



Chicago Teachers' Pension Fund

Questions and Answers #1 Related to the RFP for

Pension Administration System RFP (PAS)

1. Section 4, pages 53-197

Can CTFP provide the Projects Commitments in Excel?

Answer: Yes

2. Section 1.1, page 8

CTPF has set the expectation that the PAS system will provide an average response time to the desktop of less than three seconds. The RFP does not require the vendor to provide desktop or infrastructure equipment or support. Does CTFP agree that the vendor cannot be held accountable for the response times of CTFP-owned elements of the solution?

Answer: CTFP believes that their LAN is sufficient to support any modern system requirements. As such, the PAS System will be evaluated on vendor performance within our Local Area Network.

3. Section 1.1, page 8

CTPF has set the expectation that 100% of the agreed-upon commitments will be included in the delivery to the QA and production systems. Does CTFP agree that this is 100% of the commitments after requirements documents are completed and approved?

Answer: Yes

4. Section 4.1.1, page 53

CTPF has defined “fully satisfies” to mean the commitment does not require any changes to the current base COTS solution being offered and “partially satisfies” to mean minor new development or simple customization. Please confirm that use of parameterization and configuration are included in the definition of “fully satisfies.”

Answer: Yes

5. Section 4.2.1, #4 & #5, page 55

CTPF is requiring that the solution shall automatically generate a unique CTPF ID. Please confirm that this unique ID is one per member (not per transaction). Also, do members already have assigned unique IDs (other than SSN/TIN) that need to be attached to the new ID (in addition to the vendor's new unique CTPF ID)?

Answer: Yes, automatically generated unique CTPF ID should be assigned to one per member. Members have unique member ID (other than SSN/TIN).

6. 4.0 Project Commitments - 4.1 Project Commitments Proposal Section Format - 4.1.1 Proposal Section Format, Page 53. The instructions for the Mandatory Commitments indicate, "The Bidder must agree to satisfy the mandatory commitments by entering "Yes" in the appropriate Response column and provide additional information as to how the commitment will be met." Where is the additional information to be inserted in the response? Please provide an example.

Answer: CTPF added a column to the excel spreadsheet with the commitments for response.

7. 4.0 Project Commitments - 4.2 Functional Commitments - 4.2.13 Imaging, Page 107. Commitment 14: The RFP indicates the number of images in FADV is 5.76 million. In addition to the FADV images, how many documents/images are stored and to be converted from the Application Extender and Pension Gold systems?

Answer: Pension Gold does not store any documents. ApplicationXtender is currently storing 10.2 million documents.

8. Commitment 16: What content formats are currently stored, e.g. TIFF, PDF, MS-Excel, etc.? If there are TIFF images stored, are they single page or multi-page TIFFs?

Answer: FADV documents are stored in pdf format. ApplicationXtender documents are stored as compressed files but include all native file types. Data migration vendor will stage all documents for import into PAS system.

9. Commitment 18: Does CTPF use any index assisted Optical Character Recognition (OCR) to read specified areas of the documents and extract the metadata to automatically index documents?

Answer: Not currently, but want in the future per the commitments.

10. 4.0 Project Commitments – 4.3 Bidder's Technical Solution - 4.3.3 General Technical, Page 174 Commitment 2: Please provide the Section that identifies the CTPF workforce mobility needs.

Answer: Users should be able to access PAS with a domain joined laptop

11. 4.0 Project Commitments - 4.5 CTPF Training and Staff Support - 4.5.1 Training, Page 192. Commitment 11: Please provide the number of management and staff by functional area.

Answer: Please refer to the Org Chart in Section 6.1.3 of the RFP for staff by functional area.

12. 1.0 RFP Purpose, 1.2 Minimum Bidder Qualifications, 1.2.1 Minimum Qualifications – Page 9. How many public pension plan implementation references in the United States are required to meet minimum qualifications for this bid?

Answer: Three (3) from the United States as stated in the Minimum Bidder Qualifications section

13. Is CTPF also open to references from non-U.S. based clients?

Answer: See answer for Question 12

14. 1.0 RFP Purpose – 1.1 Purpose Overview, Page 7

Regarding the requirement that all employers will use the new employer reporting system, have outreach programs been developed to begin the process of orienting the employers to the coming changes?

Answer: Yes, CTPF expects to launch an employer outreach program.

15. 4.0 Functional Commitments – 4.3 Bidders Technical Solution – 4.3.4 Hardware and Software, Page 177. Regarding commitments in section 4.3.4, can CTPF confirm that they are seeking a third-party hosted platform for the system infrastructure and that CTPF does not want to host the solution in house?

