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OPEN SESSION

NOTICE OF REGULAR BOARD MEETING JOSEPH W. CLARK, CHAIRMAN

AGENDA

**THURSDAY, NOVEMBER 16, 2017
1:00 PM**

- 1:00 PM
- I. **CALL TO ORDER AND ROLL CALL**
 - II. **APPROVAL OF BOARD MEETING MINUTES FOR OCTOBER 19, 2017**
 - III. **CHAIR'S COMMENTS**
 - IV. **EXECUTIVE DIRECTOR'S REPORT**
 - V. **INVESTMENT COMMITTEE REPORT**
 - **PROPOSED ACTION ITEMS**
 - VI. **OPERATIONS COMMITTEE REPORT**
 - VII. **BENEFITS COMMITTEE REPORT**
 - VIII. **LEGISLATIVE COMMITTEE REPORT**
 - IX. **AUDIT COMMITTEE REPORT**
 - X. **OTHER BUSINESS**
- 2:30 PM
- XI. **ADJOURNMENT**

ADDITIONAL MEETING MATERIALS

- **CONFERENCES & MEETINGS LISTING**
- **TRUSTEES & STAFF TRAINING AND TRAVEL REPORT**

WILL BE PROVIDED AT THE MEETING.

WILL BE PROVIDED AT THE MEETING.

NO WRITTEN REPORT PROVIDED



DCRB Retirement Modernization Program

DCRB Retirement Modernization Program Quarterly Report

November 2017

DCRB is responsible for administering the District of Columbia Police Officers and Firefighters' Retirement Plan and the District of Columbia Teachers Retirement Plan (the "Plans"). In order for DCRB to effectively fulfill its mission of providing quality and efficient retirement services to members of the Plans, service and contribution data must be accessible and accurate. As a result, DCRB is currently in the process of modernizing processes to provide enhanced member services through the DCRB Retirement Modernization Program (the "Program"). The Program's purpose is to support DCRB retirement benefit services for all members, and to expand and improve benefit administration capabilities, resulting in the timely and accurate payment of benefits to retirees, survivors, and beneficiaries. This goal requires the cooperation of all agencies that are responsible for the collection, certification, and transmission to the DCRB, human resource, payroll, and financial information needed to calculate and pay retirement benefits.

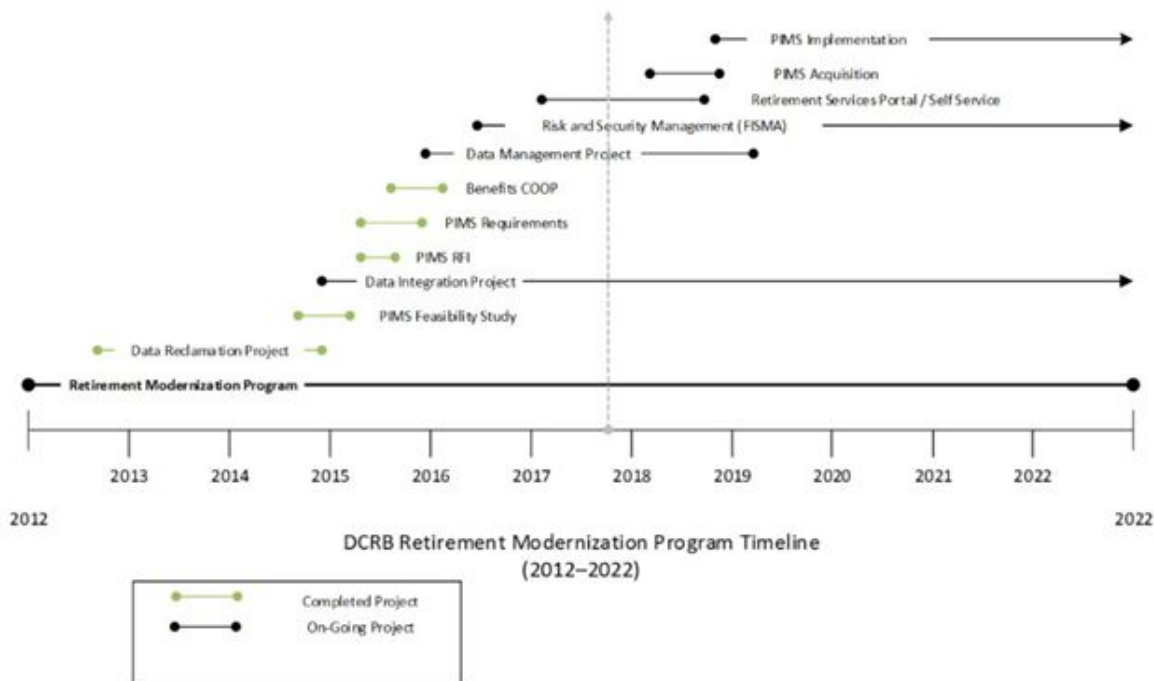
FY17 Activities and Accomplishments:

- **Enhanced Treasury Integration:** allows DCRB to exchange data with Treasury multiple times per day to expedite retirement processing and support self-service application (**100% complete**)
- **Data Governance:** industry best practice is to facilitate the seamless transmission of information between applications in real time. This is a key technology required to ensure self-service displays the most current information on file. (**100% complete**)
- **Application Security Testing:** successfully initiated a test with an external vendor (Mandiant) to attempt to compromise the self-service application architecture and verify that DCRB is minimizing risk of cyber exposure (**100% complete**)
- **Service History Enhancements:** allows external agencies (DCPS, DCHR, FEMS and MPD) to access reclaimed data and submit approved updates electronically. (**70% complete**)
- **Self Service Portal:** will allow members to access their data via web and mobile devices (**Phase 1 – Annuitant Self Service 85% complete**)
- **Retirement Services Portal:** will enable automated processing of benefits administration activities, such as, accessing member data and the processing of refunds, QDROs and purchases of service (**Phase 1 – Member Search 25% complete**)
- **FISMA and Cyber Security:** Federal Information and Security Management Act (FISMS) provides DCRB with a comprehensive framework to protect member data from cyber threats (**Ongoing**)
- **Pension Information Management System (PIMS) Oversight:** contracted vendor to provide support services to DCRB throughout the PIMS procurement and implementation process (**Ongoing**)

DCRB Retirement Modernization Program Quarterly Report

Overall Key Activities and Accomplishments Summary:

