



Chicago Teachers' Pension Fund

Questions and Answers #1 Related to the RFP for Pension Administration System RFP Oversight Consulting Services (PAS) FY20-0003 (Public)

NOTE: Questions 8, 9, 11 and 14 involve confidential technical information. Any prospective respondent to this RFP who sends a signed NDA via email to the RFP contacts (Lupe Garcia at garciam@ctpf.org, Becky Gonzales at gonzalesr@ctpf.org, and Sandy McNamara at McNamaras@ctpf.org) will receive our non-public version of this document which contains the answers to those three questions via response email. The NDA is only for the purpose of CTPF providing our confidential, technical information to prospective respondents and must be the CTPF NDA that is located on CTPF's website here: <https://www.ctpf.org/post/non-investment-procurements>. Additional confidentiality provisions may be negotiated as part of any final contract.

1. **Question:** Has CTPF made any strategic decisions regarding the type(s) of solution(s) required, desired and/or eliminated any types of systems based on information gathered in vendor responses to Request for Information No. FY19-0007 issued by CTFP in January 2019? If so, can you provide that information so that proposals for RFP preparation are sized accordingly?

Answer: CTPF has not made any decisions regarding types of solutions.

2. **Question:** Have any new projects been identified that are not listed above?

Answer: No. New Projects have not been identified.

3. **Question:** Can CTPF describe what procurement activities and tasks CTPF staff would handle versus the procurement and vendor selection tasks CTPF expects the consultants chosen from this RFP to handle?

Answer: Activities and Tasks to be delegated between CTPF staff and successful bidder will be a collaborative discussion between the former during contract negotiations.

4. **Question:** Can CTPF provide target dates for 1) starting this Management Consulting Services project, 2) publishing the PAS RFP, 3) final vendor selection, 4) funding

approval for the PAS solution, 5) start of the PAS vendor(s), and 5) planned completion of the new comprehensive PAS? This information will help us establish the dedicated resources we need to meet your goals, timelines, and other requirements to ensure achievement of your strategic goals.

Answer: This information will evolve during the performance of the consulting services based upon the available solutions, efficiencies, research findings, analyses, and resources. Notwithstanding CTPF may provide estimated target dates for the following: (1) The Management Consulting Services project is expected to be approved by the CTPF Board of Trustees on March 19, 2020, and final contract negotiations with the winning bidder to be completed by May 1, 2020; (2) CTPF has targeted 6-8 months for publication of a PAS RFP between late 2020 and early 2021; (3) final vendor selection August 2021 (allowing 6-8 weeks for proof of concept).

5. **Question:** The actual term for services requested in this Management Consulting Services RFP are often subject to the term of the PAS vendor's project schedule. Has CTFP considered that the PAS vendor contract may not be for three years? If so, would the Management Consulting Services contract term be adjusted as such or is the three-year term independent of the eventual PAS project schedule?

Answer: The three-year (3) term is independent of the resulting PAS project schedule. The term would include (two) 2 one-year renewals.

6. **Question:** Is CTPF asking for a single billing rate across all of the staff being proposed or can there be billing rates associated with each of the staff being proposed?

Answer: CTPF prefers the submission of both blended and single billing rates, and will evaluate each according to the best responsive and responsible bid proposal.

7. **Question:** Page 3 – The summary mentions a solution to support finance reporting. “CTPF requires enterprise-wide multi-module software applications to improve, standardize, and automate a wide range of operations including benefit administrations, finance reporting, contributions/premium collections, payment disbursements, customer service, management control, and operational control.” Is CTPF considering a new financial management system, or does this refer to PAS integration with your existing financial management system?

Answer: CTPF is not soliciting a new financial management system. CTPF anticipates the full integration of the PAS with its financial management system.

8. **Question:** Page 3 – The summary identifies two core pension administration systems. “Currently, CTPF has two core pension administration systems and many other

home-grown systems to handle pension and retiree health insurance administration.” Please provide a brief description of these two core pension administration systems. What is the primary function of each? When were they first implemented and by whom? Are they home grown or vendor software (who)?

Answer: NDA required. See above note.