Answer: The future PAS may be hosted on-premises or by a vendor in another location, subject to some restrictions defined by CTPF.

16. 4.0 Functional Commitments - 4.2 Functional Commitments – 4.2.1 General Line of Business, Page 61, #91 - Shall provide all of the functionality and information contained in the current CTPF reports, queries, letters, forms, and exports (See Appendix)

4.0 Functional Commitments - 4.2 Functional Commitments – 4.2.1 General Line of Business, Page 61, #101 - Shall generate all current CTPF forms and letters as defined for the new LOB solution (See Appendix)

4.0 Functional Commitments - 4.2 Functional Commitments – 4.2.2 Audit, Page 65, #17 - Shall provide the ability to generate standard reports for Board reporting as defined by CTPF (See Appendix)

Please confirm 'Appendix' refers to section 6.0 Attachments.

Answer: Yes

17. 4.0 Functional Commitments - 4.5 CTPF Training and Staff Support – 4.5.1 Training, Page 193. Regarding commitment #14 - Shall provide support for the CTPF creation of online training (e.g., videos). In terms of support, is the expectation that the chosen vendor supply videos of the system functionality for CTPF to utilize when they create online training?

Answer: CTPF anticipates a variety of content types (e.g., video, interactive, text, etc) to be used for online training.

18. 2.0 CTPF Information - 2.3 CTPF Technology Overview - 2.3.2 Future State Infrastructure – Page 36. Regarding the statement, “The future PAS may be hosted on-premises or by a vendor in another location, subject to some restrictions defined by CTPF.” Can CTPF please provide the restrictions referred to in the statement?

Answer: Restrictions include but are not limited to the following: CTPF must own data with unrestricted access to that data. CTPF will reserve the right to perform security or system reviews. Data and data backups must reside in US. Vendor must provide periodic SOC 1 and 2 reports as requested by CTPF.

19. 2.0 CTPF Information - 2.3 CTPF Technology Overview - 2.3.2 Future State Infrastructure – Page 36. Regarding the statement, “CTPF also requires that the new PAS be able to easily integrate with other CTPF applications or other external services (e.g., reciprocal processing, licensure validation, and death).” Does CTPF require the integration to work in real time, for example using web services, or will these solutions be integrated through file interfaces?

Answer: CTPF currently has integrations with external entities using both file interfaces and web services. Preference would be to use web services when possible.

20. 1.0 RFP Purpose – 1.4 RFP Instructions - 1.4.4 Communication Points of Contact during RFP Quiet Period, Page 13. Regarding the statement, “Communication is prohibited between Bidders and members of the CTPF Board of Trustees (“Board of Trustees”, “Trustees”, or “Board”), Fund staff, Fund consultants and service providers.”

Is it permissible to contact current CTPF service providers who may be interested in subcontracting work to the Bidder?

Answer: CTPF maintains their quiet period through the process, and only after the contract has been executed, can such communication take place. However, it will be on a case-by-case basis and any prospective relationship must be reviewed and approved by CTPF.

21. 5.0 Cost Proposal – 5.3 Cost Details – 5.3.2 – Functional Commitments Optional – Employer Reporting, Page 201

Regarding commitment #21, “Shall provide the ability to capture non-member data.”
Is the data to be collected the same data collected for members?

Answer: Yes, with the ability to identify individuals that don't pass the eligibility logic (certified/licensed and working in a covered position).

22. 5.0 Cost Proposal – 5.3 Cost Details - 5.3.8 Solution Warranty and post Implementation Support, Page 205. Regarding the time frames for the Warranty.

The timeframe described in this section 5.3.8 is inconsistent with the Warranty definition in the CTPF Sample Contract, Section 1.61. For purposes of pricing the Warranty service, which time frame should be used?

Answer: Please use the time frame identified in the commitments.

23. 6.0 Attachments – 6.1 Additional Business Documentation - 6.1.15 CTPF Sample Contract, Page 263. In the Sample Contract, Section 2.10 d, there is a missing reference. Please provide the reference.

Answer: CTPF will post an addendum with updated references to the sample contract to the CTPF website. This response applies to Questions 23-33.

24. 6.0 Attachments – 6.1 Additional Business Documentation - 6.1.15 CTPF Sample Contract, Page 266. In the Sample Contract, Section 3.6, there is a missing reference. Please provide the reference.

Answer: CTPF will post an addendum with updated references to the sample contract to the CTPF website.

25. 6.0 Attachments – 6.1 Additional Business Documentation - 6.1.15 CTPF Sample Contract, Page 275. In the Sample Contract, Section 8.2, there is a missing reference. Please provide the reference.