- **Data Reclamation Project:** focused on cleansing, auditing, and certifying the data of active plan members (**100% complete**)
- **PIMS Feasibility Study:** determined requirements to obtain, staff, and manage a Pension Information Management System (PIMS) (**100% complete**)
- **Data Integration Project:** Phase 1 was a bi-weekly integration of data with OCTO. Phase 2 is a shift to on-demand, allowing DCRB access to PeopleSoft data at any time (**Phase 2 - 75% complete**)
- **PIMS RFI and Market Research:** investigated best-of-breed PIMS (**100% complete**)
- **PIMS Requirements Project:** specified, in detail, PIMS functionality needed by the Agency (**100% complete**)
- **Draft Benefits Continuity of Operations (COOP) Plan:** created a plan of operations in the event of an outage (**100% complete**)
- **Data Management Project:** collects data, performs validation and cleansing activities, and stores active and retired member data in a single repository (**65% complete – in year 3 of 4**)
- **PIMS Acquisition Project:** RFP release is pending. With the assistance of an oversight vendor, DCRB will select the best product that meets DCRB's requirements (**25% complete**)
- **PIMS Implementation Project:** will enable DCRB to provide a wide range of services to our members. The services will be comparable to those provided by the systems of our contemporaries, and will reflect industry best practices (**0% complete – not started**)



DCRB Retirement Modernization Program Quarterly Report

Retirement Modernization Accomplishments to Date:

- Developed Gap Analysis Report containing known issues.
- Completed data reclamation for records identified in Gap Analysis Report.
- Coordinated involvement of six District agencies: DCHR, DCPS, MPD, FEMS, OCTO, and OPRS.
- Received full historical data transfer from PeopleSoft.
- Received (and continue to receive) regular bi-weekly data feeds from PeopleSoft.
- Executed and finalized MPD, DCHR, and OCTO MOUs for FY15.
- Identified (and continue to identify) data and process issues.
- Transmitted data from OCTO to DCRB for active members.
- Consolidated data feeds from PeopleSoft with reclaimed data.
- Corrected (and continue to correct) data issues identified in secondary efforts.
- Certified records by DCHR, MPD, and DCPS.
- Issued data management Request For Proposal (RFP).
- Implemented data management solution.
- Developed draft Benefits continuity of operations plan (COOP)
- Started automated data transmission for retirement processing implementation with STAR.
- Released request for information (RFI) for a PIMS.
- Consolidated and cleansed information for all active and retired members.
- Developed processes and implemented security requirements to ensure FISMA compliance for data management solution.
- Obtained Authority to Operate (ATO) for automated transmission of retiree data to STAR.
- Implemented automated solution to transmit active member data to STAR for retiree processing.
- Developed self-service application for annuitant data for web and mobile devices.
- Expanded integration with STAR to allow multiple retirement batches to be sent daily.
- Implemented baseline data governance to start sharing data captured in the MDM throughout the agency.
- Automated inbound feeds from STAR to support agency objectives, such as, self-service.
- Completed security testing of technical architecture support self-service to minimize risk of cyber exposure
- Engaged PIMS oversight vendor

Financial Summary:

Spending to date
(Dollars in millions)
As of 9/30/2017

Fiscal Year	2012	2013	2014	2015	2016	2017
Retirement Modernization Expenditures	\$0.29	\$1.68	\$1.35	\$2.62	\$2.45	\$2.21

DCRB Retirement Modernization Program Quarterly Report

Retirement Modernization Program Long Term Objectives:

For FY18-FY22, the program's major goal will be to procure and implement a PIMS.

Key requirements to support the implementation of PIMS:

- Initiation of a data governance board to oversee management of member data.
- Continuous cleansing of service history, financial data, and demographic data through enhancements to the data management solution.
- Enhancement of the data feed from the District PeopleSoft system to DCRB for use in the Master Data Management System (MDM) and PIMS by capturing complete member contribution history.
- Systematic validation of data prior to import into DCRB databases.
- Provide self-service access to annuity information for retirees (includes future updates and open enrollment).
- Provide self-service access to service history information to active members (includes future benefit statements).

Key benefits of PIMS:

- Reduce the time for retirement preparation and processing (30 days goal).
- Minimize pension errors and areas for potential fraud.
- Provide certified and accurate data that will ultimately be used to produce auditable data.
- Provide annual benefit statements (including information about the members' pension contributions and service credits that will enhance pre-retirement planning).
- Facilitate proactive process for retirement processing.
- Provide retirement forecasting ability to members.

DCRB Retirement Modernization Program Quarterly Report

ADDENDUM**Data Reclamation Project (100 % complete)**

The Data Reclamation Project includes the examination, certification, and conversion to a digital format of the service history of plan members whose pre–2009 records were found to be missing from the District’s PeopleSoft System. Overall, the reclamation effort is 100 percent complete across the member agencies, while certification is 100 percent complete for MPD and FEMS. The certification of DCPS records is still being performed by DCPS staff. The table below provides a breakdown of the number of member records that were reclaimed.

Table 1: Data Reclamation Indicator

Agency	Total Records Requiring Reclamation	Total Records Reclaimed	% Reclaimed	% Audited	Total Records Certified by Agency
All	5345	5345	100	100	3497
DCPS	2199	2199	100	100	351
MPD	2733	2733	100	100	2733
FEMS	413	413	100	100	413

Data Integration Project (80% overall completion)**Phase 1 of 2 – 100% Complete**

As part of Phase 1, DCRB signed an MOU with the Office of the Chief Technology Officer (OCTO) to supply DCRB with bi-weekly data feeds of active member information. The feeds represented the latest payroll, service, and demographic information available at that time, and will continue after every payroll is run. The composition of the data feeds is being updated to ensure that DCRB is receiving all of the information that is required to process a retirement. Once the accuracy and integrity of the data can be validated, it will be used to reduce the manual effort necessary to process a retirement.

Phase 2 of 2 – 100% Complete

Phase 2 included enhancements to enable real time data sharing throughout DCRB. With this feature enabled, DCRB is positioned to offer new services, such as, member self-service.

Phase 3 of 3 – 40% Complete

Phase 3 includes enhancements to improve data governance, automate data quality activities and support an enterprise data model to allow increased data sharing within the Agency and enable analytics capabilities.

