OCERS Horizon Pension Administration Solution

Request for Proposal – Questions & Answers version 3

June 2025

Question	Response
1. Good morning, regarding the Q&A deadline of 5/30/2025, please can we request this be extended for a week to enable us to do a thorough analysis of the requirements?	Thank you for your inquiry. Unfortunately, we are unable to extend the deadline. OCERS has established milestones and project goals that are dependent on a fixed schedule, and as such, the question submission deadline must remain unchanged. We appreciate your understanding.
2. Is Mr. Doezie willing to accept a document with multiple questions or are we to enter each question into this tool individually?	Kindly enter each question separately into Planetbids
3. Would OCERS consider either adding an additional round for Respondents to submit questions or extending the current question submission deadline by two weeks?	Thank you for your inquiry. Unfortunately, we are unable to extend the deadline. OCERS has established milestones and project goals that are dependent on a fixed schedule, and as such, the question submission deadline must remain unchanged. We appreciate your understanding.
4. Is Mr. Doezie willing to accept a document with multiple questions or are we to enter each question into this tool individually?	Kindly enter each question separately into Planetbids
5. is here a preferred structure or template for questions submitted via exel spreadsheet?	Please submit all questions via the Planetbids link.
6. OCERS RFP Commitments Spreadsheet - Health Insurance and Deduction Processing - Requirement 1056 - Our understanding is the vendor / employer will be reporting the final deduction amount to be withheld. The insurance administration will be handled outside of the PAS, including enrollment, eligibility, 835 files, tax reporting etc. Please confirm our understanding.	The RFP confirms that the PAS must support a 24x7 web-based solution for external vendors/employers to report, correct, and update deductions. PAS handling of health insurance enrollment, eligibility, or 835 files are not expected as part of the OCER Horizon solution.
7. RFP Commitments Spreadsheet - Conversion and Bridging - Requirement 295 - Our understanding is OCERS/Data Service Vendor will be for responsible for the following data conversion activities. Please confirm our understanding: Data Extraction from Legacy sources Loading of extracted data to Staging DB Data Mapping based on Target Solution requirements (working with PAS vendor) Creation of migration scripts where necessary Data Cleansing Loading of final data to target staging area Reconciliation of Source to Target Staging PAS Vendor is responsible for: Loading final data from Target staging into PAS system Executing Data Validation Reconciliation reports for data load from staging to PAS	This general description is aligned with expectations with the understanding that the respondent shall work collaboratively with OCERS and the Data Services vendor to co-develop a data migration plan as stated in commitment 295.
8. Please confirm respondents are to propose a new ECM solution for OCERS.	Respondents are to propose a solution that meets the commitments and requirements related to Enterprise Content Management. This may be accomplished by ECM capabilities available in the base PAS solution or through

		third-party ECM solutions that integrate with the PAS solution.
9.	Please provide the current DB size for all systems to be included in PAS so that the vendor can properly scope server requirements.	V3 database approx.. 1-3TB Documents and Images: approx.. 1- 3TB
10.	RFP - Section 7: Proposal Requirements: 7. The text on all pages of the respondent's proposal shall use double spacing - Would OCERS revise this requirement to allow spacing smaller than full double to provide better readability and reduce overall content length?	The RFP states that double spacing is required for all proposal pages. No exceptions are mentioned.
11.	RFP Commitments Spreadsheet - requirement 392 - Please provide more details on the systems you wish to integrate with (and/or purpose of integration).	Please refer to Attachment B, Commitment 392; Section 3.3 – Business Process Automation and Integration Architecture. The RFP outlines that the proposed solution should integrate with various critical systems, including those listed in Subsection 003 Key Systems. It emphasizes the use of pre-built connectors and support for real-time, batch, and event-driven processing. The vendor shall propose a solution to cover the commitments and requirements that is modular in nature and can easily adapt and integrate with external systems.
12.	RFP Commitment Spreadsheet - Customer Relationship Management - requirement 456 - Does OCERS have CRM software in place that requires PAS integration? If yes, what is the CRM software?	OCERS does not currently have a CRM solution. OCERS also does not have a Contact Center/Call Center solution, a standard VoIP telephone service solution (Dialpad) is used for inbound/outbound calls. OCERS expects the respondent to propose a solution to cover the commitments and requirements as stated in the RFP.
13.	RFP Commitment Spreadsheet - Customer Relationship Management - requirement 457 - Does OCERS have third-party workforce management tools in place that requires PAS integration?	The RFP confirms that the PAS must integrate with third-party workforce management tools to optimize staffing and scheduling. The vendor shall propose a solution to cover the commitments and requirements that is modular in nature and can easily adapt and integrate with external systems.
14.	RFP Commitments Spreadsheet - Death Processing - requirement 513 - Please confirm if 'financial systems' in this requirement is different than the standard payment integrations for all benefit payment processing.	The RFP confirms that the PAS must integrate with financial systems to facilitate payments (retirement, disability, survivor) or adjustments (overpayment recoveries). This includes data exchanges with Wells Fargo (OCERS banking system) and services to validate banking information for payees and payors. The respondent shall propose a solution to cover the commitments and requirements that is modular in nature and can easily adapt and integrate with external systems.

