



District of Columbia Retirement Board (DCRB)

Request for Information (RFI)

**Pension Information Management System for the
District of Columbia Teachers, Police Officers, and
Firefighters' Retirement Plans**

Release Date: March 19, 2015

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900 7th Street, N.W. Second Floor, Washington, DC 20001

A. OVERVIEW

The D.C. Retirement Board (DCRB) is interested in reviewing information for a Pension Information Management System (PIMS) in order to administer retirement benefits for the District of Columbia Police & Fire and Teachers' Retirement Plans.

This Request for Information (RFI) has been prepared to:

- Better understand the cost and timelines for implementing a PIMS software solution
- Assist in identifying vendors capable of providing such services towards implementing a PIMS
- Share with vendors a high-level overview of DCRB's current activities, vision for the future, and communicate the scope of the PIMS project
- Provide vendors an opportunity to comment on the scope of the PIMS implementation project and any constraints.
- Assist DCRB in understanding the resources needed to successfully manage a PIMS project and to maintain a PIMS system.

From this information, DCRB may at its discretion use some, all, or none of the information submitted in developing a Request for Proposals (RFP).

This RFI is in no way a RFP. Responses to this RFI will not be used as part of a vendor selection process or result in the award of a contract for such services for any future RFPs.

B. Background

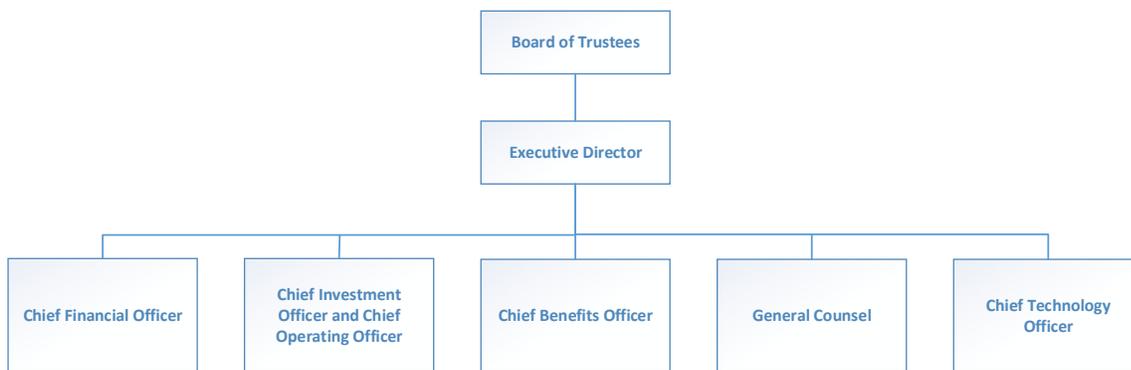
DCRB is a public pension plan established by the U.S. Congress in 1979 under the Retirement Reform Act and administers two retirement plans:

- The District of Columbia Police Officers and Firefighters' Retirement Plan (POFRF) provides optional, deferred, and disability retirement benefits, as well as survivor, health insurance, and life insurance benefits for the police officers with the District of Columbia Metropolitan Police Department and firefighters with the District of Columbia Fire and Emergency Medical Services Department.
- The District of Columbia Teachers' Retirement Plan (TRF) provides voluntary, involuntary, deferred, and disability retirement benefits, as well as survivor, health insurance, and life insurance benefits for the teachers with the District of Columbia Public Schools.

DCRB is also an independent agency of the District of Columbia Government and is responsible for managing the assets of the District Retirement Funds. The plans are managed by a Board of Trustees, currently composed of twelve voting members and one ex-officio, non-voting member:

Board Of Trustees Positions	Number of Trustees
Elected Active Police Officer, Firefighter, and Teacher	3
Elected Retired Police Officer, Firefighter, and Teacher	3
Appointed by the D.C. Mayor	3
Appointed by the City Council	3
Ex-officio, non-voting Trustee	1

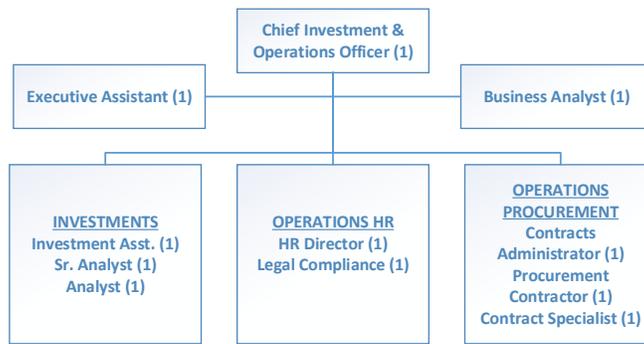
The Board is responsible for determining general policy and adopts rules and regulations necessary to carry out the operations of the Plan. The Executive Director provides leadership and manages all day-to-day operations of the Retirement Board and oversees both the investment of pension assets and the administration of pension benefits. The Executive Director is also the liaison between the policy-making functions of the Retirement Board and the implementation and execution of those policies by the staff.



