirement System and Firefighters' Retirement Plan  
110 SE Watula Avenue  
Ocala, FL 34471

Lauterbach & Amen (L&A) is pleased to respond to your request to provide Administrative Services to the Retirement System for the City of Ocala General Employees Retirement System, Police Officers' Retirement System and the Firefighters' Retirement Plan.

Enclosed with this proposal are details about our firm, our team and our longstanding reputation for delivering high-quality service to public pension plans. It also outlines our engagement approach and the comprehensive scope of services we will provide. With extensive experience supporting defined benefit public safety pension plans, cities, municipalities, special districts, and other units of government, L&A offers a unique combination of national best practices and Florida-specific knowledge tailored to the needs of local pension boards.

Our team of partners collectively offer more than 100 years of exclusive governmental experience, strengthened by backgrounds in pension administration, payroll, tax, non profit and commercial fields. Our team's in-depth understanding of Chapter 175/185, DROP plan administration, and DMS reporting requirements ensures that the City of Ocala General Employees Retirement System, Police Officers' Retirement System and the Firefighters' Retirement Plan receive guidance grounded in both expertise and Florida compliance expectations.

While L&A does not yet have a large footprint in Florida, we view this as an opportunity—not a limitation. Several years ago, the City of Deltona Firefighters' Pension Plan placed its confidence in L&A, and since then they have experienced the steady, accurate, and service-driven administration we promise to each of our clients. Their results demonstrate the standard of excellence we aim to replicate across all Florida pension systems. We are committed to growing our presence in the state. We believe this allows us to provide exceptionally attentive service, ensure partner-level involvement, and build meaningful long-term relationships with each Florida pension board we hope to serve. Our goal is not simply to enter the Florida market, but to contribute to it in a positive, lasting, and service-driven way.

One of L&A's strengths is our ability to deliver services efficiently and seamlessly from our Illinois office, without sacrificing quality, responsiveness, or personal connection. **With a team of more than 80 professionals dedicated exclusively to public safety defined benefit pension plans** across Florida, Illinois, Texas, and Pennsylvania, we bring deep specialization and ample resources to every board we serve. While most of our services are delivered remotely, we also believe in maintaining personal, face-to-face engagement. To support this, L&A can provide options to the board for both in person and virtual attendance at meetings to facilitate the best value at the discretion of the Board. We continue to exceed expectations transitioning funds from an in-house to an outsourced administration model where your fund never loses critical institutional knowledge.

At L&A, our mission is to provide pension administration, assurance, and financial services to governments and pension plans with excellence, integrity, and unwavering professionalism. We uphold the strict ethical and statutory standards required of public pension professionals in Florida—including Sunshine Law compliance, open records support, and adherence to fiduciary responsibilities. We deliberately tailor our approach to each plan's specific structure, regulatory requirements, and member needs, ensuring that Florida boards receive service that is thorough, accurate, and personalized. We continually strive to distinguish ourselves from other third-party pension administration firms by emphasizing the following:



**EXPERTISE**

- Providing pension administration services and monthly detailed financial reports to over 300 public safety pension funds, giving us a unique understanding of public safety structures, board responsibilities, and regulatory requirements.
- Striving to continually be a proven leader in the government accounting industry and assisting our clients with the implementation of new, complex statutes and issues affecting public sector pensions. We will provide thorough and timely answers to any of your questions or needs.
- Maintaining a highly professional staff, each of whom possesses a thorough understanding of the nuances of local government, continually broadening their knowledge of local pension fund and governmental issues through participation in and instruction of continuing professional education programs, including in-house training, and involvement in various local government organizations.

**SERVICE AND QUALITY**

- Allowing our clients to dictate scheduling needs. We continually meet or exceed statutory, and client driven deadlines. Our teams are structured to guarantee continuity of service when life happens.
- Identifying, communicating and assisting in the implementation of identified opportunities for improved and more efficient pension administration processes.
- Maintaining a program of continuity for multi-year engagements, allowing for the establishment of an efficient working relationship with each pension fund we serve.
- Continually promoting communication throughout our engagement. We are committed to listening to your needs and customizing the engagement to meet those needs.
- Providing the accessibility and relationship-building typical of a smaller firm while offering the technical resources and depth of a larger organization.

**CLIENT TRAINING OPPORTUNITIES**

- Conducting Member Workshops with our clients and their membership, covering pension fundamentals and current topics related to pension benefits and pension administration.
- Forming professional resource alliances with other businesses in the areas of legal, investment consulting, human resources, tax and information technology to provide the highest level of service.

We are very excited about the opportunity to serve the City of Ocala General Employees Retirement System, Police Officers' Retirement System and the Firefighters' Retirement Plan and are committed to providing you with quality personalized service. We are committed to performing all aspects of administrative services for your fund within the established time period. The combination of professionals and services L&A offers under the umbrella of pension administration gives us unique capabilities as one stop full-service provider. We believe we have talented passionate pension professionals and the appropriate experience to provide you with a quality engagement at a fair and competitive price. If you have any questions about this proposal or need to discuss these matters further, please contact us. We look forward to your reply.

Respectfully Submitted,

Molly Barker  
Manager

A.J. Weber  
Partner



# FIRM PROFILE

Lauterbach & Amen (L&A) provides clients with unparalleled service from an experienced team of knowledgeable professionals who double as valuable management resources.

L&A is based in the Chicagoland area, with clients based in nearly all 50 states. Founded in 1997 by Sherry Lauterbach and Ron Amen, L&A provides clients with accurate, timely and personalized services that combine large-firm capabilities with small-firm values. Through the years, our services have evolved to meet the growing demands of our clients in the governmental, nonprofit and private sectors.

## OUR SERVICES



Audit Services



Actuarial Services



Client Accounting & Advisory Services



Pension Administration Services



Tax Services

## OUR TEAM

13 Partners  
50+ Managers  
200+ Staff



## OUR INDUSTRIES

Government  
Private Sector  
Nonprofit



Municipalities

135+



Park Districts

75+



School Districts

50+



Libraries

70+



Pension Funds

600+



Other Entities

110+



# FIRM PROFILE

## Firm Philosophy

At L&A, our philosophy is rooted in building trusted relationships and delivering exceptional service across every area of our expertise—from audit and actuarial services to client accounting, pension administration, and tax solutions. We believe that meaningful client service goes beyond compliance—it’s about understanding your organization’s goals, tailoring our approach to meet your needs, and being a dependable resource year-round.

With deep specialization in the governmental and nonprofit sectors, our professionals bring technical precision, proactive communication, and a sincere commitment to your success. Whether we’re guiding your pension board, supporting your finance department, or helping you navigate new standards, we approach every engagement with integrity, transparency, and genuine care.

## Firm Values



### RESPECT

We hold in high regard and acknowledge the ideas, contributions, and dedicated efforts of our valued clients and team members. This dedication fosters an exceptional professional atmosphere, one that both clients and team members take pride in supporting.

- Thoughtful, timely responses to client inquiries
- Flexible scheduling and proactive check-ins
- Ongoing communication throughout the year



### BALANCE

We are dedicated to fostering equilibrium across work, life, and community within our firm's ecosystem. We firmly believe that nurturing balance empowers our firm to deliver exceptional service to our employees and clients.

- Empowered staff who are engaged and enthusiastic
- A culture of service inside and outside the firm
- A holistic approach fostering long-term partnership



### TEAMWORK

We understand that success relies on collaboration, and our finest work emerges in an environment that promotes teamwork. Our culture extends this collaborative ethos to include our clients, creating a synergy that enhances the services we deliver.

- Strong working relationships with management
- Clear expectations and transparency
- Team continuity that builds long-term understanding



### PASSION

We take pride in the fact that each member of our team wholeheartedly believes in the services we offer and the value they contribute to our clients. Our commitment to delivering the utmost quality in services extends not only to our clients but also internally to our team members, reflecting our unwavering dedication.

- 600+ local governments and 600+ pension funds served annually
- Extensive client training and educational resources
- Engagement teams that love what they do—and it shows



# EDUCATION & EXPERIENCE

We believe that strong client service and staff excellence are built on a foundation of continuous learning. Our dedication to education ensures that both clients and professionals are equipped with the knowledge and skills to succeed in today's evolving government finance landscape.

