REQUEST FOR INFORMATION (RFI)

TO:	**POTENTIAL RESPONDENTS**
RFI No.:	**DCRB-2023-RFI-0100 (revised)**
Caption:	**Implementation of a Benefits Administration Pension System for the District of Columbia Teachers, Police Officers, and Firefighters' Retirement Plans**
Issue Date:	**May 3, 2023**
Closing Date:	**June 19, 2023, at 2:00 p.m. (EDT)**

The District of Columbia Retirement Board (DCRB) is requesting information from vendors that are qualified and have the requisite experience to provide and implement a pension system which will administer retirement benefits for the District of Columbia Police and Firefighters and the Teachers' Retirement Plans.

The objectives of this RFI are to:

- Gain an understanding of a solution for implementing a fully functioning system either,
  - on-premises, or
  - software-as-a-service (SaaS) solution in a private or hybrid cloud, or
  - the best recommended solution to satisfy the requirements for a pension system.

- Better understand the projected cost and timelines for implementing a fully functioning system either on-premises, or software-as-a-service (SaaS) solution in a private or hybrid cloud, or the best recommended solution to satisfy the requirements for a pension system.

- Identify potential system integrators and vendors capable of providing and implementing a new pension benefits administration system.

- Provide respondents an opportunity to comment on the scope and requirements for implementing a pension system.

- Assist DCRB with identifying and understanding the resources, constraints, and cradle-to-grave lifecycle needed to successfully manage and maintain a pension system.

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SECTION I

BACKGROUND

DCRB was created by Congress in 1979 under the District of Columbia Retirement Reform Act as an independent agency of the District of Columbia Government. DCRB has exclusive authority and discretion to manage the assets of the District of Columbia Teachers' Retirement Fund and the District of Columbia Police Officers and Fire Fighters' Retirement Fund (collectively referred to as the Fund).Our mission also includes providing a range of retirement administration services for members of the District of Columbia Teachers' Retirement Plan (the Teachers' Plan) and the District of Columbia Police Officers and Firefighters' Retirement Plan (the Police Officers and Firefighters' Plan) (collectively referred to as the Plans or the Fund) throughout their lives and the lives of their eligible survivors.

Each plan provides optional, deferred, and disability retirement benefits to retirees and survivors. In addition, premiums are deducted from the retirees' pension payments for health and life insurance benefits.

Plan members fall within three primary 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. Benefits payments for these retirees are obligations of the federal government.
- **District of Columbia Plan Members -** police officers, firefighters, and teachers were hired after June 30, 1997, and subsequently retire after June 30, 1997. Benefits payments for these retirees are obligations 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. The federal and DC governments split the cost of these plan members' benefit payments.

DCRB intends to implement a new pension/payroll system to administer the pension benefits for the District's 14,000 annuitants who currently receive benefits under the District of Columbia Teachers' Retirement and Police and Firefighters' Retirement Plans. The pension system may also administer benefits for the Federal Plan Members and for the federal portion of annuitants with split benefits.

The DCRB Benefits Department is responsible for the day-to-day operations and administration of the Plans. The administrative activities are divided among four core groups: (1) Member Services, (2) Retirement Services, (3) Quality and Compliance, and (4) Special Projects.

The current pension administration system is known as the System to Administer Retirements (STAR). STAR is owned and maintained by the Office of DC Pensions (ODCP), the agency within the U.S. Department of Treasury with responsibility for, among other things, benefits payments to Federal Plan Members and the federal liability of Split Plan Members. ODCP, along with Treasury'sBureau of Fiscal

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Service, currently provides the full array of pension administration and payroll operation support to DCRB.

STAR was built on the PeopleSoft Enterprise Pension Administration platform. STAR is currently running on version 9.2, People Tools version 8.57, and Oracle 12c database system. STAR processes retirement/survivor benefits and calculates the Federal and District liability for annuitants with "*split benefits*" (i.e., 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).

In addition to the STAR system, DCRB currently uses the Kofax imaging system to import documents into the FileNet system for document management. The STAR system and document management system are separate and not integrated; thus, limiting the ability to provide seamless end to end document intake and pension processing. Additionally, DCRB supplements the current Pension Administration System, STAR, using other tools such as SQL Server and Access databases, spreadsheets, Microfiche readers, and various other tools for performing calculations and preparing benefit setups. These additional systems are not integrated into the current pension administration system. It is anticipated that the future pension system will support the operating needs of DCRB. Ideally, DCRB would like a system that to provides the following:

- End to end pension calculations and processing;
- Integration with our document imaging solution;
- Automated workflow processes;
- Dashboard that enables staff to view work progress in real time;
- Contact management
- Self -service capabilities integrate the future pension system with FileNet AND Kofax.

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SECTION II

REQUIREMENTS

The focus of this document is to: gather information from experienced systems integrators and vendors with commercially available off the shelf products, and/or the ability to design and implementation of complex applications.

