



# Bidder Question Responses – Round 2

No.	Question / Response	RFP Section	Page #
1	<p><b>Question:</b></p> <p>You state that you “prefer a solution that has been successfully implemented in similar organizations. SamCERA is willing to take advantage of service delivery models and business processes proven effective in other similar organizations.”</p> <p>Your functional requirements include 500 specific business rules. Can you provide information on the amount of alignment your business rules have with other Act 37 counties?</p> <p>Attachment 11 includes requirements for business process reengineering. To what extent are you willing to adapt your business processes to as-is workflow designs and features to improve implementation speed?</p>	6.1	14
<p><b>Response:</b></p> <p>As is typical of 1937 Act counties, SamCERA’s business rules are anchored to applicable retirement law and align with other 37 Act counties to the extent that they’ve adopted the same optional code sections. Business rules based on internal policy and procedure may be similar to other 37 Act counties, but certainly not identical, and an effort has been made to capture these differences in the requirements and business rules provided.</p> <p>SamCERA is willing to adapt business processes to the as-is workflow designs to the extent that the as-is workflows support all necessary steps to complete a work process and support non-negotiable process rules such as separation of duties and review steps. SamCERA has tried to ensure that requirements accompanying this RFP are focused on “what” they need to accomplish without being prescriptive to “how” it must be accomplished, except where necessary.</p>			



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2	<p><b>Question:</b></p> <p>You are requesting implementation of Workflow and Case Management functionality.</p> <p>Please describe the extent to which you use these tools today.</p> <p>Are you willing to deliver some of these functions after an initial Go Live to speed up delivery of core functionality?</p> <p><b>Response:</b></p> <p>SamCERA recognizes the value of structured workflows and case management tools that improve process efficiency and accuracy. Their legacy PASS contains workflows for multiple process areas, but many (not all) have been abandoned by SamCERA staff because they find the workflows cumbersome, click-heavy, and inefficient for completing the needed work.</p> <p>Yes, SamCERA is willing to consider deferring some workflow functions until after initial go-live for the sake of faster delivery. However, SamCERA would prefer initial go-live to include the highest value workflows (e.g., retirement processing).</p>	6.1	14
3	<p><b>Question:</b></p> <p>You ask bidders to propose the Member Portal and mobile app separately as an optional component. Are both the Member Portal and the mobile app optional or just the mobile app? Is it your intention to keep the PensionX Member Portal?</p>	6.1	14



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	<p><b>Response:</b></p> <p>The Member Portal is a required component of the solution. The mobile app is optional, as we recognize not all vendors offer this capability, although SamCERA would prefer to have one.</p> <p>We requested separate pricing for these components to allow for comparison across bidders, including comparison to third-party solutions such as PensionX. A single, integrated solution is preferred and SamCERA does not have a predetermined intent to retain PensionX. However, SamCERA may consider a third-party portal if it better meets our needs.</p>		
4	<p><b>Question:</b></p> <p>Please define “Irregular Activities.” Examples are fine.</p>	6.2	16
	<p><b>Response:</b></p> <p>“Irregular Activities” refers to non-routine or exception-based transactions that require additional review or handling. Examples include adjustments, corrections, or unusual payment or data scenarios.</p>		
5	<p><b>Question:</b></p> <p>SamCERA “reserves the right to retain all proposals submitted and <i>to use any ideas in a proposal regardless of whether that proposal is selected.</i>”</p> <p>Is SamCERA willing to withdraw the italicized portion of the sentence? This provision discourages a complete and robust response to Functional Questionnaire #4 which encourages bidders to bring distinctive and differentiating features to the table.</p>	7.17	23



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	<p><b>Response:</b></p> <p>No, SamCERA will not withdraw the italicized language, but we encourage Bidders to submit complete and robust responses, particularly in Attachment 4 - Functional Questionnaire, so that we can best evaluate your potential product and services. The term “ideas” does not mean intellectual property.</p>		
6	<p><b>Question:</b></p> <p>This section states that the user stories do not “contain the full and complete description of SamCERA’s functional specifications. The winning bidder will work with SamCERA subject matter experts to expand these specifications into fully developed use cases on which the system function and configuration will be based.”</p> <p>We understand that it isn’t possible for specifications in an RFP to be precise, and that there will be additions and deletions to the requirements during implementation. However, you have requested a fixed-price proposal.</p> <p>Please describe the limits of expansion to the specifications that you believe would remain in the scope of a fixed-price solution and at what point that expansion would warrant a change request.</p>	8	24