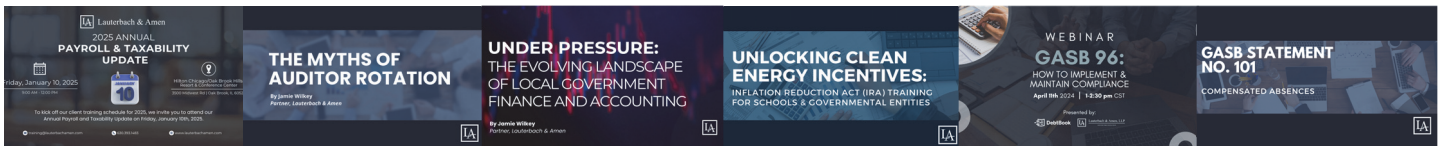
## Empowering Clients Through Education

We provide year-round training, on-demand webinars, and essential newsletter updates to clients. Our training covers key topics such as:

- Free on-demand and live webinars on key accounting and compliance topics
- In-person and virtual workshops tailored to local pension plan needs
- Newsletters, guides, and explainer resources for easy reference
- Custom training sessions for onboarding or refresher learning



*We record and share many of our client trainings so that they may be accessed on-demand directly from our website. Scan the QR code to go to our News Page.*



## Depth of Experience

For over two decades, Lauterbach & Amen has been recognized as a go-to expert for Defined Benefit Public Safety Pension Plans, providing peace of mind to the trustees and membership of more than 500 Police & Fire Boards. Since 1997, L&A has evolved to continuously assist with the changing needs of our clients. Pension Boards are constantly faced with new statutes and updated regulations. From the nuances of administering elections to reviewing unique benefit calculations, from helping trustees understand financial reporting and the actuarial funding process to organizing and coordinating the retention and destruction of documents, L&A has the experience to help you successfully maneuver through any challenge presented.

## Depth of Technical Knowledge

Our staff's unparalleled expertise is recognized and relied upon by our pension membership as well as by countless professionals and regulators. Our firm is built with loyal teams of knowledgeable, diligently trained, and dedicated employees, respectful of critical deadlines and unique client requests. Our employees possess a thorough understanding of the nuances of local government, continually broadening their knowledge of local pension fund and governmental issues through participation in and instruction of continuing professional education programs, including in-house training and involvement in various local government organizations.





# FIRM PROFILE

## We Support the Organizations that Support You

We actively engage with the industries we serve through membership, support, and active participation in various professional organizations dedicated to serving the financial and management teams of our clients.





# COMMUNITY INVOLVEMENT

## A Culture and Passion for Community Involvement



Our firm is dedicated to both the clients we serve and the communities in which we reside. Our partners and team members are actively involved with numerous deserving nonprofit organizations. We are grateful to have individuals on our team who share our firm's philanthropic ethos, regularly volunteering their time, resources, and talents. In addition to volunteering, L&A organizes various fundraisers and donation drives to support local organizations and neighborhoods. Here is a glimpse of some of our recent community involvement and initiatives:



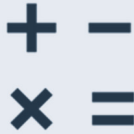
L&A is honored to collaborate with Working Together Chicago, a nearby nonprofit dedicated to offering development and placement opportunities for individuals with disabilities. The team members introduced to L&A through Working Together Chicago have not only enriched our company culture but have also contributed valuable skills to our projects.





# FIRM PROFILE

## Our Services



### Actuary Services

Seasoned actuaries craft data-driven pension and OPEB valuations, aligning funding strategies with stakeholder goals and regulations.



### Audit Services

Independent audits led by government specialists deliver clear, timely reports that strengthen credibility for 600-plus public-sector clients.



### Client Accounting and Advisory Services

Our talented advisory team runs accounting, reporting, payroll, and analytics, giving leaders real-time insight without added overhead.



### Pension Administration Services

With two decades managing 500-plus funds, we streamline compliance, benefit calculations, meeting administration and trustee reporting for peace of mind.



### Tax Services

Experienced CPAs navigate complex codes to maximize savings and ensure full compliance for governments, nonprofits, and related entities.

## Depth of Services Across Government Finance

L&A offers clients a wide range of tailored financial, compliance, and advisory services. Our expertise spans critical areas such as:

- Financial Reporting & GASB Implementation
- GFOA Certificate Support (ACFR & Budget Awards)
- Utility & Rate Studies
- Federal, State & Local Grant Reporting
- Budget & Levy Assistance
- Executive Search & HR Consulting
- Policy Development & Internal Controls
- Temporary Staffing & Training
- Pension & Benefit Calculations
- Outsourced Finance Department Services
- Revenue Audits & Compliance
- Capital Asset Tracking & Reporting



# ENGAGEMENT APPROACH

## Firm Philosophy

Navigating state statutes, the local ordinance/plan document, governmental accounting regulations and federal tax reporting can be difficult. Lauterbach & Amen (L&A) takes pride in the fact that we've been working to help police and fire pension fund trustees understand these nuances for over two decades. We recognize the importance of a Board's responsibility and the challenge it presents to accomplish these tasks in conjunction with the daily responsibilities of life outside of the pension world.

L&A also recognizes the sacrifices made by our clients' members, who are entitled to a pension benefit that is calculated accurately and remitted timely. Our dedicated staff is available to work directly with your members, treating them with the respect they deserve.

The entire L&A Pension Team possesses unparalleled knowledge of the complex public pension industry. We are the premier go-to resource for public pension administration in the State of Illinois and our client list continues to grow across borders. L&A's growth is directly tied to the satisfaction of our clients, who consistently renew their engagements because of our specialty expertise and the exceptional service we provide.

## Communication

We believe communication contributes to the peace of mind of your Trustees and members, as illustrated by the following standard components of our pension services:

- Dedicated Administrators, familiar with any unique matters being addressed by your Pension Board;
- Accessible and knowledgeable Pension Benefits Team to answer questions and perform calculations;
- Proprietary Pension Benefit Bulletins addressing statutory changes;
- Detailed payment stubs reflecting monthly and annual benefit and deduction amounts;
- Inclusion of helpful F.A.Q. statement with 1099-R forms;
- Annual Active Member & Drop Plan Statements provided to membership;
- Coordination of communication between the Pension Board and the Fund's accountants, actuary and auditors;
- Virtual & In-Person meeting attendance available.

## Training

L&A is a constant presence at conferences and seminars, whether we are in the audience listening or at our booth visiting with clients. You may even recognize several of our Partners and Principals as regular speakers at Pension and Governmental training programs.

In addition to internal training sessions throughout the year, our Pension Services Team Members each Certified Trustee Program for Government Pensions. Our Administrators are also required to complete the Freedom of Information Act Training and the Open Meetings Act Training.



# ENGAGEMENT APPROACH

## Accounting-Services Provided

**Our Accounting Services involve more than balancing a check book.** We provide those extra sets of trained but impartial eyes, making sure all transactions are accounted for and recorded properly. Our processes are built on checks-and-balances and our monthly financial reports reflect the pertinent information our Trustees need to help them fulfill their fiduciary responsibility.

Transparency of financial records is more critical now than ever before. Our CPAs and trained bookkeepers are dedicated to providing detailed financial statements timely to our Pension Boards. Our monthly reports contain an array of information to help keep your Trustees informed and aware of the financial health of the Fund. The following work is included in our Accounting engagements:

- Reconcile all Bank Accounts and Investment Statements
- Compare and reconcile trading confirmations and investment management invoices
- Post Journal Entries for all activity
- Prepare & Distribute Detailed Monthly Financial Reports
- Confirm Contribution Deposits and Identify Discrepancies
- Cash Flow Analysis for Benefits Administration
- Prepare Year-End Auditor Workpapers and Communicate with the Auditors on any Subsequent Document or Verification Requests
- Create Annual Active Member Statements
- Assist with Private Market Documents & Capital Calls

## Accounting-Sample Documents

We invite you to review the sample Accounting documents in the Appendix of this Proposal.

- Monthly Financial Packet



# ENGAGEMENT APPROACH

## Pension Benefits Administration-Services Provided

Our Pension Benefits Administration goes far beyond simply cutting checks. Trustees of pension boards which engage a local CPA firm or a bank to issue pension payments must still shoulder most of the work and responsibility behind those payments. L&A takes that work off your plate: from compiling information for your actuary to processing contribution refunds and tax filings, and from answering each member's and trustee's pension question to ensuring compliance with state and federal agencies.

