

# Mandatory Bidders Conference

## Employer Reporting Application Project

Request for Proposals

RFP 13-002-103

September 20, 2013, 1:30 – 3:30 PM PT



## Agenda

- Introductions
- Conference Overview
- Opening Remarks
- About DRS/Employers
- Project Goals
- Project Scope/Timeline
- Procurement
- Questions and Answers



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## Introductions

- Department of Retirement Systems Participants
  - Jilene Siegel, RFP Coordinator
  - Rose Bossio, ERA Project Manager
  - Darrell Davenport, Enterprise Architect
  - Sue Gordon, Procurement Project Manager, ERA Technical Project Manager
  - Chris Lamb, Assistant Director of Information Services, CIO, ERA Executive Sponsor
  - Shawn Merchant, Assistant Director for Policy and Strategic Initiatives, ERA Project Director
  - Rachel Nesse, ERA Organizational Change and Communications Manager
  - Mike Ricchio, Assistant Director for Administrative Services, ERA Executive Sponsor
- Office of the Attorney General Participants
  - Sarah Blocki, Office of the Attorney General
  - Dennis Gallitano, Special Assistant Attorney General
  - Mark Lyon, Office of the Attorney General
- Office of the Chief Information Officer Participant
  - Jim Hammond, Office of the Chief Information Officer



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## Conference Overview

- This session is being recorded
- Presentation will be followed by Q&A
  - Answer pre-submitted questions first (over 40 questions received)
  - Answer questions from conference attendees (if participating via Web Ex, submit questions through chat feature)
  - Conference questions not answered today will be posted on or before September 27, 2013
- Verbal responses to questions are unofficial
- Official responses will be posted as RFP addenda
- List of attendees will be published

Please see RFP for complete details.



## Conference Overview

- Important Note:
  - Nothing said or discussed during this conference will modify, add to, alter or in any other way qualify or amend what is currently contained in the procurement documents.
  - If, as a result of this conference, DRS recognizes a need to add to or amend the procurement documents, such addendum or amendment will be posted in writing on WEBS and the DRS website.

Please see RFP for complete details.

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## Opening Remarks



## About DRS

- DRS has approximately 225 employees in one building
- Mainframe system technologies include Natural, Cobol, Adabas
- Web technologies include C#.Net, MS SQL
- Middleware technologies include IBM Websphere MQ, SAG EntireX
- Lease services from Consolidated Technology Services (CTS)
- Employer Support Services (ESS) is the business unit responsible for employer activities, including reporting

Please see RFP for complete details.



## About our Employers

- 1,300+ public employers report service credit and compensation for approximately 300k members
- Types of employers include state agencies, cities, counties, school districts, higher education, etc.
- Employers report each pay period by various means
  - Secure file transfer, automated dataset upload, web application, manually entered from a paper report
  - Employers may make corrections several times each month

Please see RFP for complete details.

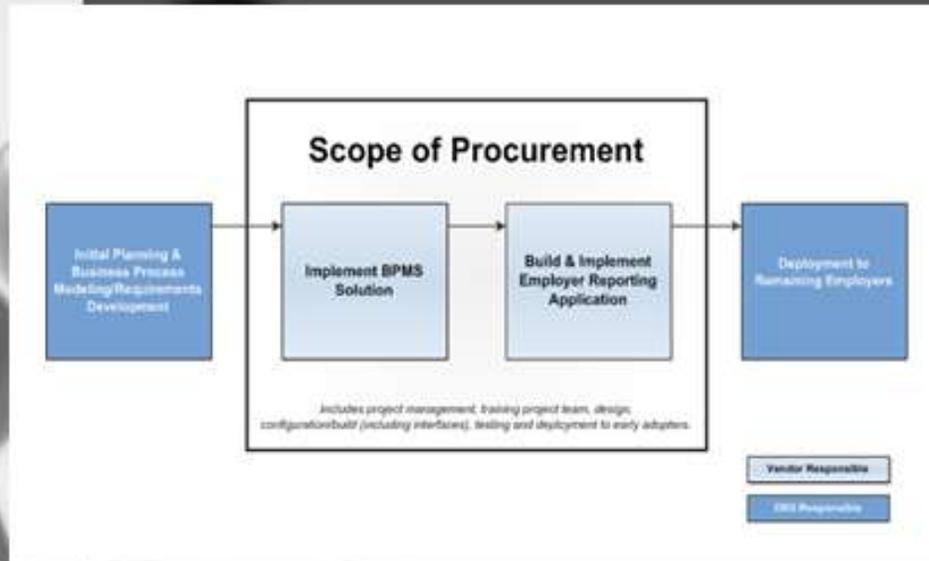


## Project Goals

- Procure and implement a BPMS Solution.
- Use that solution to streamline and improve the employer reporting process and replace the aging Employer Information System.
- Transfer knowledge and provide training to DRS Team Members (*i.e.*, employees of DRS) specific to their role in the BPMS Solution development cycle, thereby enabling DRS to attain self-sufficiency for developing future business processes using BPMS technology.
- Lay the groundwork for eventual implementation of remaining core business processes using the BPMS Solution.

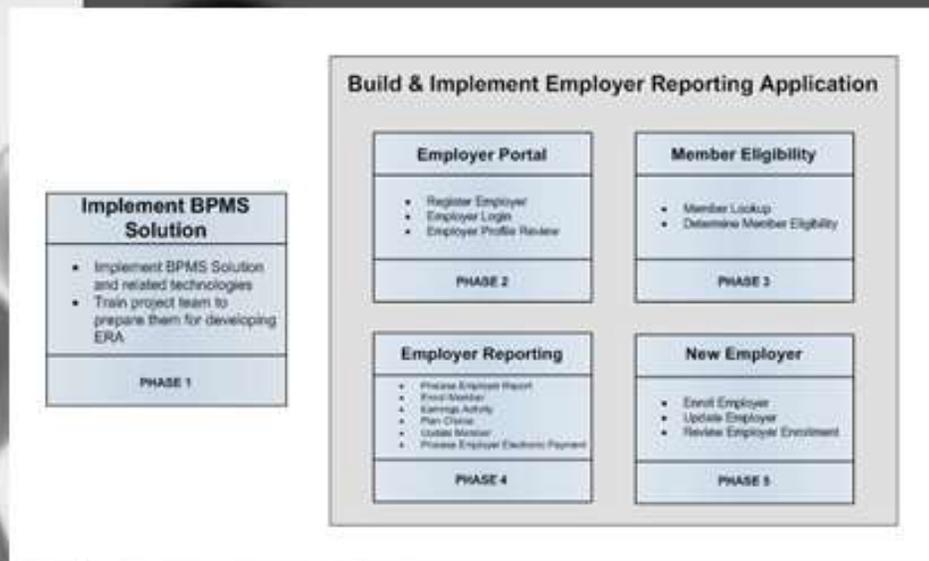
Please see RFP for complete details.

