

Attachment D: Mercer Investment Consulting LLC  
Performance Guarantee Results for Fiscal Years 2014-15 through 2016-17

	<b>Performance Guarantee (PG)</b>	<b>Goal</b>	<b>FY 2014/15 Met?</b>	<b>FY 2015/16 Met?</b>	<b>FY 2016/17 Met?</b>	<b>Penalty</b>
1	Timely response to verbal inquiries from County	100% of responses received within two business days of verbal inquiry	Yes 100%	Yes 100%	Yes 100%	\$0
2	Timely responses to written inquiries from County	100% of written responses received within two business days of inquiry	Yes 100%	Yes 100%	Yes 100%	\$0
3	Projects completed by predetermined deadlines	Consultant shall meet 100% of all mutually agreed upon project deadlines	Yes 100%	Yes 100%	Yes 100%	\$0
4	Account Management Satisfaction	Composite score of $\geq 3$ on a 1-5 Account Management Report Card scale based on four quarterly assessments	3.38	4.0	4.0	\$0
5	Consulting Team Continuity	Consultant, Consultant shall notify the County within 24 hours of the person leaving and shall promptly replace such person with an acceptable replacement.	Yes 3.0	Yes 3.0	Yes 3.0	\$0
	Total Financial Liability per Plan Year Not to Exceed 10% of total Contract services for the year				Total Penalty	\$0