L&A is unrivaled in Pension Benefits and Creditable Service Expertise. The following work is included in our Pension Benefits Administration engagements:

### Pension Benefits

- Compile Retiree Information Worksheet for Actuary Benefit Calculation Certification
- Review Existing Pension Benefit Calculations for Accuracy of Payment
- Calculate and Track Taxability of Pension Benefits per IRS Requirements
- Prepare Annual List of Benefit Payments, Increases and Statutory Adjustments
- Process Monthly Payroll Disbursements via Direct Deposit or Physical Check
- Remit Payroll Deductions to Appropriate Parties
- Dedicated "Live" Benefits Team Available to Pension Board Trustees and Entire Membership
- Prepare Verification Letters and Benefit Estimates
- Process Board- and Attorney-approved QDROs
- Prepare, File and Distribute 1099Rs, 1096 and 945 Forms

### Member Contributions

- Track Individual Member Contributions
- Track Taxability of Contributions
- Process Contribution Refunds, Including IRS-Required Notifications and Withholding

### Accounts Payable

- Provide Vendor Check Report (Warrant List)
- Process Approved Invoices and Expense Reimbursements
- Prepare, File and Distribute Year-End 1099MISC, 1099NEC and 1096 Forms

## Pension Benefits Administration-Transition

Our unsurpassed quality of service is immediately apparent as we strive to make the transition of services seamless for the Trustees as well as the members. Upon engagement for Pension Benefits Administration, our New Client Implementation Team will directly coordinate the collection of any necessary information and documentation from the Pension Board and Municipality/District. Additionally, we will prepare a mailing to all pensioners which introduces our firm, explains the services we will be providing, and encourages the members to contact our Benefits Department directly with any questions they may have. The mailing includes a Benefits Department business card reflecting our toll-free Hotline as well as our email and mailing addresses.



# ENGAGEMENT APPROACH

## Pension Benefits Administration-Monthly Processing

Our Pension Benefits Department processes file changes, contribution refunds and pension payments for over 20,000 public safety defined benefit pension members every month. Changes to direct deposits, mailing address and federal tax withholding are received from the members through documentation provided directly by the pensioner or through forms available from our team. Adjustments for deductions such as insurance premiums are coordinated between our Benefits Department and the appropriate employer representative. Pensioners can easily recognize their processed requested changes on the direct deposit slip they receive through our Pensioner Portal (or USPS), where all monthly and year-to-date benefit and deduction amounts are itemized.

Deductions withheld from the monthly pension payments are remitted to the appropriate entities on the same date as the pensioners' pay date. Any required or requested detailed reporting is included with the transmission.

Monthly reports provided to the Pension Board will capture the information needed for formal Board action and approval as well as for record keeping purposes.

## Pension Benefits Administration-Funding for Payments

L&A monitors the balance in your Pension Fund's operating bank account daily to ensure sufficient funding exists for any upcoming pension benefit and vendor payments. If additional funding is required, L&A will communicate directly with the Pension Board Trustees and the appropriate City and Investment consultant contacts to make sure cash is available in the operating account for payment of monthly benefits.

During the transition of Benefit services, our New Client Implementation Team will provide the documentation to get administration access to the operating account or open a new operating checking account at BMO Bank, for which the Pension Board Trustees can elect to have on-line viewing access and the option to receive monthly bank statements, for an additional level of transparency. (This operating account is in the name of the Pension Fund only and does not reflect the name of our Firm nor of the municipality/district.)



# ENGAGEMENT APPROACH

## PSA-Services Provided

**Our Professional Services Administration doesn't stop when your board meeting is over.** Our Administration team handles the administrative noise - agendas, board packets, meeting minutes, trustee elections, training and conference registration, active member files, affidavits of eligibility – and give you back the time to focus on the other responsibilities and commitments in your life.

L&A thrives on continuing to identify new ways to assist Board Trustees with their increasing responsibilities to their membership and regulators. The complexities of board administration often discourage members from serving as Trustees. In 2008, L&A proudly created the Professional Services Administrator role to ease the mounting burdens on our Trustees. We recognize that each local Board is made up of unique individuals, and our Administrators professionally assist to transition new Trustees into a blended and functional Board. The following work is included in our PSA engagements:

- Prepare Meeting Agendas and Board Packets, Coordinating Information between Legal, Actuary, Investment and Other Professional Vendors
- Attend Board Meetings and Prepare Meeting Minutes
- Conduct Trustee Elections (from Nomination through Certification)
- Coordinate and Track Trustee Training
- Prepare Affidavits of Eligibility
- Coordinate Trustee Portal Content and Accessibility
- Respond to inquiries from participants, retirees and beneficiaries
- Work with our benefits and accounting teams to prepare information for Actuary
- Perform ad hoc duties as requested by the board
- Onboarding of new pension trustees
- Prepare all mandated reports required by the State of Florida Division of Retirement

Our administrators act as the Liaison between your board and membership and our entire professional team. Molly Barker has worked with the City of Deltona Firefighters' Pension Plan as well as more than 20 other public safety boards since she started with us more than 5 years ago. She is one of our most senior administrators and a Manager in the Department. She will work closely with our Pension Administration Partner, A.J. Weber to ensure your pension fund gets best in class client service. Our pension administration practice has grown from word of mouth since it's inception and we look forward to the continuation of that growth strategy.






# KEY ENGAGEMENT PERSONNEL

## A.J. Weber, CPA

### Partner | Public Safety Pension Specialist

A.J. has over 18 years of professional accounting experience, including more than 15 years working in the governmental and private sectors of public accounting. He has participated in and lead hundreds of government pension administration engagements as well as corporate and not for profit tax engagements.



 668 N. River Road  
 Naperville, Illinois 60563  
 630.393.1483  
 aweber@lauterbachamen.com

## Educational and Membership Background

- Truman State University, BS Business Administration
- Certified Public Accountant in FL, IL, MI and TX
- Member, American Institute of Certified Public Accountants (AICPA)
- Speaker, Associated Fire Fighters of Illinois (AFFI)
- Speaker, Illinois Association of Fire Protection Districts (IAFPD)
- Speaker, Illinois Government Finance Officers Association (IGFOA)
- Speaker, Illinois Professional Firefighters Association (IPFA)
- Instructor, Illinois Public Pension Fund Association (IPPPFA) Certified Trustee Program and Speaker
- Speaker, Northern Illinois Alliance of Fire Protection Districts (NIAFPD)

## Governmental Accounting & Administration Experience

A.J. brings over 15 years of direct experience working with firefighter and police pension boards nationwide. He currently oversees the administration of over 100 public safety pension funds, with a special focus on Texas, Florida & Pennsylvania systems. His experience includes overseeing the accounting and compliance reporting, along with the general ledger, payroll, accounts payable, accounts receivable, meeting administration and the financial statement preparation functions.

A.J. has attended hundreds of pension board meetings to present financial statements, budget and other compliance reports as required by governmental agencies. He works closely with key personnel to ensure that all parties have working knowledge of the administration function for which Lauterbach & Amen is engaged. He has presented at various pension association events, and is regularly called upon to assist boards in fiduciary governance, policy development, and compliance training.



# KEY ENGAGEMENT PERSONNEL

## Molly Barker

### Manager, Professional Services Administration

Since coming to Lauterbach & Amen in 2020, Molly has focused on helping pension boards streamline their processes while delivering steady, reliable support. She partners with clients throughout Illinois, in addition to the City of Deltona Firefighters' Pension Plan, and is recognized for her unwavering dedication to client service and operational consistency.

### Educational and Membership Background

- University of Illinois at Urbana-Champaign
- Certified, Illinois Open Meetings Act Requirements
- Certified, Illinois Freedom of Information Act Requirements
- Certified, Illinois Public Pension Fund Association Certified Trustee Program

### Governmental Accounting & Administration Experience

Molly brings enthusiasm and dedication to her work in the PSA department, where she supports more than 100 pension board trustees throughout Illinois. She also serves as the PSA for the City of Deltona Firefighters' Pension Plan. In addition to providing thorough administrative oversight, she plays an active role in team development and in sharing knowledge across the firm.

With strong expertise in pension board operations and a genuine commitment to client success, Molly has become a trusted resource for both her colleagues and the pension plans she assists. Her upbeat outlook and approachable, engaging style help foster a collaborative atmosphere that supports continuous growth.