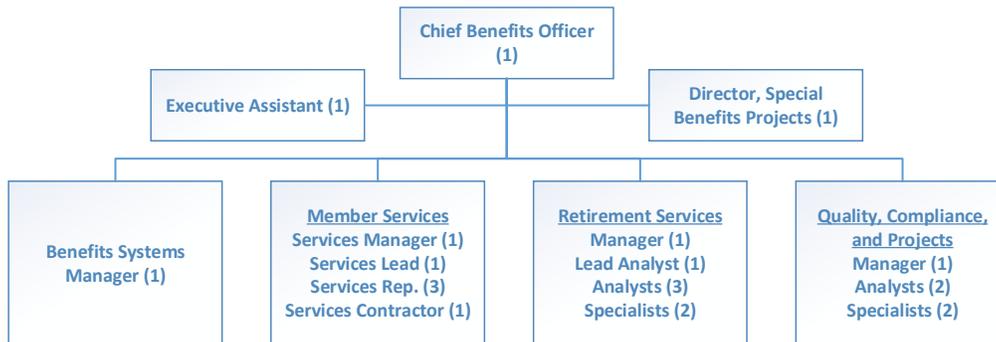
Finance Department: The Finance Department is responsible for the Plans’ Budgets, Financial Statements, Financial Reporting, and Payments. There are six employees in the Finance Department consisting of Accounting and Financial Services.



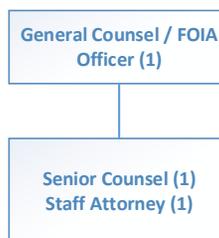
Investments and Operations Departments: The Investment and Operations Departments are responsible for investing the Plans’ Funds consistent with DCRB’s fiduciary responsibility to provide retirement benefits for plan participants. The Departments also oversee Human Resource activities, Purchasing, and the Physical Assets of the organization. There are over 10 employees in the Investments and Operations Department including Investment Analysts, Human Resources, and Procurement.



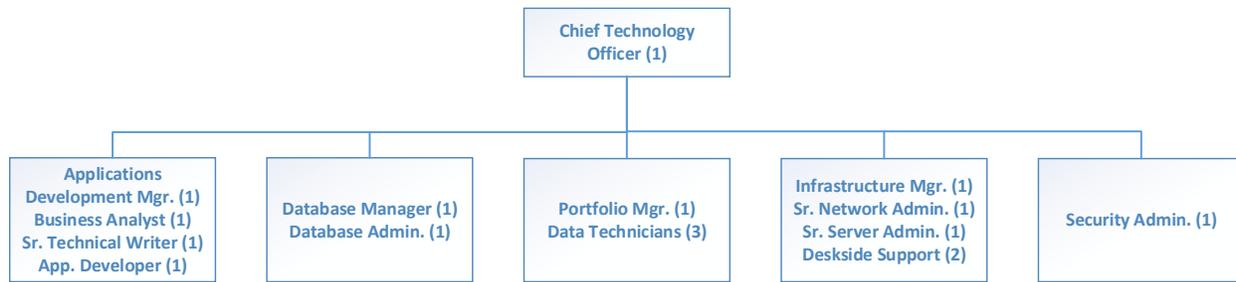
Benefits Department: The Benefits Department carries out the day-to-day operations and administration of the Retirement Plans. There are over 20 staff members in the Benefits Department consisting of Member Services (call center), Retirement Services, and Quality, Compliance, and Projects.



General Counsel: The legal department provides advice and counsel in all areas related to the organization; however, specifically related to the administration of pension benefits. DCRB's legal department consists of a General Council/FOIA Officer, Sr. Counsel, and Staff Attorney.



Information Technology: The Information Technology Department enables the agency to strategically use information and technology to achieve its goals and is responsible for the day-to-day technology use throughout the agency. The Information Technology Department has 9 full time staff and 8 contractors consisting of project management, applications development, database administration, security, infrastructure, help desk, technical writing, and business analysts.



B.1 Membership

As of the Fiscal Year ended September 30, 2014, the audited value of DCRB's fund assets was 6.3 billion dollars and had the following number of members and benefit recipients:

Participants	POFRF	TRF	Total
Retirees and Survivors receiving benefits	7,743	6,189	13,932
Active Plan Members	5,551	4,499	10,050
Vested Terminations	257	969	1,226
Total	13,551	11,657	25,208

DCRB currently administers the DC Retirement Plans as described below for three primary member groups:

Federal Plan Members

Police Officers, Firefighters, and Teachers who were hired prior to June 30, 1997 and who retire or began receiving retirement benefits on or prior to June 30, 1997. These plan members earned and now receive benefits under the now frozen Federal DC Retirement plans (POFRF and TRF).