Draft Benefits Department Continuity of Operations Plan (100% complete)

DCRB IT developed a Continuity of Operations Plan (COOP) for the Benefits Department to identify and prioritize business processes that are essential for continuous member service during an outage. The COOP will be reviewed with internal and external stakeholders, such as the Information Technology (IT) Department and the Office of DC Pensions (ODCP), to ensure the recovery objective identified for each business process integrates with the existing IT and ODCP recovery plans.

DCRB Retirement Modernization Program Quarterly Report

Data Management Project (65% overall completion – year 3 of 4)**Consolidation of Member Data – 100% Complete**

An award was made to SIRC to implement an integrated solution that receives shares, cleanses, and stores active and retired member information. The first phase of the project, which started July 1, 2015, implemented an Enterprise Service Bus (ESB), which provides a communication capability for all pension-related applications, an Enterprise Data Quality (EDQ) tool, to apply data quality business rules to ensure data cleanliness and integrity, and a Master Data Management (MDM) system to store all member-related information. As a result of this effort, all member files (for actives and annuitants) have been loaded into the MDM and are accessible to DCRB Staff.

Electronic Record Transmittal to Treasury – 100% Complete

This project includes enhancements to allow member data to be leveraged and transmitted electronically to ODCP via the ESB. Building upon the consolidation of member data, DCRB intends to provide a file to ODCP that will be imported into the STAR system and be used to retire members. Additionally, this phase will expand on data governance techniques to increase communication with DCRB partners who transmit data to or receive it from the MDM.

Application Data as a Service Support – 85% Complete

This project includes continuous enhancements to allow member data to be leveraged throughout DCRB via the ESB. Building upon prior phases, DCRB will be able to leverage the MDM data to support the deployment of web and mobile applications throughout the enterprise. The data hub will improve DCRB's technical position by allowing efficient transfer of information between applications. Upon the procurement of the PIMS, this feature will be extended to support requirements requested by the PIMS vendor.

Retirement Services Portal (Ongoing)**Annuitant Self Service - 85% complete**

A project has been initiated to start the phased deployment of a member self-service application. Phase 1 will be focused on providing annuitants with the capability to create a personal account to view and manage specified options. Annuitants will be able to access the application from either a computer or mobile devices. Retirees will be able to view their annuity and download earnings statements and some tax forms. Phase 2 will include the ability to enter address and health benefits enrollment changes and to allow active members to calculate retirement estimates.

Retirement Information System Portal Support

DCRB will be able to leverage the MDM data to support the deployment of an enterprise tool to aid in benefits administration. The application will provide DCRB with the ability to integrate multiple applications into a single tool. Features to be included are: member data search, refund processing, purchases of service, documentation of QDRO filings, automated retirements, open enrollment processing and document retrieval from FileNet.

DCRB Retirement Modernization Program Quarterly Report

Pension System Feasibility Study and Requirements Analysis (100% complete)

Linea Solutions performed a feasibility study and a requirements analysis for a PIMS at DCRB. These tasks started in October of 2014 and ended in July of 2015. The tasks included reviews of previous studies, integration of current business needs, the evaluation of DCRB's readiness, performing a market analysis, developing a complete business requirements inventory, developing an implementation strategy, and providing an updated cost analysis. At the completion of these projects, the Agency was provided with a comprehensive RFP for a PIMS.

Table 2: Project Performance Summaries

Project Performance	Feasibility	Requirements: A*	Requirements: B**	Continuity	Totals
Total Project Percent Complete	100%	100%	100%	100%	100%
Planned Percent Complete	100%	100%	100%	100%	100%
Project Budgets	Feasibility	Requirements: A*	Requirements: B**	Continuity	Totals
Project Budget	\$123,273	\$341,658	\$142,463	\$122,147	\$587,078

A* - PIMS Requirements: Developed a comprehensive set of recommendations and requirements for a PIMS by working with stakeholders. Created a traceability matrix for evaluating potential pension modernization systems. Note: This also included creating a PIMS RFI and reviewing the responses from vendors.

B** - PIMS RFP: Identified and prioritized the requirements in the traceability matrix for DCRB to review. Prepared an RFP for the PIMS.

Pension Information Management System (PIMS) (25% complete)

A four-year contract has been awarded to an oversight vendor to assist DCRB in navigating the process of releasing an RFP, awarding a contract, and implementing a PIMS.

DCRB has updated the PIMS RFP to align to current business goals and objectives. A final technical and business review has been completed and sent to Procurement and Legal for feedback. Once the review is completed, DCRB will release the RFP to the vendor community. The release date is expected to be in 2018.

Federal Information and Security Management Act (FISMA) and Cyber Security (Ongoing)

FISMA compliance establishes a set of Federal standards defining a comprehensive framework to protect information stored electronically by DCRB. Achieving compliance is a two-step process. Step one, required DCRB to develop comprehensive and enforceable standards for securing and accessing valuable information. The second step requires an external auditor to evaluate DCRB's execution of the standards; that is, how effective is DCRB in following the prescribed security standards.

DCRB Retirement Modernization Program Quarterly Report

DCRB's ability to achieve compliance will help ensure that necessary security protocols are in place to minimize exposure to cyber threats to member data. This compliance will provide a solid cyber threat risk mitigation strategy as DCRB prepares to implement a self-service application, as well as, the Pension Information Management System.

Self-Service Application Security Testing – 95% Complete

An external cyber security firm (Mandiant) was engaged to perform penetration testing against the architecture of the self-service application. As a public-facing application, measures have been implemented to minimize adversarial actions against the integrity and security of the application. Security testing summary was provided and all remediation has been completed. An additional test will be completed prior to the designated launch date of the application.

FISMA Policies and Protocols – 100% Complete

FISMA documentation has been completed to support necessary policies and protocols to enhance the security of member data. This documentation is aligned to NIST 800-53 standards and meets security obligations recommended by ODCP. (100%)

FISMA Audit and Accreditation (A&A) – 80% Complete

A contract has been issued to perform FISMA A&A. Although this activity is on-going, DCRB has implemented a number of security protocols to improve compliance, specifically around the data management system. The protocols will be expanded to the entire network during FY17. Currently, the data management system has received an interim authority to operate based on successful test results indicating that no high-risk cyber threats are currently present.