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	<p><b>Response:</b></p> <p>SamCERA’s functional requirement set was designed to capture their operational needs without being overly prescriptive as to how the proposed solution must meet those needs. Further, the requirements set assumes that a modern PASS product will, by default, provide common, industry-standard functions that meet the functional specifications required by modern pension clients, and thus the requirements avoid detailing such items.</p> <p>Expansion of specifications is therefore expected to be limited to configuration details and to those specifications necessary to implement SamCERA’s operational process needs within the solution, including those necessary for Bidder’s solution to properly accommodate SamCERA’s legacy data set within the proposed solution.</p> <p>A change request would only be expected for the addition of new business functions not already captured in requirements and that cannot be reasonably considered a common, industry-standard functional specification.</p>		
7	<p><b>Question:</b></p> <p>Can SamCERA ensure that the provided Video Capture be protected from disclosure in a public records request?</p> <p>If not, would SamCERA consider deferring this requirement to the finalist phase?</p> <p>If not and bidders choose not to provide a video capture would they be disqualified?</p>	9	24



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	<p><b>Response:</b></p> <p>SamCERA would prefer that Bidders provide access via a web link to a video capture that is retained and controlled by the Bidder. If Bidder reasonably believes that such a video is protected from disclosure pursuant to the California Public Records Act as a trade secret and marks the video link as Confidential, then SamCERA will follow the process specified in Section 7.17 of the RFP if it receives a request for such information.</p> <p>If Bidder opts not to provide a video capture, the proposal will not be rejected outright, but the omission may reduce SamCERA’s ability to fully evaluate the Bidder as a potential finalist.</p>		
8	<p><b>Question:</b></p> <p>You state: “SamCERA expects Bidder to assist in the installation and initial setup of the hardware, software and database software.” You further state that you expect that the “Bidder will provide guidance to SamCERA’s IT staff members on the initial setup of the overall system, including.....installation and configuration.”</p> <p>These statements feel inconsistent with your request for a fully hosted solution. Please describe the extent to which you envision your internal IT team participating in the set-up, implementation and maintenance of your new PASS.</p>	11	26 & 27



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	<p><b>Response:</b>                      SamCERA does request a fully hosted solution. These statements were included to cover aspects like:</p> <ul style="list-style-type: none"> <li>• Specific hardware and/or software needs related to using Bidder’s document imaging solution.</li> <li>• Configuration and use of file upload utilities in the system.</li> <li>• User-controlled system configurations.</li> <li>• Any other system configuration or operation normally intended to be maintained by client administrators.</li> </ul>		
9	<p><b>Question:</b></p> <p>Does “COLA Banking” mean sending the updated annuity amounts to the pension payroll.</p>	6.2	15
	<p><b>Response:</b></p> <p>No. “COLA Banking” refers to the scenario where inflation exceeds the plan's COLA maximum, and the excess is stored in a "bank" to be applied in future years when inflation falls below the maximum.</p>		
10	<p><b>Question:</b></p> <p>Is COLA formula-driven? If so, does that data exist electronically? If not, how would each member’s COLA be determined?</p>	6.2	15
	<p><b>Response:</b></p> <p>Yes, COLA is formula driven based on variables including the Calculated Inflation Rate, maximum COLA percentage allowed under the Member Benefit Plan/Tier, and the member’s COLA Bank. The data is available electronically.</p>		



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11	<p><b>Question:</b></p> <p>Importing Employer Payroll Transmittal Files</p> <p>Are all Payroll Transmittal Files in the same format?</p>	6.2	15
<p><b>Response:</b></p> <p>Not currently. SamCERA would like to standardize payroll transmittal files and reporting method to the extent possible in the new PASS.</p>			
12	<p><b>Question:</b></p> <p>Are Payroll Transmittal Files effective dated or top of stack?</p>	6.2	15
<p><b>Response:</b></p> <p>Transmittal files are processed in chronological order for each employer (they are on different payroll schedules), and payroll records within the transmittal are effective dated to their applicable pay period.</p>			
13	<p><b>Question:</b></p> <p>Do Payroll Transmittal Files contain retroactive corrections?</p> <p>If not, how are corrections applied to the database?</p>	6.2	15
<p><b>Response:</b></p> <p>Yes, employer reporting should accommodate retroactive corrections reported in the payroll transmittal files.</p>			
14	<p><b>Question:</b></p> <p>Do Payroll Transmittal Files contain sufficient electronic information to determine employer, service amount eligibility by type for the period, compensation amount and type for the period, type of plan eligibility (such as General or Safety)? If not, how would this be determined?</p>	6.2	15