The US Department of Treasury is responsible for the accrued liabilities for these plan members. DCRB is the third party plan administrator and record keeper for the Federal DC Retirement plans managed by the US Department of Treasury's Office of DC Pensions.

District of Columbia Plan Members

Police Officers, Firefighters, and Teachers hired after June 30, 1997 and subsequently retire after June 30, 1997. These plan members earned and are earning service and benefits under the active DC Government Retirement plans (POFRF and TRF).

The DC Government is responsible for the accrued liabilities for these plan members. DCRB is the plan administrator and record keeper for these plans as an independent agency of the DC Government.

Split Plan Members

Police Officers, Firefighters, and Teachers who were hired on or prior to June 30, 1997 and who continued to work after June 30, 1997. These plan members accrued service and benefits under both the now frozen Federal DC Retirement plans and under the active DC Government Retirement plans (POFRF and TRF).

The US Department of Treasury and the DC Government share the responsibility for the accrued liabilities for these plan members. The US Department of Treasury is responsible for the portion of those benefits accrued on and before June 30, 1997 and the DC Government is responsible for the portion of benefits accrued after June 30, 1997. The US Department of Treasury, through the Office of DC Pensions (ODCP), calculates and governs the application of the split benefits by deriving the Federal portion of the benefit as a percentage of the participant's full calculated benefit. ODCP dictates the DC Government's portion of the benefit as a byproduct of the calculation used to determine the Federal portion of the benefit.

B.2 Administration

DCRB administers these plans and is the record keeper for these plans as described above for the Federal plan members and the District of Columbia plan members.

Participants	Federal	Split Federal and DC	District of Columbia	Totals
Retirees and Survivors receiving benefits	8,359	5,155	418	13,932
Active Plan Members	0	3,371	6,679	10,050

Police & Fire

DCRB's Retirement Plan populations and benefit structures are broken down further into the following Benefit Tiers for Police Officers and Firefighters:

POFRF Participants	Tier 1	Tier 2	Tier 3
Federal Only	Hired before 2/15/1980 and Terminated prior to 7/1/1997	Hired after 2/14/1980 but before 11/10/1996, and Terminated prior to 7/1/1997	Hired after 11/9/1996 but before 7/1/1997, and Terminated prior to 7/1/1997
Split Federal and DC	Hired before 2/15/1980 and Terminated after 6/30/1997	Hired after 2/14/1980 but before 11/10/1996, and Terminated after 6/30/1997	Hired after 11/9/1996 but before 7/1/1997, and Terminated after 6/30/1997
DC Only	Not Available	Not Available	Hired and Terminated after 6/30/1997
Pick-a-Tier*	Participant chooses a benefit Tier		

*Police & Fire Pick-a-Tier plan members – plan members who accrue service and benefits under the Federal plan, DC plan, or both as described above; but who choose to accrue and receive benefits under a different Tier than he or she was originally hired. Regardless of the Tier chosen, the liabilities are the responsibility of the US Treasury and/or DC Government based on the plan members hire date as described above. If necessary, the member must complete a purchase of service for any difference in the actuarial value of the chosen benefit Tier.

Teachers

DCRB's Retirement Plan populations and benefit structures are broken down further into the following Benefit Formulas for Teachers:

TRS Participants	Formula 1	Formula 2
Federal Only	Hired before 11/1/1996 and Terminated prior to 7/1/1997	Hired after 10/31/1996 and Terminated prior to 7/1/1997
Split Federal and DC	Hired before 11/1/1996 and Terminated after 6/30/1997	Hired after 10/31/1996 and Terminated after 6/30/1997
DC Only	Not Available	Hired and Terminated after 6/30/1997

B.3 Services and Processing Volumes

DCRB provides a number of services to members, retirees, and their families. Some of these services are provided below (cited volumes fluctuate annually):

Benefits Processing

- Establishing 380 to 450 new retirements annually
- Processing requests for disability retirements and death benefits
- Processing over 400 withdrawals, transfers, and other membership terminations

Payments Processing

- Processing monthly pension payroll totaling \$670 Million annually
- Processing over 13,700 monthly pension payroll EFT transmissions and over 230 monthly pension payroll checks
- Paying over 100 death benefits annually
- Providing federal tax information to members and their beneficiaries

Member Services

- Providing members, employers and other interested parties with information about retirement benefits, eligibility requirements, and applications
- Assisting customers via the Member Services Call Center; over 21,000 calls are handled annually
- Producing retirement related publications

Legal Services

- Scheduling administrative hearings and representing the Retirement System when determinations and other retirement decisions are challenged
- Interpreting retirement-related and other legislation that affect Retirement system members
- Examining marriage documents, judgments, and orders to determine the impact on retirement benefits
- Assuring employer compliance with applicable Law and Regulations, and maintaining the integrity of the Retirement System's benefit structure

Fiscal Services

- Preparing and distributing the annual bill to the City
- Reviewing audits for adherence to Retirement System requirements

- Projecting the future financial needs of the Retirement System and performing the annual valuation of the Retirement system's liabilities

DCRB does not currently provide the services listed below; however, DCRB would like to begin to provide these services in the future. Therefore, the services listed below will be included in the RFP and within scope of the PIMS implementation project.