Cyber Security – Ongoing

DCRB has taken a multi-pronged approach to mitigating cyber threats. The first approach involves FISMA compliance, as detailed above. Second, during FY16, DCRB successfully implemented a security information and event management (SIEM) system to analyze threats and an endpoint protection suite to further harden devices connected to the network. Finally, during FY16, external cyber security services (Mandiant) were procured to perform an analysis of incidence response protocols and penetration (controlled hacking) tests to measure the effectiveness of DCRB procedures and security tools. Testing is on-going and security controls will be continuously reviewed and updated to respond to emerging threats.

Board Meeting - Operations Committee Report



District of Columbia Retirement Board Contract Log As of November 2017

Vendor Name	Contract Number	Service	Authorized Expenditure	Approval Authority	Contract Term	Contract Expiration	Competition	Program Office	Scope of Procurement
Advent Tamale	RB-11-009	Data Repository System	\$ 25,020	CCO	Annual Renewal	6/7/2018	Yes	Investments	Develops and implements a dashboard for Investment documents, and provides telephone help desk support.
AirWatch by VMWare	RB-17-011	Mobile Management System	\$ 9,350	CCO	One Year	1/25/2018	Yes	Information Technology	Monitoring software for all mobile devices.
AMERICAN ARBITRATION ASSOC.	RB-17-077	Electoral Services	\$ 28,500	CCO	One Year	1/28/2018	Yes	Operations	Election official services to facilitate trustee elections.
Analytica LLC	RB-17-038	IBM FileNet and WASND Software Subscription Renewal	\$ 98,055	CCO	Three Years - No Options	6/30/2020	Yes	Information Technology	IBM FileNet and WASND Software Subscription Renewal
Aon Risk Services	RB-14-003	Fiduciary and Liability Insurance Policies	\$ 118,994	Board	One Year	11/1/2017	No	Finance	Renewal of the Board fiduciary liability insurance policy and the agency's crime liability insurance policy.
ASI Government, Inc.	RB-17-004	Professional Contracting Support Services	\$ 121,500	CCO	One Year + One (1) 12-month Options	6/6/2018	Yes	Operations	Professional Contracting Support Services
AVITECTURE INC	RB-17-069	Avitecture Annual Services and Support	\$ 34,455	CCO	One Year	6/16/2018	No	Information Technology	Maintenance and support of agency's audiovisual equipment installed during the office renovation project.
Bloomberg	Agreement	Investment Data and Subscription Services	\$ 23,898	CCO	Annual Renewal	10/14/2018	No	Investments	Private web portal containing asset allocation, risk analysis, fund manager analysis, and/real time market data.
Capitol Document Systems c/o De Lage Landen Financial Services	RB-11-019	Copier Maintenance Agreement	\$ 55,320	CCO	5 Years	7/14/2021	Yes	Executive	Quarterly maintenance for the multi-functional copiers, unlimited supply of imaging units and toner cartridges, replacements of machine parts if found defected or broken due to normal wear and tear.
Carahsoft Technology Corporation	RB-17-022	Globalsoft Secure File Transfer Protocol (SFTP) Software Renewal	\$ 7,167	CCO GSA	One Year	2/4/2018	Yes	Information Technology	Globalsoft Secure File Transfer Protocol (SFTP) Software Renewal
Carahsoft Technology Corporation	RB-17-039	Infoblox Software Renewal	\$ 6,929	CCO GSA	One Year	4/9/2020	Yes	Information Technology	Infoblox Software Renewal
Cavanaugh Macdonald Consulting, LLC	RB-10-015	Actuarial Services	\$ 192,263	Board	2 Years	6/30/2018	Yes	Operations	Annual actuarial analysis and valuations and periodic projection and experience studies. Presentations to the Operations Committee, the Board and City Council, as required.
CLIFTONLARSONALLEN LLP	RB-13-015	Independent Audit Services	\$ 72,200	Board	One Year + Two (2) 12-month Options	7/31/2018	Yes	Finance	Annual external audits, issues an opinion on the audited financial statements, a management letter of recommended improvements and a separate letter concerning the internal control conditions noted during the audit, participates on conference calls at the request of staff and makes presentations to the Operations Committee and the Board.
Corporate Investigative Information	RB-11-010	Security and Background Checks	\$ 10,000	CCO	Annual Renewal	9/30/2018	Yes	Operations	Security background checks for incoming staff and contractors as necessary.
Dell Computer Corp.	District Gov't Master Services Agreement	Computer and Peripheral Equipment	\$ 142,015	CCO	5 Years	9/30/2018	No	Information Technology	Discounted pricing for the purchase of computers and peripheral equipment.