# Scope



Please see RFP for complete details.

# Project Phases



Please see RFP for complete details.

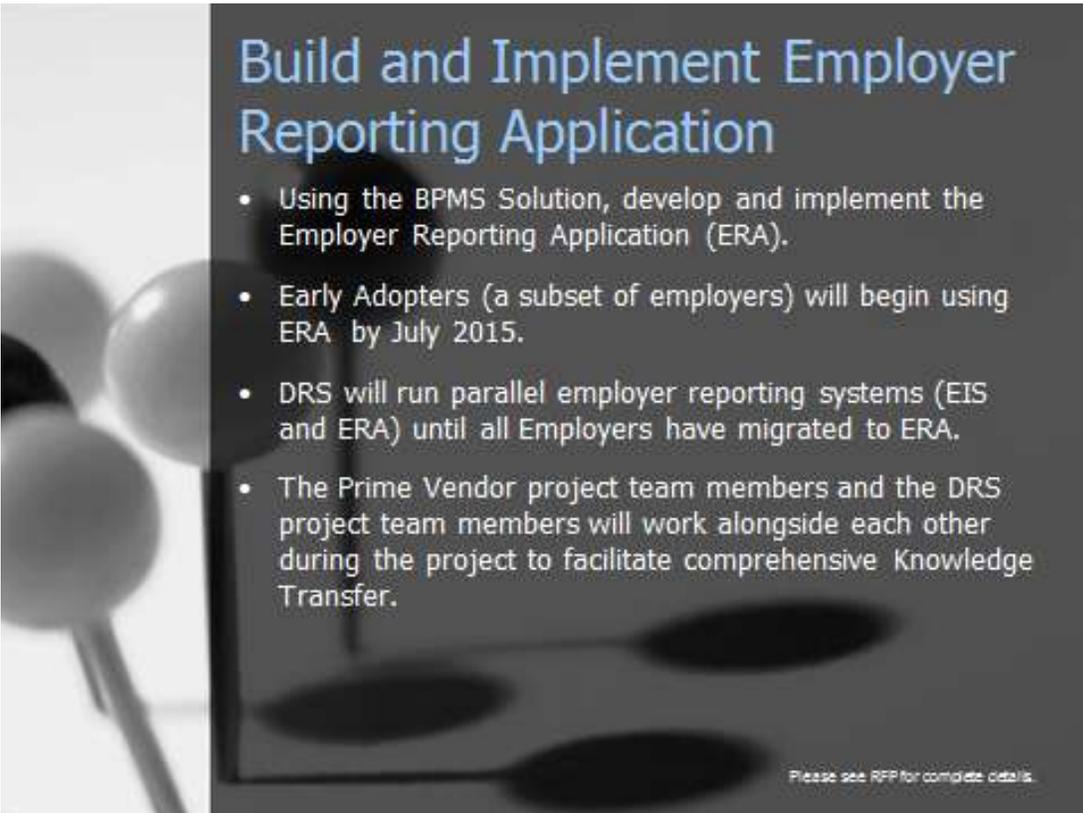
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## Implement BPMS Solution

- The BPMS Solution and any required integration technologies will be installed and operational.
- The BPMS Solution will be hosted at the State's Data Center.
- The environments (development, test QA, production) will be established and documented procedures will be available.
- DRS Team Members will be trained and prepared to begin supporting the BPMS Solution.

Please see RFP for complete details.

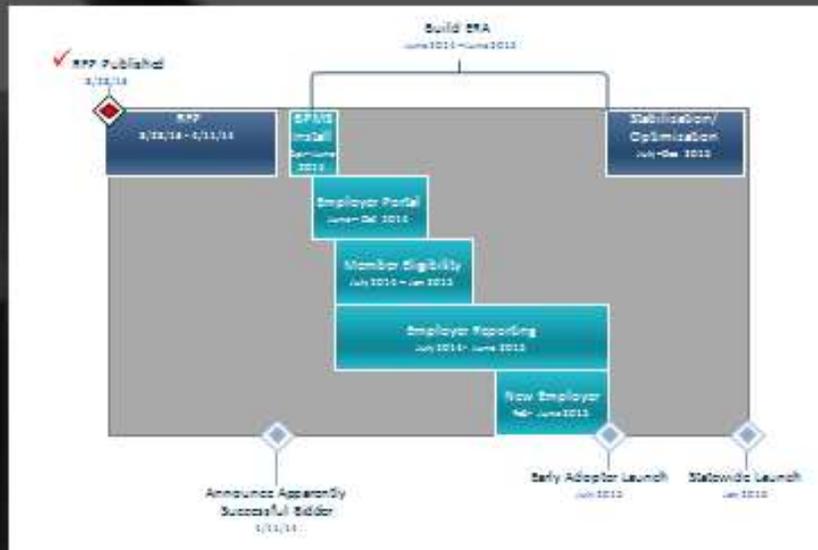


## Build and Implement Employer Reporting Application

- Using the BPMS Solution, develop and implement the Employer Reporting Application (ERA).
- Early Adopters (a subset of employers) will begin using ERA by July 2015.
- DRS will run parallel employer reporting systems (EIS and ERA) until all Employers have migrated to ERA.
- The Prime Vendor project team members and the DRS project team members will work alongside each other during the project to facilitate comprehensive Knowledge Transfer.

Please see RFP for complete details.

# Project Timeline



Please see RFP for complete details.

# Organizational Change Management & Communications

- DRS will lead Organizational Change Management & Communication activities.
- Vendor will support Organizational Change Management & Communications activities.
- DRS is responsible for Employer and Stakeholder communications.
- Vendor is responsible for Education, Training and Knowledge Transfer of DRS Team Members.
- Vendor will train the trainer, so DRS can train employers.



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## Procurement - Development

- Developed by DRS with participation by:
  - Executive Sponsors
  - Subject Matter Experts
  - Attorney General's Office (AGO) with Special Assistant Attorney General (SAAG)
- Consulted with peers and other expert resources

Please see RFP for complete details.



## Procurement - Goals

- Fair, open and competitive procurement process
  - Public Agency – subject to state procurement rules and regulations
- Select solution that best meets the requirements of the RFP and provides the best value to DRS

Please see RFP for complete details.