- Maintaining active members' records, including beneficiaries and addresses
- Monitoring service credit
- Maintaining individual account balances
- Collecting and maintaining salary and service reports submitted by participating employers
- Maintaining a general ledger interface for all monetary transactions

C. Scope of Information

DCRB has put together a list of some of the system functionality that are considered essential to a Pension Information Management System.

Benefit Setup

- Member tracking from start of employment and eligibility to retirement or termination of benefits.
- Flexible benefit calculations and estimates based on business rules that can be modified by a user interface without the need of vendor support.
- The ability to separately track Member Service, Service Credit, and various types of sources for service credits including purchase of service.
- Benefit estimate functions and reporting.
- The ability to provide outputs to members on the specific factors and adjustments used in calculating member benefits.

Benefits and Vendor Payroll

- Benefit distribution capabilities including lifetime annuities for Regular, Vested, Disability, Survivor benefits (to spouse, domestic partners, or designated beneficiaries), one time lump sum payouts, limited benefit payouts due to court ordered payouts, and manual payouts.
- The ability to calculate and distribute death and survivor benefits with the ability to update and modify business rules to adhere to changes in local and federal law.
- Compliance with tax laws including IRC Section 401(a)(9), 401(a)(17), 415(b), 415(c).
- Batch processing of deductions.
- The ability to report change in payroll records for a given month in summary and by detail to allow full reconciliation with payroll of current and prior months.
- The ability to mass distribute correspondence, monthly direct deposit statements, annual member statements, 1099-R's by email, and have 1099-R's accessible through a member web self-service.

Health and Life Insurance Benefits

- Batch processing of open enrollment transactions.
- The ability to generate monthly eligibility files for health insurance carriers.

- The ability to generate monthly deduction files for deduction vendors according to vendor's specifications.

Disability Benefits

- Disability case tracking and proof of finances alerts.

COLA

- The ability to process annual cost of living adjustment (COLA) to specified benefits.

Death Processing

- Death verification file preparations for auditing of deaths through third party vendors.

QDRO Processing

- The ability to manually enter and track non-members of DCRB who are receiving pension benefits due to qualified domestic relations orders.

Member Account Adjustments

- Due to limitations in the historical handling of data and limited data conversion, the new PIMS will have to allow for the users to adjust the data within the system and to send the corrected/updated information to a Master Database Management System (MDM) through an Enterprise Service Bus (ESB).

Purchase of Service

- The ability to setup service purchase contracts and track payments.
- The ability for member's to change retirement tiers within the system including the cost to do so and the associated benefit changes.

Active Member Payroll

- Payroll transmittal and storage of payroll information needed for retirement purposes.
- The ability to report changes in member accounts for contributions and service accrued for a given period in summary and by detail to allow periodic reconciliation.

Accounting and Reporting

- The ability to setup receivables for benefit overpayments and track repayments and defaults.
- Tax accounting and record retention in relation to 1099-R's and W4-P's along with the ability to generate 1099-R's and Form 945 for tax reporting purposes.
- The ability to generate year-end, annual member statements, actuarial valuation extracts, and membership reconciliation reports.
- The ability to perform actuarial adjustments and allow for changes in actuarial assumptions to be built in for easy maintenance and integration into all benefits requiring actuarial adjustments.
- Effective reporting and data export functionality, including financial reports, statistical summaries, actuarial data, annual statements, and ad-hoc reporting, with the ability to customize and modify built-in base reports.
- Ad hoc querying and reporting capabilities (Business Intelligence).

Technical

- Interfaces with external systems such as: HR/Payroll, General Ledger, Payment/Custodian systems, document management system, and call center systems.
- A configurable base product that can be modified to fit DCRB's needs without the added cost of major customizations.
- Flexibility in systems operations to allow for use of both data retrieved from an MDM through an ESB and to allow for user-input data needed to perform calculations. The input data would then be sent from the PIMS to the MDM by way of the ESB.
- Service Oriented Architecture (SOA) service calls from the PIMS through the ESB for the retrieval of data.
- Security administration, including the ability to add/delete/modify user's access to particular pages, reports, views, and actions.
- An all-encompassing activity monitoring system that tracks and logs all user activity within the system.
- Browser based design.
- Full control of all fields that have built in context restrictions and drop down menu selections.
- Ability to analyze and audit workload performance and productivity metrics to support operational business decisions and trend analysis.
- Full implementation of the PIMS including as-built documentation code, configurations, and customizations.
- Software support for the new PIMS during the implementation and continuing through a 12-month warranty period.