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	<p><b>Response:</b></p> <p>Yes, Payroll Transmittal Files should be expected to contain some form of the listed data.</p>		
15	<p><b>Question:</b></p> <p>For information needed due to reciprocal agreements, what are the procedures and how is that data received?</p>	6.2	15
	<p><b>Response:</b></p> <p>Reciprocal membership data is normally transmitted between reciprocal retirement systems via the Intersystem Membership Advice form. If a new member is not requesting to establish reciprocity, SamCERA uses a Reciprocal System Verification form to confirm prior reciprocal membership for plan placement purposes, although reciprocity is not established. At retirement, a Salary Request Form is used to obtain reciprocal salary amounts for members with established reciprocity.</p>		
16	<p><b>Question:</b></p> <p>Is PEPRa an electronic form? Can related actions be generated based on rules?</p>	Att 5 - Tab BRW	BR01-008
	<p><b>Response:</b></p> <p>BR01-008 does not specifically reference PEPRa, so assumptions were made about question context for this response.</p> <p>PEPRa is California’s “Public Employees’ Pension Reform Act” of 2013.</p> <p>The PEPRa Verification Form, related to SamCERA’s new hire process, is a paper form.</p> <p>Yes, related actions could be generated based on rules.</p>		



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17	<p><b>Question:</b></p> <p>If there is a retroactive adjustment and the retroactive data is corrected, is this manual? Should this be automated based on actual data on the database or provided back to SamCERA for verification?</p> <p><b>Response:</b></p> <p>BR02-012 does not specifically reference retroactive adjustments, so assumptions were made about question context for this response.</p> <p>Ideally, retroactive adjustments reported by employers should generate a notification or alert for SamCERA to review and validate prior to being committed to the database, but the transactions should post automatically once approved.</p>	Att 5 - Tab BRW	BR02-012
18	<p><b>Question:</b></p> <p>All member data will remain in US. Is it permissible to use offshore technical resources in support of the solution?</p> <p><b>Response:</b></p> <p>To clarify, the requirement is that all Client data must be hosted, stored, and remain within the United States. This includes data maintained in the pension administration system and other sensitive Client data handled as part of the services. This requirement does not necessarily preclude vendor personnel located outside the United States from performing certain work, provided that any such work is performed through secure remote access to U.S.-hosted systems and does not result in Client data being transferred, stored, replicated, backed up, or otherwise maintained outside the United States. Respondents should clearly describe any offshore support model in their proposal. Detailed requirements and controls will be addressed in the agreement with the selected vendor.</p>		



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19	<p><b>Question:</b></p> <p>Can you kindly provide employer and member portal statistics. Peak login volumes for both portals, monthly login volumes etc.</p> <p>Concurrency requirement states minimum 1,500 employer portal and 10,000 member portal logins, whereas the plans have 8,800 active and differed, 6,250 retirees and beneficiaries.</p> <p><b>Response:</b></p> <p>Requirements T01-35 and T01.36 support greater expansion than is anticipated at SamCERA in the next 20 years but ensure proposed solutions are capable of scaling beyond SamCERA’s growth needs without requiring system upgrades or replacement. SamCERA only wants to know that the system can support these volumes.</p> <p>Employer portal usage volume is unavailable, but anticipated employer users are &lt;10.</p> <p>Member portal statistics are not currently available but can be obtained from the portal vendor, if needed.</p>	Attachment 8 – Technical Requirements. T01.36	
20	<p><b>Question:</b></p> <p>We note from the introduction section of the RFP document that SamCERA has:</p> <ul style="list-style-type: none"> <li>• 23 employees</li> <li>• 3 employers</li> </ul> <p>Our PASS can support the user volumes referenced in Attachment 8, but in order to provide accurate pricing, could you please confirm what you would like us to include in our fee proposal?</p> <p>Including the cost for 150 line of business users, 1,500 employer portal users and 150,000 member portal users will have a significant impact on our license and hosting fees, and this seems to be much higher than what SamCERA would need in practice.</p>	Attachment 8 – T01.35 & T01.36	