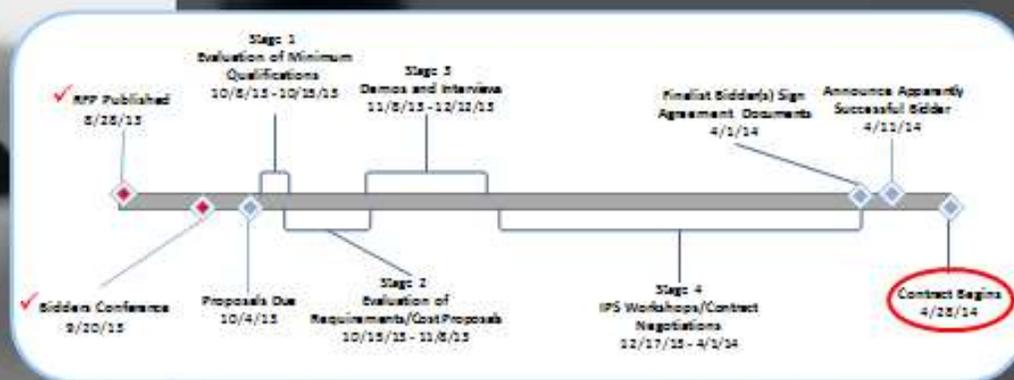
# Procurement - Approach

- Approach designed to secure best long-term solution partner
  - Reduce risk for DRS and partner by focusing discussions on key requirements and issues
  - Build relationships for long-term partnership
  - Bidders at table with DRS collaboratively:
    - Refine scope
    - Plan and solidify phasing for implementation
    - Build comprehensive project documents, including SOW, project schedule and resource plan
  - Lay strong foundation for implementation and on-going maintenance and support



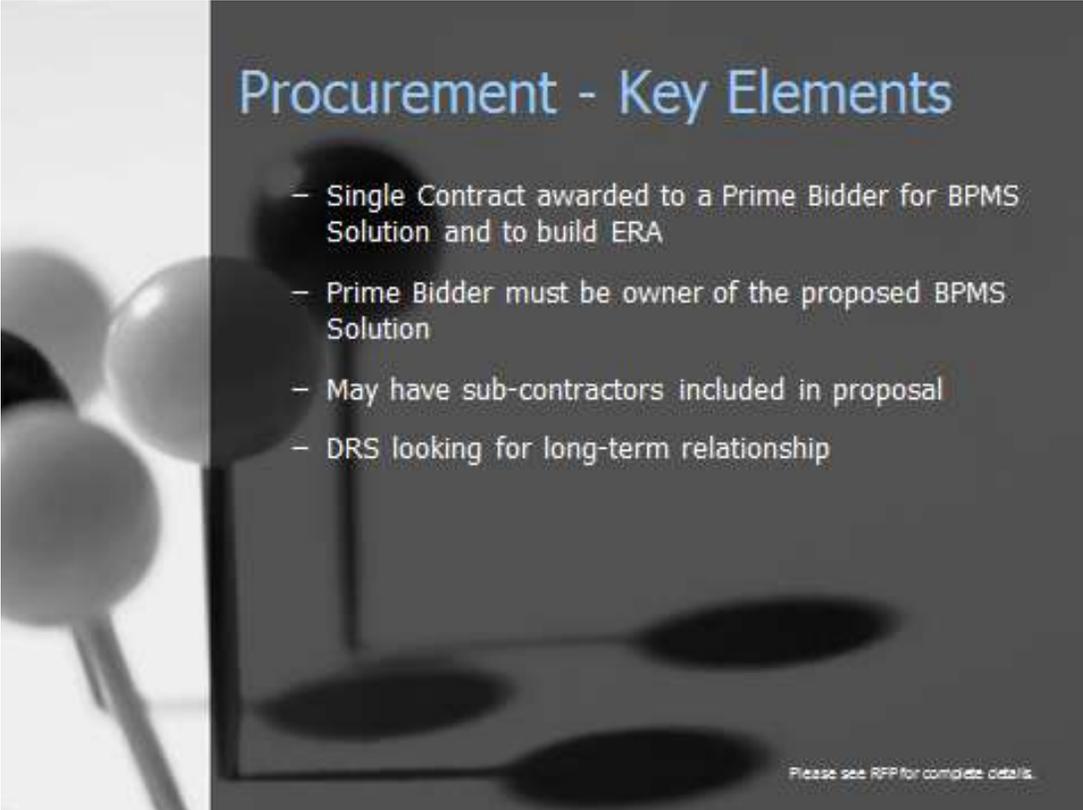
Please see RFP for complete details.

# Procurement - Timeline



Please see RFP for complete details.

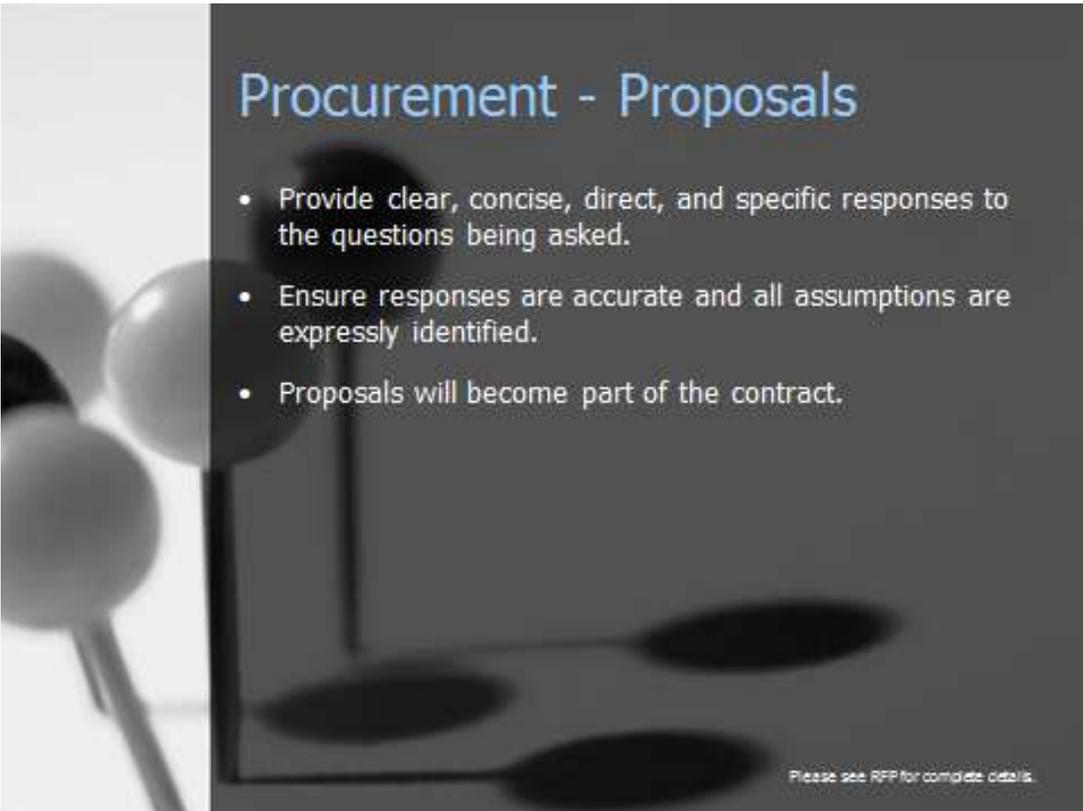
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## Procurement - Key Elements