Answer: CTPF will post an addendum with updated references to the sample contract to the CTPF website.

26. 6.0 Attachments – 6.1 Additional Business Documentation - 6.1.15 CTPF Sample Contract, Page 276. In the Sample Contract, Section 8.3 b & d, there is a missing reference. Please provide the reference.

Answer: CTPF will post an addendum with updated references to the sample contract to the CTPF website.

27. 6.0 Attachments – 6.1 Additional Business Documentation - 6.1.15 CTPF Sample Contract, Page 277. In the Sample Contract, Section 8.4, there is a missing reference. Please provide the reference.

Answer: CTPF will post an addendum with updated references to the sample contract to the CTPF website.

28. 6.0 Attachments – 6.1 Additional Business Documentation - 6.1.15 CTPF Sample Contract, Page 277. In the Sample Contract, Section 8.7, there is a missing reference. Please provide the reference.

Answer: CTPF will post an addendum with updated references to the sample contract to the CTPF website.

29. 6.0 Attachments – 6.1 Additional Business Documentation - 6.1.15 CTPF Sample Contract, Page 278. In the Sample Contract, Section 9.3, there is a missing reference. Please provide the reference.

Answer: CTPF will post an addendum with updated references to the sample contract to the CTPF website.

30. 6.0 Attachments – 6.1 Additional Business Documentation - 6.1.15 CTPF Sample Contract, Page 282. In the Sample Contract, Section 12.3, there is a missing reference. Please provide the reference.

Answer: CTPF will post an addendum with updated references to the sample contract to the CTPF website.

31. 6.0 Attachments – 6.1 Additional Business Documentation - 6.1.15 CTPF Sample Contract, Page 288. In the Sample Contract, Section 13.5, there is a missing reference. Please provide the reference.

Answer: CTPF will post an addendum with updated references to the sample contract to the CTPF website.

32. 6.0 Attachments – 6.1 Additional Business Documentation - 6.1.15 CTPF Sample Contract, Page 291. In the Sample Contract, Section 14.15, there is a missing reference. Please provide the reference.

Answer: CTPF will post an addendum with updated references to the sample contract to the CTPF website.

33. 6.0 Attachments – 6.1 Additional Business Documentation - 6.1.15 CTPF Sample Contract, Page 276. In the Sample Contract, Section 8.3 b & d, there is a missing reference. Please provide the reference.

Answer: CTPF will post an addendum with updated references to the sample contract to the CTPF website.

34. 6.0 Attachments - 6.2 – Additional Information Technology Documentation – 6.2.3 – CTPF Application and System Software, Infrastructure, Page 306. AWS Hosts: Organization Website (CTPF.org) Member Self Service Portal Employer Reporting Portal (ERS). Please confirm if AWS is preferred for hosting the new solution going forward.

Answer: The future PAS may be hosted on-premises or by a vendor in another location, subject to some restrictions defined by CTPF. Currently both AWS and Azure are used for cloud hosting, and they would be the preferred public cloud vendors.

35. 4.3 – Bidder’s Technical Solution - 4.3.4 – Hardware and Software, Page 177
Regarding commitment #11, “Shall use CTPF version control software to manage release and component deployments to all environments.” What software is currently used by CTPF for version control?

Answer: CTPF currently uses Apache Subversion (SVN) for software version control.

36. RFP Purpose – 1.7 Terms and Conditions – 1.4.1 Response Submissions, Pages 10, 11
For RFP proposal delivery, could CTPF provide the maximum file size your email server will accept?

Answer: CTPF currently has an email limit of 50MB. If there is a larger response, we have other secure methods available.

37. 1.0 RFP Purpose – 1.7 Terms and Conditions – 1.7.3 Sample CTPF Contract, Page 22
Can we submit our sample contract to be considered as a starting point for negotiation?

Answer: Please provide a list of exceptions where your contract differs from the sample contract provided. See Section 6.1.14 on Page 252 for details.

38. 2.0 CTPF Information – 2.3 CTPF Technology Overview – 2.3.2 Future State Infrastructure, Page 36. The RFP states, “The future PAS may be hosted on-premises or by a vendor in another location, subject to some restrictions defined by CTPF.” We assume that in the case

of a managed service offering in which the vendor utilizes a public cloud provider (Azure, AWS, etc.) this may not be applicable. Can CTPF adjust the language in this requirement to include a qualifier such as "in the case where the vendor is directly managing the infrastructure"? If our assumption is incorrect, what are the restrictions defined by CTPF?

Answer: See answer to questions 18 and 34.

39. 4.0 Project Commitments – 4.2 Functional Commitments – 4.2.10.79 Employer Reporting, Page 91 .The RFP states, “Shall provide the ability to categorize messages to employers.” Please elaborate on the message categories and provide some examples of how this requirement is used.