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	<p><b>Response:</b></p> <p>Requirements T01-35 and T01.36 support greater expansion than is anticipated at SamCERA in the next 20 years but ensure proposed solutions are capable of scaling beyond SamCERA’s growth needs without requiring system upgrades or replacement.</p> <p>SamCERA only wants to know that the system can support these volumes. Bidders should include pricing for licensing and hosting fees appropriate to current usage and in anticipation of 2-3% annual growth per year of SamCERA and Employer users for the next 10 years.</p>		
21	<p><b>Question:</b></p> <p>We understand the need to apply a 10% increase per annum in member numbers/users, but we’d expect a slower growth rate in the number of line of business users. Allowing for these to increase at 10% per annum could lead to a significantly oversized system for SamCERA in future years, with a consequent increase in license and hosting fees.</p> <p>Please could you confirm the 10% increase per annum should apply to line of business accounts?</p>	Attachm ent 8 - T 01.37	
	<p><b>Response:</b></p> <p>You may apply a 2-3% increase per annum for line of business accounts.</p>		
22	<p><b>Question:</b></p> <p>The requirements for annual user account and performance growth specify that they should be effective for 5 years post-warranty, but the pricing sheet only allows inputs for 3 years post-warranty.</p> <p>Please clarify how we should incorporate these requirements into our pricing response?</p>	Attachm ent 8 - T01.34 & T01.37	



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	<p><b>Response:</b></p> <p>Requirements T01.34 &amp; T01.37 require that there would be no performance impact and no additional financial burden to SamCERA in the 5 years post-warranty as a result of growth in workload, user accounts and concurrent users. However, the requirements do not specify that the entire 5-year period must be reflected on the cost proposal worksheet. Please include inputs for 3 years post-warranty on the cost proposal worksheet, but the assumption remains that volume-related cost increases will not occur until year 6 post-warranty, at a minimum.</p>		
23	<p><b>Question:</b></p> <p>Please provide details of the SamCERA MICR specifications referenced in this requirement.</p>	Attachment 8 - ID T01.33	
	<p><b>Response:</b></p> <p>MICR specifications are set of industry standards, but individual financial institutions control several specific aspects of the MICR line to fit their internal processing systems. SamCERA will provide the applicable financial institution's specifications when needed during the implementation.</p>		
24	<p><b>Question:</b></p> <p>We note the requirement for 24/7/365 live support. Please can you provide details of the types of support queries and requests you'd expect to be raising outside of your working hours?</p>	Attachment 8 - T01.42	
	<p><b>Response:</b></p> <p>SamCERA's public operating hours are 7:30am - 5:30pm Pacific time, Monday through Thursday, and some staff work extended hours. If Bidder does not normally have 24/7/365 live support available, Bidder should propose their normal support package(s). SamCERA and the successful Bidder can negotiate support needs during contracting.</p>		



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25	<p><b>Question:</b></p> <p>Please provide a copy of the SamCERA “categorization of information” policies referenced in the requirement.</p> <p><b>Response:</b></p> <p>SamCERA will provide these and other applicable policies when needed during the implementation.</p>	Attachm ent 8 - ID T02.03	
26	<p><b>Question:</b></p> <p>The [Summary Totals] worksheet requires numbers to be manually input, i.e. there is no link to the other worksheets, but it isn’t clear how we should complete this.</p> <p>Please clarify how we should populate partial years in the summary? For example, if Implementation completes halfway through Year 3 and Warranty begins at that point, do you need full year pricing for Software in Year 3, or does everything stop at the mid-year point in that column, and we move on to Year 4?</p> <p>In short, should all Bidders provide costs for the full seven years, or will you be comparing: Implementation Period costs + one year Warranty costs + three years of maintenance and support (including upgrades)?</p>	Attachm ent 16 - Cost Proposal	
	<p><b>Response:</b></p> <p>SamCERA wants to understand expected costs in each year following the start of the implementation. Please place costs for all expected expenses, by row category, in the appropriate year column in which you would anticipate them to be billed to SamCERA based on your proposed schedule. So, for example, if SamCERA would be expected to pay implementation costs for the first half of Year 3, then a Software cost for the latter half, please enter each half-year cost in the column for Year 3.</p>		