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[mbarker@lauterbachamen.com](mailto:mbarker@lauterbachamen.com)



# KEY ENGAGEMENT PERSONNEL

## Accounting Team Key Personnel



**Kelly Calgaro**

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Kelly has over 30 years of professional experience in operations and management. Her diverse background working in the public pension and health sectors provides our team and clients with an invaluable resource. Kelly is responsible for the oversight of our benefits team which pays over 20,000 pensioners every month.



**Lindsey Rappeport**

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Lindsey has over 9 years of governmental accounting experience and is a Northern Illinois University graduate. She manages the team responsible for pension fund financial compilations and specializes in out-of-state pension accounting and state compliance reporting.



**Derek Flessner**

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Derek is a seasoned finance expert proficient in all accounting areas, including payroll and financial statements. His meticulousness ensures accurate financial document preparation. As a trusted advisor to many pension boards, he confidently navigates pension complexities and presents comprehensive reports at fund meetings.



**Cristen Roesler**

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Cristen has over 5 years of professional accounting and public pension benefit administration experience. She graduated with a Masters Degree in Accountancy from Aurora University. Cristen specializes in calculating service purchases, staff training, and supporting our out-of-state client services. She led the implementation of our online Pension Portal and manages our Benefits Hotline supporting our clients' active and retired members.



# PRICING & BILLING

## Comprehensive Pension Administration

### PRICE STRUCTURE

General Employees' Retirement System	FYE 09/30/2026	FYE 09/30/2027	FYE 09/30/2028
Comprehensive Administrative Services	\$6,900 / Monthly	\$6,900 / Monthly	\$7,150 / Monthly
Trustee Portal	Included	Included	Included
<b>Annual Subtotal</b>	<b>\$82,800*</b>	<b>\$82,800</b>	<b>\$85,800</b>

Police Officers' Retirement System	FYE 09/30/2026	FYE 09/30/2027	FYE 09/30/2028
Comprehensive Administrative Services	\$5,350 / Monthly	\$5,350 / Monthly	\$5,550 / Monthly
Trustee Portal	Included	Included	Included
<b>Annual Subtotal</b>	<b>\$64,200*</b>	<b>\$64,200</b>	<b>\$66,600</b>

Firefighters' Retirement Plan	FYE 09/30/2026	FYE 09/30/2027	FYE 09/30/2028
Comprehensive Administrative Services	\$4,600 / Monthly	\$4,600 / Monthly	4,775 / Monthly
Trustee Portal	Included	Included	Included
<b>Annual Subtotal</b>	<b>\$55,200 *</b>	<b>\$55,200</b>	<b>\$57,300</b>




*\*To be prorated based upon start of engagement*

**We will discount the services by 8%** if engaged by all three funds with coordinated quarterly meetings in the same 2-3 day period. As we expand our footprint in this market, our priority is forming long-term relationships. In support of that, **we've chosen not to include a one-time setup fee** and instead focus on delivering consistent ongoing service. We will also provide additional discounts for mutually beneficial changes in scope such as virtual meeting availability.



# REFERENCES

Our strongest endorsement comes from satisfied clients. Feel free to reach out to the individuals listed below, who have benefited from our firm's services, to learn about their experiences and the ongoing value our services bring to their organizations. Additional references can be provided upon request. If you would like to see a complete list of all 500+ defined benefit pension funds we serve, we are happy to provide that.

	Client	Contact	Services Provided
	<b>DELTONA FIREFIGHTERS' PENSION PLAN</b>	<b>Kurt Vroman</b> Chairman 386.235.6765 kvroman@deltonafl.gov	Full Pension Administration
	<b>LUBBOCK FIRE PENSION FUND</b>	<b>Kevin Pounds</b> Chairman 806.789.6801 kmaxlbs@gmail.com	Full Pension Administration
	<b>BERWYN POLICE PENSION FUND</b>	<b>Tom O'Halloran</b> Appointed Member, Board President 708.670.6680 toh2020@outlook.com	Full Pension Administration
	<b>CITY OF IRVING SUPPLEMENTAL BENEFIT PLAN</b>	<b>Angie Frettoloso</b> Benefit Program Assistant 972.721.4757 afrettoloso@cityofirving.org	Full Pension Administration



Municipalities  
135+



Park Districts  
75+



School Districts  
50+



Libraries  
70+



Pension Funds  
600+



Other Entities  
125+



# REFERENCES

## Client & Member Testimonials

"You guys are doing nothing less than a fantastic job. We appreciate the hard work."

*Pension Board Trustee, Homewood Police Pension Fund*

"Thank you for all the great work you do for the Matteson Police Pension Fund; you make our job a lot easier and stress free. Hiring Lauterbach & Amen was the best decision the Police Pension Fund ever made. You are the best!"

*Pension Board Trustee, Matteson Police Pension Fund*

"I can't say 'Thank You enough... You were a huge help. I am very lucky to have your help. "

*Pensioner, Bolingbrook Police*

"You really made this unusual & complicated issue a simple process for us. This letter spells things out clearly for all involved. I now truly understand and appreciate the value of your services."

*Pension Board Trustee, Brookfield Police Pension Fund*

"I must say that you guys are GREAT!! Hiring you guys was probably one of the best things our board has done!

*Pension Board Trustee, Edwardsville Police Pension Fund*

"I just wanted you to know how kindly and professionally I was treated by all contacts that I had with your office."

*Pensioner, Belvidere Firefighters Pension Fund*

"Thanks again for everything you do throughout the year for me. You make my job 100 times easier and it's very much appreciated!

*Accountant, Village of Lombard*

"Had a great meeting last night. One Of the best decisions we have made."

*Pension Board Trustee, Skokie Police Pension Fund*

"You're a miracle worker!!! Thanks soooooo much!"

*City of Elgin*

"The business and work involved With the pension fund is very demanding. Even With the trustee education and seminars, we as firefighters still need the 'Sexpert' help to properly perform our trustee fiduciary responsibilities. I most highly recommend Lauterbach & Amen accounting services. "

*Pension Board Trustee, Chicago Ridge Fire Pension Fund*

"I know you folks are doing your job, but I truly felt like you ALL eared about getting us on the right track and that meant a lot."

*Trustee, Stillman Fire Protection District*

"Wow, you are fast! Thank you so much for your quick action and responses. You rock!"

*Active Member, Peoria Police Pension Fund*

"Thank you so much for your prompt reply. It is greatly appreciated although not surprising considering the tremendous job you and the entire Lauterbach and Amen team perform on a daily basis."

*Pension Board Trustee, Bolingbrook Police Pension Fund*



# COMPLIANCE AND CREDENTIALS

## Quality Assurance

We are dedicated to delivering the utmost quality to our clients at every stage of the engagement. Our Quality Assurance Team plays a crucial role in this commitment by reviewing all deliverables before issuance, offering support for technical inquiries, and scrutinizing documentation and reports to ensure compliance with both professional standards and our Firm's policies. At L&A, our commitment to providing high-quality deliverables is evident in our membership in the Private Companies Practice Section (PCPS) of the Division for CPA Firms within the American Institute of Certified Public Accountants (AICPA). This membership involves subjecting our accounting and auditing practice to quality control reviews, ensuring adherence to the professional standards set by the AICPA.

L&A has undergone no federal or state desk reviews of its audits in the past five years. Additionally, there has been no disciplinary action taken against the firm by state regulatory bodies or professional associations within the same timeframe.

## Peer Review

As a requirement for membership in the AICPA, the national organization representing CPAs in public practice, industry, government, and education, our Firm undergoes an independent peer review of our accounting and auditing practice. You can find a copy of our most recent peer review opinion within this proposal. L&A has received the highest opinion, a "pass," demonstrating our commitment to maintaining the highest standards in our practices.

## Independence

All personnel are mandated to promptly report to the Firm any instances of compromised independence concerning any clients. The guidelines for maintaining independence align with the AICPA's Code of Professional Ethics. Furthermore, our adherence extends to compliance with the standards established by the General Accounting Office (GAO). It is important to note that we maintain independence specifically in relation to your engagement.