- Single Contract awarded to a Prime Bidder for BPMS Solution and to build ERA
- Prime Bidder must be owner of the proposed BPMS Solution
- May have sub-contractors included in proposal
- DRS looking for long-term relationship

Please see RFP for complete details.



## Procurement - Proposals

- Provide clear, concise, direct, and specific responses to the questions being asked.
- Ensure responses are accurate and all assumptions are expressly identified.
- Proposals will become part of the contract.

Please see RFP for complete details.

## Procurement - Stage 1

- Evaluation Stage 1: Minimum Qualifications and Bidder Requirements
  - Complete proposal : Attachment A, Proposal Checklist
  - Attachment C, Section C.2, Minimum Qualifications (Mandatory)
  - Attachment H – Issue List
    - Legal review of DRS contract/project documents
      - Identify issues, concerns, exceptions and/or objections to any of the terms or conditions
    - Redlined documents will not be reviewed
    - No standard Prime Bidder contracts
  - Evaluation begins Oct. 8, 2013
  - Notification to Bidders Oct. 15, 2013

Please see RFP for complete details.



## Procurement Process – Stage 2

- Stage 2: Business and Technical Requirements, Issues List, Price Proposal
  - Anticipate between 2 - 4 Bidders advance to Stage 3
  - Evaluation begins Oct. 15, 2013
  - Notification to Bidders Nov. 8, 2013

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## Procurement – Stage 3

- Stage 3: Demonstration, Oral Interview, and Reference Checks
  - Demonstration Materials will be provided on Nov. 8, 2013
  - Onsite at DRS facility
  - Preparer of Cost Proposal must attend
  - Maximum 3 attendees in person
  - May have remote attendees in addition to onsite attendee(s)
  - Demo / Interviews week of Dec. 2, 2013
  - Notification to Bidders Dec. 12, 2013
  - Anticipate 1 or 2 Bidders advance to Stage 4

Please see RFP for complete details.



## Procurement – Stage 4

- Stage 4: Implementation Planning Study Workshop (IPS) / Contract Negotiations
  - IPS / Contract Negotiations begin Dec. 17, 2013
  - IPS will include finalization of project documents, such as:
    - Statement of Work
    - Resource Plan
    - Project Schedule

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## Procurement – Contract Negotiations

- Negotiate contract and project document terms and conditions with one or both of the Prime Bidder finalist
- Right to negotiate price
- Right to require changes to any components of the Prime Bidder's Proposal, including but not limited to proposed subcontractors
- Prime Bidder negotiation team must:
  - Be empowered to make decisions
  - Include a senior lawyer
  - Maintain continuity
- DRS will process contract revisions
- In-person negotiations
  - Conference calls at DRS discretion

Please see RFP for complete details.

## Procurement – Contract Award

- DRS may require that one or more Prime Bidders sign contracts as a final written offer
- DRS reserves the right to award the contract to the Prime Bidder whose proposal is deemed to be in the best interest of DRS; hence, DRS may choose to not award to the highest scoring or lowest-cost proposal
- DRS will execute a contract with one Prime Bidder once approved by authorities in the State, including DRS Director
- Announce Apparent Successful Bidder April 11, 2014
- Award Contract

Please see RFP for complete details.



## Procurement - Reminders

- All amendments and/or addenda will be posted to WEBS and the DRS website.
- All questions and information regarding this RFP should be directed to the RFP Coordinator and no one else unless otherwise directed in writing by the RFP Coordinator.
  - A violation of this requirement will be considered a serious breach of good faith, and any Bidder or proposed subcontractor who takes such action may be disqualified from further participation and consideration in the RFP process.

Please see RFP for complete details.

## Procurement - Key Dates

Date and Time	Event
September 25, 2013, 3:00 PM PT	Bidder Questions Due
September 27, 2013	DRS Response to Questions Posted
October 4, 2013, 3:00 PM PT	Bidder Proposals Due
November 8, 2013	Demonstration Materials Released
December 2, 2013 – December 6, 2013	Demonstration and Oral Interviews

***See RFP, Section 2, Key Events and Dates for the full list of events and dates.***

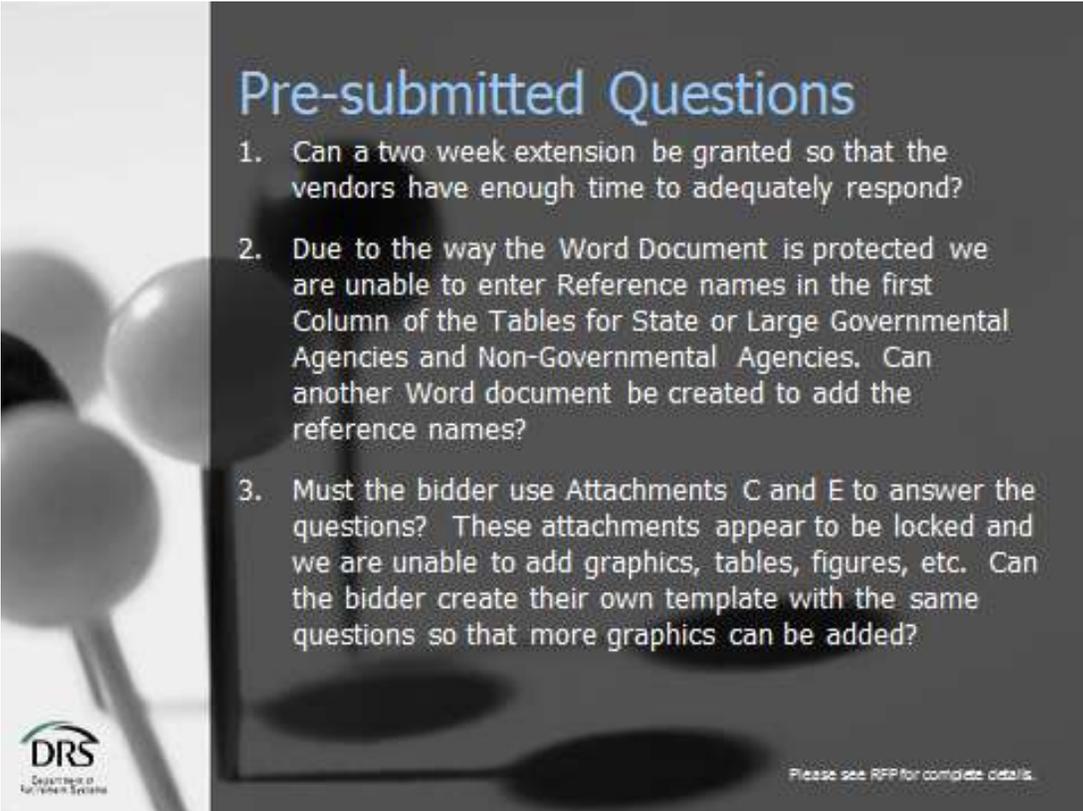
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## Questions & Answers