15. RFP Commitments Spreadsheet - Divorce and Other Legal Processes - requirement 579 - Does OCERS already have such service in place? If so, please explain the process for sending / receiving data (i.e., send all member data and retrieve positive matches in return)? If such service does not exist, does OCERS have a vendor they wish to use?	Yes, QDRO is a standard of a defined benefit plan. The RFP states that the PAS must integrate with third-party services to identify divorced members lacking required documentation. Services are currently available but are used manually. The respondent shall propose a solution to cover the commitments and requirements that is modular in nature and can easily adapt and integrate with external systems and service if possible.
16. RFP Commitments Spreadsheet - Employer Reporting - requirement 637 - Can OCERS clarify when this requirement would necessary? (i.e. combining multiple plans in a single file, or reporting two periods in the same file)	The RFP states that the system shall provide the ability to combine multiple payroll files, which may support scenarios like reporting multiple periods at one time or multiple files to cover one period. This may be necessary, for example, if a reporting entity has multiple departments or agencies they are reporting for or in the case of retroactive corrections to previous reporting.
17. RFP Commitments Spreadsheet - Employer Reporting - Requirement 696 - Can OCERS clarify the purpose of testing vs. certification instance?	The testing area is for testing the solution to ensure it meets the commitments and requirements. The certification area is for employers to confirm they are able to successfully submit a file prior to being given access to production.
18. RFP Commitment Spreadsheet - Employer Set-up - requirement 753 - Can OCERS clarify what type of third-party entities are maintained for employers?	Third Party Entities associated to an Employer would be deduction entities such as Health Insurance vendors, Associations which may have dues paid from a members benefit, dental insurance vendors, etc.
19. RFP Commitment Spreadsheet - Employer Set-up - requirement 769 - Can OCERS clarify what information is being sent/received from external payroll system and accounting software related to Employer Set Up? Please specify if unique file exchanges exist for this process.	OCERS employers and/or other third parties currently submit data transmittal of member and other data relevant to pension administration. The current OCERS transmittal file format for Employer Contribution Reporting is provided in Attachment E/Appendix B but it should not be assumed that this is the only data required for pension plan administration. The respondent shall propose a comprehensive solution to cover the commitments and requirements that is modular in nature and can easily adapt and integrate with external systems and services to collect information from external parties in an automated fashion when possible.
20. General question - If respondents have assumptions to add to a specific requirement in 'OCERS Horizon RFP Commitments', should language be added in the Customization Cost column or added as an assumption table in the main proposal response?	Respondents shall indicate that they agree to fully meet the commitments as instructed. The customization cost column is for adding customization cost for commitments that require custom coding. If the vendor is not confident that they can fully meet the