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27	<p><b>Question:</b></p> <p>In the [Summary Totals] worksheet, can you please explain the key difference(s) between items in the [Software] category and the [Annual Licensing]?</p> <p>We note the instruction that Bidders “shall not include the annual licensing fees” in Maintenance &amp; Support, but it is unclear to us where Maintenance &amp; Support fees should be included in the [Summary Totals] worksheet.</p> <p><b>Response:</b></p> <p>The Software category includes unit costs for any software that must be purchased (one-time cost), correlating with Column H on the Software Breakdown worksheet, and placed in the Year column appropriate to when you’d expect SamCERA to make the purchase. Annual Licensing refers to the ongoing, annual cost to license the software at the time of purchase and/or thereafter, correlating with Columns J - P on the Software Breakdown Worksheet.</p> <p>A Maintenance and Support row was unintentionally omitted from the Summary Totals sheet. A revised Attachment 16 - Cost Proposal reflecting these changes has been made available at <a href="https://www.samcera.gov/about-samcera/requests-for-proposals">https://www.samcera.gov/about-samcera/requests-for-proposals</a>.</p>	Attachment 16 - Cost Proposal	
28	<p><b>Question:</b></p> <p>Section 1 of the RFP mentions that SamCERA administers up to 12 different pension plans. Please confirm if this is broadly the same plan rules, but applying different factors and different retirement options, rather than there being 12 distinctly different sets of calculation rules?</p>	RFP Section 1 - Introduction	Page 4



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	<p><b>Response:</b></p> <p>Yes, plan rules are similar but apply different factors and options. Details on the different pension plan provisions can be found in SamCERA’s Member Guides available on their website at <a href="https://www.samcera.gov/forms-resources/publications?section=member-guides">https://www.samcera.gov/forms-resources/publications?section=member-guides</a>.</p>		
29	<p><b>Question:</b></p> <p>Section 6.4 states a third-party data conversion vendor will manage and execute data conversion activities from legacy data extraction to the delivery of the final data to the Bidder for migration into the new PASS.</p> <p>Please confirm whether the data conversion vendor will convert the data to our required specification, or whether we are expected to complete the data mapping and conversion based on the extracted data from your current systems?</p>	RFP Section 6.4 - Data Conversion	Page 17
	<p><b>Response:</b></p> <p>The data conversion vendor typically converts to their own staging database, which can then either be converted into the vendor staging database or read by the vendor to pull the data into the PASS database. Bidder should indicate in their proposal which method is preferred to facilitate their implementation.</p>		



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30	<p><b>Question:</b></p> <p>Section 5.2 states that SamCERA’s contract with Vitech is set to end in 2027, with support of the V3 product ending in December 2028 and section 11 states the implementation timeline is expected to be 24-36 months, so the earliest the new system is expected to be live is August 2028.</p> <p>Is SamCERA able to continue operating on the Vitech system until the new solution goes live? And can you confirm that Vitech will be available to support with the migration from V3 following award to a new provider, or that Vitech’s input will not be needed?</p>	<p>RFP Section 5.2 Current Technology Environment</p> <p>RFP Section 11 Implementation</p>	<p>Page 12</p> <p>Page 25</p>
<p><b>Response:</b></p> <p>SamCERA will continue to operate the current Majesco (formerly Vitech) V3 system through implementation and until the replacement solution cutover is completed, in order to maintain uninterrupted pension administration operations.</p> <p>At this time, SamCERA is working with Majesco to understand the level of post-award migration/transition support that may be available to a newly selected provider (e.g., conversion assistance, SMEs, data mapping support, or other transition services). Bidders should plan accordingly and should not assume Majesco resources will be available for migration support.</p> <p>SamCERA does, however, have other resources to support transition activities, including in-house subject matter experts and contracted support, to assist with data extraction, validation, conversion planning, and related migration tasks in coordination with the selected provider.</p>			