Answer: CTPF would like to categorize system messaging to employers (Ex: System issues, Eligibility questions, mass/targeted communications to employers)

40. 4.0 Project Commitments – 4.2 Functional Commitments – 4.2.12.4 Health Insurance (Annuitants Only), Page 104. For the existing document/images in Application Xtender, FADV (converted microfilm/fiche), and Pension Gold, please provide the number of these documents/images by application and file format (e.g., pdf, tiff). Do any documents/images overlap in these applications? Do any of these documents/images contain annotations?

Answer: See question 7 for document counts. Documents do contain annotations.

41. 4.0 Project Commitments – 4.4 Methodology and Testing – 4.4.1 Methodology and Testing, Page 188. The RFP states, “Shall submit Artifacts for review using the commitment tracking system used at CTPF. (CTPF utilizes JIRA today) (This requires that the Artifact to be reviewed can be accessed on the CTPF network.)” As part of implementation, bidder would grant CTPF access to a shared JIRA instance for all project documentation, requirements tracking, issue tracking, test cases, and test case management, as bidder’s test methodology expects common repositories for such items. Please confirm that this is acceptable to CTPF.

Answer: CTPF would prefer to use its own instance of JIRA. If vendor has customized tracking, workflow, or forms and would prefer to their own instance of Jira, it would be expected that they transfer all project data to CTPF upon project completion.

42. 4.0 Project Commitments – 4.4 Methodology and Testing – 4.4.1.33 Methodology and Testing, Page 190 .The RFP states, “Shall include in the Project Plan a minimum of 20% of

the overall project schedule for the execution of User Acceptance Testing.” Please provide further detail for this figure and how it was calculated. We assume that “overall project schedule” refers to the period of time spanning project start through go-live, is this assumption correct?

Answer: Correct. We are planning for a large UAT cycle which constitutes approximately 20% of the project schedule from start through go-live.

43. 4.0 Project Commitments – 4.4 Methodology and Testing – 4.4.1.34 Methodology and Testing, Page 190. The RFP states, “Shall perform end-to-end business process testing including interfaces and integrations.” Please clarify if the Vendor is expected to complete testing of the integrations within CTPF’s partner/external systems.

Answer: Yes

44. 4.0 Project Commitments – 4.4 Methodology and Testing – 4.4.1.38 Methodology and Testing, Page 190. The RFP states, "Shall work in conjunction with CTPF staff to conduct General Ledger and financial transaction testing and reconciliation." Please clarify the expectations, processes, testing procedures, or other relevant information for the General Ledger/Financial Transaction testing.

Answer: CTPF has a sandbox environment for our financial system and will have requirements to test all interfaces, integrations, and data exchanges between the two systems.

45. 4.0 Project Commitments – 4.2 Functional Commitments – 4.2.20.40 Pension Adjustments, Page 132. The RFP states, "Shall provide the ability to exclude certain member records from an adjustment (e.g., salary, age changes) according to CTPF business rules or conditions." What criteria defines “certain member records” flagged for exclusion? Does this requirement refer to payroll history records or the member’s account in general?

Answer: This refers to portions of the individual members payroll history records.

46. 4.0 Project Commitments – 4.2 Functional Commitments – 4.2.21.4 Pension Calculations, Page 133. The RFP states, "Shall calculate FAS for day for day scenarios using a predesignated calendar from an employer to define expected days, or amount (parameter) defined by CTPF (can vary by pay group/employer)." How many different employer calendars will be used? Do the calendars change retroactively or prospectively?

Answer: Each employer can potentially have multiple calendars based on payment frequencies. Within each calendar, an employer can have multiple pay groups. Today there are over 400 pay groups. CTPF is expecting the ability to update calendars retroactively and prospectively.

47. 4.0 Project Commitments – 4.2 Functional Commitments – 4.2.24.30 Retirement Application Process, Page 146. The RFP states, “Shall create the reversionary sub account based on information entered at time of retirement.” Please define “reversionary sub account” in the context of this requirement.

Answer: A Reversionary Retirement Benefit is an option that a member may exercise at any time prior to their date of retirement. The member elects to receive a reduced service retirement pension in order to provide a monthly pension for another person after the death of the member. Any person may be designated/named as the reversionary beneficiary.

48. 4.0 Project Commitments – 4.3 Bidder’s Technical Solution – 4.3.3 General Technical, Page 174. The RFP states, “Shall ensure the LOB application supports CTPF workforce mobility needs (See Section XX in RFP).” Please confirm which Section of the RFP is referenced in this description.