Additional Functions

- Workflow driven pension administration processes that allow for fully customized workflow rules.
- Accommodate workflow tasks related to processing and business rules specific to DCRB.
- Member web Self Service.
- Case tracking for ad hoc requests regarding member services and benefits, such as claims for exceptions based on special facts for a member's situation.
- A Customer Relationship Management (CRM) tool to manage and track all contacts through member portal, phone calls, emails, and other forms of contact.
- Complete testing of all aspects of the Pension Information Management System including unit, integration, system, regression, and vulnerability testing.
- Training for appropriate stakeholders – not only in application navigation and the use of screens and windows, but also in the use of the PIMS to perform all of the various job functions, processes, and sub-processes in the new environment.
- Project management services for the implementation effort.
- Business rules management capabilities for business and technical staff.
- Integrated and context sensitive help functionality features available to assist stakeholders through business process tasks and workflows.
- Software and services warranty that starts with the rollout of the first functional capability and concludes 12 months after the final system release.
- Experience-based expertise and consultation to DCRB management on topics such as changes in staffing levels, communications, re-organization, and non-audit services.

The following items are considered outside of DCRB's scope for a PIMS.

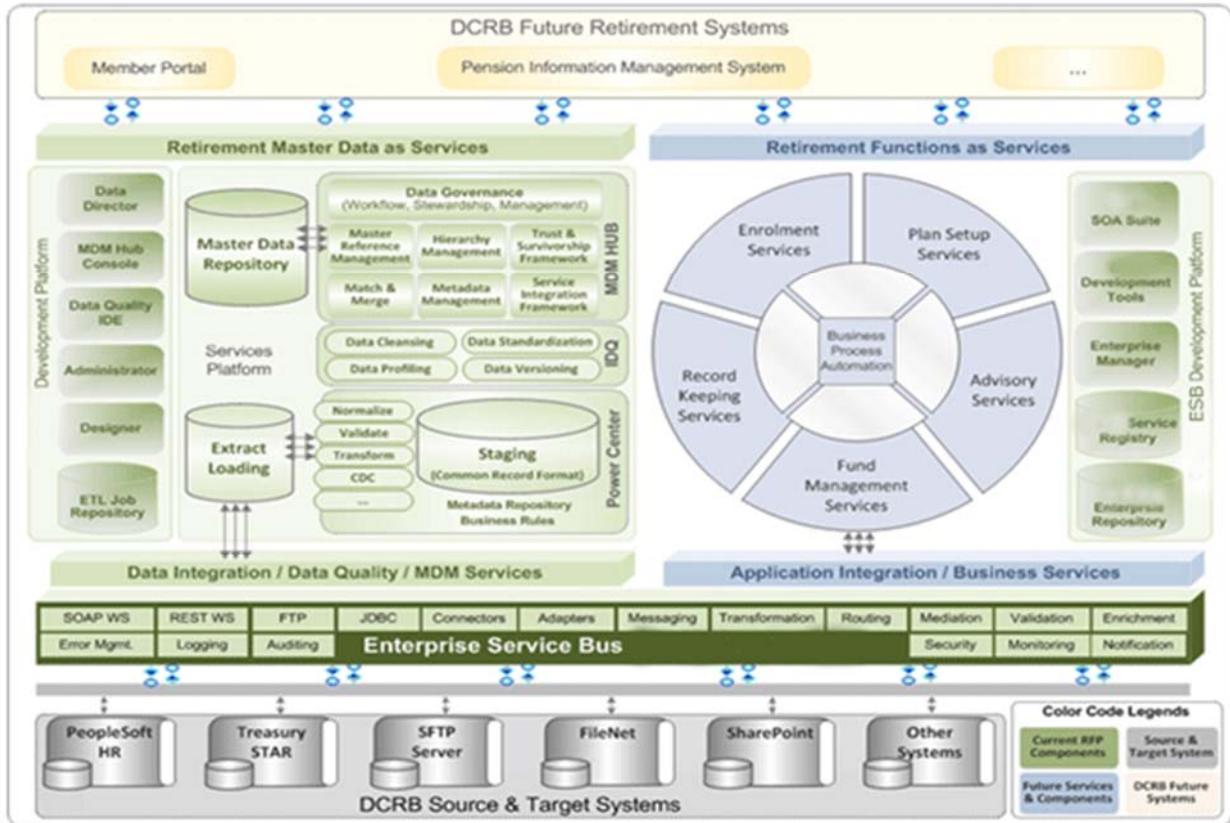
1. Document Capture and Imaging – DCRB plans to continue using Kofax and FileNet.
2. DCRB is in the process of procuring the following:
 - Enterprise Service Bus
 - Master Database Management System
 - Enterprise Data Quality (EDQ) tool – The EDQ will act as the employer reporting function to validate data coming from the employers. However, DCRB is interested in obtaining and using Employer Web Services as part of the PIMS that provides an online Employer Reporting tool for Charter Schools who will begin reporting to DCRB in the future.