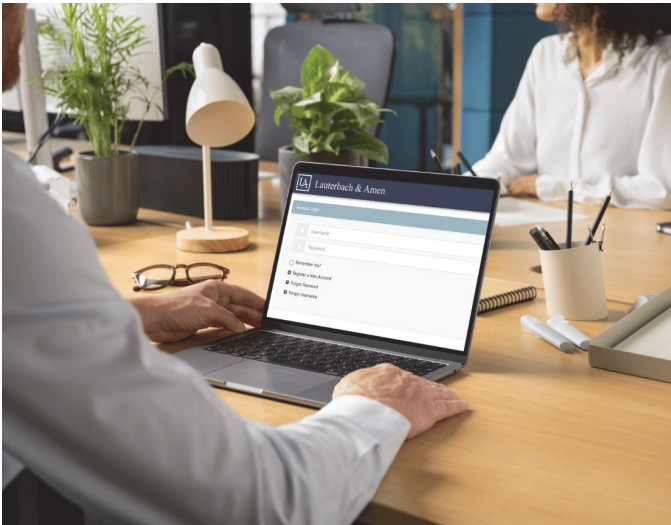
## License to Practice

We affirm that Lauterbach & Amen and all key personnel are duly licensed to practice in the State of Florida.



# COMPLIANCE AND CREDENTIALS

## Cybersecurity



In the face of ever-evolving threats that are increasingly perilous, it is imperative for us to stay ahead of the curve, consistently refining our strategies for information security. In order to meet the distinctive security standards expected by our clients and effectively tackle the dynamic regulatory landscape, L&A has deliberately chosen tools and procedures essential for safeguarding client data and managing security risks throughout the duration of a client project. Various safeguards, such as Multi-Factor Authentication, restricted human access, anti-virus software, and firewalls, have been implemented firm-wide to reduce risks and bolster the security of client data.

## L&A Portal Security

L&A has opted for an application for online access to client data that operates through a secure portal hosted at some of the world's most extensive and secure data centers. Employing the industry's cutting-edge security and reliability measures, this system is designed to ensure the safety of your data. The incorporation of built-in redundancy encompasses multiple data locations, internet connections, and power sources, ensuring the continuous operation of our secure portal. Additionally, we employ secure password protection and 256-bit encryption to safeguard your data during its transmission between the data center and your computer.

## Disaster Contingency Plans

L&A has formulated recovery plans for our IT infrastructure, encompassing systems, applications, and data. These plans extend to networks, servers, desktops, laptops, wireless devices, and connectivity. Our recovery strategies are designed to preemptively address potential disruptions to one or more of the following system components:

- Hardware (networks, servers, laptops)
- Internet connectivity
- Software applications
- Data and restoration





# COMPLIANCE AND CREDENTIALS

## DFK International/USA



Lauterbach and Amen is an independent member of DFK International, a worldwide association of independent accounting and management consulting firms, with locations in over 40 major markets throughout the United States and representation in over 85 countries worldwide. Our

membership in DFK enhances our worldwide reach, provides us with additional resources, and expands the world of opportunity for our clients.

## Other Information

While we do not foresee any issues arising throughout the engagement, we will promptly communicate any noteworthy concerns to the relevant representatives of management and/or the governing board. This communication will align with our established standards for addressing such matters.

No employee or officer has been charged with any offense involving fraud, theft or dishonesty and there is no pending litigation against our firm..

## Homeland Security's E-Verify System

L&A is currently registered with 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.

## Fiduciary Accountability

L&A is willing to accept fiduciary responsibility specific to the functions performed by L&A in the agreed upon scope of service.

## Miscellaneous

We further state the if selected by the City of Ocala General Employees, Police Officers' & Firefighters' Retirement Plans that we understand the work to be done, commit to perform the work and will comply with all applicable laws, rules, regulations and ordinances of the City of Ocala, Marion County, the State of Florida and the United States.

We also affirm that there are no conflicts of interest with the City of Ocala, that we will be willing to sign a completed statement that we abide by the Florida laws and will have an early termination close in our agreement which is standard for our firm.



# COMPLIANCE AND CREDENTIALS

ELLIN & TUCKER

## REPORT ON THE FIRM'S SYSTEM OF QUALITY CONTROL

To the Members of  
Lauterbach & Amen, LLP and the Peer Review Alliance Report Acceptance Committee

We have reviewed the system of quality control for the accounting and auditing practice of Lauterbach & Amen, LLP (Firm) in effect for the year ended June 30, 2025. Our peer review was conducted in accordance with the Standards for Performing and Reporting on Peer Reviews established by the Peer Review Board of the American Institute of Certified Public Accountants (Standards).

A summary of the nature, objectives, scope, limitations, and procedures performed in a System Review as described in the Standards may be found at [www.aicpa.org/prsummary](http://www.aicpa.org/prsummary). The summary also includes an explanation of how engagements identified as not performed or reported on in conformity with applicable professional standards, if any, are evaluated by a peer reviewer to determine a peer review rating.

### FIRM'S RESPONSIBILITY

The Firm is responsible for designing and complying with a system of quality control to provide the Firm with reasonable assurance of performing and reporting in conformity with the requirements of applicable professional standards in all material respects. The Firm is also responsible for evaluating actions to promptly remediate engagements deemed as not performed or reported on in conformity with the requirements of applicable professional standards, when appropriate, and for remediating weaknesses in its system of quality control, if any.

### PEER REVIEWER'S RESPONSIBILITY

Our responsibility is to express an opinion on the design of and compliance with the Firm's system of quality control based on our review.

### REQUIRED SELECTIONS AND CONSIDERATIONS

Engagements selected for review included engagements performed under *Government Auditing Standards*, including compliance audits under the Single Audit Act.

As part of our peer review, we considered reviews by regulatory entities as communicated by the Firm, if applicable, in determining the nature and extent of our procedures.

### OPINION

In our opinion, the system of quality control for the accounting and auditing practice of Lauterbach & Amen, LLP in effect for the year ended June 30, 2025 has been suitably designed and complied with to provide the Firm with reasonable assurance of performing and reporting in conformity with applicable professional standards in all material respects. Firms can receive a rating of *pass*, *pass with deficiency(ies)*, or *fail*. Lauterbach & Amen, LLP has received a peer review rating of *pass*.

ELLIN & TUCKER  
Certified Public Accountants

Baltimore, Maryland  
December 17, 2025





# Sample Fire Pension Fund

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Monthly Financial Report  
For the Month Ended  
December 31, 2025

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Prepared By



Lauterbach & Amen

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PHONE 630.393.1483

[www.lauterbachamen.com](http://www.lauterbachamen.com)

# Sample Fire Pension Fund

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Quarterly Deduction Report.....	12-1



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## Accountants' Compilation Report

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SAMPLE



February 11, 2026

Sample Fire Pension Fund  
Sample Address  
Sample City, State Zip

To Members of the Pension Board:

Management is responsible for the accompanying interim financial statements of the Sample Fire Pension Fund which comprise the statement of net position - modified cash basis as of December 31, 2025 and the related statement of changes in net position - modified cash basis for the three months then ended in accordance with the modified cash basis of accounting and for determining that the modified cash basis of accounting is an acceptable financial reporting framework. We have performed a compilation engagement in accordance with Statements on Standards for Accounting and Review Services promulgated by the Accounting and Review Services Committee of the American Institute of Certified Public Accountants. We did not audit or review the interim financial statements nor were we required to perform any procedures to verify the accuracy or completeness of the information provided by management. Accordingly, we do not express an opinion, a conclusion, nor provide any form of assurance on these interim financial statements.

The interim financial statements are prepared in accordance with the modified cash basis of accounting, which is a basis of accounting other than accounting principles generally accepted in the United States of America.

Management has elected to omit substantially all of the disclosures ordinarily included in interim financial statements prepared in accordance with the modified cash basis of accounting. If the omitted disclosures were included in the interim financial statements and other supplementary information, they might influence the user's conclusions about the Pension Fund's assets, liabilities, net position, additions and deductions. Accordingly, the interim financial statements and other supplementary information are not designed for those who are not informed about such matters.

#### Other Matter

The other supplementary information is presented for purposes of additional analysis and is not a required part of the basic financial statements. Such information is the responsibility of management. The other supplementary information was subject to our compilation engagement. We have not audited or reviewed the other supplementary information nor were we required to perform any procedures to verify the accuracy or completeness of the information provided by management. Accordingly, we do not express an opinion, a conclusion, nor provide any form of assurance on the other supplementary information.