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31	<p><b>Question:</b></p> <p>We notice the NDA covers SamCERA's information only and includes an indemnity that we wouldn't usually agree to. Whilst we accept that we waive confidentiality in respect of our proposal generally, we note that aspects can be marked Confidential. Can we propose a mutual NDA, to ensure coverage for such information? A template can be provided.</p> <p><b>Response:</b></p> <p>As noted in the RFP, Bidders can mark certain aspects of their proposal as “CONFIDENTIAL.” If a public records request is thereafter made for any materials that have been clearly marked as “CONFIDENTIAL,” by Bidder, SamCERA will use reasonable efforts to timely inform the Bidder of such request in order to permit Bidder to assert any applicable privileges and to seek a protective order preventing the release of such materials. SamCERA will not agree to a mutual NDA whereby SamCERA has a contractual or other obligation to refuse to release proposals (or any portion thereof) in response to a Public Records Act request but SamCERA will abide by the terms of any protective order obtained by a Bidder and will cooperate with Bidders and will not oppose any such efforts to obtain such a protective order.</p>	Attachment 17 - Confidentiality Agreement	
32	<p><b>Question:</b></p> <p>In addition to providing our comments on the Sample Contract in our response, can we also provide a copy of our Master Services Agreement for consideration?</p> <p>Our Master Services Agreement is tailored to our SaaS based approach and details how our services are provided. It includes various terms that we would otherwise need to add to the Sample Contract, such as those relating to the licensing and hosting of our software. This may be a better starting point in order to reduce negotiations and time spent on adapting the Sample Contract to fit the services, and we can incorporate aspects of the Sample Contract (as agreed) where needed.</p>	Attachment 18 - Sample Contract	



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	<p><b>Response:</b></p> <p>Any specific areas of dispute with the terms and conditions in the Sample Contract must be identified in the Bidder’s response. SamCERA requests that Bidders provide feedback on the attached Sample Contract to highlight any potential concerns. SamCERA may consider and may choose to accept some, none, or all contract modifications that the Bidder has submitted with the Bidder’s proposal.</p>		
33	<p><b>Question:</b></p> <p>What is the average number of concurrent users that would need access to the platform (fund office staff)?</p>	General Question	N/A
	<p><b>Response:</b></p> <p>SamCERA anticipates an immediate need for at least 20 concurrent office staff users, with anticipated annual growth of 2-3%.</p>		
34	<p><b>Question:</b></p> <p>Please provide the current document/file repository storage requirements (in GB).</p>	General Question	N/A
	<p><b>Response:</b></p> <p>Current document/file repository storage requirements are as follows:</p> <ul style="list-style-type: none"> <li>• PROD: 150 GB</li> <li>• DEV: 5 GB</li> </ul>		
35	<p><b>Question:</b></p> <p>Please provide the current database storage size (in GB).</p>	General Question	N/A
	<p><b>Response:</b></p> <p>The current database storage size is 740 GB.</p>		



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36	<p><b>Question:</b></p> <p>Please provide the estimated annual database storage growth (in GB).</p> <p><b>Response:</b></p> <p>The estimated annual database storage growth is approximately 20% per year.</p>	General Question	N/A
37	<p><b>Question:</b></p> <p>Does SamCERA maintain any data outside of the current V3 system that is in scope for migration to the new platform?</p> <p><b>Response:</b></p> <p>No. However, SamCERA may ultimately wish to store additional documentation within the proposed imaging solution per User Story ID 018.009. (See question 38 below.)</p>	Attachment 4, Data Conversion	N/A
38	<p><b>Question:</b></p> <p>Story ID 018.009 states, “- The imaging solution stores letters/forms templates and supports storage of other non-member documentation.”</p> <p>Could SamCERA please provide some examples of these types of non-member documents that would be stored in the imaging solution?</p>	Attachment 5, Functional Requirements, User Story Requirement	N/A



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	<p><b>Response:</b></p> <p>SamCERA currently stores various system-generated reports, financial documents, member population reports, and other documents on network storage drives that they may wish to merge into a single electronic storage option in the future. Many such documents contain member data, usually for many members, and could not be indexed/stored to a single member account.</p>		
39	<p><b>Question:</b></p> <p>Story ID 18.008 states, “- Members’ access to imaged documents via MSS is configurable by document type and review status (i.e., in review/indexing workflow vs. committed to member record. Documents in review shall not be visible in the portal).</p> <p>- Imaging integrates with Member Portal and Employer Portal to import documents uploaded through those portals.</p> <p>- Integrations with the PASS facilitate workflow automations (auto-start or advancement)”</p> <p>Could SamCERA please provide a business example of this for full context?</p>	<p>Attachm ent 5, Function al Require ments, User Story Require ment</p>	<p>N/A</p>
	<p><b>Response:</b></p> <p>If a member document is received and uploaded to the imaging system, SamCERA does not want the document to be visible to the member via the portal until SamCERA has completed a review and verification of correct indexing. This helps prevent incorrectly indexed documents for Member A accidentally being visible to Member B on the portal.</p> <p>Member and employers need to be able to submit documents to SamCERA through their respective portals.</p> <p>Documents incoming to the imaging system should trigger and/or advance workflows related to the document. For example, a scanned and imaged incoming “Reciprocity Request Form” should kick off a Reciprocity workflow.</p>		