Board Meeting - Operations Committee Report



District of Columbia Retirement Board Contract Log As of November 2017

Vendor Name	Contract Number	Service	Authorized Expenditure	Approval Authority	Contract Term	Contract Expiration	Competition	Program Office	Scope of Procurement
Dell Marketing LP	RB-17-018	VLA VMWare Product Support Subscription	\$ 13,984	CCO	One Year	1/28/2018	Yes	Information Technology	VLA VMWare Product Support Subscription
Desta, Yared	RB-14-022-01	Network Administration IT Services	\$ 84,160	Board	1 year with three (3) one year renewal options	6/17/2018	Yes	Information Technology	Level II desk-side support services.
Diligent	RB-14-041	Board Portal Implementation	\$ 31,575	CCO	1 year with renewal options	2/25/2018	Yes	Information Technology	Board Portal implementation
DLT Solutions LLC	RB-17-075	SolarWinds Maintenance Renewal and add licenses	\$ 47,174	CCO GSA	One Year + Two (2) 12-month Options	8/24/2018	Yes	Information Technology	SolarWinds Maintenance Renewal and add licenses
DLT Solutions LLC	RB-17-036	RedHat License (Qty. 35) Renewal	\$ 66,809	CCO GSA	One Year	9/30/2020	Yes	Information Technology	RedHat License (Qty. 35) Renewal
DLT Solutions LLC	RB-17-085	NetBackup Additional Licenses and annual maintenance renewal	\$ 87,640	CCO GSA	One Year + Two (2) 12-month Options	8/26/2018	Yes	Information Technology	NetBackup Additional Licenses and annual maintenance renewal
DLT Solutions LLC	RB-17-091	Perpetual Software Licensing, Support and Maintenance	\$ 12,460	CCO GSA	4 Years	9/30/2018	Yes	Information Technology	Software maintenance and support for previously purchased Oracle software to support the Kofax and File Net environments.
Ectam LLC	RB-13-025	Sr. Network Engineer Professional Services	\$ 243,000	Board	3 years with two one year options	8/6/2018	Yes	Information Technology	Level 3 network engineer to support agency IT infrastructure.
eVestment Alliance	Investment	Online Investment Service	\$ 20,800	Board	1 year with annual renewal options	8/31/2018 with annual renewal option	-	Investments	On line asset allocation, risk analysis, investment manager analysis, total fund analysis and reporting.
Groom Law Group	RB-13-037-041	Legal Services	\$ 90,000	Board	2 years with three (3) one year options	11/2018	Yes	Legal	Legal advice on employee benefits and fiduciary matters.
Harris, Mackessy & Brennan, Inc. dba HMB, Inc.	RB-17-081	Fujitsu Scanners, Maintenance and Support	\$ 33,010		One Year + Four (4) 12-month Options	10/11/2022	Yes	Information Technology	Fujitsu Scanners, Maintenance and Support
Hartford, The	Annual	Business Liability Insurance Policy	\$ 8,000	CCO	1 year	9/30/2018	No	Operations	Renewal of the agency's business liability insurance policy.
HBP	RB-16-006	Professional printer	\$ 30,000	CCO	One Year	8/25/2018	No	Benefits	Professional printer/mailer for DCRB publications.
IBEW	RB-13-039	Office Lease	\$ 1,514,390	Board CBE	11 Years	10/31/2027	Yes	Operations	Office space lease.
ICMA	RB-10-003	Employee Benefit Plan (401(a))	\$ 1,000	Board	1 year with renewal options	12/16/2018	Yes	Operations	Employee enrollment services, maintains member accounts, periodic reports to HR, accounting, and participants on the status of Plan investments and individual accounts, and makes available an Investor Services Representative.

Board Meeting - Operations Committee Report



District of Columbia Retirement Board Contract Log As of November 2017

Vendor Name	Contract Number	Service	Authorized Expenditure	Approval Authority	Contract Term	Contract Expiration	Competition	Program Office	Scope of Procurement
Incapsulate, LLC	RB-17-013	Tableau Licenses and Support	\$ 39,960	CCO	One Year + Three (3) 12-month Options	1/30/2018	Yes	Information Technology	Tableau Licenses and Support
Info-Tech Research Group, Inc.	RB-17-026	Silver Membership- IT Research	\$ 4,225	CCO	One Year	2/26/2018	Yes	Information Technology	Silver Membership- IT Research
Info-Tech Research Group, Inc.	RB-17-017	Symantec Endpoint Protection Software Renewal	\$ 4,372	CCO	One Year	5/5/2018	Yes	Information Technology	Symantec Endpoint Protection Software Renewal
Insightful Pension Consulting Group	RB-16-016	Investment Compliance Consulting Services	\$ 330,000	Board	1 year with (1) one year renewal option	6/14/2018	Yes	Investments	Perform Investment Compliance and Risk Management Consulting Services. Contractor: Kimberly Woods.
Intuitive Technology Group	RB-12-013	Asset Management Software Application	\$ 20,000	CCO	Annual Renewal	9/30/2018	Yes	Information Technology	Designs, configures, and installs asset management solution for mobile device management including license management, mobile management solution for mobile devices.
Intuitive Technology Group, LLC	RB-17-017	Symantec Endpoint Protection	\$ 8,366	CCO	One Year	5/5/2018	Yes	Information Technology	Symantec Endpoint Protection
Kastle Systems LLC	DCRB-18-F-0001	Managed Security Services	\$ 58,079	CCO GSA	One Year + with Three (3) 12-month Options	9/30/2018	No	Executive	Install new and reinstall kiosks, install and deploy the new security camera and emergency contact equipment for the second floor renovation project. Contractor also provide managed security for the office through the use of programmed kiosks designed to record activity 24 hours a day, report on fob key usage and activity, and manage the usage of access to the location.
Washington Express*	GS-33F-0009T	Courier Services	\$ 3,200	CCO GSA	Annual Renewal	10/31/2018	Yes	Executive	Courier services for retirement folders from OPRS, DCPS and Retirement and Relief Board.
Kessler, Meltzer, Topaz and Check, LLP	RB-13-038	Legal Services	Paid on contingent fee basis	Board	2 years with three (3) one year options	7/14/2018	Yes	Legal	Legal advice on securities litigation matters.
KMC Inc.	Rb-16-007	MDM Solutions Architect	\$ 263,040	Board	1 year with two (2) one year options	5/17/2018	Yes	Information Technology	Provides best practices and methodologies with technology to address Master Data management requirements.
Level 3	RB-13-037	Telecom Services	\$ 65,000	CCO GSA	3 years	1/28/2019	Yes	Information Technology	Provides telecom connectivity between DCRB and its disaster recovery site in Ashburn, VA.
Linea	RB-16-003	Oversight	\$ 521,667	Board	1 year with four (4) year options	8/9/2018	Yes	Information Technology	Oversight project management and quality assurance consulting services to assist DCRB with acquiring a pension system integrator, serving as a liaison between the PIMS integrator and DCRB's IT and Benefits departments, and provide project management oversight throughout the implementation of PIMS.
Mark Jackson	RB-14-022-02	Desk-side Support (Level II)	\$ 90,480	Board	1 year with three (3) one year renewal options	6/17/2018	Yes	Information Technology	Level II desk-side support services.

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TO: BOARD OF TRUSTEES

FROM: MARY COLLINS, CHAIRMAN

DATE: NOVEMBER 16, 2017

SUBJECT: BENEFITS COMMITTEE REPORT

The Benefits Committee did not meet in November 2017. The following report reflects Benefits Department activities and projects that occurred since the October Board meeting.

Active Member Data Issues

On October 5, 2017, the DCRB Executive Director, Sheila Morgan-Johnson wrote to Ventris Gibson (DCHR Director) and Jeffrey DeWitt (CFO) expressing our concern regarding the PeopleSoft data issues and impact on DCRB retirement processing. The letter reiterated our goal to reduce the use of paper and retire employees efficiently, accurately, and timely, but we can only do that when we are confident that the electronic data is accurate. She requested a meeting to discuss DCRB's willingness to work with their staff to research issues, propose solutions, and implement systemic processes to facilitate our goal. We expect to have that meeting scheduled within the next few weeks.

