

## Addendum 4 – Questions and Answers

### Request for Proposals No. 22-07

### Pension Administration Modernization

January 6, 2023

#	Question	Answer
1	In the requirements for the RFP, there is a request that a Bidder must have a customer with over 100,000 participants and 100 employers. Is the number of employers a customer may have flexible as long as the participant threshold is exceeded?	No, this is a minimum qualification so the Bidder must meet both aspects of this requirement. They must have a customer with over 100,000 participants AND 100 employers.
2	Section 1.3 of the RFP lists four legacy applications. However, in sections 1.2 and 2.3 of Exhibit B, ten applications are in scope. Therefore, please confirm if all ten applications in Exhibit B section 2.3 are in scope.	Bidders are expected to replace the four legacy applications listed in this <b>RFP, Section 1.3, In Scope</b> , and all functionality for items listed in <b>Exhibit B - Current Agency Technical Profile, Section 2.3, In Scope Applications</b> .
3	Assuming that the OSA Application is in scope, would DRS consider a solution from a Bidder that did not include an updated Actuary Data Reporting Application if DRS would integrate with the existing system or a 3rd party provider's application?	The OSA Application is in scope. However, the purpose of that application is to provide reports to the Office of the State Actuary (OSA) for the purposes of actuarial valuations.
4	Would DRS consider a solution from a Bidder that provides the PAS with integration to a third-party pension payment provider? This is standard within the industry and would offer DRS the ability to process the payment setup in the PAS. However, an automated file would be sent from the PAS to the third-party pension payment provider system (i.e., equivalent to DRS Disbursement System and IRS Reporting combined), which would process all payments, changes, stops, reissues, check advices, tax forms, etc. In addition, a reconciliation file would be returned from the third-party provider and loaded to the PAS, which would compare all payments sent to all	DRS does not issue payments directly. Payments are processed by the State Treasurer's Office. Therefore, we do not have the option to go with a third-party pension payment provider.

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	payments processed to ensure the accuracy of all payments before they were processed.	
5	Should Bidders plan to integrate with the three applications that are not in scope? For example, is the current administration system integrated with Online Account Access? If yes, what level of integration will be required between the Bidder application and the Online Account Access until the Bidder's Participant Portal is live?	<p>Bidders are expected to interface with the Employer Reporting Application (ERA) and Online Account Access (OAA) listed in <b>Exhibit B - Current Agency Technical Profile, Section 2.2, Web Applications</b>.</p> <p>Bidders are expected to either interface, or replace as an optional scope item, EDIMS (Electronic Document Image Management System) also listed in this section.</p> <p>The current legacy system does integrate with Online Account Access and therefore this system will need to as well.</p> <p>The level of integration needed is at the same level as today.</p>
6	What are the expectations for the Sandbox Environment? For example, will the cloud be set up to provide access to the DRS Team?	<p><b>Exhibit C - Project Expectations, Section 3.3.3, Prepare Hosting Platform</b>, describes the Sandbox environment as one of at least five environments the Bidder will set up, and says, "Bidder will set up the Sandbox environment within three (3) months of start date."</p> <p>A "sandbox" is an isolated environment where users can experiment outside of the production environment to have hands-on experience with the application.</p> <p>Conversations will be had with the Apparent Successful Bidder and the number of environments, their use, and who has access will be jointly agreed upon.</p>
7	Exhibit I shows that DRS is looking for a lease agreement. However, in the Terms and Conditions, it appears that DRS requests ownership of the applications if DRS chooses to terminate services and transition to another Bidder. Therefore, please clarify if DRS is open to a lease agreement where the Bidder retains ownership of the applications and other deliverables produced by the Bidder.	<p><b>Section 14 of Exhibit F – General Terms and Conditions</b> sets forth a requirement for DRS to obtain a perpetual license to the PAS software, and <b>Section 12</b> provides requirements for Bidders to transfer over access and control of the IaaS infrastructure used to host the solution at the end of the term. If Bidder is unable to comply with these, please respond "No" to the application requirement with an explanation and description of Bidder's alternative</p>

