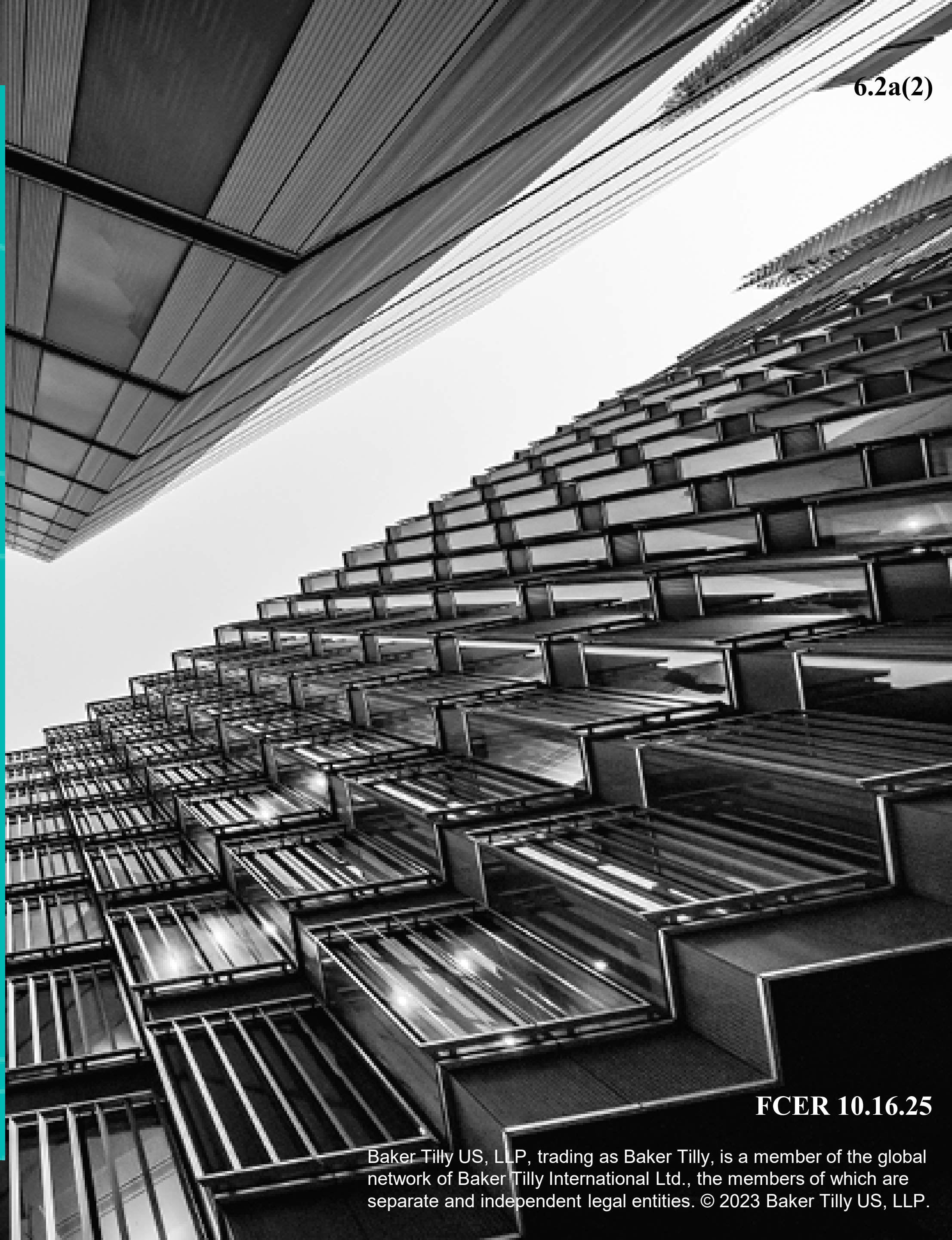
bakertilly

City of San Jose, CA

Office of Retirement Services

Internal Audit Services

Forward-thinking internal audit solutions from a firm with extensive experience in the public sector.