PROPOSED SYSTEM FUNCTIONALITY:

DCRB has assembled a preliminary list of the system functionality *that is considered essential* to administering pension benefits. It is highly encouraged that respondents provide their functionality approach in their responses to the questions. The new pension administration system will include 5 modules of focus which are: case management, benefits calculations, payments, report generation, and customer relationship management (CRM) as depicted below:

Description of Modules:

Customer Relationship Management	Account Management	Collect and manage information about active and retired plan members, such as demographics, marital status, employment history, salary and compensation history.
	Contact Management	Provide a 360 view of plan participants, along with call log history, notes from member services, upcoming appointments, counseling sessions, etc. The system should be able to manage and track all contacts through member web portals, phone calls, emails, and other forms of communication.
	Correspondence Management	A workflow tracking and notification system to ensure timely response to all correspondence matters.
	Member Counseling	Schedule individual counseling sessions for members that come in for counseling by opening a member service case. The system will track how many retirement cases are open, the status of each case, and who "owns" the case. This tracking should also enable reporting on various measures, including but not limited to how many people applied for retirement, how many people submitted an application and subsequently withdrew, and what dates people chose for retirement.
	Member Enrollment	Facilitate new member set up processes.
Case Management	Claims Management	A case management system to collect and track applications received for retirement, survivor, disability, and other benefits.

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	Workload and Case Management	Provide dashboards for workload management; enables reporting; maintains logs and audit trail. Has the ability to analyze and audit workload performance and productivity metrics to support operational business decisions and trend analysis.
	Death Processing	Define active member, retired, and alternate payee death processes related to annuity payments and benefit payments affected by the death. Includes the designation of beneficiaries and precedence of payments.
	Disability Claims	Provide disability retirement benefits based on eligibility, using average salary and years of service as key components.
	Health and Life Insurance, Legal, QDRO, Claims and Appeals.	Deducts premiums for health and life insurance plans; enables legal review of third party representative documentation, Qualified Domestic Relations Orders (QDROs), and claims and appeals tracking and processing
Benefits Calculations	Estimated & Final Payments	Calculate benefits estimates (benefits calculator), final payments, as well as adjustments to payments from Purchase of Service, and refunds.
	Split Calculations	Calculate the benefits for a plan member whose creditable service history began on or before June 30, 1997, but ended after July 1, 1997 -- the benefit payment here is administratively owned by both the Federal and District governments. A Plan member whose entire creditable service history is accrued on or before June 30, 1997 receives a 100% Federal Benefit Payment; while a Plan member whose creditable service history began on or after July 1, 1997, receives a 100% District Benefit Payment.
	Service Purchases	Purchase of service includes creditable service for work performed outside of the DC Retirement System.
	Survivors, QDRO	The Plan pays the retirement benefit to eligible survivors and dependents in the death of a member. In the case of a divorce, the Plan may be required to pay a retirement benefit and/or a survivor benefit to the former spouse, provided it is the intention of both parties, and the former spouse is eligible for such benefits.
	Plan Rules Engine	Determine benefits eligibility based on plan rules and employment status.

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Payments	Payments and Payroll Management	Process monthly payments to annuitants, survivors, and disability cases. Benefit payments include: • retirement payments and adjustments, • survivor payments and adjustments, • beneficiary one-time payments. Comply with Federal and State taxation rules; process garnishments and other third-party vendor payments.
	Transaction Management	Provide the backend interfaces to manage transactions generated in benefits processing and in handling payments.
	Active Member Payroll Data	Accept biweekly data feeds from the District's human capital and payroll system of record. Manage plan eligibility and contribution data received from partner agencies; provide user interface to enable validation by active members.
	Tax Deductions	Withhold taxes, generate 1099R statements and state and federal tax reports. Provide compliance with tax laws including IRC Section 401(a)(9), 401(a)(17), 415(b), 415(c).
	Cost of Living Adjustments	Process cost of living adjustments (COLA) applied to the retirement benefits for plan members and survivors.
Reports Generation	Reporting	Generate actuary reports, active member earning statements, 1099R reports, etc. Ability to generate transactional-related correspondence, monthly direct deposit statements, annual benefits statements, issue 1099-R's in a format that is accessible by members through a self-service web portal.
	Audit	System is designed for audit tracking of all transactions; this audit control when combined with the predictive analytics allows for proactive management decisions.
	Predictive Analytics	Provide a robust interface to enable the non-technical user to transform the data into business value for smarter decision making, predicting the gaps in management controls to strengthen customer relationships, and to prevent fraud.
	Knowledge Management	Provide a member-service interface, including "How-To" guides, OnDemand context help, and enable faster adoption by staff on the system enhancements.
	Member Dashboards	Present metrics on key performance indicators.

Additional Requirements:

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- Maintain active members' records, including beneficiaries and addresses;
- Monitor service credit;
- Maintain individual account balances;
- Collect and maintain salary and service reports submitted by participating employers; and
- Maintain a general ledger interface for all monetary transactions.

CONDITIONS AND NOTICES

1. DCRB does not intend to award a contract on the basis of this RFI, nor pay for information solicited. The information gathered will be used to finalize the solicitation for the implementation of the new pension administration system.
2. The RFI and responses are considered to be an outreach effort, and for market research.
3. Participation in the RFI process is optional and is not required in order to respond to any subsequent solicitations.
4. Responses will not be shared with the public or other respondents.