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		entitlement and post-Term rights in the PAS solution.
8	RFP Section 2.4.3 Submission Format In this section, DRS is requiring a Table of Contents with the Proposal's content and sequence, and all pages "should be numbered." DRS is also requiring separate documents for several exhibits. Can you clarify how you would like the proposal numbered? Can individual exhibits be numbered within themselves and listed in sequence in the Table of Contents?	Separate documents should be numbered within themselves and listed within sequence in the Table of Contents (which does not need to include these page numbers).
9	Exhibit C, Section 1.3 Project Objectives Regarding this objective: Establish responsive work queues and workflows to track and manage work more effectively. Please describe the extent to which DRS would like workflow functionality built into the solution. If there are specific activities for which you prefer workflow, please list them.	DRS is interested in workflow functionality but cannot provide an estimate of the number needed until we have a better understanding of the solution. Bidders should use the specifications provided to make their best estimate.
10	Exhibit F, Section 3.1 Ramp-Up Period Please define Ramp-Up Period as used in this section. This term does not appear in Exhibit A, Definitions.	"Ramp-up" period is defined within this section of <b>Exhibit F</b> as a "period during which no minimum Service Commitments or software licensing fees or other forms of volume or usage commitment will apply (if indeed Service Commitment are applicable under Bidder's Proposal); the rates set forth in the Contract would, however, apply during the ramp-up period."
11	Exhibit F, Section 3.2 Term of Work Orders Please define Work Orders as used in this section. This term does not appear in Exhibit A, Definitions.	"Work Order" is defined within this section of <b>Exhibit F</b> as "a document signed by the parties that articulates certain non-recurring or limited duration work performed by Bidder that is supplemental to the Project Agreement and Operating Agreement. Each Work Order will be incorporated into the Contract."
12	Exhibit F, Section 5 Agency and Other Users This condition is broadly stated and wide reaching. Please provide examples of the kinds of uses you are ensuring through this section.	As a State-wide agency, DRS supports several other agencies and uses a variety of internal and external resources. Without limiting the purpose and effect of the RFP requirement, examples of other users include employees of other State agencies like Department of Social and Health Services (DSHS), Health Care Authority (HCA), and the Office of the State

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		Actuary (OSA), and consultants, advisors and auditors of DRS.
13	<p>Exhibit F, Section 12.9 Termination Procedure and Effect of Termination</p> <p>Given the nature of a MOTS implementation (for which the base product is the Intellectual Property of the vendor), please provide an example of how you would see these termination terms executed. For example, what would happen with products that are partially delivered or that are in development?</p>	<p>Under <b>Section 16 of Exhibit F</b>, DRS requires ownership of Deliverables. How and when DRS may use Deliverables (whether work in progress or completed) after an early termination event will be case-specific and dependent on the transition path selected by DRS, the nature/relevance of the Deliverables post-term, and the state of the PAS at the time of the termination. This requirement, along with the Transition Assistance Services requirements, are designed to provide DRS flexibility to plan and execute, when necessary, an optimal transition approach that will minimize the adverse effect on the availability and continuity of critical pension administration business processes without foreknowledge of termination events or post-term environment.</p>
14	<p>Exhibit F, Section 12.10.3 No Charge for Transition Assistance</p> <p>Please clarify this section. Section 12.10.2(j) does not appear in that section, i.e., 12.10.2 has sections (a) – (h) only.</p>	<p>The requirement in <b>Exhibit F, Section 12.10.3</b> is revised in <b>Amendment 3</b> as follows:</p> <p>"The Bidder agrees that the transition assistance described in <b>Section 12.10.2, items (a-g i)</b> shall be provided at no additional cost to DRS. To the extent Bidder must add personnel or staff to perform the transition assistance described in <b>Section 12.10.2(h j)</b> and such assistance is requested by DRS, Bidder may charge for such assistance as a project under an associated project Work Order agreed upon by the parties."</p>
15	<p>Exhibit F, Section 15.1 Ownership and Control</p> <p>Please confirm that this section refers only to DRS data and does not include the database design and structure.</p>	<p>The terms in <b>Exhibit F, Section 15.1, Ownership and Control</b>, specifically refer to "DRS Data" which is defined in the prior section of the same exhibit and does not include the Bidder's pre-existing database design and structure.</p>
16	<p>Addendum 1, Question 4</p> <p>Regarding how user stories are scored, you responded: Responses that are a "Core Capability" or "Configuration Option" are weighted 100%. Responses that "Require Minor Customization" are weighted 60%. Responses that "Require Major</p>	<p>DRS' scoring of Bidder responses to User Stories and Non-Functional Requirements will also include:</p> <p>Must Haves - up to 2.5 points per response  Should Haves - up to 1.5 points per response  Could Haves - up to 0.3 points per response</p>