9. **Question:** Page 3 – The summary references a document management solution. “6. Document management, automated workflows, dashboards, reporting, and analytics”

a) Is CTPF considering a new document management system, or expecting the new PAS system to integrate with your existing document management system?

Answer: NDA required. See above note.

If CTPF is replacing the current document management solution; What is it based on (software)? How many images are currently captured and how many new images are added per month? Are there documents that are not electronic and is a backfile conversion be required? How many pages?

Answer: NDA required. See above note.

10. **Question:** System Data Quality – Does CTPF expect a data cleansing effort to be part of the PAS implementation or a separate project? What type of data and volume will require data cleansing (e.g. service 25%, address 100% verify with 10% to be cleaned)?

Answer: CTPF has been conducting an in-house data quality initiative, however, further evaluation will be required to determine additional scope and effort required to complete an effective data cleansing effort for the PAS implementation.

11. **Question:** Page 4 – For section III Scope of Work, CTPF identified “C. Provide Business Process Modeling”. Does CTPF require the business processes to be reengineered or adjusted to use the new PAS system? How many business processes does CTPF have defined as part of this project? Can you more precisely explain the deliverables you are seeking? And their purpose?

Answer: NDA required. See above note.

12. **Question:** Has a target date been established for the release of the PAS RFP?

Answer: See Answer to No. 4 above.

13. Question: Is there an expected duration of the PAS RFP project from vendor award through PAS provider selection?

Answer: See Answer to No. 4 above

14. Question: How many current legacy systems are expected to be replaced by the selected Pension Administration System(s)? Is a list of system names and functions available? Is a system (or architectural) diagram of the current platform available?

Answer: NDA required. See above note.

15. Question: Is the CTPF receptive to replacing the legacy Pension Administration Systems with more than 1 replacement system across each of the six (6) capability areas identified?

Answer: CTPF will consider all proposals, and will evaluate each according to the best responsive and responsible PAS solution.

16. Question: Has CTPF considered or is it willing to consider alternative sourcing solutions such as BPO or Managed Services?

Answer: No.

17. Question: Approximately how many employees / contractors (incl. business process and technology support roles) are currently required to provide recordkeeping, counseling and health benefits services to CTPF members?

Answer: Approximately 100.

18. Question: Is there currently a scheduling system for counseling appointments (89K participants) and is that system integrated with the current PAS system?

Answer: No.

19. Question: How many representatives does CTPF utilize to conduct the approximately 700 member counseling sessions?

Answer: Three (3) full-time staff.

20. **Question:** Is the full scope of this RFP solely related to creating the Pension Administration Services (PAS) RFP and managing the vendor selection process (i.e., Business Process Improvement and Reengineering Services would commonly be outside the scope of a standard vendor selection project)?

Answer: CTPF will consider both proposals.

21. **Question:** Are we correct to assume that participating in the PAS implementation is not part of what is being requested in this RFP?

Answer: No. CTPF expects that implementation would be included.

22. **Question:** Should each of the six components in the defined scope of this RFP be considered separate deliverables, or are they all embedded in the PAS vendor selection process?

Answer: Each component should be considered as separate deliverables.

23. **Question:** Our assumption is the scope of work includes both procurement services and implementation oversight of the chosen vendor. Is that correct?

Answer: Yes.

24. **Question:** Does CTPF envision Scope of Work items C & D (Business Process Modeling, and Process Improvement and Reengineering) occurring during the procurement phase, between the procurement and implementation phases, or during the implementation phase of the project?

Answer: During the procurement phase it is anticipated that a high level Business Process and Modeling and Process Improvement and Reengineering will take place. Notwithstanding this expectation, it is also anticipated that this planning would occur in more detail once CTPF has been presented with the details of a program and solution.

25. **Question:** Please provide details for the scoring model for this RFP if one exists.

Answer: None is available.

26. **Question:** CTPF mentions in Section VIII.E that respondents should provide special considerations for billing. Does CTPF expect fixed price responses, time & materials, or other method, and could CTPF provide any additional details on cost expectations and breakdown?

Answer: CTPF will consider a variety of options that present competitive pricing and quality.