The respondents to this RFI will likely be requested to participate in a briefing with DCRB's senior management team. The topics of discussion may include, but are not limited to, the following:
- Demonstration of their product.
- Pricing discussion,
- Question and answer discussion.

Review of RFI Responses

Responses will be reviewed by the DCRB senior management and technology teams. 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 the submitted information, 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 implementing the new system.

Technology Demonstrations and Information Briefs

After reviewing respondents' information, DCRB may invite the respondent to discuss and clarify responses and may also request a demonstration of the product. This is at the discretion of DCRB and does not indicate a promise of a contract. Nor does the RFI process enhance the vendor's chance of receiving future work from the DCRB.

If a vendor is requested to perform a demonstration, the vendor shall have a duration of two hours for their demonstration. The duration of two hours shall be divided into two sessions which will be an hour and a half for the demonstrations, followed by thirty minutes for DCRB to ask the respondent questions related to the RFI.

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SECTION III

SUBMISSION OF RESPONSES

It is not the intention for this RFI to be an extensive or expensive undertaking for Respondents. DCRB would appreciate a thoughtful and concise response to the above-described scope of work and requirements.

Respondents will not be bound in any way by 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 in preparation for the release of the RFP.

The response must be limited to twenty (20) pages that when printed will fit on an 8/12 x 11 sheet and must include:

<u>Cover Page</u>

- The cover page must include:
- Title of the RFI,
- Submission Date,
- Company Name,
- Contact Person,
- Company Address, and
- Company Telephone Number.

The response should include the following information:

1. **General vendor information**
   a. Name of company
   b. Contact Person
   c. Address, Telephone Number and Email Address
   d. Brief history of company, including a listing of government agencies for which the company has successfully implemented a pension administration system and/or other related implementations. Please include a contact name, company and or government agency, phone number, and email address for these agencies
   e. Company brochures/literature, if available.

2. **Implementation approach(es), cost estimates**
   a. Describe the type of implementation approach(es), the timelines, and methodology you would use for implementing a pension administration system to ensure the requirements are satisfied.
   b. Describe the staff resources will DCRB need on an ongoing basis to maintain your proposed solution once the system has been implemented. Please include the staff resource positions,

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

c. Provide an overall cost estimate [rough order of magnitude (ROM)] for the implementation, and for ongoing yearly support, maintenance, licenses, and subscription costs.

d. Provide specific examples of past implementation timelines.

3. Phased implementation approach for the elements of the pension system
DCRB is looking to implement a pension system using a phased in approach rather than an all-encompassing one. The objective of the proposed pension system is to automate current business operation functions, remove the complexity from manual and semi-automated applications, enhance the member services experience while reducing operating costs. The target is an overarching solution that manages the life cycle phases of an annuitant, survivor and/or beneficiary. Based on current business needs, DCRB is looking to implement the elements of the pension administration system as indicated below, either incrementally and/or in parallel, using multiple phases. Please provide:

(a) Separate cost estimates and project timelines for each application/module as described in Section II:
    a. Customer Relationship Management
    b. Case Management
    c. Benefits Calculations and Rules Engine
    d. Payments, and
    e. Reports Generation and Dashboards

(b) A sample implementation timeline and schedule that you have used for a similar project.

(c) Any additional comments, recommendations, best practices, experiences, or further insight.

Also, if not included in your answer above, please describe how you would approach the modular implementation.

4. Describe how your proposed solution addresses the business needs of pension administration, payroll operations, and payment processing such as tightly integrated or flexible to integrate with other systems. 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.

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5. Describe the hardware, software, network, and storage services with technical specifications necessary to implement and then support the proposed solution. Include architectural diagrams for the hardware, software, network, and storage services.

6. Describe key success factors for a pension system implementation project.

7. Describe your system dashboards for different levels of management namely, the Pension Administrator, Benefits Manager, and Client Service Specialist.

8. Describe your system's ability to retain historical data. Is there a time limit on storing the data?

9. Describe your system's approach to ensure data validation and accuracy. It is anticipated that data may be entered manually, or system generated, as well as data flows through automated feeds from external systems. Include all tools you would use for data conversions and cleansing activities.

10. Describe your approach to knowledge transfer, and staff training during pre- and post-implementation.

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SECTION IV

REIMBURSEMENTS:

DCRB will not reimburse respondents or their partners for any cost incurred in conjunction with their responses to the RFI.

RESTRICTION ON DISCLOSURE AND USE OF DATA

All responses become the property of the District of Columbia Retirement Board (DCRB) and may be subject to disclosure under the Freedom of Information Act (see below). 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 to be 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's right to use the 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."

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.

Thank you for taking the time to respond to this RFI. Your input is appreciated and important to the planned success of the implementation of a new pension administration system for the DC Retirement Board.

The closing date for receipt of responses is **June 12, 2023, at 2:00 p.m. (EST).** Responses must be emailed to albert.walker2@dc.gov and dcrb.procurement@dc.gov on or before the closing date and time. Questions may be referred to Albert Walker at the email address above.