FCER 10.16.25

With you today

Chris Kalafatis, CPA, CIA, CFE, Principal
Role: Engagement Executive

Kory Hoggan, CPA, CIA – Principal
Role: Public Employee Retirement System SME

Stacey Gill, CIA, CISA, Director
Role: Relationship Manager

Peter Tsengas, CISA, CISM, Director
Role: Public Sector IT/Cyber SME

Kate Murdock, CIA, CGAP, Senior Manager
Role: Engagement Manager

What will success look like for the City?

At a glance

About Baker Tilly

6th-
largest U.S. accounting firm*

11,000+
team members, 1,000+ principals

100+
years in business

~3,400
Certified Public Accountants

$3B+
firm revenue in FY2025

100+
worldwide office locations

300+
workplace and culture awards

GETTING TO KNOW US

Dedicated public sector practice

Public sector: Experience that matters

4,200+ public sector clients	90+ years of industry experience	Serving clients nationwide

Risk Advisory practice

600+ Consultants

Local presence

California

local presence

40,000+
California clients

23 offices
in the state of California

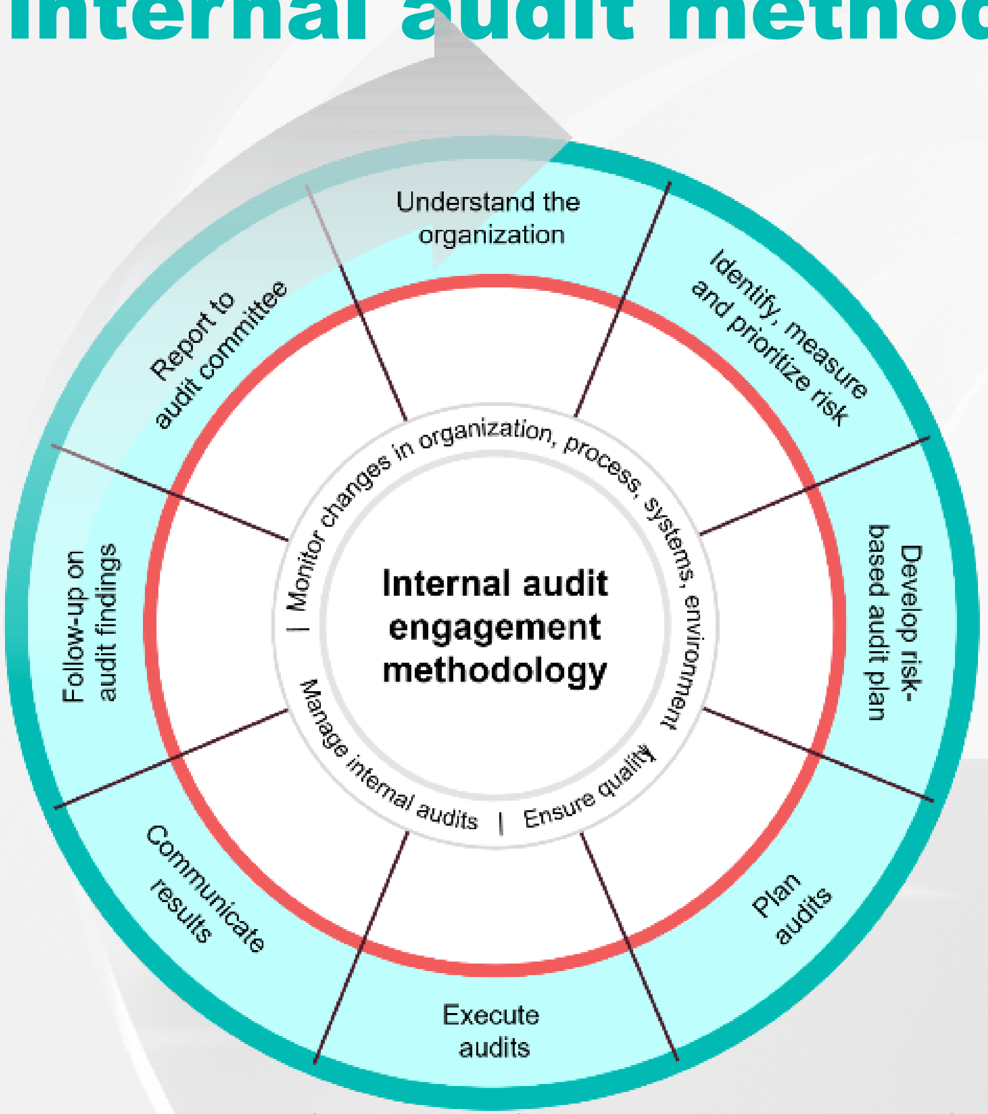
85+ years
of experience serving area clients