Please see RFP for complete details.



## Pre-submitted Questions

1. Can a two week extension be granted so that the vendors have enough time to adequately respond?
2. Due to the way the Word Document is protected we are unable to enter Reference names in the first Column of the Tables for State or Large Governmental Agencies and Non-Governmental Agencies. Can another Word document be created to add the reference names?
3. Must the bidder use Attachments C and E to answer the questions? These attachments appear to be locked and we are unable to add graphics, tables, figures, etc. Can the bidder create their own template with the same questions so that more graphics can be added?



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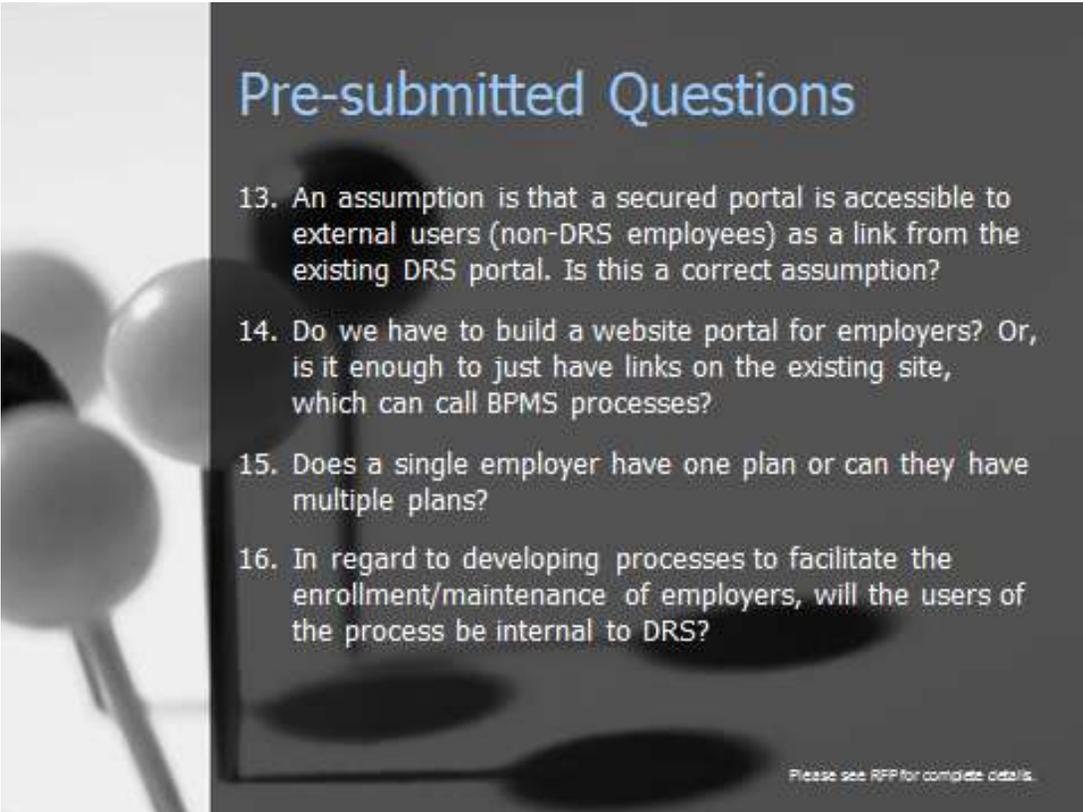
4. Does the contractor have to identify Small Business and Veteran-Owned Business Participation? If not applicable, so indicate. Are points given for using a Small Business?
5. Section 8 of the RFP states that the "contract and project documents are provided as **Appendix D: Contract and Supporting Documents**". Appendix D consists of sections D.1 - D.7. There does not appear to be a definition of what DRS considers to be the "Contract". Please provide that definition.
6. Section 9.7 of the RFP indicates that Bidder would be required to use the Technology Agreement set out in Appendix D. If our organization currently has a Software License Agreement with DRS, can it be leveraged for this RFP?

Please see RFP for complete details.

## Pre-submitted Questions

7. Can the vendor team have offsite resources?
8. How many solutions have been delivered by DRS and this project team's experience.
9. For training purposes, does DRS technical staff have java skills? And if so, to what extent?
10. Has DRS implemented the type of training program requested in the RFP before?
11. Was the training program requested in the RFP successful in the past?
12. Will all the training take place in the same geographic location?