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	<p>Customization" are weighted 30%. Responses of "Do Not Meet" would get 0%. This would imply that user stories prioritized as Could Have carry the same weight as stories prioritized as Must Have. Is that correct? Is DRS otherwise weighting their evaluation of the user stories?</p>	<p>These point ranges, in combination with the weighting, will be used to calculate scores.</p>
17	<p>Exhibit F1 2. Definitions Please confirm that "incidents" are exclusive to the PAS operations in a Production Environment.</p>	<p>Incidents may arise at any stage during the Term, but the means and processes used by the parties to report, track and manage them under the Project Agreement and Operating Agreement may be different as agreed upon by DRS and the Apparent Successful Bidder during Contract negotiations.</p>
18	<p>Exhibit H Question 45 Describe how you would manage Bugs as required by Exhibit C – Project Expectations and Exhibit F2 – Incident and Problem Management.</p> <p>Is the correct reference to F1 – Incident and Problem Management</p>	<p>The exhibit number has been corrected to <b>Exhibit F1 - Incident and Problem Management with Amendment 3.</b></p>
19	<p>Exhibit C C.3.7.2 C.3.7.3 Please help us understand the timing post implementation phases by confirming or correcting us.</p> <ul style="list-style-type: none"> <li>• The Burn-In and Stabilization Period, and Support all begin at Go-Live.</li> <li>• The Burn-In is for 90 days.</li> <li>• The Stabilization is for at least 120 days.</li> <li>• Support is for two years.</li> <li>• Warranty begins when Stabilization ends.</li> <li>• Warranty continues for one year after the performance period of the contract ends.</li> </ul>	<p>The Burn-in Period and Stabilization Period are not the same and are used for different purposes.</p> <p>The 120 day Stabilization Period applies to each First-Time Event (to be defined by the parties) after the implementation (Project Expectations) period of performance.</p> <p>The Burn-In Period is the 90 days following Go-Live, after which the accrued Holdback will be released, assuming all Severity 1 and 2 Bugs are corrected.</p> <p>The period for the warranty in <b>Section 6(c) of Exhibit F – General Terms and Conditions</b> is 12 months after the end of the Project Agreement or any Work Order and applies to defects in Deliverables created under the Project Agreement or Work Order, as applicable.</p>

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		Additional representations and warranties in <b>Sections 6 (a, b and d) of Exhibit F</b> apply to the Services and Solution for the life of the Contract.
20	Exhibit F F3.7.8 Is the “data access in only the geographical United States” referring to the actual data but scrambled versions of the data may be used outside the United States?	All DRS Data must be stored in the United States, but Contractor Personnel may access DRS Data from Offshore Service Locations in accordance with the requirements of <b>Section 8 of Exhibit F3 – Security and Data Protection Controls.</b>
21	Exhibit C- Project Expectations 3.2.3 Organizational Change Management – Table 2 When will DRS provide the Knowledge Transfer and Training Plan to the vendor to help align the training expectations?	A Knowledge Transfer and Training Plan will be developed once the Solution is understood. The Bidder will contribute to the Knowledge Transfer and Training Plan.
22	Exhibit C- Project Expectations 3.2.5 Organizational Change Management – Table 2 What is the scope of UAT training that will be delivered by DRS trainers? Will the DRS trainers involvement in the design and development in order to be prepared to deliver UAT training?	DRS-provided training for User Acceptance Testing (UAT) will equip testers with requisite knowledge to execute test cases and provide valuable feedback. DRS' UAT trainers will be involved in design and development.
23	Exhibit C- Project Expectations 3.2 Organizational Change Management – Table 2 Who is training the Employer audience and how many Employers are there?	DRS does not anticipate needing to train employers because the Employer Reporting Application (ERA) is not within scope of this project. If employer outreach and education is needed, DRS will provide it. Currently, DRS serves 1,378 employers.
24	Exhibit J Requirement 32599 The hosting provider assesses egress fees for exporting information out of the solution. Does DRS expect to accept charges for those fees as incurred or must they be estimated and included in our fixed cost? If included in the fixed cost, can DRS provide an estimate of the amount of data, in gigabytes, you expect to extract to Workiva on a monthly?	If egress costs are anticipated to be a significant portion of operating expense, please list them as a line item, by volume, in <b>Exhibit I1 - Fee Proposal Workbook, Workbook C: Operating Services.</b>  We currently do not have an interface to Workiva. It is a manual process, so we do not have an estimation of anticipated data to be transmitted between the two systems.
25	Exhibit J Requirement 30540 and 35694 Does DRS expect this functionality to be automated? That is, built into the application. Or can data be moved from environments	DRS would prefer Bidders propose how their Solution will best provide the capability to meet this Requirement and is open to considering a variety of alternatives, such as those proposed