2,700+
professionals in California

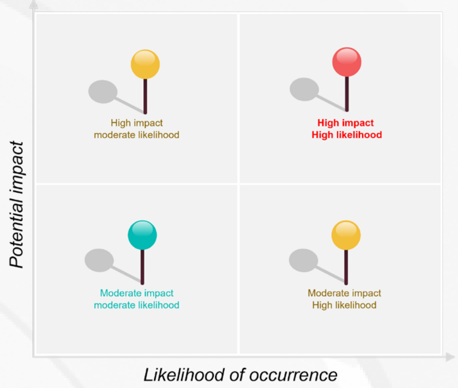
Sample retirement system clients

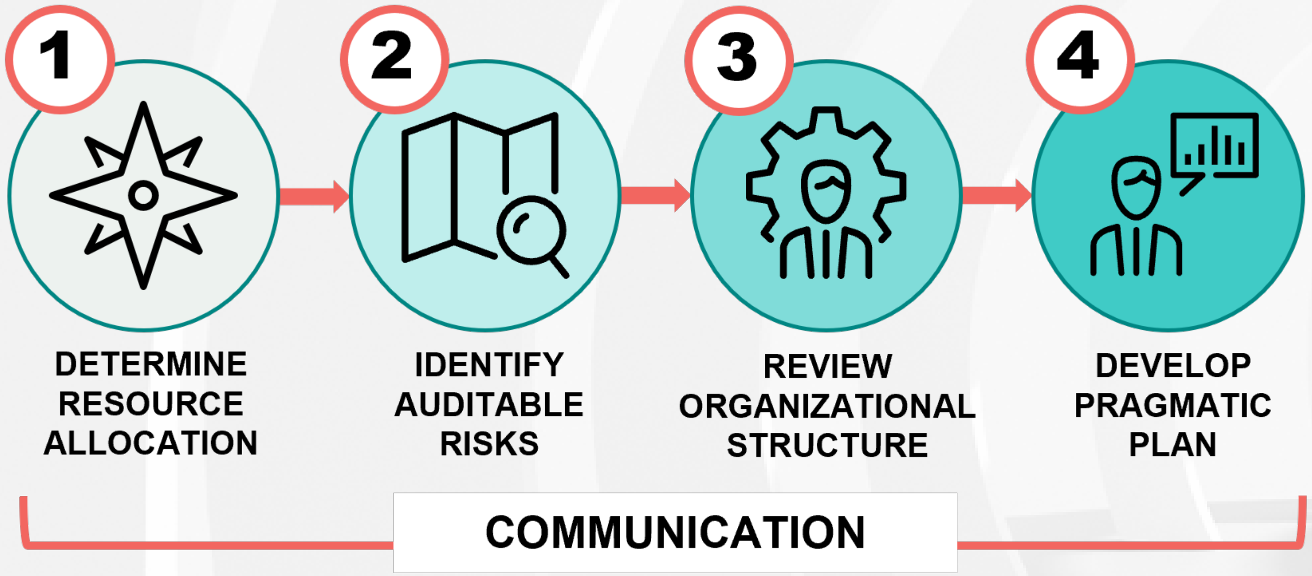
- American Samoa Government Employees’ Retirement Fund
- Antelope Valley Hospital Medical Center Retirement Plan
- City of Portland Fire and Police Disability and Retirement Fund
- El Paso Firemen and Policemen’s Pension Fund
- Houston Municipal Employees Pension System
- Los Angeles City Employees’ Retirement System
- New Mexico Retiree Health Care Authority
- NYC Board of Education Retirement System
- Orange County Employees’ Retirement System
- Public Employees Retirement Association of New Mexico
- Richmond Retirement System
- Sacramento County Section 457 Plan
- Spokane Employees’ Retirement System
- Deferred Compensation Plan and Trust
- Ventura County Section 457 Plan