Cordially,

*Lauterbach & Amen*

Lauterbach & Amen



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## Financial Statements

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SAMPLE

**Sample Fire Pension Fund**  
**Statement of Net Position - Modified Cash Basis**  
**As of December 31, 2025**

**Assets**

Cash and Cash Equivalents \$ 212,190.64

Investments at Fair Market Value

Money Market Mutual Funds 1,907,013.80

Fixed Income 9,381,338.29

Alternative Investments 6,858,120.55

Stock Equities 8,078,651.54

Mutual Funds 30,289,386.19

Total Cash and Investments 56,726,701.01

Accrued Interest 96,490.14

Prepays 5,350.27

**Total Assets 56,828,541.42**

**Liabilities**

DROP Plan Payable 1,421,274.36

Expenses Due/Unpaid 40,285.39

**Total Liabilities 1,461,559.75**

**Net Position Held in Trust for Pension Benefits 55,366,981.67**

**Sample Fire Pension Fund**  
**Statement of Changes in Net Position - Modified Cash Basis**  
**For the Three Months Ended December 31, 2025**

**Additions**

Contributions - Municipal	\$ 409,943.29
Contributions - Members	145,693.13
Total Contributions	555,636.42

Investment Income

Interest and Dividends Earned	901,579.16
Net Change in Fair Value	266,077.96
Total Investment Income	1,167,657.12
Less Investment Expense	(40,670.37)
Net Investment Income	1,126,986.75

**Total Additions**

**1,682,623.17**

**Deductions**

Administration	37,245.74
Pension Benefits and Refunds	
Pension Benefits	679,763.50
Refunds	6,637.80
	723,647.04

**Total Deductions**

**723,647.04**

**Change in Position**

**958,976.13**

**Net Position Held in Trust for Pension Benefits**

Beginning of Year	54,408,005.54
End of Period	55,366,981.67



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## Other Supplementary Information

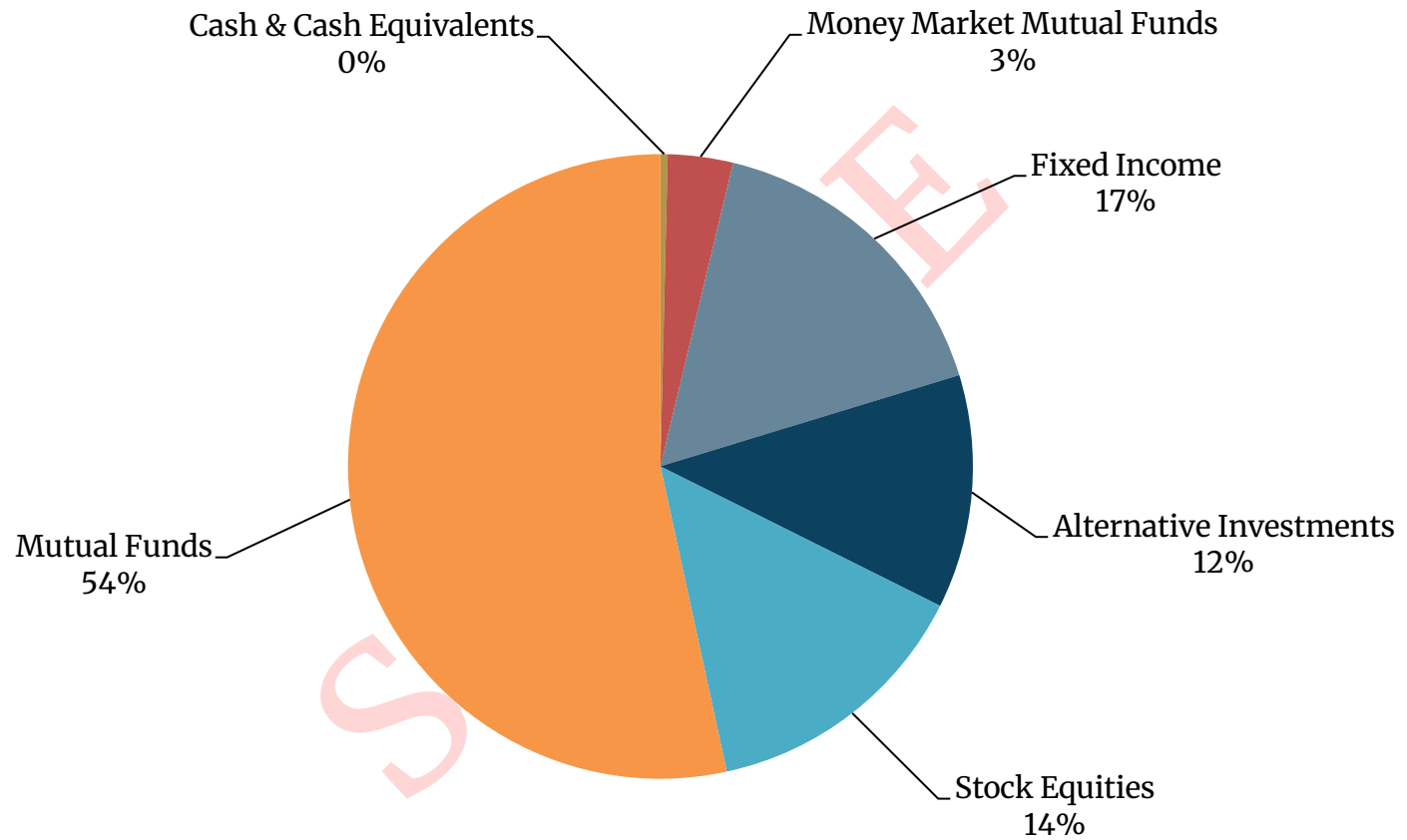
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SAMPLE

# Sample Fire Pension Fund

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## Cash and Investments



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See Accountants' Compilation Report

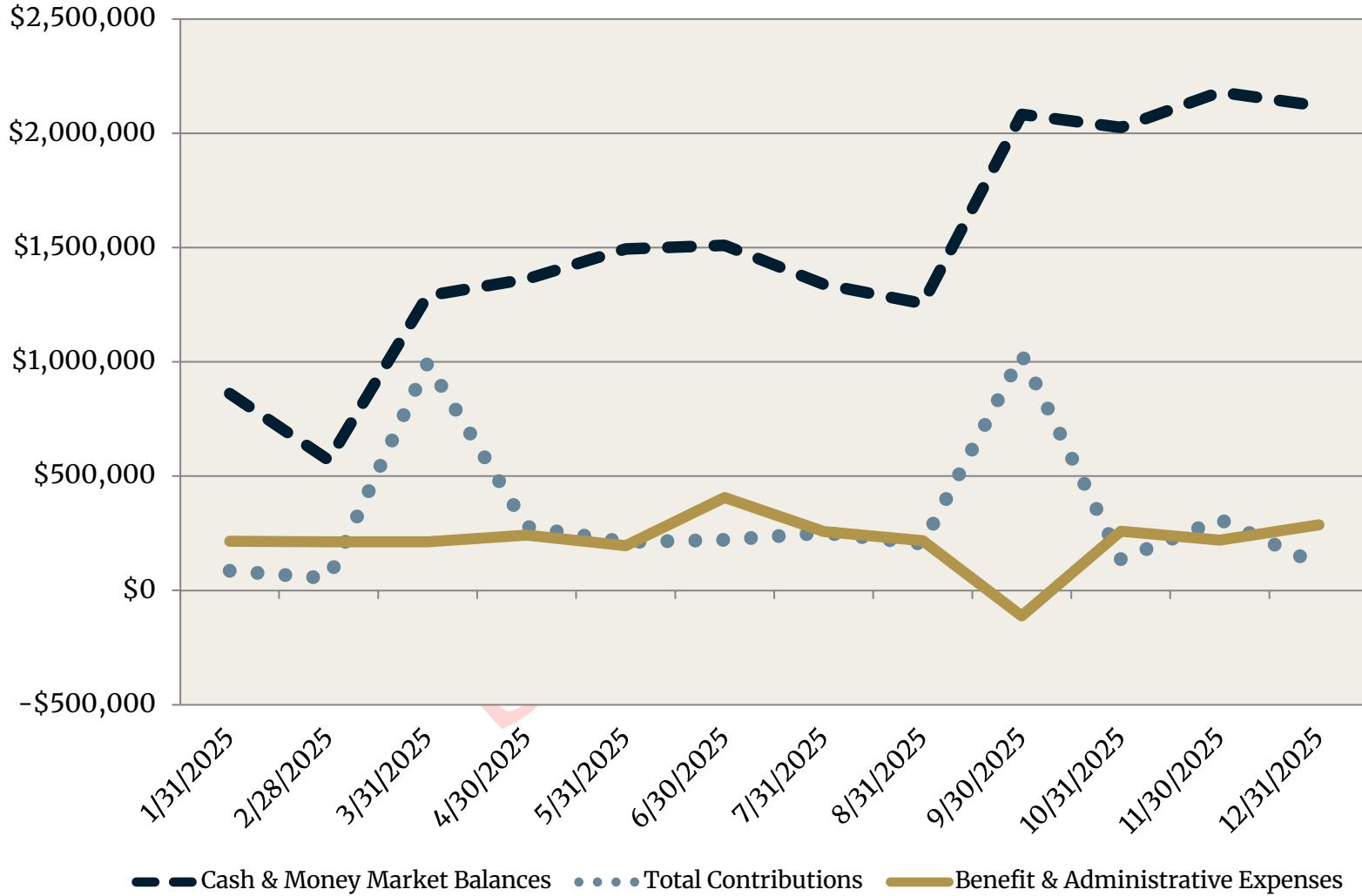
# Sample Fire Pension Fund Cash Analysis Report For the Twelve Periods Ending December 31, 2025