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	with SQL scripts or some other form of data manipulation?	within this question, to effectively meet business needs.
26	Exhibit J Requirement 30569 Is the referenced code word just an attribute to display for the operator or is the code word to be part of authenticating an account by the user entering it into a sign on screen?	The referenced code word is simply an attribute to display for an operator, as an additional measure of security, to validate a customer's identity prior to providing account specific data. It is not part of self-service.
27	Exhibit Requirement 33159 Does DRS require that we provide the connection, for example dark fiber, or just be able to accept access from these connections?	The Bidder can provide the connection or accept access from a dedicated circuit.
27	General Please clarify the total number of internal end users DRS estimates will be regularly accessing and working within the PAS. This does not include Member or Employer end users. Only direct PAS systems users.	We estimate we will have approximately 250 users of the new pension administration solution (PAS).
29	Exhibit F3, Security and Data Protection Controls, Section 11. Testing and Auditing, No. 4 Please clarify if the Vendor and/or Hosting Provider needs to maintain the following certifications and authorizations: - FedRAMP authorization - ISO 27001 certification - ISO 9001 certification  If this applies to the Vendor, and they do not have/maintain the above certification and authorizations, will they be disqualified?	Bidder responses to the <b>General Terms and Conditions</b> , including <b>Exhibit F3 - Security and Data Protection Controls</b> , would be evaluated and scored during the Written Evaluation. They are not pass/fail. Response to <b>Exhibit F</b> will count for 10% of the Written Evaluation total score, as noted in <b>Table 4 - Written Evaluation Weighting Criteria</b> of this RFP.
30	Exhibit F, Terms and Conditions Please clarify if there are specific terms and conditions that DRS considers non-negotiable.	The degree of compliance with the <b>Exhibit F – General Terms and Conditions</b> is a weighted factor. We do anticipate contract negotiations. For purposes of clarification, compliance with state and federal law is non-negotiable.
31	Exhibits F, F1, F2, F3, and F4 Will DRS allow vendors to submit redlines to Exhibits F, F1, F2, F3, and F4 as part of the proposal submission rather than provide explanations/exceptions?	No, in order to ensure a consistent RFP process, please follow the instructions in this <b>RFP, Section 2.4, Proposal Requirements</b> , when submitting your response to <b>Exhibit F – General Terms and Conditions</b> . The Apparent Successful Bidder will be given the opportunity to redline a contract as part of Contract negotiations.

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32	<p>Exhibit F, Terms and Conditions</p> <p>May we include our standard service agreement template with our response for DRS's review as a possible basis for negotiations?</p>	<p>No, DRS will use its own form of Contract that incorporates the requirements of the RFP.</p>
33	<p>Exhibit H, Question 86, Company Financial Statements</p> <p>Would DRS be willing to execute a mutual non-disclosure agreement, allowing us to share the requested financial information. Please clarify if we can submit the requested financial information outside of the RFP process (directly to those who would be reviewing the information)?</p>	<p>You must submit the financial information as a part of the RFP process to the RFP coordinator who will provide to the individuals reviewing. You should mark these materials proprietary in accordance with the RFP instructions listed in <b>Section 2.4.4, Proprietary Information/Public Disclosure</b>. DRS is also willing to execute a non-disclosure agreement for the requested financial information; however, any such agreement would be subject to DRS's legal obligations under the Public Record Act (RCW 42.56).</p>
34	<p>Exhibit H, Question 83</p> <p>Please clarify is DRS looking for vendors to provide a sample Solution Configuration document (produced during implementation that documents the configurations made) or a sample how-to guide for making configurations to the solution.</p>	<p>DRS' expectation is that the Bidder will provide a sample of configuration document in response to <b>Exhibit H - Bidder's Questionnaire, Question 83</b>, that is representative of what you would provide to DRS under <b>Exhibit C - Project Expectations, Section 3.4.14, Document System Configuration</b>.</p>
35	<p>RFP Section 2.4 Proposal Requirements, Subsections 2.4.2 Submission Checklist and 2.4.3 Submission Format</p> <p>Please clarify the submission requirements. The submission checklist includes the required documents, each with their required naming convention. This reads as if DRS is looking for separate files, except for the Exhibit H attachments, which are to be embedded in that Exhibit (per RFP instructions).</p> <p>However, the Submission Format subsection then states, "each major section must be separated by a page break, presented in the order shown and must include the following..." (a) through (k), which reads as if DRS is looking for a single file to include RFP Subsection 2.4.3 items (a) through (k), each separated by a page break.</p>	<p>Bidders must submit separate documents in the formats listed in <b>Table 3 - RFP Submission Checklist, Naming Convention</b> column in this <b>RFP, Section 2.4.2, Submission Checklist. Documents</b> should be in .doc, .xlsx, .pdf, formats as specified.</p> <p>The Submission Checklist (<b>Section 2.4.2</b> of this <b>RFP</b>) is provided to show the required documentation and naming conventions, which are to be provided as described in <b>Section 2.4.3, Submission Format</b>.</p>