Outsourced internal audit methodology



Risk Assessment & Annual Audit Plan



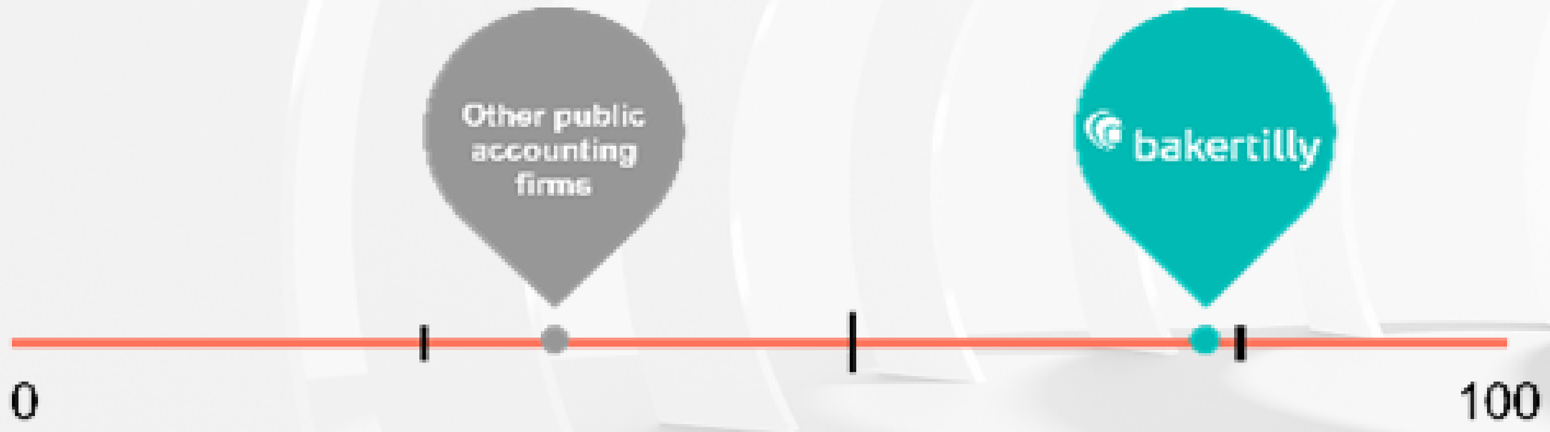


Audit Planning Considerations:

- Risk Assessment
  - Audit activities generally target higher risk areas
- Ability to add value
  - Independent and objective analysis
- Input from the Board
  - Input on audit priorities
- Coverage and Prior Audits
  - Internal, operational and financial
- "Ripeness" and On-going Initiatives
  - Avoid duplication of efforts
- Scheduling
  - Timing of the audit vs. on-going related initiatives

Why Select Baker Tilly?

