



# **Orange County Employees Retirement System**

**Request for Proposal**

**For**

**Pension Administration Project Oversight**

**February 2010**

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## **PART A Introduction**

The Orange County Employees Retirement System (OCERS) is seeking consulting services to assist with the implementation of new Pension Administration Software (PAS) to replace its current system, PensionGold. The selected consultant will provide Oversight Project Management services that also include staff support and quality assurance in support of the implementation of the new PAS. The selection of the new PAS will be made independent of but concurrent with the selection of the implementation consultant. The implementation project is expected to begin on or about June 2010 and to be completed in approximately 3 years. OCERS anticipates this contract to be a full-time consulting engagement. The selected consultant will assist OCERS in the management and oversight of the implementation by participating in, reviewing, facilitating and guiding the project to ensure that the new system satisfies all project requirements and is completed on time and under budget.

### **A-1 General Information**

All terms, conditions, requirements and procedures included in the RFP must be met for a response to be qualified as responsive. A submission that fails to meet any material term, condition, requirement or procedure of this RFP may be deemed unresponsive and disqualified. OCERS reserves the right to waive or permit cure of non-material errors or omissions. OCERS reserves the right to modify, amend or cancel the terms of the RFP at any time. All responses must be submitted in accordance with the specific terms of this RFP.

### **A-2 Minimum Qualifications**

The vendor must have at least five (5) years of experience in the areas of project management, information technology and business process mapping. The vendor must have demonstrated experience in a similar project of equivalent size and scope and must have completed at least two (2) successful implementations functioning as an Oversight Project Manager. Each of these projects must have involved defined benefit pension systems for public retirement systems.

The primary consultant performing the work must have a minimum of five (5) years of similar project experience as a consultant with a public defined benefit pension system.

### **A-3 OCERS' Point Of Contact**

From the date of issue of this RFP until a successful oversight vendor is selected and the selection is announced, oversight vendors are not allowed to communicate, for any reason, with any OCERS staff or Board member regarding this particular procurement, except through the Point of Contact named herein. For violation of this provision, OCERS shall reserve the right to reject the proposal of the offending oversight vendor.

The Point of Contact for questions and all other contractual matters relating to this RFP is:

**Name:** Stephen Cadena  
**Title:** Assistant CEO, Internal Operations  
**Address:** 2223 E Wellington  
Santa Ana, Ca 92701  
**Telephone:** 714-558-6201  
**E-Mail:** [scadena@ocers.org](mailto:scadena@ocers.org)

Oversight vendor's proposals, due by 5:00 PM on March 26, 2010, are to be delivered to the OCERS office, marked to the attention of the above-listed Point of Contact.

### **A-3.1 Vendor Questions About RFP**

Oversight vendor questions about this RFP may be submitted in writing to the Point of Contact named in Section A-3 through 5:00 PM on February 19, 2010. Email is the preferred method of communication. All written questions must include the name of the firm and the person submitting the question(s). A compilation of all questions and answers, along with any RFP addenda, will be posted on the OCERS website, <http://www.ocers.org>, no later than March 1, 2010.

## **PART B SERVICES REQUIRED**

OCERS seeks the services of a qualified oversight vendor to assist with the following:

### **B-1 Pension Administration Project Oversight**

OCERS is seeking high level pension administration project oversight. The service required consists of developing and reviewing key project management deliverables to ensure that the following are being properly addressed:

1. Oversight – Assist in coordinating tasks associated with requirements definition, design, development, testing, and training and implementation activities. Ensure that the software vendor satisfies all items as listed in the RFP and has an approach/strategy in place to address each item as stated.
2. Establish Sign-Off Process – Ensure that adequate sign-off procedures are followed throughout the system development life cycle.
3. Review of Project Deliverables – Review project management reports and metrics for accurate status and due-date reporting to key participants. Develop, review and comment on all project deliverables, documentation, etc, eg:
  - Statement of Work and Task Descriptions
  - Data conversion plans and reconciliation procedures
  - System test plans, scripts, cases, etc.
  - End –user and IT documentation
  - User acceptance plan, acceptance criteria, etc.