D. DCRB Current Technology Infrastructure

DCRB is currently supported by a staff of over 30 users including employees and contractors. DCRB also has around 30 additional external users employed by separate departments within the Federal Government and DC Government. The users rely on the current Pension Administration System known as STAR (System To Administer Retirements). STAR is owned and maintained by the Office of D.C. Pensions which is a department within the U.S. Treasury. STAR is a pension system that supports the annuity responsibilities for District of Columbia retired Police Officers, Firefighters, and Teachers. STAR development began in 1999 and was deployed in 5 releases between 2002 and 2007. STAR processes retirement/survivor benefits and calculates the Federal and District liability for annuitants with split benefits (service earned while a member in the now frozen Federal Retirement Plan and service earned while a member in the current D.C. Government Retirement Plan). STAR is currently on PeopleSoft Human Capital Management version 9.1, PeopleTools version 8.53, and Oracle 11g database.

DCRB is looking for a pension/payroll system referred to as a Pension Information Management System (PIMS) to administer the benefits for the District's annuitants and the District's portion of annuitants with split benefits. The PIMS may also administer benefits for the Federal annuitants and for the Federal portion of annuitants with split benefits.

DCRB plans to deploy the PIMS in a Service Oriented Architecture (SOA). In the future, data exchanges between systems at DCRB will be facilitated through a Master Database Management (MDM) system and an Enterprise Service Bus (ESB). An Enterprise Data Quality (EDQ) tool will be implemented to manage data quality for the MDM. In general, the system of record for any specific information will feed the MDM via the EDQ tool and other systems will access that information via the ESB. DCRB will require the future PIMS to utilize an Oracle database. DCRB does maintain enterprise licenses for Oracle databases. The PIMS will operate in an environment as shown below:



DCRB maintains a FileNet system for document management. Storage of documents scanned in the PIMS processes will be routed to FileNet via the Kofax and the ESB. Currently, the STAR system and document management system are separate and not integrated. DCRB would like to integrate the future PIMS with FileNet.

Additionally, DCRB supplements the current Pension Administration System, STAR, by the use of side systems for performing calculations and preparing benefit setups. These side systems are not integrated into the current Pension Administration System and there are several Excel workbooks, databases, and reporting tools that will need to be integrated into the future PIMS to support the operating needs of DCRB.

E. RFI Response

Schedule of Events

The following is the schedule of events for this RFI process. Dates listed below may be amended as appropriate by DCRB and changes will be made/provided in writing.

Activity	Scheduled Date
Release of RFI	March 19, 2015
Deadline for Written Questions	April 2, 2015
Response to Written Questions	April 8, 2015
Responses Due	April 20, 2015

F. Point of Contact

Firms desiring to respond to this RFI must do so electronically, providing one PDF of the complete response and all source files for the response.

For all matters and questions relating to this RFI the point of contact is:

Name:	Yolanda Smith
Address:	District of Columbia Retirement Board 900 7 th Street NW; Suite 200 Washington, D.C. 20001
Telephone:	(202) 343-3200; Fax: (202) 566-5000
E-Mail:	DCRB.Procurement@dc.gov

G. Questions

All questions must be submitted in writing via e-mail to the Point of Contact and must include the name of the company and the submitter.

The respondent shall not contact DCRB employees about this RFI.

Questions about the RFI must be submitted in writing by 5:00pm EST April 2, 2015 via email to Yolanda Smith at DCRB.Procurement@dc.gov. Responses will be returned to the respondents on or by 5:00pm, April 8, 2015.

Questions will not be accepted via telephone. No oral communication provided by any DCRB staff will be considered binding on DCRB.

Any interpretation, correction or change to this RFI will be made by an amendment issued by DCRB. Interpretations, corrections or changes to the RFI made in any other manner will not be binding.

No amendments will be issued by DCRB within 24 hours of the final submission date and time without a corresponding extension of the submission deadline.

H. Submission of Responses

Respondents shall submit one (1) response via email. Submit responses to:

Yolanda Smith, Contract Specialist
DCRB.Procurement@dc.gov

Responses must be received by:
April 20, 2015, 5:00 p.m., EDT

The response becomes the property of the DCRB upon submission and may be subject to public disclosure under the DC Freedom of Information Act. Respondents must expressly identify any information within the proposal they consider propriety and confidential. All costs for developing the responses are entirely the responsibility of the firm and shall not be chargeable to the DCRB. The DCRB reserves the right to reject responses received after the responses due deadline.