No.	Question / Response	RFP Section	Page #
40	<p><b>Question:</b></p> <p>Are there any anticipated growth assumptions (membership, employers, or transaction volumes) vendors should consider for pricing and capacity planning over the contract term, or should responses assume a stable population with growth driven primarily by data volume and regulatory change?</p> <p><b>Response:</b></p> <p>You may apply a 2-3% increase per annum for line of business and employer user accounts. You may apply a 5-10% annual membership population growth.</p>	7.1 Fixed Price	19
41	<p><b>Question:</b></p> <p>Please describe in better detail how you envision “case management.” Do you see case management as a process moving transactions to closure (001.001: The PASS provides a case management or workflow tool guiding staff through enrollment steps.) or for collecting a set of transactions for a member in one place (001.006 and 016.010)? Please describe your broader vision for CRM.</p> <p><b>Response:</b></p> <p>The term “workflow” normally applies to a fixed, repeatable operation and “case management” normally applies to a more flexible, unpredictable scenario that requires tracking. Multiple requirements include both terms to avoid being too prescriptive and in acknowledgement that different Bidders may propose different types of solutions to handle these business processes.</p> <p>Similarly, SamCERA would like Bidders to show how their solution accounts for their basic CRM needs, which are focused on recording customer contacts and communications in a manner more organized and automated than manually using a “general notes” area on a member record.</p>	Attachment 5 - CRM	General



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42	<p><b>Question:</b></p> <p>The CRM items are marked as Completely Inflexible (1). Do you prefer that all CRM functionality be delivered with the initial Go Live delivery or are you open to adding it after the initial Go Live?</p> <p><b>Response:</b></p> <p>SamCERA prefers that all functionalities be delivered at go-live but recognizes this may not be feasible with a short implementation period. Bidders are encouraged to propose an approach and project plan most suitable to the requested timeline and to how CRM functions are provided by their solution.</p>	Attachment 5 - CRM	General
43	<p><b>Question:</b></p> <p>Please describe the extent to which you are using CRM today.</p> <p><b>Response:</b></p> <p>SamCERA does not have a dedicated CRM solution but captures customer contact information within the legacy pension system.</p>	Attachment 5 - CRM	General
44	<p><b>Question:</b></p> <p>As written, this requirement sounds like paper forms are used for PEPRAs today. Is it acceptable to provide digitized solutions for the filing of PEPRAs through the Employer Portal and the Member Portal?</p> <p><b>Response:</b></p> <p>Yes, paper forms are used today, and a digitized solution could potentially improve the process.</p>	Attachment 5	001.003



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45	<p><b>Question:</b></p> <p>This user story requires real-time address verification. Is SamCERA currently working with a 3<sup>rd</sup> party address verification product and do you have a preferred product?</p> <p><b>Response:</b></p> <p>Currently, there is a monthly import for the USPS file that SamCERA’s IT team manually updates, and the system validates against that database. It is not a real-time verification. SamCERA does not have a preferred product.</p>	Attachment 5	15.002
46	<p><b>Question:</b></p> <p>Do you have an estimate of the total number of canned reports you expect the PASS vendor to produce as part of the implementation?</p> <p><b>Response:</b></p> <p>We estimate approximately 50 canned reports are currently in use.</p>	Attachment 5	16.x
47	<p><b>Question:</b></p> <p>This requirement states: The PASS vendor provides a mechanism for providing SamCERA with a copy of the database or a data flat file to use for custom reporting. Can this requirement be interpreted as “providing SamCERA with access to the data needed for custom reporting”? As copies of database can create risk, can this requirement be met through controlled database access through GUI tools?</p> <p><b>Response:</b></p> <p>This requirement might be met in more than one way, which can be negotiated with SamCERA. Bidders should propose preferred solutions. SamCERA’s objective is to retain access to their own data such that they are not completely reliant upon vendor intervention to extract needed data.</p>	Attachment 5	16.002



