



ABLE United

Save for a better life experience

ITN 17-02
Customer Service
and
Records Administration
Services
Solicitation Conference

Section 1 - Introduction

- Florida ABLE, Inc., a direct-support organization of the Florida Prepaid College Board (“Board”) and the administrator of Florida’s qualified ABLE Program (“ABLE United”), has the mission to encourage and assist the saving of private funds to help persons with disabilities cover costs that support their health, independence and quality of life. This Invitation to Negotiate (“ITN”) is being issued by the Board for the benefit of Florida ABLE, Inc. to obtain Responses from experienced and qualified Respondents to provide Customer Services and Records Administration Services for ABLE United.
- To be considered, Respondent or Subcontractor(s), or Related Entity of either, has five (5) or more consecutive years of experience providing records administration services.
- The resulting contract is anticipated to start on October, 2017. The Respondent shall provide a proposed contract to provide the Scope of Services for a base term of no longer than 5 years plus an optional extension of years, not to exceed the length of the base term (i.e., the maximum term of a contract procured under this ITN is 10 years).

Enrollment and Customer Service Information

Account Details

962 Individuals Enrolled (5/31/17)

- 47% Parents / 30% Self
- 40% Have SSI / 24% Receive SSDI
- Average age of beneficiary 28, median 25
- 67% fall under Developmental or Intellectual

\$3,659,332 Contributions / \$462,151 Withdrawals

Asset Distribution Across Investment Options

- 25% Conservative
- 23% Money Market
- 18% Moderate/Growth

Call Center and Email Volume

Call Center

- Toll-Free
- Monday – Friday 9am – 6pm ET

Call Center Statistics

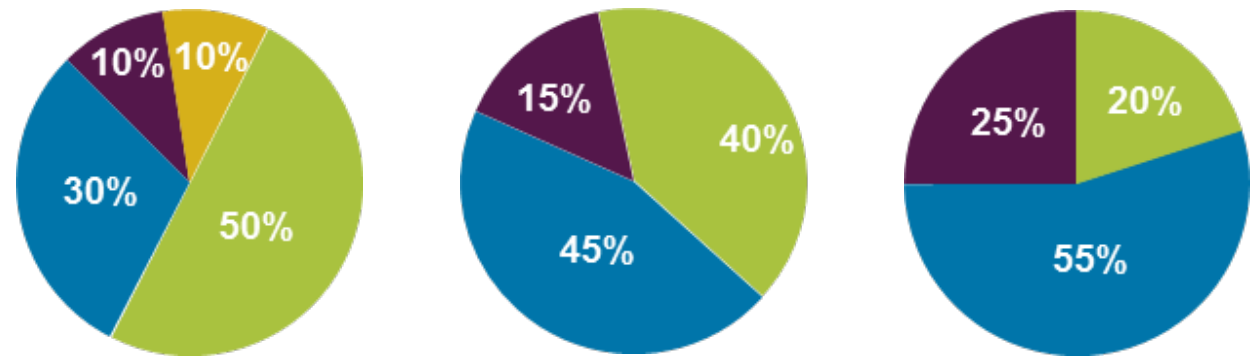
- Average phone call 5-6 minutes
- Some individuals require walk through enrollment
- Average 165 calls a month

Email

- customerservice@ableunited.com
- Average 2 emails a day

Current Fund Options

Seven investment options designed to meet the needs of most investors - three predesigned portfolios and four individual funds to build a custom portfolio.

Portfolio Options	 <p>Conservative Moderate Growth</p>
Fund Options	<div data-bbox="241 1006 975 1178" style="background-color: #f1c232; padding: 10px; border-radius: 10px;"> <p><u>Money Market Fund <i>Florida Prime</i></u> Highly rated, short-term fixed income securities</p> </div> <div data-bbox="994 1006 1729 1178" style="background-color: #0072bc; color: white; padding: 10px; border-radius: 10px;"> <p><u>U.S. Stock Fund <i>Vanguard</i></u> Broad representation of domestic equity securities</p> </div> <div data-bbox="241 1192 975 1356" style="background-color: #92d050; padding: 10px; border-radius: 10px;"> <p><u>U.S. Bond Fund <i>Vanguard</i></u> Broad representation of domestic government and corporate bonds</p> </div> <div data-bbox="994 1192 1729 1356" style="background-color: #4b0082; color: white; padding: 10px; border-radius: 10px;"> <p><u>International Stock Fund <i>Black Rock</i></u> Broad representation of global equity securities in developed markets</p> </div>

Section 2 – Scope of Services

- The Board recognizes that the records administration and customer service industry for ABLE is new and that a number of service models are being offered by a variety of parties, including other states. Accordingly, the initial discussion of Scope of Services requested in this ITN are provided in broad terms to support and encourage all potential providers of records administration and customer services to submit a Response.
- Respondents are encouraged (but not required or limited) to discuss the following topics: Program Governance Documentation, System Solutions, Customer Contact, Online Access of Relevant Information and Images by Users, Reporting, Plans, Audits and Reports, Facility and Personnel, **Debit/Prepaid Card**, Investment Options (**FDIC Option**).
- Respondents can utilize responses to previous ITNs, RFPs, or other records administration proposals to prepare its Response to this ITN (e.g., Scope of Services and Contract).

Section 3 – Schedule

ACTION	DATE & TIME	ADDRESS
ITN Issued	May 19, 2017	
*Solicitation Conference	June 5, 2017 2:00 PM ET	1801 Hermitage Boulevard Tallahassee, FL 32308
Written requests for clarification about the ITN are due to the Board	June 12, 2017 5:00 PM ET	ITNinfo.Prepaid@MyFloridaPrepaid.com
Board responds to written requests for clarification about the ITN on the Vendor Bid System (VBS)	June 19, 2017	
Deadline for written Responses to the ITN	July 19, 2017 2:00 PM ET	1801 Hermitage Boulevard Tallahassee, FL 32308
*All Responses publicly opened at Board office	July 19, 2017 3:00 PM ET	1801 Hermitage Boulevard Tallahassee, FL 32308
*Meeting for Validation of Evaluator Scoring at Board office	July 31, 2017 2:00 PM ET	1801 Hermitage Boulevard Tallahassee, FL 32308
Negotiation Period	August – September, 2017	
*Recommendation for Award meeting	September, 2017	1801 Hermitage Boulevard Tallahassee, FL 32308
Notice of intent to award	September, 2017	
Anticipated contract start date	October, 2017	

Questions

Email: ITNinfo.Prepaid@MyFloridaPrepaid.com