I. Response Format

Responses should be as succinct as possible while providing an accurate picture of the firm's ability to meet the needs of DCRB in a thorough, accurate, responsive and cost-effective manner.

The Respondent must submit responses to the questionnaire in Appendix A. The response must be limited to twenty (20) pages that when printed will fit on a 8/12 x 11 sheet and must include:

I.1 Cover Page

The cover page must include:

- Title of the RFI,
- Submission Date,
- Company Name,
- Contact Person,
- Company Address, and
- Company Telephone Number.

I.2 Company Background

Responses may provide an overview of the respondent and allow sufficient information for the DCRB to determine the context of the respondent to include:

- A brief description of the company's overall history, staffing, organization, and lines of business;
- A description of the company's experience with regard to the pension information management systems market
- Additional information on the functionality of the systems capabilities. **Please do not include marketing information.**

I.3 Project References

A clear description of at least three (3) recent and relevant successful contracts with Federal, DC or public pension information management systems that support defined benefit retirement systems for similar work including 1) a brief description of the solution and services provided, 2) a summary

description of the project start and end dates, and 3) company name, location, email address of project manager or direct company contact person and telephone numbers of each reference.

J. Information Presentations

After reviewing respondents' information, DCRB may invite firms to discuss and clarify responses. This is at the discretion of DCRB and does not indicate a promise of or enhance the firm's chances of receiving future work from the DCRB.

K. Review of RFI Responses

Responses will be reviewed by the DCRB and depending on the result of that review, additional information or product/service demonstrations may be requested. No Contract will result directly from this RFI. Following the review of submitted information, the DCRB will determine the best course of action. The RFI process is intended to assist DCRB in identifying resources needed for a new system and to assist in determining the best strategy for DCRB.

Disclaimer: The DCRB is asking for responses to this RFI for informational purposes only and will not be obligated in any way to use any of the information received. Firms responding to this RFI will not be compensated in any way. Responding to this RFI will not enhance a firm's chance of receiving future work. Similarly, not responding to this RFI will not be a detriment to any respondent when competing for future work.

DCRB is not responsible for any cost incurred in the preparation of a response to this RFI

L. Restriction on disclosure and use of data

All responses become the property of DCRB and may be subject to disclosure under the Freedom of Information Act. Pages of a response containing confidential or proprietary information shall contain a header and footer with an appropriate restrictive legend.

If the Respondent includes in the response data that it does not want disclosed to the public for any purpose, or used by the DCRB except for review purposes, the Respondent shall:

A. Mark the title page with the following legend:

“This response includes data that shall not be disclosed outside the DCRB and shall not be duplicated, used, or disclosed in whole or in part for any purpose other than to review this response. This restriction does not limit the DCRB right to use information contained in this data if it is obtained from another source without restriction.”

B. Mark each sheet of data it wishes to restrict with the following legend: “Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this response”

M. Freedom of Information Act

Respondent understands and acknowledges that DCRB is subject to the District of Columbia Freedom of Information Act (“Act”) and consents to the disclosure of its response, and any information, recommendations, or advice received by DCRB from Respondent or such information, recommendations, or advice is subject to disclosure under the Act. DCRB shall use reasonable

efforts to give notice of any demand for disclosure to Respondent as soon as reasonably practicable after demand for disclosure is made upon DCRB.

APPENDIX A

Questionnaire

Question 1:

Please comment on DCRB's Current Infrastructure and Desired Functionality.

Specifically, please include your comments on DCRB's implementation of SOA including the integration of the PIMS with a Master Database Management system, Enterprise Data Quality Tool, and Enterprise Service Bus. Also, please describe in words and/or diagrams how your system would work within the proposed DCRB architecture. How specifically do you believe you would propose a viable and effective solution for DCRB?

Question 1A:

If you were to suggest or recommend any modifications to the proposed infrastructure plan, what types of changes would you make in order to better leverage your software solution?

Please explain why you believe these changes would be beneficial or cost effective. Also, what impact (e.g. cost, timing, resources, assets, etc.) would DCRB be able to experience?

Question 2:

Please provide an estimated timeline to implement the Pension Information Management System

Specifically, please provide information with specific examples of past implementation timelines both estimated and actual. Also, please provide your best estimate to the timeframe required to implement a Pension Information Management System for DCRB.

Question 2A:

Please provide resources needed by DCRB to meet your estimated implementation timeline.

Specifically, please provide a resource plan with estimates of what resources you will need from DCRB. Include the resource titles, descriptions, and percentages of time dedicated to the project for each resource.

Question 3:

Please provide an overall cost estimate for your proposed solution.

DCRB requests a low to high cost range estimate that includes all applicable cost components including the overall expense of development, personnel, training, licensing, maintenance, on-going support, and ownership of the PIMS. Estimate the overall cost to include all PIMS functionality and list the functional components included in your estimate. What would the typical or desired milestone payment schedule look like?