- Operational system documentation
  - System administrator and end user manuals
  - System/program maintenance documentation
  - Cutover plans: timelines and process
4. Project Methodology, Planning and Scheduling – Ensure that a rigorous methodology, plan and schedule is proposed and followed. Ensure that changes to the project schedule are properly reflected in the project plan.
  5. Project Communications – Ensure that project issues and status are properly communicated.
  6. Project Issues – Ensure that project issues are properly managed and if necessary, properly escalated and addressed in a timely manner.
  7. Project Risk – Identify and address project risk for proper management.
  8. Change Control – Ensure that change control procedures are followed.
  9. Quality – Develop testing procedures to ensure the highest level of quality.
  10. Consider and address other project management issues that might hinder successful completion of the project.

The services described must be provided on-site.

## **B-2 Reports**

The oversight manager is to prepare an oversight status report on a monthly basis. The status report should be presented to both the Steering Committee and to the OCERS Board, as requested by the Steering Committee.

## **PART C VENDOR RESPONSES**

Vendor responses to this RFP should be submitted in the following manner:

- Seven paper copies
- One DVD containing a pdf. copy

Responses must be received prior to the deadline listed in section A-3. All proposals shall be valid for 180 days from the date of submission.

### **C-1 Vendor and Staff Qualifications**

Describe the qualifications the vendor organization has relevant to the services described in Part B.

Describe prior relevant project experience and describe the scope of services provided. Please include the name of the reference clients and a client contact.

Identify the Oversight Project Manager and any other staff vendor is proposing to work on the OCERS project. Include a resume for each person proposed including proposed person's experience on projects similar to OCERS'.

The vendor's designated Oversight Project Manager must remain continuously assigned to the project through its completion. He/she cannot be removed from the project by the vendor, except in the case of death or termination of employment or with the approval of OCERS. In any case, OCERS reserves the right to approve the candidate proposed by the vendor as a replacement for the Oversight Project Manager. OCERS reserves the right to require the removal and replacement of the Oversight Project Manager or other vendor employee for cause. Cause will be determined by OCERS and such judgment shall be final. Vendor must indicate their acceptance of this condition.

If vendor has been terminated from a project similar to that described in this RFP, please provide a detailed explanation of the circumstances.

If vendor is presently involved in, or has been involved in business litigation or settled a claim in the past five years arising from services provided similar to those described in this RFP, please provide a detailed explanation of the circumstances.

## **C-2 Pension Administration Project Oversight Cost Proposal**

The vendor is to provide:

- A "not to exceed" cost proposal for PAS Oversight Project Management services and describe how and when fees are billed. This proposal must enumerate all costs and pricing options associated with the services the vendor will provide. The "not to exceed" cost must include professional services, travel and all other expenses associated with this proposal. All costs are to be itemized.
- Provide cost rate information valid for two years for professional staff services which may be utilized under potential contract amendments.

## **PART D – EVALUATION PROCEDURES**

### **D-1 Review and Evaluation of Proposal**

Submittals will be evaluated by a panel of OCERS staff. Staff recommendations will be presented to the Board of Retirement. One or more of the respondents may be requested to make an oral presentation to OCERS staff and/or the Board of Retirement.

## **D-2 Scoring of Proposal**

The weighted factors listed below will be considered by OCERS when evaluating the firms' submittals:

<u>Evaluation Criteria</u>	<u>Weight</u>
Vendor's Experience	30%
Quality of Assigned Professional Personnel	25%
Communication (Written and Verbal)	25%
Cost	20%

## **D-3 Right to Reject Proposal**

By submitting a proposal, the oversight vendor acknowledges that it has read this RFP, understands it, and agrees to be bound by its requirements unless clearly and specifically noted in the response submitted. OCERS reserves the right without prejudice to reject any and all responses.

## **D-4 Incomplete Responses**

If the information in the vendor's response is deemed to be insufficient for evaluation, OCERS reserves the right to request additional information or to reject the submittal outright. False, incomplete or unresponsive statements in connection with a submittal may be sufficient for its rejection. The evaluation and determination of the fulfillment of the requirements will be determined by OCERS and such judgment shall be final.

## APPENDIX A

### TIMELINE

ID	Milestone	Date	Time
1	Release of RFP	2/01/10	
2	Questions from vendors due	2/19/10	5:00 PM PST
3	Answers to questions posted	3/1/10	
4	RFP Submission deadline	3/15/10	5:00 PM PST
5	Vendor Evaluation	3/17/10-3/19/10	
6	Contract negotiations conclude (est.)	3/31/10	
7	Retirement Board approval (est.)	April, 2010	

OCERS reserves the right to alter this schedule at any time.