	commitment they shall Take an Exception and provide an explanation.
21. RFP - Section 7, page 29, question 2 of the RFP states that nothing in the proposal can be marked confidential or proprietary. Section 10, page 32, of the RFP provides instructions on how to mark information confidential or proprietary. Please clarify whether the information in the proposal can be marked confidential or proprietary.	Respondents should abide by Section 10, beginning on page 32, regarding materials they believe is exempt from public disclosure. If a respondent believes any portion of its proposal is exempt from public disclosure under the Act, the respondent must provide a full explanation and mark such portion "TRADE SECRETS," "CONFIDENTIAL," or "PROPRIETARY," and make it readily separable from the balance of the response. Proposals marked "TRADE SECRETS," "CONFIDENTIAL," or "PROPRIETARY" in their entirety will not be honored, and OCERS will not deny public disclosure of all or any portion of proposals so marked.
22. General question - RFP page 19 - Section 2.3 - OCERS Project Organization; Section 001 OCERS Horizon Description; what is the status of the data conditioning and migration project noted in the third bullet, and what is the expected completion date?	The RFP states that OCERS plans to contract with a firm for data conditioning and migration. Internal data cleansing has been initiated and work on the Data Services RFP is in progress and planned for release before the end of the year.
23. Page 19 of the RFP; Section 2.3 OCERS Project Organization; Section 002 Horizon Project Org Chart; it states, "The prime vendor project manager will report to the OCERS Horizon Program Manager as part of the overall program". Where will the Program Manager be in the Horizon Project Org Chart? What is the reporting relationship / working relationship between the Primary Vendor project manager, the OCERS Project Manager, and the OCERS Project Champion?	OCERS Horizon IT Strategic Roadmap includes multiple workstreams, including the new Pension Administration Solution, which will be under the oversight of the Program Management vendor and OCERS EPMO. The prime vendor project manager will report to the OCERS Horizon Program Manager. It is expected the prime vendor will have a close working relationship with the Program Manager, project manager and project champion.
24. RFP Commitment Spreadsheet - General LOB - requirement 981 - Please provide a copy of the OCERS privacy standards.	Please refer to Section 2.12 of the Contract Template – Attachment F.
25. RFP Commitment Spreadsheet - Member Account Maintenance - requirement 1192 - Please clarify if this interface is in addition to those listed in the 'Current Interfaces' list within the RFP. If so, please provide more detail about the required interface(s).	OCERS has provided a list of current data exchanges, potential interfaces, in Attachment E/Appendix G – Current Data Exchanges for reference purposes only. This list is not intended to imply that the new system replicate the legacy system. The vendor shall propose a complete solution that has the ability to cover any interface that may be required to meet the commitments and requirements. OCERS is looking for a modular architecture that includes an integration platform that would allow easy integration with other systems and services.
26. RFP Commitment Spreadsheet - Payment Processing - requirement 1240 - How many	OCERS currently has 40 - 50 International Payees and we expect this number to grow.

International ACH or wire transfer payments is OCERS currently paying today? Please explain the current process for making such payments (i.e., is another payment system involved outside the PAS).	Currently OCERS does not support International ACH functionality to non-US based banks. If an international retiree does not have a US-based bank account, their payments are issued via check. Vendor should suggest how OCERS can support electronic deposits payments for international payees to foreign banks.
27. RFP Commitment Spreadsheet - Retirement Application - requirement 1442 - It appears there is a word missing between the words 'the' and 'and'. Please confirm if text is missing from this requirement.	Commitment 1442: Shall automatically validate the **accuracy** and completeness of uploaded documents
28. RFP Commitment Spreadsheet - Web Self-Service - requirement 1815 - Please clarify this requirement by either providing an example or further defining multi-media presentation.	The solution shall support the inclusion of multimedia content within the web self-service portal. This includes, but is not limited to, educational videos on member/employer-related topics, instructional videos for completing specific tasks, webinar replays, PowerPoint presentations, and PDF documents. Multimedia content may be delivered through native portal capabilities or via seamless integration with a third-party hosting platform, provided the user experience remains cohesive and members perceive the content as part of the web self-service portal.
29. RFP Commitment Spreadsheet - Actuary Extract Process - requirement 71 - Can OCERS provide more details on the type of data be sent by the actuary to the PAS? If this is more than actuarial tables, what is the PAS expected to do with the received data from the Actuary?	OCERS Actuary provides the following information/data that needs to be imported into the PAS: Generational mortality tables Age/benefit factor tables Employee and employer contribution rates 415 limits, Compensation limits 415 Personal Limits Actuarial final counts Option 4 benefit calculation values
30. RFP Commitment Spreadsheet - Benefit Calculation - requirement 233 - Is OCERS willing to consider another approach to tracking and reporting missed pay periods or hours? Rather than applying assumed values during the calculation, add validations up front to prevent missing pay periods and hours.	Respondents shall indicate that they agree to fully meet the commitments as instructed. OCERS would like to encourage vendors to provide alternatives if they feel there is a better option, as long as it is aligned with the intended functionality of the original commitment. If the vendor has a suggested better alternative that does not fully meet the original commitment they shall Take an Exception and provide an explanation.
31. RFP Commitment Spreadsheet - Imaging - requirement 1107 - Does OCERS already have scanning software in place that will continue to be used with the new PAS?	OCERS currently scans paper documents to .PDF files using on-site multi-function copier/printer/scanner. No special or select software is currently in use.