Outreach to Stakeholder Agencies

On Thursday, October 26, 2017, Benefits staff presented an overview of the District of Columbia Police Officers and Firefighters' Retirement Plan (the Police/Fire Plan), including information about specific Police/Fire Plan provisions, to two classes of FEMS recruits at the Fire/EMS Training Academy. The meeting was well attended (by more than 50 FEMS employees) and well received.

On November 13, 2017, Benefits staff participated in a Teachers' Retirement Workshop hosted by DCPS at their headquarters on First Street, NE. The workshop included information on preparing for retirement, explanations of all retirement options, examples of how the retirement benefits are calculated, and explanations about how DCRB administers benefits.

At the request of MPD's Human Resources Acting Director, Angela Simpson, DCRB's Benefits Department staff will provide MPD's human resources staff with a presentation related to the provisions of the Police/Fire Plan and will afterwards collaborate to design a workshop for active MPD members. We are working with MPD to schedule a meeting later this year to begin that collaborative process.

Health Plan Open Season

Open Season for calendar year 2018 health benefits began on Monday, November 13, 2017 and will continue through Monday, December 11, 2017 for both the Federal Employees' Health Benefit Plans (FEHBP) and the District of Columbia Health Benefit Plans (DCHBP). The new healthcare information and associated links for all Plans are now available on DCRB's website. Enrollment packets for all eligible members were mailed on November 9, 2017. As in the past, DCRB will be hosting two enrollment fairs at our offices in early December (dates for the fairs are in the process of being confirmed).

Benefits Department Monthly Statistics

Activity	August	September	October
Retirement Claims Received	158	114	153
Processed Retirements	116	146	179
Average Processing Days	52	62	73
Telephone Calls	2,811	2,628	3,322
Walk-in Customers	95	85	103
Scanned Documents	7,074	4,752	5,737
QDROs Approved	0 final	0 final, 2 rejected	2 final, 2 rejected
Purchase of Service	4 (\$21,644)	4 (\$42,123)	13 (\$23,425.64)



RETIREMENT CASE PROCESSING NOVEMBER 1, 2017 REPORT

CASES AVAILABLE FOR PROCESSING	CASES RECEIVED (but may not have been ready for payment)	CASES PROCESSED	CASE TYPE	PLAN		
				Fire	Police	Teacher
81	51	30	Beneficiary (One-Time Payments)	2	22	6
13	11	2	Deferred Annuity	0	2	0
1	0	1	Disability	1	0	0
7	2	5	Garnishment/Levy	2	3	0
65	16	49	Optional/Voluntary & Involuntary Annuity	1	10	38
5	5	0	QDRO/QMSCO	0	0	0
26	8	18	Survivor Annuity	2	16	0
2	0	2	EVS Project	0	1	1
6	1	5	Student Certifications	2	3	0
10	6	4	Annuity Adjustments	2	0	2
2	0	2	Auto Debt Collections	1	0	1
10	2	8	Octo Review Monetary & Non Monetary Adjustments	1	2	5
10	8	2	Post 56 Adjustments	1	1	0
1	1	0	CAPS	0	0	0
93	42	51	Refund of Contributions**	1	6	45
332	153	179		16	66	98
			Gross Dollar Value of Refunds**	\$12,626.25	\$25,889.05	\$1,010,152.80



DCRB Member Services Center Statistics October 2017

Call Center Statistics	
Total Calls	3,322
Inbound Calls	2,381
Outbound Calls (Voicemails & Follow-up calls)	941
Average Talk Time	4:39 minutes
Average Caller Wait Time	0:35 minutes
Total Walk-In/Appointments	103
FileNet Batches Scanned	1,153
Documents Pages Scanned	5,737
Correspondence (Written & Processed Documents)	1,727
Email, Letter & Fax	833
Processed Documents (EFTs, address & name changes, tax forms, 1099s, & 2809s, etc.)	894
Total	6,305

Contact Type	Count
Total Calls	3,322
FileNet Batches Scanned	1,153
Total Walk-In/Appointments	103
Correspondence (Written & Processed Documents)	1,727

Top 3 Contact Trends for the Month	
Health Insurance	1. Moving out of Service Area and Carrier inquiries 2. Medicare Questions regarding coordination of their Medicare with Fed & District health insurance. 3. Open Season questions (upcoming rates & any mailings) 4. Premium Refunds
Death Process	1. Report of a Death 2. Surviving Spouse Benefits inquiries 3. Assistance with the Death Benefits Application
Refund/Rollover	1. Contribution Balance Requests 2. Pre & post - tax contributions questions 3. Evidence of withdrawn contributions 4. Benefits of being 100% vested

Member Services September Statistical Comparison by Year			
	2016	2017	Comments
Walk-In Visitors/Appointments	99	103	
Total Calls (includes voice mails)	3,516	3,322	
Emails & Faxes	362	593	61% increase from previous year
Total	3,977	4,018	



MEMBER SERVICES CUSTOMER SATISFACTION SURVEY October 2017

Background

The reported survey outcomes are the results of the October 2017 Member Services Customer Satisfaction Survey. The data collected are from active and retired members of the District of Columbia Police Officers and Firefighters' and Teachers' Retirement Plans, their survivors and beneficiaries. The purpose of the survey is to gather and measure the customer experience, gaging their satisfaction in an effort to improve our service to them, as necessary.

