

CFRS Bidders Conference Question and Answers 10/21/2011

No.	RFP Section	RFP Page	Question
1	B2.5.3 - Security and Controls	104	What is the specific SSO solution that CFRS has in place today or intends to have in place? If none, then is CFRS expecting vendors to implement one? Can we assume CFRS is responsible for non-LOB system SSO integration? CFRS is interested in going to a SSO, but would like the flexibility of disabling the SSO if necessary.
2	B2.7.2 - Integration with other Applications and External Entities	111	Does the Third-Party member death monitoring solution employed at CFRS require the need for a two way interface? CFRS requires a one-way interface.
3	B4.1 - Data Security	145	Does CFRS currently have secure email system/readers which it utilizes to encrypt email content for all email recipients? If so, what utility is used? Encrypted email is possible and the city's IS department uses a 3rd party vendor named ProofPoint Appliances to accomplish this.
4	A-4.2.2.4 CITY PAYROLL SYSTEM	26	The RFP states, "Currently, CFRS receives one wage and contribution report from the city facility from the payroll system. The file contains payroll data for participating employees of Fresno City." Please confirm that a single file is used to report wage and contribution data for both General and Police & Fire retirement plans. Also, do the wage and contribution reports include demographic information necessary to fulfill enrollment requirements outlined in section B-1.1.8? Yes, a single file is used to report wage and contribution data for both General and Police & Fire retirement plans.
5	A-4.3 CURRENT "AS IS" BUSINESS FUNCTIONALITY	27	Table 10. CFRS Printing Volume Estimates includes 50 Physical Checks (monthly). Please confirm whether the physical checks are printed at CFRS or through a 3 ^d party. Printed in-house.
6	B-1.1 DESIRED "TO BE" BUSINESS FUNCTIONALITY – INTRODUCTION	29	The RFP states, "If some level of "downtime" is essential for system / Web-site maintenance and support, then the downtime or period of unavailability must adhere to the availability, downtime and recoverability requirements identified in Section B-2.6" and further that "Vendors are to explicitly state their agreement to meet this critical performance requirement." Where in the RFP response is our agreement to be explicitly stated? A general affirmation to this statement should be included in section A-1.1 Vendor Certifications and Affirmations of the vendors response.
7	Multiple Sections – Source Code Escrow	n/a	In the interest of reducing cost, as an alternative to the Escrow Agreement, will you accept being provided with all of the source code to store locally? CFRS will accept the source code stored locally, with the agreement by the vendor to update the source code in the same manner as the Escrow Agreement.
8	A-4.2.2.3 Other Sub-Systems	26	This section refers to the items that the new pension system must replace or integrate with. Can you please provide further information? For example, what is the Microsoft Access database used for and what data is stored in it. Does TVal have data stored in it or is it just a calculator? Can we get a specific list of the 'various other systems?' The Microsoft Access Database is used to index and track Retirement Board meeting agenda items and Board minutes. It is also used to track QDROs. T-Value is a standalone calculator. We also use QuickBooks as our general ledger without integration.
9	B-1.1.8 Employer Contribution	47	The functional requirements in the RFP state that the solution must provide, "Ability to accept various forms of media (disk, paper, tape, file transfer, CD-ROM, Web, etc.) containing member data submitted by employer"

