**Question:** This Program will plan and implement a series of projects to replace the remaining mission-critical legacy systems that are over 25 years old.

What are these series of projects to replace? Please describe these other projects.

**Question:** The project description states that DRS has established the Creating an Outstanding Retirement Experience (CORE) Program and that this Program will plan and implement a series of projects. This assumes that the QA/TQR vendor would also support multiple projects through their support to the Program.

Can you share with us approximately how many projects will be supported by the Program?

**Answer:** DRS envisions a modernization program that Creates an Outstanding Retirement Experience (CORE). The CORE Program is a multi-phase, multi-biennial initiative that modernizes the underlying technology and re-designs key business processes incrementally. Future CORE projects are:

1. Mainframe Re-Hosting: Lays the foundation for the overall Program through a modern platform by migrating from a mainframe to a distributed environment.
2. Customer Management: Supports improved service delivery to customers by implementing tools that empower DRS team members with a more holistic view of the customer.

Moving forward, projects for future biennial requests include:

1. Paying Benefits
2. Maintaining Customer & Employer Information
3. Accounting for Retirement Funds
4. Promoting Retirement Readiness

Planning and implementation for the CORE Program will occur over a minimum of four (4) biennia where Mainframe Re-hosting is completed in the 2019-21 biennium, Customer Management reporting will begin in the Spring of 2021 (in the 2021-23 biennium), and remaining business process transformation projects will occur incrementally through the 2023-25 biennium.
Question: Will a complete set of QA/TQR deliverables be expected for each project?

Answer: CORE Program deliverables will address all projects within the program. For example the Monthly QA/TQR Report, will include feedback for all active CORE Projects. Program level deliverables are:

1. QA/TQR Management Plan
2. Regular QA/TQR Meeting
3. Monthly QA/TQR Reports

Project deliverables will be specific to an individual project. Project deliverables are:

1. Initial Assessment Report and Recommendations
2. Lessons Learned and Project Close-Out Report

Question: What other vendors and/or contractors have worked on the CORE Program? What were their program role(s)? Are these vendors and/or contractors eligible to bid on this QA/TQR Work Request?

Answer: The CORE Program has worked with a technical management consultant and contracted mainframe programmers.

Neither the management consultant, nor the mainframe programmers, are eligible to bid on this Work Request.

Question: The work requirements listed for the TQR services requested include the task “Conduct periodic assessments/detailed reviews.”

Is it expected that the results of these assessments/detailed reviews be included in a Monthly QA/TQR Report, or is there a separate assessment report that should be included in the list of Deliverables found in Section 3.5 for each assessment/detailed review?

Answer: Periodic assessments/detailed reviews should be featured in the Monthly QA/TQR report.