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48	<p><b>Question:</b></p> <p>The User Stories are specific to several instances of outbound forms and correspondence, (e.g., 1099R, reciprocity, service retirement, etc.). Please provide an estimate of the total number of letters/forms you expect the PASS vendor to produce as part of the implementation.</p>	Attachment 5	16.x
<p><b>Response:</b></p> <p>We estimate approximately 70 forms and letters are currently in use.</p>			
49	<p><b>Question:</b></p> <p>The user stories for the Employer Portal do not include methods for employers to make payments. Please describe how employers currently make their contributions payments. Does SamCERA want employers to make payments from within the Employer Portal?</p>	Attachment 5	20.x
<p><b>Response:</b></p> <p>Currently, employers make payments to SamCERA through means completely outside of the PASS, but SamCERA enters the payment receipt details into the legacy PASS. The ability for employers to make payments within the Employer Portal could be useful if the employers have the means to do so within the confines of their payment systems, which has not yet been explored.</p>			
50	<p><b>Question:</b></p> <p>For items 1, 13, 18, 29, 40, 44 and 48, will SamCERA accept attachments or do the responses need to be embedded in the provided table? For items 1, 18, 29, 40, 44 and 48, is there a page limit?</p>	Attachment 6	General



No.	Question / Response	RFP Section	Page #
	<p><b>Response:</b></p> <p>We prefer responses to be embedded in the attachment table for ease of review and comparison against other Bidder responses. There is not a set page limit, but Bidders are encouraged to provide the necessary detail to convey their answers in as few pages as possible.</p>		
51	<p><b>Question:</b></p> <p>This question asks bidders to describe how they will handle requirements that are not OOB. In Attachment 5, bidders are instructed to select the Degree of Customization from the drop-down list and enter comments about the process/function. This appears to be the ideal place to enter explanatory comments about items that are not OOB. Similarly, the overall process for reviewing requirements is addressed in Attachment 11.</p> <p>Is there something different you are looking for with this question? Please share what kind of response you'd like to see.</p>	Attachment 6	17



No.	Question / Response	RFP Section	Page #
	<p><b>Response:</b></p> <p>The following response assumes this question refers to Question 17 on page 4 of Attachment 6.</p> <p>These two areas (Attachment 5 Degree of Customization / Comments and Attachment 6, Question 17) are intended to be addressed at different scales.</p> <p>The Attachment 5 Degree of Customization and Comments/Explanations columns are requirement specific and intended to convey information specific to the individual requirement. Individual requirements may contain multiple components or address a very specific system function that supports a larger business operation. Bidder may have a specific comment or brief explanation to include here.</p> <p>Responses to Question 17 are intended to address higher-level gaps in the ability of out-of-the-box (OOB) functionality to facilitate SamCERA's business processes or functions, including how Bidder proposes to resolve the gap. For example, if OOB solution does not support direct generation and printing of 1099R forms (an annual SamCERA business operation), this gap and potential resolutions could be detailed in the response.</p> <p>Bidder does not need to reiterate all comments/explanations from Attachment 5 in the response to Attachment 6, Question 17. The latter should address larger gaps between the OOB system and SamCERA's business operations.</p>		
52	<p><b>Question:</b></p> <p>Wanting to align your processes to your new solution makes perfect sense. Business Process Reengineering (BPR) can be time consuming, and there are many different approaches to BPR. Would SamCERA allow for multiple BPR options (of differing substance and cost) and for the BPR solution to be itemized separately on the Cost Schedule under either Optional Items or Other Services?</p>	Attachment 11	18.x and 19.x



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	<p><b>Response:</b></p> <p>To clarify, SamCERA has already initiated Business Process Reengineering activities and is not requiring Bidder to lead this effort. Rather, SamCERA is requiring the Bidder, as part of the implementation, to review SamCERA's intended business processes to ensure that processes make optimal use of the Bidder's solution and that the solution facilitates process efficiency and automation. In other words, SamCERA is requesting that Bidders understand SamCERA's business processes and contribute to the alignment of process and technology. The question response should address how this will be incorporated and any costs should be reflected in the Cost Proposal.</p>		
53	<p><b>Question:</b></p> <p>Can bidders combine some questions before responding to write a more cohesive answer?</p>	Attachment 13	General
	<p><b>Response:</b></p> <p>Please do not combine the questions themselves or alter the original content and format of the questionnaire. However, you may combine answers for cohesiveness. If you do so, please ensure that all questions have an answer, even if the response is to refer the reader to the response for a different question.</p>		