	01/31/25	02/28/25	03/31/25	04/30/25	05/31/25	06/30/25	07/31/25	08/31/25	09/30/25	10/31/25	11/30/25	12/31/25
<b>Financial Institutions</b>												
Bank - CK	\$ 198,680	202,027	205,529	198,678	201,961	205,012	204,014	202,551	201,803	192,310	218,158	212,191
	<u>198,680</u>	<u>202,027</u>	<u>205,529</u>	<u>198,678</u>	<u>201,961</u>	<u>205,012</u>	<u>204,014</u>	<u>202,551</u>	<u>201,803</u>	<u>192,310</u>	<u>218,158</u>	<u>212,191</u>
Bank- MM	222,169	293,178	1,083,768	1,127,691	1,255,946	1,229,238	1,134,188	1,051,636	1,881,110	1,832,867	1,962,234	1,907,014
Bank	330,000	-	-	-	-	-	-	-	-	-	-	-
Bank	35,112	-	-	35,112	35,112	35,112	-	-	-	-	-	-
Bank	75,000	75,000	-	-	-	40,000	-	-	-	-	-	-
	<u>662,281</u>	<u>368,178</u>	<u>1,083,768</u>	<u>1,162,803</u>	<u>1,291,058</u>	<u>1,304,350</u>	<u>1,134,188</u>	<u>1,051,636</u>	<u>1,881,110</u>	<u>1,832,867</u>	<u>1,962,234</u>	<u>1,907,014</u>
<b>Total</b>	<b><u>860,961</u></b>	<b><u>570,205</u></b>	<b><u>1,289,297</u></b>	<b><u>1,361,481</u></b>	<b><u>1,493,019</u></b>	<b><u>1,509,362</u></b>	<b><u>1,338,202</u></b>	<b><u>1,254,187</u></b>	<b><u>2,082,913</u></b>	<b><u>2,025,177</u></b>	<b><u>2,180,392</u></b>	<b><u>2,119,205</u></b>
<b>Contributions</b>												
City Contributions	-	-	934,664	224,434	155,273	162,396	167,716	147,091	920,098	77,469	249,474	83,000
State Contributions	-	-	-	-	-	-	-	-	56,183	-	-	-
Contributions - Current Year	85,429	53,698	59,022	53,496	55,664	58,218	83,387	56,448	56,288	57,546	59,797	28,351
	<u>85,429</u>	<u>53,698</u>	<u>993,686</u>	<u>277,930</u>	<u>210,937</u>	<u>220,614</u>	<u>251,103</u>	<u>203,539</u>	<u>1,032,569</u>	<u>135,015</u>	<u>309,271</u>	<u>111,351</u>
<b>Expenses</b>												
Pension Benefits	181,240	189,160	195,591	189,726	189,726	363,065	212,889	213,062	(107,928)	213,218	213,218	253,327
Refunds/Transfers of Service	-	-	-	-	-	-	-	-	-	-	-	6,638
Administration	33,800	23,567	17,124	52,366	5,303	43,798	44,582	4,223	(3,414)	45,814	5,838	26,264
	<u>215,040</u>	<u>212,727</u>	<u>212,715</u>	<u>242,092</u>	<u>195,029</u>	<u>406,863</u>	<u>257,471</u>	<u>217,285</u>	<u>(111,342)</u>	<u>259,032</u>	<u>219,056</u>	<u>286,229</u>
<b>Total Contributions less Expenses</b>	<b><u>(129,611)</u></b>	<b><u>(159,029)</u></b>	<b><u>780,971</u></b>	<b><u>35,838</u></b>	<b><u>15,908</u></b>	<b><u>(186,249)</u></b>	<b><u>(6,368)</u></b>	<b><u>(13,746)</u></b>	<b><u>1,143,911</u></b>	<b><u>(124,017)</u></b>	<b><u>90,215</u></b>	<b><u>(174,878)</u></b>

