

REQUEST FOR PROPOSALS

401(k) Retirement Plan Provider Services

The Urban League of Portland, a Community-Based, Not-for-Profit Organization (the League) is soliciting a Request for Proposal from a proposer or proposers from qualified firms to provide 401(k) Retirement plan provider services.

Purpose

Responses are requested from proposers capable of providing the League and its staff with high-quality services, robust investment options, competitive fees, and strong fiduciary support to help our employees prepare for retirement. The specific services are listed in the Scope of Work.

Background

Urban League of Portland is one of Oregon's oldest civil rights and social service organizations, empowering African Americans and others to achieve equality in education, employment, health, economic security, and quality of life. Established in 1945, the League is a Black-led organizations in the region, led exclusively by persons of color, and has approximately 140 full-time employees, with just over 90% identifying as Black or African American.

The League carries out its mission by investing in stable housing; through workforce development; community health; education and well-being; for our youth, adults, and seniors. Our culturally specific programs and services, combined with our powerful advocacy and civic engagement, empowers Black communities to thrive across Oregon and SW Washington.

The League operates out of multiple worksites around the city of Portland with our headquarters located at 10 N Russell St. and is a 501(c)3 Not-For-Profit agency.

As of the third quarter of fiscal year 2024-2025, the League plan holds assets totaling approximately \$1.28 million, with a current employee participation of 76%. The plan offers both Traditional and Roth 401(k) options, providing employees with flexible retirement savings strategies aligned with their financial goals.

Scope of Work

The selected provider will be expected to provide the following services:

- Plan recordkeeping and administration
- Investment management options and oversight
- Compliance and fiduciary support
- Employee education and communication services
- Website and mobile access for plan participants
- Online enrollment and account management tools



- Loan and hardship withdrawal administration
- Required testing and IRS filings (Form 5500)
- Plan document maintenance and updates

SUBMISSION REQUIREMENTS

Urban League of Portland is requesting that the proposal submitted please provide detailed responses to the following:

- 1. Firm Overview**
 - a. Company history, ownership structure, and size
 - b. Experience managing 401(k) plans for similar-sized companies
 - c. Number of 401(k) plans and assets currently managed
 - d. Litigation of regulatory history, if any
- 2. Plan Services and Capabilities**
 - a. Overview of recordkeeping and administrative services
 - b. Description of participant tools and education resources
 - c. Approach of plan compliance and fiduciary support
 - d. Security measures for participants data and cyber-risk protection
- 3. Investment Options**
 - a. Description of investment lineup and open architecture availability
 - b. Details on default investment options and QDIAs
 - c. Performance monitoring
 - d. ESG or socially responsible investment options, if applicable
- 4. Fees and Costs**
 - a. Complete breakdown of all plan-level and participant-level fees
 - b. Fees schedules for recordkeeping, advisory services, and investment options
 - c. Any startup or conversion fees, and details on fee transparency
- 5. Client References**
 - a. Provide at least three client references (preferably of similar size and industry)
 - b. Include company name, contact person, phone number, and length of relationship

EVALUATION CRITERIA

Proposal Area	Points
Experience and Reputation – We seek a provider with a proven track record of managing 401(k) plans similar in size and complexity to ours. Demonstrated industry leadership, client retention, and reputation for reliable service delivery will be key considerations.	20
Range and Quality of Services Offered – Proposals will be assessed on the breadth and quality of services offered, including plan administration, compliance support, fiduciary services, and participant support resources. Preferences will be given to providers offering comprehensive, integrated solutions.	20
Fees and Cost Transparency – Total plan costs, fee structures, and the clarity of pricing will be evaluated. We are looking for providers who offer competitive pricing, transparent fee disclosures, and demonstrate a commitment to cost-efficiency for both the employer and participants.	20

Investment Platform Flexibility – We value access to a diverse range of investment options, including low-cost funds, open architecture, and the ability to customize our investment menu. Emphasis will be placed on plan design flexibility and quality of default options.	15
Technology and Participant Tools – We will evaluate the user experience and functionality of participant-facing tools, including mobile apps, web portals, financial wellness resources, and digital advice. Emphasis is placed on intuitive design, accessibility, and education.	10
Fiduciary and Compliance Support – Proposals will be reviewed for the level of fiduciary support provided (e.g., 3(21) or 3(38) services), expertise in regulatory compliance, and assistance with plan governance and audits. Confidence in meeting ongoing compliance requirements is essential.	10
Client References and Satisfaction – We will consider the quality and relevance of client references, especially from organizations of similar size and industry. Testimonials, retention rates, and overall satisfaction will contribute to the evaluation.	5
Total	100

Designated League staff or selected advisors will evaluate the written proposals. The League may at any time during the evaluation process seek clarification from the Proposers regarding any information contained within their proposal. Final scores for each Proposer will reflect a consensus of the evaluations.

The League may require an interview in addition to the evaluation of written proposals.

The award will be to the most qualified company or individual(s) whose proposal is deemed most advantageous to the League; all factors considered.

Miscellaneous

ULPDX President & CEO and selection committee reserve the right to reject any or all proposals for failure to meet the requirements contained herein, to waive any technicalities, and to select the proposal which, in ULPDX's sole judgment, best meet the requirements of the program.

The RFP creates no obligation on the part ULPDX to award a contract or to compensate the Proposer for any costs incurred during proposal presentation, response, submission, presentation, or oral interviews. ULPDX reserves the right to award a contract based on proposals received without further discussion or negotiation. Vendors should not rely upon the opportunity to alter their qualifications during any discussions.

Vendors must specifically identify any portions of their submittals, deemed to contain confidential and proprietary information, or trade secrets. The vendors may be required to justify why ULPDX should not, upon written request, disclose such materials anonymously.

The League reserves the right to award one or more Proposers.



Timeline and Submission Instructions

The Urban League invites interested providers to submit proposals in accordance with the following schedule:

- **RFP Issue Date:** July 11, 2025
- **Deadline for Questions:** August 4, 2025
- **Proposal Submission Deadline:** September 1, 2025
- **Selection and Notification:** September 2025
- **Target Implementation Date:** To Be Determined

All proposals must be submitted electronically in PDF format by 5:00 PM PDT on the submission deadline. Questions regarding this RFP should be submitted in writing by the deadline for questions. Late submissions will not be considered.

Proposals and inquiries should be directed to Charles Fitz via Email: rfp@ulpdx.org with 401(k) RFP in the subject line, no later than September 1, 2025.