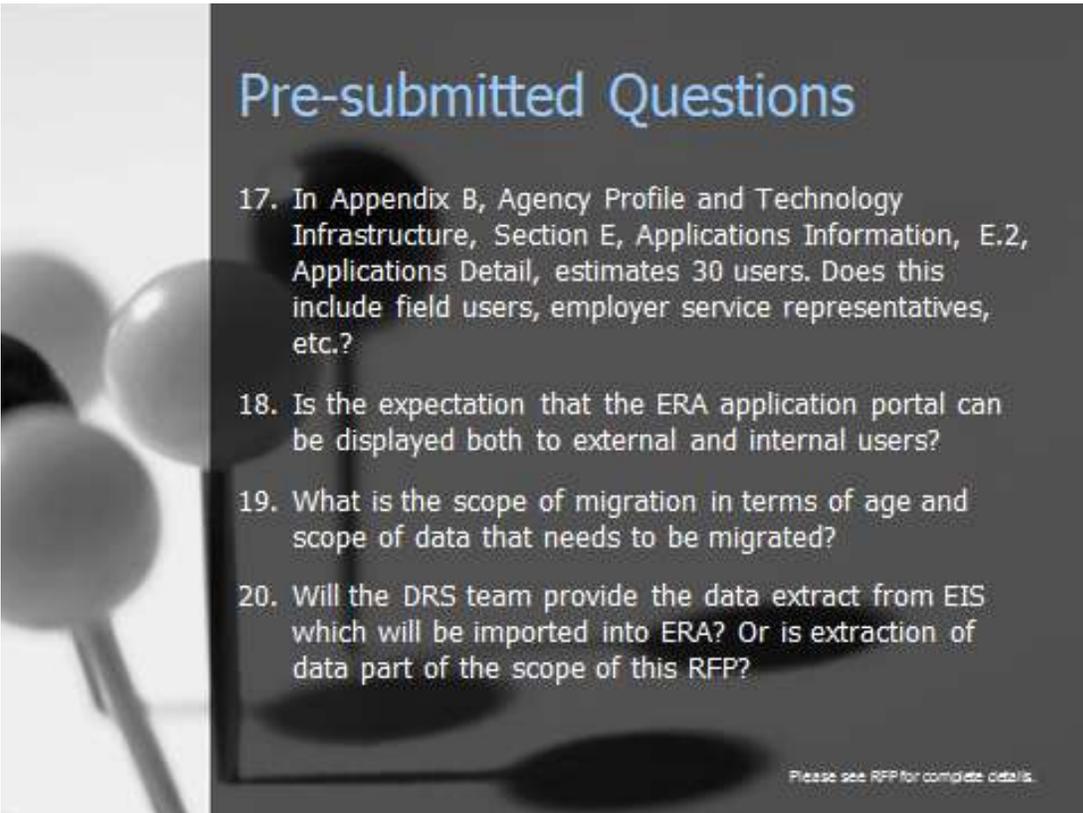
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## Pre-submitted Questions

13. An assumption is that a secured portal is accessible to external users (non-DRS employees) as a link from the existing DRS portal. Is this a correct assumption?
14. Do we have to build a website portal for employers? Or, is it enough to just have links on the existing site, which can call BPMS processes?
15. Does a single employer have one plan or can they have multiple plans?
16. In regard to developing processes to facilitate the enrollment/maintenance of employers, will the users of the process be internal to DRS?

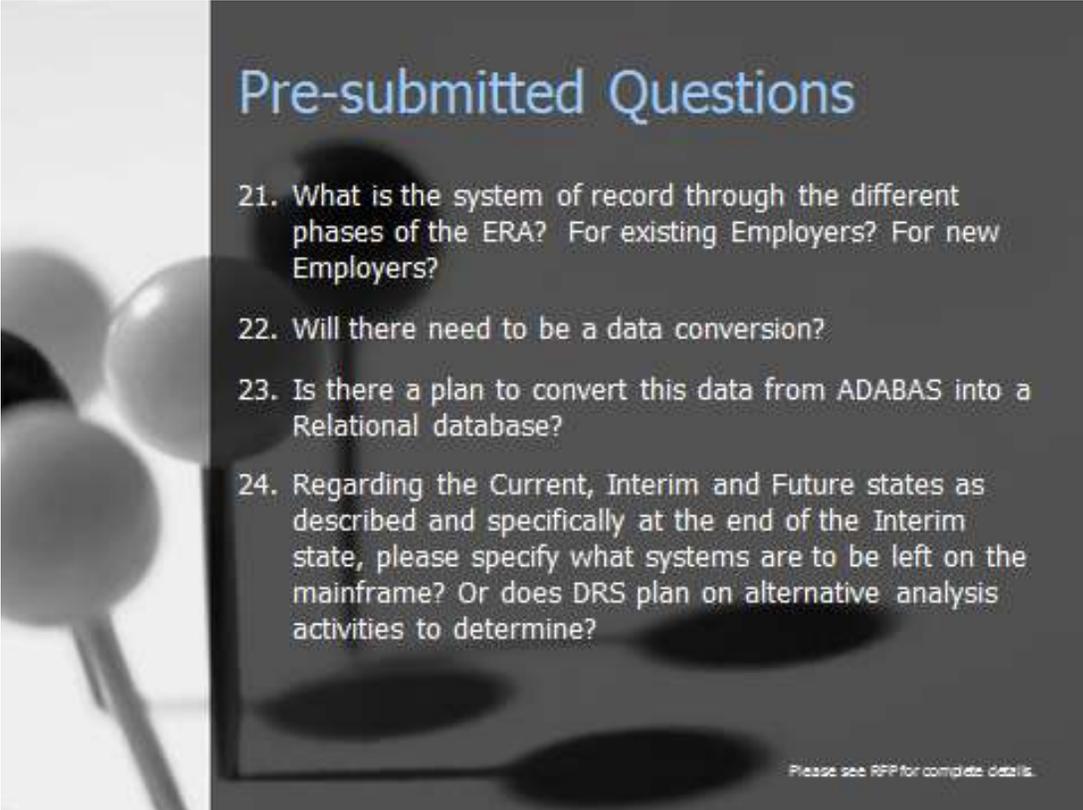
Please see RFP for complete details.



## Pre-submitted Questions

17. In Appendix B, Agency Profile and Technology Infrastructure, Section E, Applications Information, E.2, Applications Detail, estimates 30 users. Does this include field users, employer service representatives, etc.?
18. Is the expectation that the ERA application portal can be displayed both to external and internal users?
19. What is the scope of migration in terms of age and scope of data that needs to be migrated?
20. Will the DRS team provide the data extract from EIS which will be imported into ERA? Or is extraction of data part of the scope of this RFP?