CFRS Bidders Conference Question and Answers 10/21/2011

No.	RFP Section	RFP Page	Question
	and Payroll Reporting		This seems contradictory to the statements in section A-4.2.2.4, whereby the RFP states <i>‘CFRS receives one wage and contribution report from the city facility from the payroll system’</i> . Please confirm that CFRS receives one employer contribution report from the city. Also, please confirm the format of the report?
			Yes, CFRS currently receives one employer contribution report from the city. The format of the report is an ASCII flat file. We value the flexibility for other forms of media transfer of information.
10	A-3.2	19	This Section and Section B-3.1.8.3 (page 124) references developer training. Section B-7.2.1 (page 160) references 4GL(s) in the technical staff training program. What are CFRS’s expectations in regard to training of developers?
			CFRS expectations are that the city IS staff will learn enough to be able to make minor tweaks and modifications when needed without vendor interaction. CFRS is not expecting the city IS staff to undertake any major system development or code modification efforts and the goal is for the city IS staff to become familiar with the structure and development language enough to be able to support the new system and potentially assist in query creation and report writing efforts etc.
11	B-1.1	29	This section states that “The solution will provide web-enabled self-service functionality and ease of use not only for CFRS users, but also for members, retirees, beneficiaries, and employers.” However, in Section B-2.7.1, employers are not listed as requiring Web Self-Service Access. Are employers to be included for web access or only integrations as listed in Section B-2.7.2?
			Employers need to have web access for wage and contribution reporting activities as listed in section B-2.7.2
12	B-1.1.10	55 and 56	Requirements 68 and 88 both refer to the possibility of outsourcing check printing to a third party. What check processing is CFRS considering outsourcing and does this include the outsourcing of benefit/pension payroll checks (both recurring and lump-sum)? Would the services being outsourced be limited to just check printing or is CFRS considering outsourcing full pension payroll and accounts payable services to a third party?
			CFRS will continue processing payroll and accounts payable in-house but would like the flexibility of utilizing a third party provider.
13	B-1.1.15	68	Requirements 5 and 6 refer to third-party payroll service providers. Can CFRS elaborate as to how they are currently working, or plan to work in the future, with third-party payroll service providers? What services do the third-party providers offer and to what extent will the new system be required to integrate?
			CFRS runs the payroll in-house but would like the flexibility of utilizing a third party provider.
14	B-1.1.21	82	Requirement 6 – This requirement identifies the number of reports, forms and correspondence the vendor will be responsible for delivering. Does this requirement include those forms, reports, and correspondence that are referenced by other requirements throughout the RFP?
			Yes
15	B-2.4.1	97	In order to make a recommendation on upgrading or replacing the items listed; can CFRS provide background information on the existing systems for fire suppression, available server room cooling capacity and the existing backup solution (hardware, software, capacity)?
			The computer room at CFRS has a separate HVAS system (six years old) capable of controlling the room tempature as necessary. There is no fire suppression system other than fire sprinklers. We have two backup processes. The City of Fresno supports our LAN server and backs up nightly. Additionally, our current pension administration system provider also backs up our pension data nightly.
16	B-2.4.5	99	What is the current power available that will be used by the UPS system? Please include any requirements related to input voltage and input connections.
			Capacity exists in our building for significant additional power demands. Our building was formerly a medical surgery center with significant power transformer capacity that is not being used. We have a 110V 20A circuit. With that in mind we could put a 2200VA UPS there.

CFRS Bidders Conference Question and Answers 10/21/2011

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17	B-2.4.8	100	Does the City IT group have an existing secure remote access VPN solution that could be leveraged by the vendor and staff?
			Yes.
18	B-2.6.5	109	Does CFRS have a second location (other than the City's IT datacenter) to locate redundant hardware?
			No.
19	B-3.1.7	121-122	This section states that "monthly cash flow projections" are to be in the detailed work plan. Can you clarify what this is to include and what value CFRS is expecting to get from this projection on a fixed price proposal?
			The monthly cash flow projection is a forecast of the outflow of cash required by CFRS and it is a representative of risk (i.e. more cash flow upfront equals more risk than less cash flow upfront).
20	B-3.1.7	121	The Phase 1 detailed work plan must be delivered within the timeframe of Table 3 in Section A-3.2. The detailed work plan per this Section consists of an Integration Plan, a Data Migration/Conversion Plan, a preliminary Data Bridging Plan, a Rollout Plan, a Training Plan, and a Work Breakdown Structure Plan. Table 3 lists the due date for the Detailed Phase 1 Work Plan as due within 14 days post contract start and describes the work plan as a work breakdown schedule. Is it the intent of CFRS to have a work plan containing all of the detailed plans listed due within 14 days of the contract start?
			The Detailed Phase 1 (sixty day) work plan is due within 14 days. Item number 2 Detailed Project Work Plan is due within 60 days - it is this second work plan which is to include all of the plans and narratives.
21	B-3.1.7	122	Within the descriptions of Phase 2 and Phase 3, it states that the phase must be completed within the period specified in Table 3 in Section A-3.2. However, there are no dates for completion of these Phases provided within Table 3. Was it CFRS's intent to specify completion dates for these phases?
			CFRS has chosen not to publish specific dates for each phase, and would rather allow each vendor to provide information regarding the length of time for each phase to begin and complete as best fits into their methodology.
22	B-3.1.7	122	Per this Section, incorporating a parallel phasing strategy is not acceptable. Can CFRS elaborate on what, if any, time is expected to be allocated for parallel processing for each phase?
			CFRS wishes to eliminate parallel phasing altogether as staffing is limited and parallel phasing may potentially result in slow downs or backlogs with normal CFRS daily business processing.
23	B-3.1.8.1	123	Since February, March and April are periods of high levels of business activity for CFRS, what percentage of availability, if any, can a vendor expect CFRS to have during this timeframe?
			All months are busy – the Vendor should expect complete availability by CFRS staff.
24	B-3.2.1	125	The vendor is required to provide minutes of all meetings held with CFRS staff within two business days. Can vendors also expect CFRS to review and approve/comment on the minutes within two business days?
			Please feel free to make any assumptions in Section XX but please keep in mind that CFRS has a small staff and implementing a system of this magnitude requires a significant commitment of time while also running the business.
25	B-3.2.2	126	How many system users are expected to attend the conference room pilots and what does CFRS consider to be a manageable size for the groups?
			CFRS expects 6-8 users to attend, with group sizes of 3-4.
26	B-3.3.6.2	137	This Section references limits to the number of changes that may be made to any given "parameter" in any calendar year. Can CFRS please supply its definition of "parameter"?
			A variable that must be given a specific value during the execution of a program or of a procedure within a program.