See Accountants' Compilation Report

# Sample Fire Pension Fund

## Cash Analysis Summary



See Accountants' Compilation Report

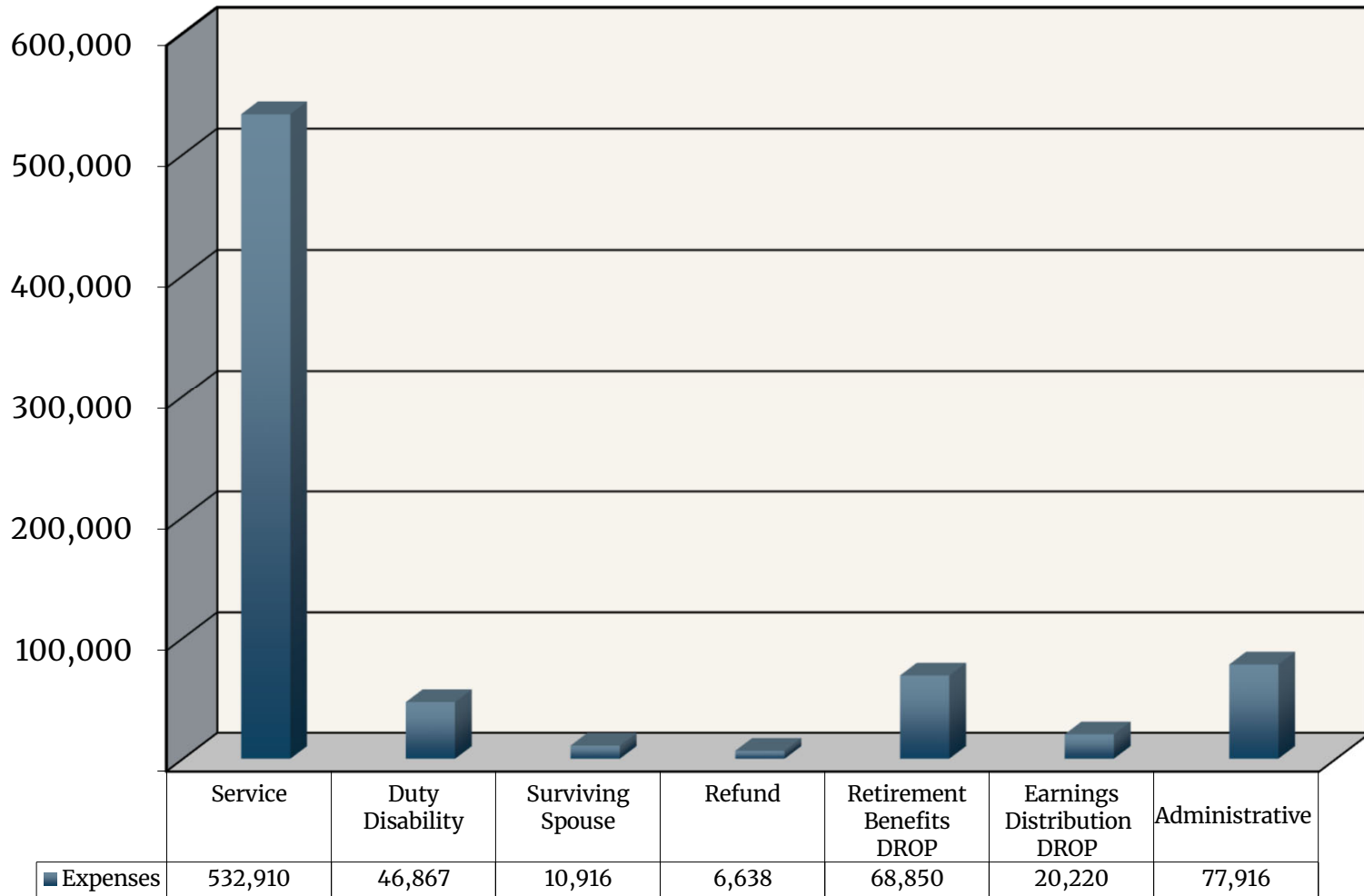
# Sample Fire Pension Fund

## Revenue Report as of December 31, 2025

	<u>Received this Month</u>	<u>Received this Year</u>
<b><u>Contributions</u></b>		
Contributions - Municipal		
41-210-00 - City Contributions	\$ 83,000.22	409,943.29
	83,000.22	409,943.29
Contributions - Members		
41-410-00 - Contributions - Current Year	28,350.50	145,693.13
	28,350.50	145,693.13
<b>Total Contributions</b>	<b>111,350.72</b>	<b>555,636.42</b>
<b><u>Investment Income</u></b>		
Interest and Dividends		
43-252-01 - Bank- Fixed Income	35,316.53	127,521.55
43-350-03 - Bank- Real Estate	0.00	60,331.90
43-350-08 - Bank- Private Equity	0.00	12,193.40
43-450-01 - Bank- Stock Equities	12,005.41	23,740.11
43-550-01 - Bank - Mutual Funds	612,154.19	671,904.12
	659,476.13	895,691.08
Gains and Losses		
44-252-01 - Bank - Fixed Income	(59,928.91)	(11,686.34)
44-350-01 - Bank - Real Estate	(28,752.00)	(28,752.00)
44-350-03 - Bank - Real Estate	0.00	(61,480.00)
44-350-04 - Bank - Alternatives	6,059.81	16,424.78
44-350-05 - Bank - Real Estate	0.00	(12,325.52)
44-450-01 - Bank - Stock Equities	100,065.05	216,502.87
44-550-01 - Bank - Mutual Funds	(391,820.95)	147,394.17
	(374,377.00)	266,077.96
Other Income		
45-200-00 - Accrued Interest	6,836.48	5,888.08
	6,836.48	5,888.08
<b>Total Investment Income</b>	<b>291,935.61</b>	<b>1,167,657.12</b>
<b>Total Revenue</b>	<b>403,286.33</b>	<b>1,723,293.54</b>

# Sample Fire Pension Fund

## Pension Benefits and Expenses



See Accountants' Compilation Report

# Sample Fire Pension Fund

## Expense Report as of December 31, 2025

	<b>Expended this Month</b>	<b>Expended this Year</b>
<b>Pensions and Benefits</b>		
51-020-00 - Service Pensions	\$ 190,804.22	532,909.62
51-040-00 - Duty Disability Pensions	15,622.49	46,867.47
51-060-00 - Surviving Spouse Pensions	3,638.78	10,916.34
51-080-00 - Retirement Benefits DROP Pension Accrual	23,041.11	68,849.75
51-090-00 - Earnings Distribution DROP Pension Accrual	20,220.32	20,220.32
51-100-00 - Refund of Contributions	6,637.80	6,637.80
<b>Total Pensions and Benefits</b>	<b>259,964.72</b>	<b>686,401.30</b>
<b>Administrative</b>		
Professional Services		
52-170-01 - Actuarial Services	4,117.00	10,299.00
52-170-03 - Accounting & Bookkeeping Services	3,272.00	9,389.00
52-170-04 - Medical Services	3,583.30	6,083.30
52-170-05 - Legal Services	3,677.80	5,781.00
	14,650.10	31,552.30
Investment		
52-190-01 - Investment Manager/Advisor Fees	5,858.42	35,013.61
52-190-02 - Custodial Fees	0.00	5,476.50
52-190-04 - Bank Fees	62.49	180.26
	5,920.91	40,670.37
Other Expense		
52-290-27 - Travel Expense	5,693.44	5,693.44
	5,693.44	5,693.44
<b>Total Administrative</b>	<b>26,264.45</b>	<b>77,916.11</b>
<b>Total Expenses</b>	<b>286,229.17</b>	<b>764,317.41</b>

# Sample Fire Pension Fund Quarterly Disbursement Report

All Bank Accounts

October 1, 2025 - December 31, 2025

Date	Check Number	Vendor Name	Invoice Amount	Check Amount
10/10/25	50094	<b>Vendor #1</b>		
		Invoice #1	1,059.94	
		Invoice #2	3,524.68	
		Invoice #3	111.70	
		Invoice #4	780.18	
			<b>Check Amount</b>	<u>5,476.50</u>
10/14/25	30395	<b>Vendor #2</b>		
		Invoice #1	2,845.00	
			<b>ACH Amount (Direct Deposit)</b>	<u>2,845.00</u>
10/14/25	30396	<b>Vendor #3</b>		
		Invoice #1	3,382.00	
		Invoice #2	533.00	
		Invoice #3	2,267.00	
			<b>ACH Amount (Direct Deposit)</b>	<u>6,182.00</u>
10/14/25	30397	<b>Vendor #4</b>		
		Invoice #1	18,750.00	
			<b>ACH Amount (Direct Deposit)</b>	<u>18,750.00</u>
10/14/25	30398	<b>Vendor #5</b>		
		Invoice #1	1,816.40	
		Invoice #2	286.80	
			<b>ACH Amount (Direct Deposit)</b>	<u>2,103.20</u>
10/22/25	50095	<b>Vendor #6</b>		
		Invoice #1	52.04	
			<b>Check Amount</b>	<u>52.04</u>
10/27/25	30401	<b>Vendor #7</b>		
		Invoice #1	1,735.14	
			<b>ACH Amount (Direct Deposit)</b>	<u>1,735.14</u>
10/27/25	30402	<b>Vendor #8</b>		
		Invoice #1	8,670.05	
			<b>ACH Amount (Direct Deposit)</b>	<u>8,670.05</u>
11/14/25	30404	<b>Vendor #9</b>		
		Invoice #1	2,500.00	
			<b>Check Amount</b>	<u>2,500.00</u>
			<b>Total Payments</b>	<u><u>48,313.93</u></u>

### 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: Lauterbach & Ames, LLP

Authorized Signature: [Signature]

Date: 5/4/26

Printed Name: Anthony J. Weber

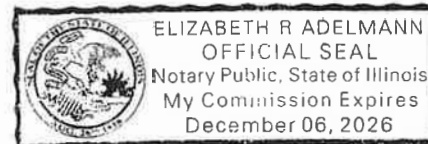
Title: Partner

STATE OF Illinois  
COUNTY OF DuPage

The foregoing instrument was acknowledged before me by means of  physical presence or  online notarization, this 4<sup>th</sup> day of May, 2026, by Elizabeth R. Adelman, as Notary Public on behalf of the company/corporation. They  are personally known to me or  have produced \_\_\_\_\_ as identification.

[Signature]  
Signature of Notary Public

Elizabeth R. Adelman  
Name of Notary Typed, Printed or Stamped  
My Commission Expires: 12/6/26



## 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 Lauterbach & Amen, LLP (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: Lauterbach & Amen, LLP

Authorized Signature: Anthony J. Weber Date: 5/4/26

Printed Name: Anthony J. Weber

Title: Partner

STATE OF Illinois  
COUNTY OF DuPage

The foregoing instrument was acknowledged before me by means of  physical presence or  online notarization, this 4<sup>th</sup> day of May, 2026, by Elizabeth R. Adelmann, as Notary Public on behalf of the company/corporation. They  are personally known to me or  have produced \_\_\_\_\_ as identification.

Elizabeth R Adelmann  
Notary Public Signature

(Affix Notary Stamp or Seal)



Elizabeth R. Adelmann  
Print, Type or Stamp Name of Notary

My commission expires: 12/6/26

<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 General Employees of the St. Lucie County Fire District ("Owner") by: Anthony J. Weber (print individual's name and title) for Lauterbach & Amen, LLP (print name of entity submitting sworn statement) whose business address is 1168 N. River Road, Naples, FL 34103 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.]