Note: Respondents will not be bound in any way to the cost estimates and time frames provided and the estimates will not affect any future responses to DCRB Official RFPs. DCRB's goal in requesting the cost and time estimates is to better understand and plan for budgeting and planning purposes in preparation for the release of a Pension Information Management System RFP.

Question 4:

Please provide separate cost estimates and timelines for each application/module as listed below and if purchased and/or implemented as separate components.

DCRB is looking to implement a Pension Information Management System in phases rather than a big bang approach. Because of current key business needs, DCRB is looking to implement the PIMS in

the order of the modules as indicated below. DCRB is also trying to get a sense for the cost and individual timelines for the separate components to better plan for yearly budgeting purposes and to help in determining which modules to include in a PIMS RFP.

As described above, the vision of DCRB's SOA is to have no redundant data throughout the system. More specifically, all data would flow through the ESB to the EDQ and into the MDM. Applications/components would interface directly with the ESB and would make service calls for needed data on the ESB. The separate applications or components would not realize that the other applications or components existed because the only interface would be with the ESB and not to the other applications or directly to the MDM.

Please provide feedback on how you would implement the separate components including your preferred order and comment on how you would implement the components within DCRB's SOA vision. Please also include your recommendations on how you would propose the data flow and interfaces.

Module 1:

- Customer Relationship Management (CRM)
 - Please specify whether CRM includes or excludes workflow

Module 2:

- Annual Statements

Module 3:

- Pension Information Management System, including:
 - Enrollment and Demographics
 - Wage and Contribution
 - Member Account Maintenance
 - Employer Maintenance
 - Additional Service Credit/Purchase of Service
 - Benefit Estimates
 - Refunds Processing
 - Retirement Application Processing
 - Benefit Amount Adjustments
 - Health and Life Insurance Plan Administration
 - Forms and Document Generation
 - Address Validation
 - Workflow, if applicable

Module 4:

- Workflow
 - If not included in Modules 1 or 3 above

Module 5:

- Finance and Accounting
 - Cash Receipts Processing
 - Cash Disbursements
 - Invoices
 - Financial Reporting/General Ledger

Module 6:

- Payroll
 - Payroll Processing
 - Tax Processing

Module 7:

- Actuarial Services/Reporting

Module 8:

- Member Self-Service

Module 9:

- Retiree Self-Service

Module 10:

- Employer Self-Service
 - Does not include Employer Reporting for the three main DCRB employers; Police Department, Fire Department, and School District.
 - Will include online Employer Reporting functionality for approximately 11 Charter Schools to report consisting of roughly 18 participants.

Module 11:

- Business Intelligence

Module 12:

- Mobile Applications

Module 13:

- Member Services - Chat

Question 5:

Please provide any additional comments, recommendations, best-practices, experiences, or further insight on DCRB's Modular Approach in Question 3.

Also, if not included in your answer above, please describe how you would approach the modular implementation and your recommended funding/billing strategies.

Question 6:

What estimated percentage cost savings would DCRB receive if only the DC plan members were implemented in the new PIMS and the Federal plan members were not?

As indicated above, DCRB has three plan member groups; Federal plan members, District of Columbia plan members, and plan members with service in both the Federal plan and DC plan (known as split service plan members). If DCRB chose to only implement a PIMS to administer the benefits for the DC plan members and to only calculate the DC portion of any split service plan member, what cost savings (if any) would there be?

Question 7:

Please provide information about your organization.

Specifically, provide us with information including:

- Your Contact information
- The size of your organization including number of offices and number of employees.
- A summary of your organization's experience including current and past projects.
 - The size of the clients including number of active members and payees.
 - The costs associated with the projects including: licensing, implementation, training, maintenance, support, and any additional costs.
 - Project initiation and completion dates.
 - Subcontractors used.
- Client references

Question 8:

How does your proposed solution distinguish or handle the separate functions of Pension, Payroll, and Payments? How do these three processes work within your proposed solution?

Currently, DCRB has three separate systems that handle these three functions (pension, payroll, and payments). DCRB enters retiree information into the pension system, the Office of DC Pensions then extracts the information and moves it into a separate payroll system, and the payroll system then generates a file that is sent to the Bureau of Fiscal Services for payments. Please provide a written explanation and diagrams if possible in your response.

Question 9:

Based on your experience, what are the key factors for the success of a Pension Information Management System implementation project such as this?

Question 10:

Based on your experience, what are the key barriers to the successful implementation of a Pension Information Management System and what can DCRB do to mitigate them?

Question 11:

What resources on an ongoing basis will DCRB need to maintain your proposed solution once the system has been implemented?

Please include the resource positions, descriptions of the responsibilities needed for each position, and a percentage of each person's time needed to fulfill those responsibilities.