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36	<p>RFP Section 1.8, Minimum Bidder Qualifications, Subsection 1.8.3 Key Personnel Experience and RFP Section 2.4 Proposal Requirements, Subsection 2.4.2, Submission Checklist (Resumes and References for Key Personnel)</p> <p>While we can provide representative individuals for key personnel positions included in the DRS engagement, we cannot commit named individuals to a project team until contract signature. Please clarify if this will deem our proposal as non-compliant, non-responsive and therefore rejected?</p>	<p>DRS does expect named resources for the Key Personnel listed in the minimum qualifications that the Bidder intends to assign to this Project.</p>
37	<p>Exhibit J, User Story 35445</p> <p>How is a broker defined? What is the difference and/or relation between a broker and a vendor?</p>	<p>A broker is the umbrella organization responsible for coordinating administration and payment for each individual vendor underneath them. All funds owed to an individual vendor are provided to their respective broker for distribution to the vendor/s.</p>
38	<p>Exhibit J, User Story 34418</p> <p>How is a vendor defined? What is the difference and/or relation between a broker and a vendor?</p>	<p>A vendor is an organization, often underneath a broker, that provides services to our customers (such as medical or life insurance). Associated monthly billing amounts owed to vendors are withheld as a deduction from a customer's monthly disbursement amount and paid directly to a vendor or their associated broker.</p>
39	<p>Exhibit J, User Story 33250</p> <p>The user story states, "see workflow for list of registers and reports." Where can we find this workflow?</p>	<p>DRS will share additional information on User Stories, including sharing copies of workflows, with Bidders during the On-Site Evaluation step.</p>
40	<p>Exhibit J, User Stories 32679, 34216, 34212, 34213, 34225</p> <p>Please clarify the meaning of an optional bill.</p>	<p>An optional bill is an invoice created at the request of the customer, often due to recovery of service or other optional types of purchases, that does not require mandatory payment. While a balance owed does accrue interest, if payment in full is not received by the applied payment deadline, partial payment received (if any) is returned back to the customer, the invoice is cancelled, and no further action is taken to collect.</p>
41	<p>Exhibit J, User Story 35693</p> <p>Additional details for the user story references tracking benefits paid out to members by Employer. Does DRS maintain reserves by</p>	<p>DRS does not maintain reserves by Employer. Reserves are maintained by fund, which is most often respective to System/Plan.</p>

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	Employer and is DRS an Employer - Multiple Plan?	<p>If "Employer-Multiple Plan" is intended to mean that DRS allows Employers to participate in multiple Systems/Plans concurrently, then yes. If an Employer qualifies to participate in retirement systems administered by DRS, and has chosen or is mandated to join, they are required to participate in each System for which they have positions that meet eligibility requirements. They may also choose to additionally participate in the Deferred Compensation Program.</p> <p>If "Employer-Multiple Plan" is intended to be Multiple Employer Plan as defined by the IRS (a plan maintained by two or more employers who are not related), then no.</p>
42	<p>Exhibit J, User Stories 34328, 32996, and 32991 Please define indexing.</p>	<p>Indexing is a 3% per year or .25% monthly increase calculated on the months between separation of service through the month prior to the retirement date or the first eligible date for an unreduced retirement benefit whichever comes first.</p> <p>Plan 3 and LEOFF Plan 2 accounts are eligible for indexing if they have 240 service credits (20 years) or more and delayed receipt of their defined benefit. Indexing and service credits are not allowed in the same month, and indexing is only eligible up to, but not to include age 65 for Plan 3 members and up to, but not to include age 53 for LEOFF Plan 2 members.</p> <ul style="list-style-type: none"> <li>• TRS Plan 3 under RCW 41.32.840</li> <li>• SERS Plan 3 under RCW 41.35.620</li> <li>• PERS Plan 3 under RCW 41.40.790</li> <li>• LEOFF Plan 2 under RCW 41.26.530</li> </ul> <p>Example: A PERS Plan 3 member separates 12/24/2017 with 23 years of service credits at age 63 and defers receiving their retirement until age 65, 01/01/2019. This member will receive indexing starting 01/2018 through 12/2018 (12 months of indexing). DRS has 4 methods of indexing:</p>