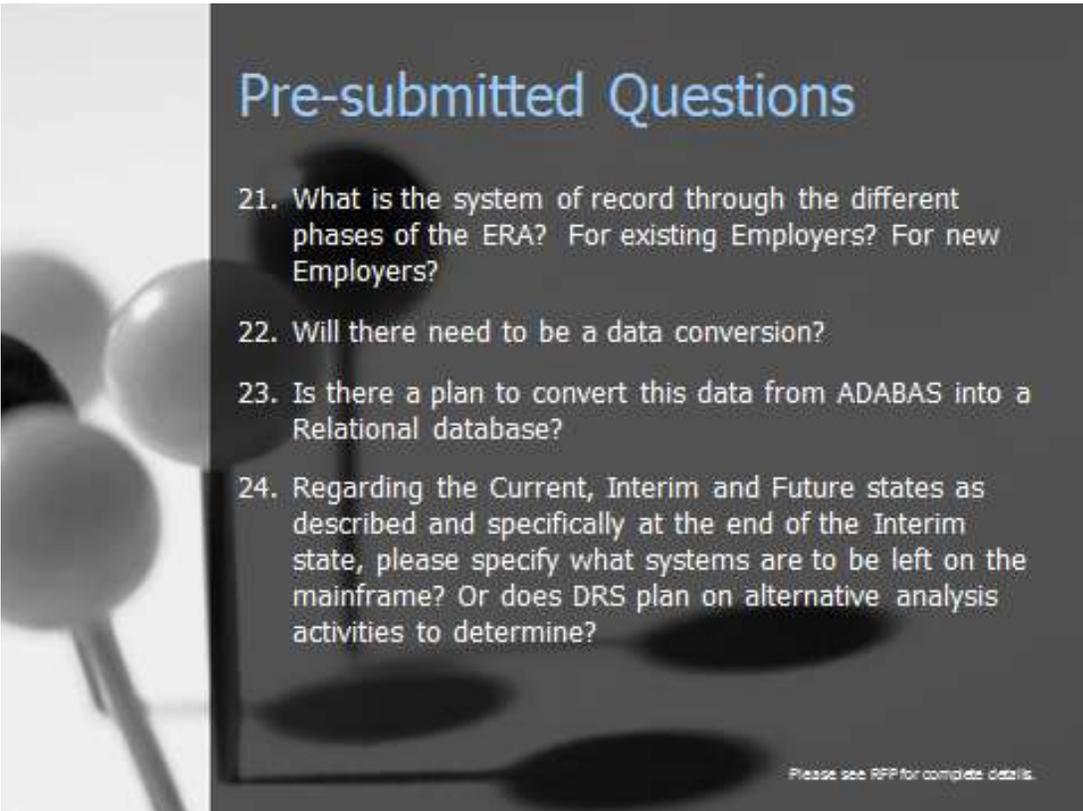
Please see RFP for complete details.



## Pre-submitted Questions

21. What is the system of record through the different phases of the ERA? For existing Employers? For new Employers?
22. Will there need to be a data conversion?
23. Is there a plan to convert this data from ADABAS into a Relational database?
24. Regarding the Current, Interim and Future states as described and specifically at the end of the Interim state, please specify what systems are to be left on the mainframe? Or does DRS plan on alternative analysis activities to determine?

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## Pre-submitted Questions

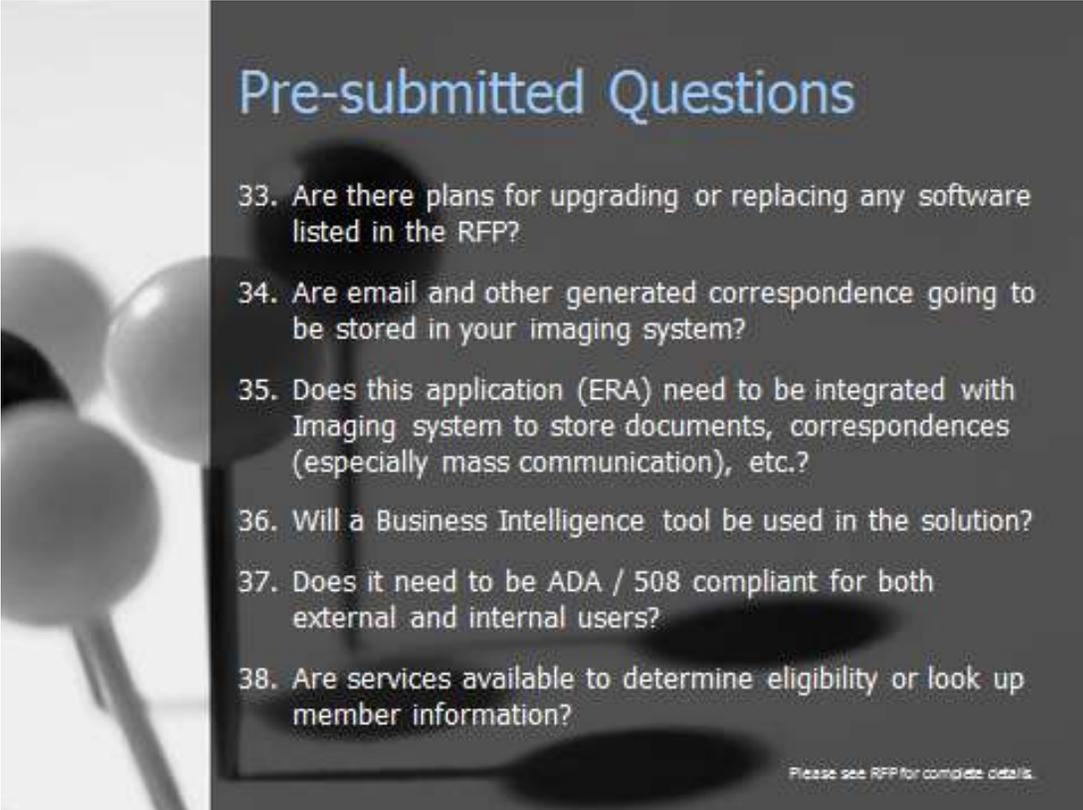
28. Is execution of the transition plan part of the scope of this project? The objectives state that "Move from delayed Batch reporting to a more immediate Real-Time transaction-based reporting" while the key elements state "Develop a transition plan for moving from EIS to ERA."
29. Do we have to extract logic from Natural code or would there be subject matter experts (SMEs) who would give requirements to build the system?

Please see RFP for complete details.

## Pre-submitted Questions

30. What are the sources that we have to integrate?  
Assumptions are:
  - Entire X
  - ADABAS
  - Existing database where web (Employer E-services) are pointing to.
  - Are there any existing Service Oriented Architecture infrastructure that needs to be integrated?
31. How many environments will or does DRS have (DEV, SIT, UAT, PROD)?
32. Will the Solution requested in the RFP be part of the existing website?