CFRS Bidders Conference Question and Answers 10/21/2011

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27	B-4.2.1	146	If CFRS is unable to produce the flat file extracts for data bridging due to resource constraints, how would CFRS address this to not impact the conversion plan?
			You are asking us to speculate on a future event that has not occurred. As with any issue that may arise CFRS will determine the pros/cons of all the alternatives available and make a decision based upon the best possible information at that time.
28	B-4.2.1	146	The vendor will have no responsibilities for manual correction to legacy system data. Does CFRS expect the vendor to provide any data cleansing once the files are extracted from the legacy system?
			CFRS requires that the vendor identify any data anomalies, errors or omissions of data within the legacy system during conversion. Once the data analysis is complete CFRS will work with the vendor to determine the best way to correct the errors. However it is the responsibility of CFRS to correct the errors in the legacy system but at times it may be more appropriate, and less resource intense, if the vendor could develop a script that during the conversion routines corrects the errors. We would expect that both parties work together in good faith to ensure that the cleanest data gets imported into the new system.
29	B-4.2.2	147-148	Can the vendor expect that CFRS will design, develop and implement the data bridging updates to the legacy system (per BB ₁ and BB ₂ in Figure 4.) given the vendor provides CFRS the flat file extracts of the data to be updated?
			Yes, As per Section B-4.2.1 - CFRS staff will design, develop, and implement any modifications on the legacy side required to produce the flat file extracts for data bridging or data conversion.
30	B-5	151	What are CFRS's expectations/requirements for vendor staff being onsite during requirements, design, and other tasks throughout the project, excluding training and testing which have been defined?
			CFRS expects the vendors to be onsite at least part time during these activities, CFRS is leaving the actual amount of on-site time to be determined by each vendor and to present this information in their proposals.
31	B-6.1.2	154	Can CFRS clarify what is expected in terms of how many and what functionality or processes are to be accessible for the instructional videos or interactive "How To" sessions?
			All core business flows should have instructional videos or interactive "How To" sessions.
32	B-7	156	One paragraph states that "On-site training is to be provided by the vendor in all aspects of the new system." A subsequent paragraph states that training will be administered "through web-based access using designated office space at CFRS." Can CFRS clarify what training is required to be provided onsite and what training can be provided using other methods?
			On-site training is to be provided by the vendor in all aspects of the new system. It is during these on-site training sessions that instructions can utilize other methods such as workshops, labs, or web based access.
33	B-7.1.1	157	The first bullet point in this Section references the vendor's system development methodology and Section B-8.1.3. The RFP does not contain a Section B-8.1.3. Can CFRS please clarify?
			Typo. Should be B-3.1.4
34	B-7.1.1 and B-7.2.1	158, 160	Per these Sections, a top level User Training Plan and a top level technical staff training plan should be included in its Proposal. However, Section C-1.1 Technical Proposal Format does not list these training plans as attachments. Should the vendor provide these training plans, and if so, in what order should they be attached?
			Yes the vendors should provide these plans. Include these after all listed attachments.
35	B-8.2	168	To fulfill the Vendor Acceptance Testing responsibilities, the vendor must have an internal, independent group to conduct vendor unit, integration and system testing. To meet the requirements of an "internal" group, must all members of the vendor's testing team be employed by the vendor?
			CFRS expects all members of the VAT group to be qualified and responsible. A member does not have to be a permanent full time employee.