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		<p>Simple Indexing is used for service retirements and portability retirements where the indexing is applied on the most recent system.</p> <p>Interruptive Indexing is used when there is a gap of months or years between employments.</p> <p>Dual Member Indexing is used for portability accounts that combine service credits for the purpose of receiving an indexed retirement allowance.</p> <p>Concurrent Indexing is used for portability member accounts when both (or multiple) System/Plans are Plan 3 and there is concurrent employment.</p>
43	<p>Exhibit J, User Story 34326 Please define portability retirement benefit.</p>	<p>Portability retirement benefit, also referred to as a dual member benefit, is a benefit earned between multiple DRS administered, or First Class City (FCC) administered, retirement systems or the Statewide City Employees' Retirement System (SCERS). Service credit and earnings could potentially be used from both (or multiple) systems when determining benefit eligibility and computing benefit calculations.</p> <p>RCW 41.54 provides additional information regarding portable membership, definitions, applicable regulations and benefits.</p>
44	<p>Exhibit J, User Stories 32626, 33308, 33312 Who is a record keeper? Is it an external entity?</p>	<p>Our current record keeper is Voya. They are a third-party, as noted in <b>Exhibit A - Definitions, Acronyms</b>, and further described in <b>Exhibit B - Current Agency Technical Profile, Table 14 - Third-Party Record Keeper Interface</b>.</p> <p>The record keeper is responsible for the DRS' Defined Contribution transactions and associated record keeping.</p>
45	<p>Exhibit J, User Stories 32567 and 33592 Please clarify the meaning of "employment with a First-Class City." Are there special rules for such First-Class City Employers? Is this part of the Washington System or are they part of a reciprocal system?</p>	<p>"Employment with a First Class City" refers to the employment of a DRS member that was performed for, and covered under a retirement system offered by, a Washington state First Class City (city of Tacoma, Spokane and/or Seattle). DRS does not administer the</p>

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		retirement systems of First Class Cities but does allow, in specific circumstances, the ability for a DRS member to recover withdrawn service that was earned in association with employment for a First Class City.
46	Exhibit J, User Story 32682 Please clarify the meaning of "schedule payment for rejection."	A payment scheduled for rejection is a payment transaction that has been requested by a DRS customer, to our third party record keeper, for a distribution of Defined Contributions that cannot be processed as intended due to a variety of potential reasons. If the reason/s prohibiting the distribution are not resolved prior to the applied deadline, payment will not be released.
47	Exhibit J, User Story 32680 What is an "invoice" for a disbursement relating to?	An invoice generated for disbursement is most often associated with the disbursement representing a perceived overpayment of funds to the customer.
48	Exhibit J, User Story 34429 Please define dual member disability.	Dual member disability retirement benefit, also referred to as a portability member disability benefit, is a benefit earned between multiple DRS administered, or First Class City administered, retirement systems or Statewide City Employees' Retirement System (SCERS). Service credit and earnings could potentially be used from both (or multiple) Systems when determining benefit eligibility and computing benefit calculations.  RCW 41.54 provides additional information regarding portable membership, definitions, applicable regulations and benefits.
49	Exhibit J, User Story 34695 Please define warrant disbursement. It is listed as a disbursement type.	Warrant disbursement is a disbursement made by warrant. A warrant is an order to pay issued by the Washington State Treasurer's Office, on behalf of DRS, and is a guarantee of funds payable to the applied recipient.
50	Exhibit J, User Story 32990 Please clarify Dolan.	Dolan refers to a legal ruling impacting DRS and a portion of our customers. Impacted customer accounts require special handling during withdrawal, estimate and/or benefit calculation processes to ensure the outcomes and conditions of the applied litigation ruling are met.