Survey Objective

The resulting feedback will be used to:

- Increase member satisfaction and confidence
- Deliver actionable data to decision-makers
- Reduce caller and in-person wait times for service
- Set reasonable service expectations

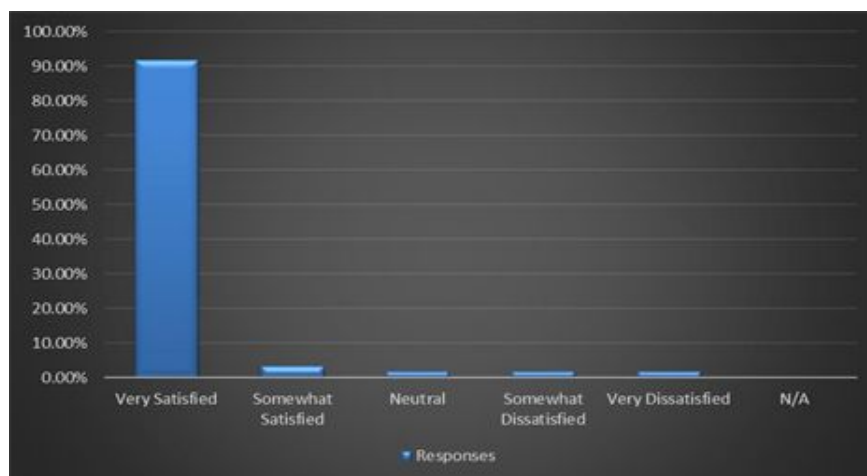
Methodology

- This month, survey participants were Plan members who made onsite visits to the DCRB member Service Center and members who contacted the center by email to the dcrb.benefits@dc.gov address. Some members arrived after having scheduled an appointment; others came in for assistance with updating their member information. The survey participants were randomly selected.

Participants

- 210 survey requests were provided to members and annuitants
- 63 responses were received.

Overall DCRB Member Satisfaction



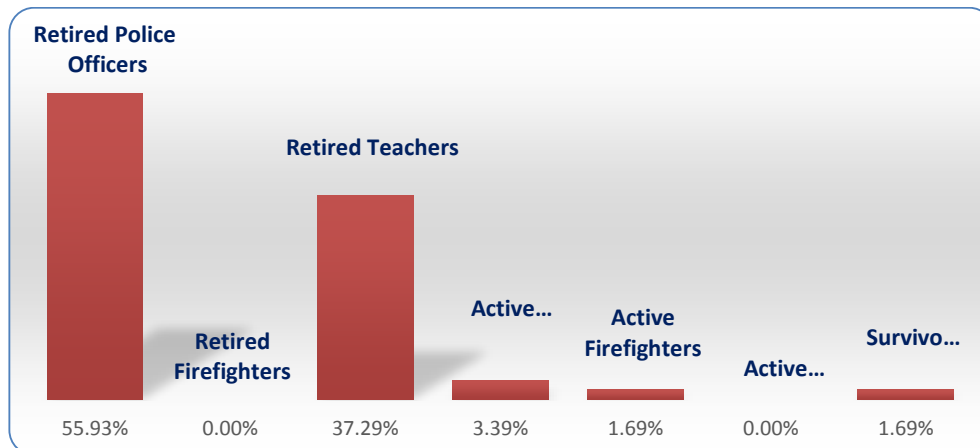


MEMBER SERVICES CUSTOMER SATISFACTION SURVEY October 2017

Overall, how satisfied are you with the member service provided by DCRB?

Answer Choices	Responses	
Very Satisfied	91.80%	56
Somewhat Satisfied	3.28%	2
Neutral	1.64%	1
Somewhat Dissatisfied	1.64%	1
Very Dissatisfied	1.64%	1
N/A	0.00%	0
Answered		61
Skipped		2

Membership/Survivor Type



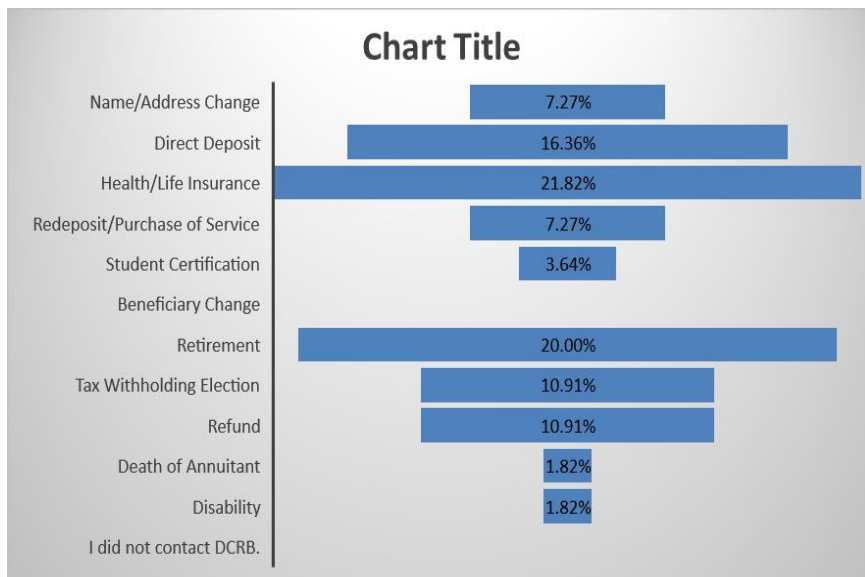
Knowledge and Skills

	Strongly Agree	Agree	Neither Agree/Disagree	Disagree	Strongly Disagree	Total
Had the right information.	88.71%	6.45%	1.61%	1.61%	1.61%	62
Understood your questions.	90.32%	8.06%	0.00%	1.61%	0.00%	62
Provided clear answers.	86.89%	8.20%	4.92%	0.00%	0.00%	61
Answered your questions.	88.71%	9.68%	1.61%	0.00%	0.00%	62
Appeared well organized.	88.71%	9.68%	1.61%	0.00%	0.00%	62
						62
						1