CFRS Bidders Conference Question and Answers 10/21/2011

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36	B-8.2	168	Per this Section and Section B-8.3, the independent vendor testing team must be continuously present and available to support the CFRS test team during UAT. What are CFRS's expectations in regard to having the independent vendor testing team members present? What percentage of time and what vendor testing team resources is CFRS expecting to be onsite for the duration of user acceptance testing?
			CFRS has no set percentage of on-site time for vendor staff during UAT. However, CFRS does expect vendor testing staff to be available by other means 100% of the time either via email or phone when not on-site. CFRS is expecting a vendor staff member to be present at the initial onset of UAT and at other regularly scheduled times. CFRS is leaving this scheduling of these resources to each vendor to present in their proposals.
37	B-8.2.3	168	Per this Section, system testing will be performed on one of the environments installed at the CFRS location and must be witnessed by the CFRS Project Manager or his or her designee. Does CFRS intend for complete system testing to be conducted onsite and witnessed by the CFRS designee?
			Yes.
38	B-8.2.1, 8.2.2, 8.2.3	168	Each of these Sections state that a certification that the vendor's test team has successfully completed the designated testing must be delivered to CFRS prior to the commencement of Vendor Acceptance Testing. Since Vendor Acceptance Testing per Section B-8.2 (page 167) is to include unit, integration and system testing, can CFRS explain what is meant by this certification reference in each of these Sections?
			The vendor should certify that they've successfully completed their Vendor Acceptance Testing and that the system has passed based on the standards setup by the vendor and CFRS prior to CFRS commencing User Acceptance Testing.
39	B-8.3	173	Is the expectation that CFRS will be using the same testing tool as vendor uses for testing? If so, how many users should the vendor accommodate in providing costs for the tool?
			Per section B-8.3 it is the vendors responsibility to provide CFRS with all test materials for use during UAT. CFRS expects 6 staff members to participate in UAT.
40	B-8.4	176	The vendor must certify successful CFRS execution of all user acceptance testing. What is CFRS's expectation in regard to the role the vendor has for user acceptance testing?
			CFRS envisions a partnership with the vendor during UAT, as CFRS staff work through vendor provided test materials, vendor staff are available to answer questions and guide CFRS testing staff.
41	B-9.1	177	Does CFRS expect the vendor's transition support team to be onsite at CFRS during the Line of Business Cutover and Transition?
			Yes.
42	B-10.2.1	179	The RFP states that the database(s) in the second environment must consist of 100% of the actual data in the existing CFRS production database. Is CFRS expecting these database(s) to be synchronized in "real-time"? If not, how often is the requirement for them to be replicated in the second environment?
			CFRS envisions the 2nd environment being synchronized on a nightly basis - unless the chosen vendor can make a case for a different synchronization schedule (weekly etc.)
43	B-10.2.3	181	Is CFRS willing to define the "significant delay" as any delay that, in itself or in aggregate with other delays", will cause a slippage of ninety (90) days or more in a go live date?
			Per section B-10.2.3 a significant delay is one single occurrence and not the aggregate.
44	B-11.6	190	What criteria will CFRS use to determine if the financial institution issuing the Letter of Credit and the terms are acceptable?
			IF CFRS elects this option we will perform due diligence to determine the financial stability of the issuing entity

CFRS Bidders Conference Question and Answers 10/21/2011

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45	C-1.1	194	The RFP states that the vendor must make a "statement affirming the vendor's commitment to develop a <u>full</u> set of all rules, regulations, procedures and practices that need to be accommodated in the new solution". Should this refer to a full set of functionality in the new solution to accommodate all of the rules, regulations, procedures and practices?
			Yes
46	C-1.1	196	Within Section C-1.1, Part A-1.3 High Level Deliverables, Section A-3.2 of the RFP is referenced and it states that the vendor will be required to allocate project costs against the high level project deliverables identified in this section. Section A-3.2, page 20, states that the project deliverables discussed in this section are not related to payment points. Section D-6 lists the deliverables that represent payment points. Are the deliverables provided in vendor's Section A-1.3 response to contain the project deliverables only and should not be related to the project costs?
			Correct.
47	C-1.1	200	A-2.4 states that the vendor must designate a "full-time" project manager to represent and oversee the project. In Section B-5.3, it states the project manager must be assigned to the project at a minimum of half-time. Can CFRS clarify this requirement?
			The requirement of Section B-5.3 precedes A-2.4. A vendor may propose a project manager anywhere from half-time to full-time as the vendor determines based upon their assessment of the risk associated with this project.
48	C-1.2	206	The Schedule 3 – Option 3 Imaging references Schedule 4. Is this reference supposed to be to Schedule 3? Also, vendors are to "enter applicable staff positions" under Services, but there are no rows or columns specified for staff positions in the spreadsheet under Services. How/where does CFRS want the staff positions to be added?
			Thank you for pointing out this error - it should have referenced schedule 3. This information can be listed under the miscellaneous Costs section.

Additional Questions Asked During the Bidders Conference

1	B-2.4.8	100	Will staff be scanning/storing document externally via the internet?
			No.
2	B-2.4.8	100	Is there a need for key word(s) searching (full text searching) for document stored?
			This is a nice to have option.
3	B-11.3	186	Is there a need to import electronic files such as MS Words, JPG, PDF, Excel.....?
			Yes.
4	B-11.3	186	Please indicate the number of staff who will be SEARCHING only?
			Currently no greater than 10.
5	B-11.3	186	Please indicate the number of staff who will be SCANNING/Storing documents into the system?
			1 or 2 staff members.