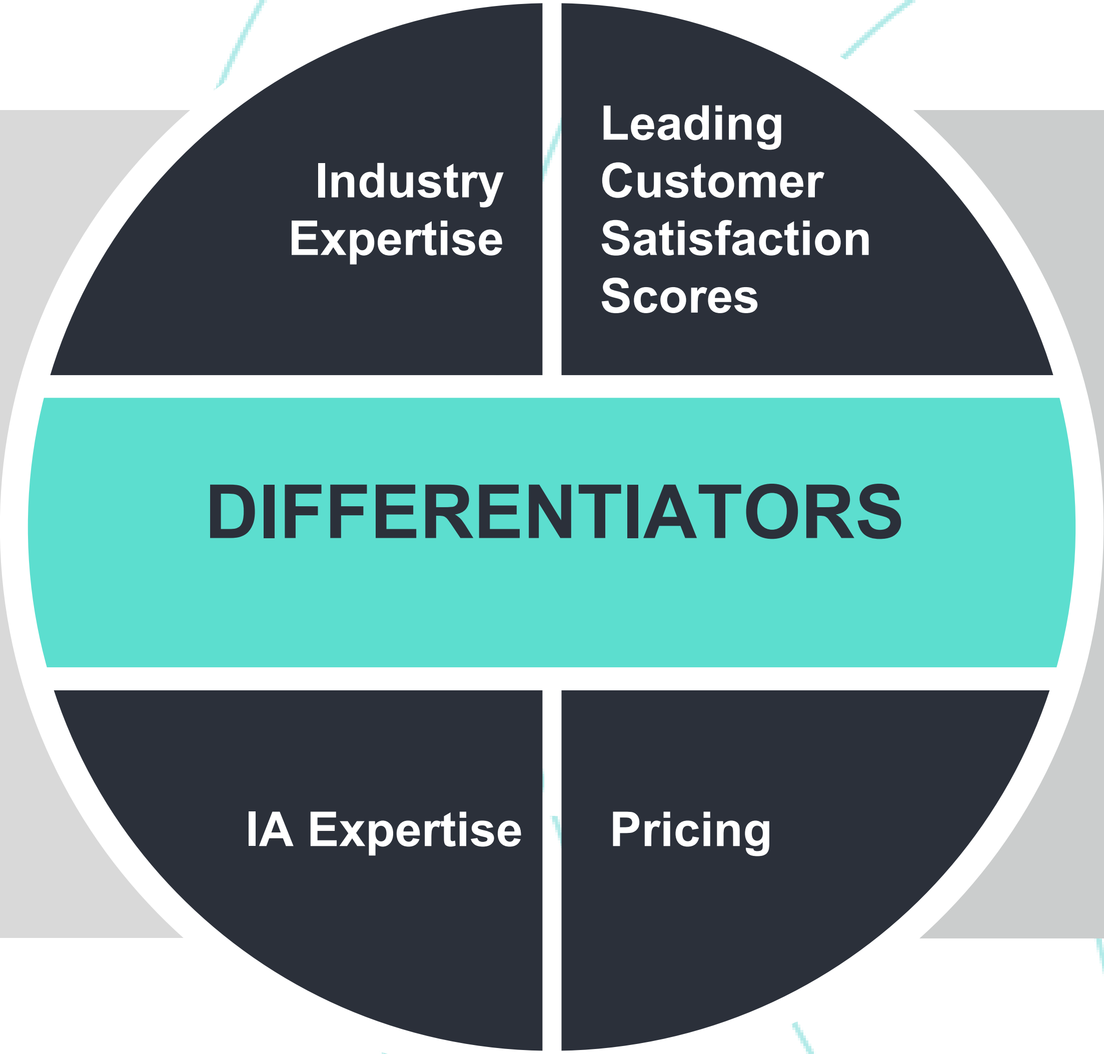
- Net Promoter Score (NPS) - gauges customer loyalty by asking how likely customers are to recommend a company to others. An NPS of over 50 is considered "excellent." In the accounting industry, the average benchmark is 41 according to a report by ClearlyRated. Baker Tilly consistently receives an **NPS of greater than 65** and the Risk Advisory practice that will lead this work scored an **89**.



- Client Satisfaction Score (CSAT) is another well-known metric. We consistently score well above the industry average of 82 (published by Retently - retently.com/blog/customer-satisfaction-score-csat/).

Why Select Baker Tilly?

- Dedicated public sector practice with retirement system experience
- Numerous IA outsource and co-source projects



- Quantifiable customer satisfaction with a NPS score that doubles the average CPA firm
- Very competitive pricing for a Top 10 firm