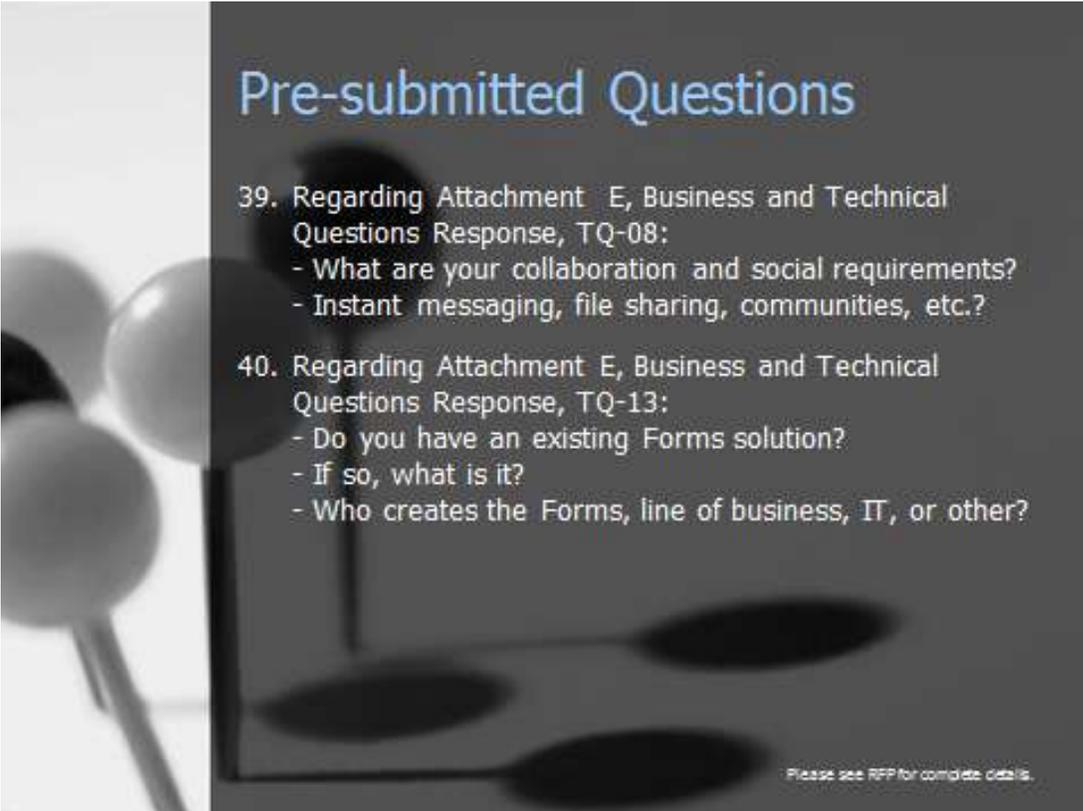
Please see RFP for complete details.



## Pre-submitted Questions

33. Are there plans for upgrading or replacing any software listed in the RFP?
34. Are email and other generated correspondence going to be stored in your imaging system?
35. Does this application (ERA) need to be integrated with Imaging system to store documents, correspondences (especially mass communication), etc.?
36. Will a Business Intelligence tool be used in the solution?
37. Does it need to be ADA / 508 compliant for both external and internal users?
38. Are services available to determine eligibility or look up member information?

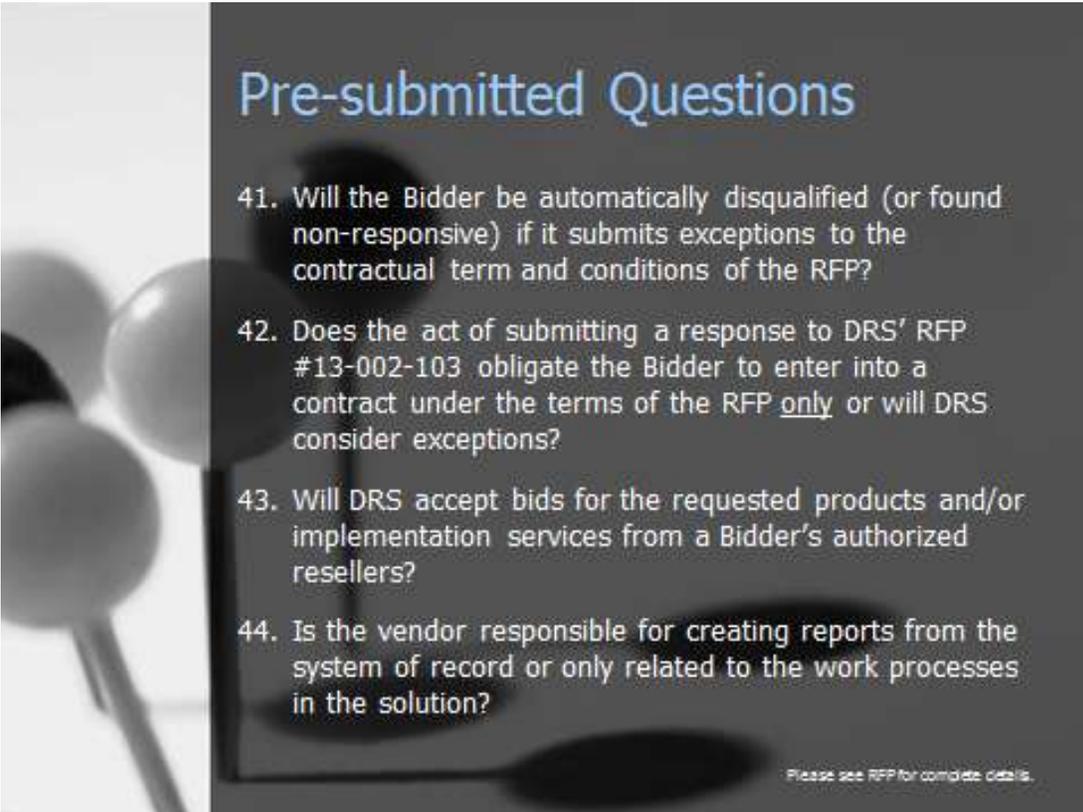
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## Pre-submitted Questions

39. Regarding Attachment E, Business and Technical Questions Response, TQ-08:
  - What are your collaboration and social requirements?
  - Instant messaging, file sharing, communities, etc.?
40. Regarding Attachment E, Business and Technical Questions Response, TQ-13:
  - Do you have an existing Forms solution?
  - If so, what is it?
  - Who creates the Forms, line of business, IT, or other?

Please see RFP for complete details.



## Pre-submitted Questions

41. Will the Bidder be automatically disqualified (or found non-responsive) if it submits exceptions to the contractual term and conditions of the RFP?
42. Does the act of submitting a response to DRS' RFP #13-002-103 obligate the Bidder to enter into a contract under the terms of the RFP only or will DRS consider exceptions?
43. Will DRS accept bids for the requested products and/or implementation services from a Bidder's authorized resellers?
44. Is the vendor responsible for creating reports from the system of record or only related to the work processes in the solution?

Please see RFP for complete details.



## Other Questions?

Please see RFP for complete details.