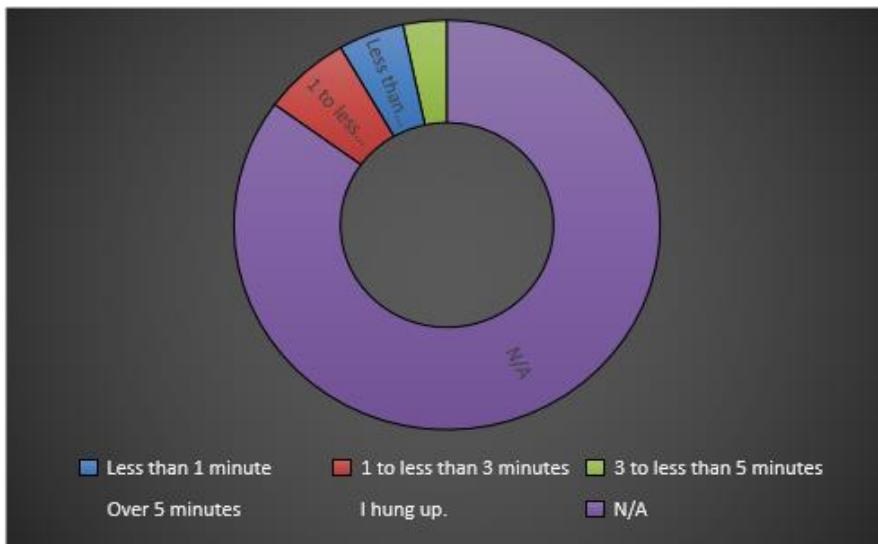


MEMBER SERVICES CUSTOMER SATISFACTION SURVEY October 2017

Reason for Contact



Contact Wait Time



900 7th Street, NW, 2nd Floor
Washington, DC 20001
www.dcrb.dc.gov



Telephone (202) 343-3200
Facsimile (202) 566-5001
E-mail: dcrb@dc.gov

TO: BOARD OF TRUSTEES
FROM: LYLE BLANCHARD, CHAIRMAN
DATE: NOVEMBER 16, 2017

SUBJECT: LEGISLATIVE COMMITTEE REPORT

The following report reflects activities of interest since the October Board Meeting:

COUNCIL OF THE DISTRICT OF COLUMBIA

B22-0136, “Comprehensive Code of Conduct of the District of Columbia Establishment and BEGA Amendment Act of 2017”

The proposed bill would require DCRB trustees to make financial disclosures to BEGA. In addition, the bill proposes changes to the District government's ethics laws regarding employee conduct, including but not limited to: lobbying, financial disclosures, hiring, nepotism, conflicts of interest, gifts, use of government resources, and post-governmental employment conflicts of interest. Among other things, it gives BEGA the authority to access documents of District agencies without a subpoena, and requires all District employees to cooperate with the official functions of BEGA and the Director of Government Ethics.

Status: The bill, B22-0136, was introduced on February 28, 2017, and was referred to the Committee on Judiciary and Public Safety on May 2, 2017. A public hearing on the proposed bill was held November 2, 2017.

B22-0526, “Police Officer Family College Tuition Voucher Act of 2017”

The proposed bill provides free tuition to the University of the District of Columbia's associate- and bachelor-degree programs for all sworn officers of the Fraternal Order of Police MPD Labor Committee, their spouses, and their children. It also provides \$2500 in higher education vouchers to attend college in the District of Columbia and a \$1000 voucher to attend a two- or four-year higher education institution outside of the District.

Status: The bill, B22-0526, was introduced on October 17, 2017, and was referred to the Committee of the Whole.

B22-0321, “Pension Exclusion Restoration and Expansion Act of 2017”

The proposed bill provides a tax exclusion for pensions and annuities, including military pensions, of up to \$10k per year for persons 62 years of age or older, or up to \$20k per year for persons 65 years of age or older. The bill will also allow an individual to deduct from gross income the amount of annual long-term care insurance premiums for up to \$500 per year.

Status: The bill, B22-0321, was introduced on June 6, 2017, and was referred to the Committee on Finance and Revenue.

NO WRITTEN REPORT PROVIDED

NO WRITTEN REPORT PROVIDED

Board Meeting - Additional Materials

DC Retirement Board Conference Listing as of November 15, 2017					
Sponsor	Name of Conference	Date	Location	Cost	Description
National Conference on Public Employee Retirement Systems	Legislative Conference	January 28-30, 2018	Washington, DC	Registration:\$400	NCPERS Legislative Conference for public fund trustees and plan administrators, highlights the issues on Capitol Hill and in federal regulatory agencies that affect pension funds today.
International Foundation of Employee Benefit Plans	Trustees and Administrators Institutes	February 12-14, 2018	Lake Buena Vista, FL	Registration thru 01/02/2018 \$ 1,485	Offered to advanced Trustees and Administrators designed to keep trustees informed on the latest industry trends, legal, and regulatory changes and best practices. The conference will provide information to get a deeper understanding of pension, health and welfare funds.
International Foundation of Employee Benefit Plans	Washington Legislative Update	May 21-22, 2018	Washington, DC	Registration thru 04/09/2018 \$1,225 and after \$1,525	Access a direct pipeline to what's happening on the Hill and in key agencies. Prepare for the future and learn how your plans may be impacted by the new administration as well as recently enacted and proposed legislation and regulations. Network with peers facing similar challenges and take away creative ideas and solutions that work. The content of this program is designed for trustees, administrators and plan professionals in the following areas: •Those whose roles require a keen knowledge of legislative and governmental activity •Employee benefit representatives who are responsible for strategic change •Others serving multiemployer, single employer and public sector benefit plans.
International Foundation of Employee Benefit Plans	Certificate of Achievement in Public Plan Policy (CAPPP) Part I and II	June 12-15, 2018	Chicago, IL	Registration thru 05/03/2018 \$2,250 and after \$2,850.00	Designed to help enhance your understanding of the fundamental areas of public sector benefit plans by earning your Certificate and Achievement in Public Plan Policy (CAPPP). Ideal for new trustees to address core concepts and current trends in legal, legislative, plan design and fiduciary aspects of public sector benefit plans. This is a exam-based program.
National Association of State Retirement Administrators	2018 Annual Conference	August 4-8, 2018	San Diego, CA	Registration thru 06/03/2018 \$1100 and after \$1200	The conference features leaders in the fields of retirement plan investment and administration covering a variety of subjects including investment management, world events applicable to the pension industry, the economy, human resources, trends, and more.

DISTRICT OF COLUMBIA RETIREMENT BOARD
Training & Travel Report
As of
November 15, 2017

Name	Description	Sponsor/Vendor		Dates	
			Location	From	To
Trustees					
No Trustee Travel					
Staff					
Sheila Morgan-Johnson	Meeting	Meeting with Emil Henry of Tiger Infrastructure Partners and Annual Investor Meeting with One Rock Capital Partners	New York, NY	11/13/17	11/13/17
Adu Poku	Training/Education	Certified Cloud Security Professional (CSSP) Boot Camp Infosec Institute	Dulles, VA	10/30/17	11/04/17
Patrick Sahn	Conference	Encap Investments 2017 Limited Partners	Dallas, TX	10/23/17	10/24/17
	Meeting	Advent International Annual Limited Partners	Boston, MA	11/07/17	11/07/17
Michael Xanthopoulos	Meeting	Resources 2017 Annual Limited Partners	New York, NY	11/13/17	11/13/17