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51	<p>Exhibit J, User Story 34767</p> <p>Please define the benefit fund. In what scenario would the money be moved between the member's account and the benefit fund?</p>	<p>The benefit fund is the fund reserve, most often by System/Plan, made up of Defined Benefit contributions, from members and employers, and associated investment returns that is used to fund pension benefits. All employer contributions are transferred to their respective benefit fund upon receipt. All Defined Benefit member contributions, and accumulated interest applied, are transferred to the benefit fund at the time a benefit calculation is performed for a customer to begin collecting their defined pension benefits.</p> <p>In addition to transferring funds from a member's account at the time of benefit calculation, there are also times in which account maintenance and/or adjustment is required, which could also result in an associated adjustment transfer of funds between a member's contribution balance and the benefit fund.</p>
52	<p>Exhibit J, User Stories 31003, 31004, 31005</p> <p>Please define WSB-to-Self-Program transfers.</p>	<p>WSIB (Washington State Investment Board) -to-Self-Program transfers are transactions initiated by a customer in which they choose to transfer all, or a portion of, their Defined Contributions from their fund balance invested with the WSIB investment program to the Self-directed investment program (or vice versa).</p>
53	<p>Exhibit J, User Stories 31184, 31182</p> <p>Please define lost earnings.</p>	<p>Lost earnings are calculated for a customer's Defined Contributions that have been determined to not have been invested timely due to Employer, DRS or record keeper error. When this determination has been made, gains and losses are calculated against the associated contributions (lost earnings) and applied to the customer's Defined Contribution balance so that their funds receive the same experience as they would have had they been invested timely. The resulting invoice for accumulated gains and losses is billed to the party determined to be ultimately responsible for the untimely transaction/s.</p>
54	<p>Exhibit J, User Stories 31191, 31192</p> <p>Please clarify how Plan 3 bill payment works.</p>	<p>Plan 3 is a hybrid plan comprised of both a Defined Benefit (DB - funded by Employer contributions within the benefit fund) and a</p>

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		Defined Contribution (DC - member contributions made at a selected percentage and invested). Customer payments made against a Plan 3 optional billing are most often applied towards the associated Defined Contributions owed (DC). Employer payments made against Plan 3 optional billing are most often applied towards the associated contributions owed that apply to the Defined Benefit.
55	Exhibit J, User Story 32308 Will the member be withholding the DC percentages in PAS or through a third-party application that will be fed into PAS?	Defined Contribution withholding, percentage rate selection and investment program selection are all managed through an Employer's payroll process and reported through our Employer Reporting Application (ERA). The associated contribution record data is all posted from data received by employers through ERA to a member's account within the PAS.
56	Exhibit J, User Story 32572 Please define Investment Manager. Vitech assumes that the "Investment Manager" is a system separate from PAS that PAS will integrate with.	This assumption is incorrect. Investment Manager (also referred to as Investment Program) is the program option selected by a customer in which they have chosen to invest their Defined Contributions (either Self-directed or WSIB).
57	Exhibit J, User Story 32641 Please define FSAFRS and GLTR.	DRS will share additional information on User Stories, including necessary table structure data, with Bidders during the On-Site Evaluation step.
58	Exhibit J, User Story 33347 Please provide the business use case for having the ability to split documents in PAS.	Documents are required to be split when it is determined that an error has been made in the imaging process and multiple document types have been imaged as one to a customer and must be broken out to be indexed appropriately OR when documents for multiple customers have been imaged incorrectly to a single customer's account.
59	Exhibit J, User Story 35666 Are accounting journal entries only booked in the statewide financial reporting system? In this scenario, DRS transactions, such as 401H transaction, are processed in the PAS/DRS solution system, then the transactional data is fed into the statewide financial reporting system where the corresponding accounting	Accounting journal entries are created and booked within the DRS system, then fed to the statewide accounting financial reporting system and additionally booked there. This is due to additional transactions, performed outside of DRS and/or the DRS system, also feeding into the statewide accounting financial reporting