Answer: See question 10.

49. 4.0 Project Commitments – 4.3 Bidder’s Technical Solution 4.3.4 Hardware and Software, Page 177. The RFP states, “Shall use CTPF version control software to manage release and component deployments to all environments.” In the case of managed service offering in which the vendor utilizes a public cloud provider (Azure, AWS, etc.) this may not be applicable. Can CTPF adjust the language in this requirement to include a qualifier such as “in the case where the vendor is directly managing the infrastructure”?

Answer: CTPF expects that version control will be maintained in all environments.

50. 6.0 Attachments – 6.1 Additional Business Documentation – 6.1.13 Other CTPF Initiatives, Page 251. The Data Quality Improvement project mentioned is expected to be a multi-year project. Does CTPF expect that this quality project to correct and clean the data before the

completion of UAT of the new PAS implementation? Will the data vendor collect and provide any currently missing data?

Answer: CTPF expects data to be cleaned and staged for implementation prior to UAT.

51. 6.0 Attachments – 6.1 Additional Business Documentation – 6.1.14 CTPF Contract Exception Form, Page 252. The RFP states, “CTPF Contract Exception Form - The following template is provided and must be used to detail exceptions to the CTPF sample contract provided in Section 6.1.15. This form must be included in section 3 of the bidder’s proposal.” For our review of the sample contract, will it be sufficient if we identify in list form only “material” issues at this time, with proposed “general” language that would be subject to negotiation between the parties? We assume that contractual terms specific to the operation of our software are not required to be identified at this time, would this assumption be correct?

Answer: Please provide all exceptions to the sample contract. Regarding contractual terms specific to software, please indicate if the contractual terms of your software would conflict with the sample contract provided.

52. 6.0 Attachments – 6.1 Additional Business Documentation – Page 269 (5.2 c). Please explain ICON's roles and responsibilities with regard to PAS data testing. Is ICON's data testing limited to general ledger and financial transactions? And is this tested limited to bridging?

Answer: Icon Integration has been contracted with to provide Data Assessment and Data Migration services as part of the PAS implementation.

53. 6.0 Attachments – 6.2 Additional Information Technology Documentation – 6.2.3 CTPF Application and System Software, Page 304. The section mentions that the FADV images may be transferred to AX. Please elaborate when this process occurs and if this is planned to be completed prior to the PAS implementation.

Answer: Data migration vendor will stage all images for PAS implementation.

54. From Bidders Conference – General Question – Can follow-up questions be submitted after the bidders conference?

Answer: Yes, as stated in the RFP the deadline for submitting additional questions is 5:00 PM Central Daylight Time (CDT) on May 13, 2021

55. From Bidders Conference – General Question – Can any question be asked as a follow-up?

Answer: Yes

56. Question following the Bidders' Conference – Subcontractor -Based on the response to Question #20 at the recently concluded Bidders Conference, permission was requested by a prospective bidder to engage in conversations with Bradley Consulting for the purpose of potentially working as a subcontractor.

Answer: Bradley Consulting is a current consultant performing services for the CTPF, specifically in areas covered by the PAS modernization project. In this capacity, Bradley has undertaken contractual obligations which include compliance with the CTPF Contract Administration and Procurement Policy (CAPP), Non-Disclosure Agreement, and Confidentiality agreement.

Therefore, as to communication between a prospective PAS RFP respondent and Bradley Consulting for the purpose of working as a subcontractor, Bradley Consulting is precluded without limitation from discussing, planning, assisting, and participating in the preparation of a proposal in response to the advertised PAS Modernization RFP.

Moreover, Bradley is prohibited from sharing, discussing, and revealing confidential information, acquired while performing services as a consultant to CTPF, with a prospective or winning bidder without prior written approval of the CTPF. The discussions would constitute *Ex parte* communications during the Quiet Period prohibited by the CAPP.

Finally, the RFP identifies the specific information which is required for purposes of disclosing subcontractors; please refer to the PAS RFP, Section 3.2.5 (v). Required Disclosure: the names and addresses of any subcontractors and the expected amount and/or percentage of money each will receive under the agreement if authorized by the Fund. Bidders are also directed to Section 3.9.2 which requires the submission of Resumes of subcontractors identified as Key Personnel. Therefore, should Bradley Consulting agree to be identified as a subcontractor for purposes of the PAS RFP, Bradley shall not disclose any information beyond the disclosure required by Sections 3.2.5 (v) and 3.9.2.

In the event that Bradley Consulting is selected as a subcontractor with a winning bidder, Bradley Consulting may be subject to additional restrictions governed by the above referenced confidentiality agreements and the CAPP.