#	Question	Answer
	journal entries are created for financial reporting purpose. Therefore, DRS need the ability to reconcile the transactional data in DRS system to the accounting journal entries in the financial reporting system.	system as this system is for use by all Washington state agencies.
60	Exhibit J, User Story 35668 Will the ER invoices need to be issued by DRS at the system level (DRS level) and associate them to the respective sponsors?	All Employer invoices (contributions owed as the result of employer reporting and optional or mandatory billing, associated interest, administrative fees, penalty assessments, etc.) must all be issued, and have balances maintained, through the DRS system.
61	Exhibit J, User Story 35668 Does DRS normally apply the ER Contribution for Administrative Expense invoice by invoice or apply the contribution to a running outstanding balance?	DRS applies the Administrative Expense directly to the Employer contribution rate and invoices by Employer contributions owed for each individual earn month.
62	Exhibit J, User Story 35671 Do you plan to use the PAS as a sub ledger that can book accounting receivable journal entries with each Benefit Reserve Fund activity, and then feed the sub ledger trail balance or journal entries into reporting system?	All transactions performed within the Solution must be accounted for, and maintained within, the Solution and fed via interface to the statewide Accounting Financial Reporting System (AFRS). Associated journal entries only impact AFRS and do not impact DRS systems. If there is an instance where a data error occurs in the interface process and the transactional data is not successfully provided to AFRS, a manual JV is required to ensure the transaction is successfully accounted for.
63	Exhibit J, User Stories 35691, 35677, 35681 Are "Payment Status " and "Payment Date" information required to be displayed on screen for all Payables/Receivables?	Yes, respective payment status and payment date information are required to display for all payable and receivable transactions.
64	What is the preferred version of Linux if the proposed Compensation Administration were to integrate with the existing systems?	If the Bidder is proposing Linux as the underlying platform of their solution, DRS' expectation is that Linux is implemented at the most recent version and fully patched regularly.
65	Is there a preference for the services as a managed service or SaaS?	Services requested by DRS are a hybrid. Please refer to <b>Exhibit D - Operating Expectations</b> for services we expect to receive from a Bidder.
66	Is there a need/desire to retain the existing standards for application development?	The Apparent Successful Bidder and DRS will develop agreed upon development/SDLC processes.
67	Are there any networking or access standards expected from the vendor?	All network and access protocols must meet or exceed security requirements. See <b>Exhibit F3 - Security and Data Protection Controls</b> for these expectations.

#	Question	Answer
68	What is the expected amount of data/storage on the cloud per environment?	DRS expects Bidders to use the information provided in this RFP to create its best estimate based on its Solution.
69	What platform, operating system, and tools does the current solution utilize today?	See <b>Exhibit B - Current Agency Technical Profile, Section 2.3, In Scope Applications</b> , for this information.
70	What regulatory compliance requirements do you have aside from FedRAMP and WaTech OCIO Standard 141, and of the compliances, should there be any, please include the sub-codes.	Regulatory compliance requirements are included in <b>Exhibit D - Operating Expectations, Section 3.2, Conform to Compliance Requirements</b> .
71	What are the current data retention policies at DRS?	We must be able to retain a document up to 99 years. For additional information, see: <ul style="list-style-type: none"> <li>• <a href="#">DRS Records Retention Schedule</a></li> <li>• <a href="#">State Government General Records Retention Schedule</a></li> </ul>
72	Are you looking for a containerized or virtual-based solution?	Our expectation is that the Bidder will propose the Solution and that the cloud Solution will meet all security and performance requirements, regardless of virtual, containerized, or any other infrastructure proposed.
73	Are you looking for solution management (IAM, role-based security, logging, monitoring, etc.) to be fulfilled by individual capabilities, a unified platform, or the hosted cloud infrastructure?	The Solution should include all of the listed functionality. It is likely that individuals will be responsible for managing parts of this functionality, but DRS is looking for the Bidder to provide how their Solution functions in this regard and what system administrators would be responsible for versus the system.
74	We wanted to request clarity on 1.8.1 Retirement System Experience. Since, there is an 'and/or' condition in the statement: Would a vendor satisfy the requirement with three (3) years of work similar in scope to that outlined in this RFP for a customer with a defined benefit?	Yes, because the requirement in this section of the RFP ( <b>1.8.1, Retirement System Experience</b> ) is "and/or", a vendor would satisfy this requirement with "three (3) years of work similar in scope to that outlined in this RFP for a customer" with: <ul style="list-style-type: none"> <li>• a defined benefit plan "having a membership of at least 100,000 participants and at least 100 employers"</li> <li>• or a defined contribution plan "having a membership of at least 100,000 participants and at least 100 employers"</li> </ul>

#	Question	Answer
		• or both