	OCERS would like the vendor to propose recommended scanning software as part of the proposed solution if select hardware/software is required.
32. RFP Commitment Spreadsheet - Member Statement - requirement 1232 - Is 'multilingual support' only referring to generating the annual statement in another language? How many languages does OCERS require to be supported?	Please reference Attachment B/B.2 Project Commitments and Requirements where it specifically states that all commitments are categorized by functional areas for convenience only. A commitment applies throughout the system and not only to a specific area. OCERS expects the solution to be able to support multiple languages utilizing integration with a translation tool ideally covering the top 5 languages in Orange County, CA (English, Spanish, Vietnamese, Chinese, Korean). OCERS does not have an expectation that this would only apply to member statements.
33. RFP Commitment Spreadsheet - Security - requirement 1502 - Is 'User Role' referring to user types such a member, employer, OCERS staff?	Yes, the user role refers to the PAS user role, Member, employer, OCERS staff, etc.
34. RFP Commitment Spreadsheet - Retirement System Transfer - requirement 1455 - Does OCERS have automated data feeds with the other reciprocal agencies to identify members with possible reciprocity. If so, is the same layout used for all agencies? If not, are there any other triggers to flag reciprocal members other than member request or employer reporting?	OCERS does not currently have automated data feeds with reciprocal systems. Currently reciprocity is mostly performed through paper forms between systems. CalPERS does have an online system for OCERS team members to access to confirm information on a member. It is not automated though. These are the only two triggers currently.
35. Attachment F - please confirm the contents of Attachment F within the RFP and Attachment F as a separate document are identical.	The word and excel documents should be identical to what is in the official PDF of the RFP. These are provided for convenience in response. If there are any differences identified, the official PDF should be considered the source of truth.
36. General question - Please confirm that the content in the RFP, Exhibit A, Section B.2 Project Commitments and Requirements, and the separate document OCERS Horizon RFP Commitments spreadsheet are identical.	The word and excel documents should be identical to what is in the official PDF of the RFP. These are provided for convenience in response. If there are any differences identified, the official PDF should be considered the source of truth.
37. RFP - 013 – Training and OCERS Staff Support Methodology Overview: How many staff will be involved in the 'Technical Staff Training'. Does OCERS wish to move to a vendor-independent approach for system support and maintenance?	The RFP states that OCERS is outsourcing implementation, support, training, and maintenance to the prime vendor unless otherwise stated. OCERS hopes to have the flexibility to make configuration changes independent of the vendor when appropriate, but also have vendor support when needed. The respondent should propose a solution that meets the commitments and requirements, can easily be adapted to changes, and is

	aligned with the desired architectural principles. OCERS currently has less than 20 staff in the Information Technology and Information Security departments.
38. RFP - Section 100 Project Team - Please further clarify the position of Solutions Architect? Is this position part of the functional team, responsible for solution design. Or more of a technical resource, responsible for developing the solution in alignment with the system architecture?	In the context of this RFP, the Solutions Architect was anticipated to serve as the technical lead and systems integrator for the PAS implementation, responsible for ensuring that the solution is architecturally sound, scalable, secure, and aligned with both business and technical requirements. The duties of the role typically include architecture design and oversight, requirements translation, system integration, data strategy alignment, system security, vendor/stakeholder coordination, and implementation planning/support. However, the respondent should propose the type of architect they feel is most appropriate to meet the commitments and requirements detailed in the RFP.
39. Could you confirm whether Section 7: Proposal Requirements, item #2 prohibits marking any part of the respondent proposal as "Confidential" or "Proprietary"? Section 10: Notice Regarding the California Public Records Act seems to contradict this—could you clarify?	Respondents should adhere to Section 10, beginning on page 32, regarding materials they believe is exempt from public disclosure. If a respondent believes any portion of its proposal is exempt from public disclosure under the Act, the respondent must provide a full explanation and mark such portion "TRADE SECRETS," "CONFIDENTIAL," or "PROPRIETARY," and make it readily separable from the balance of the response. Proposals marked "TRADE SECRETS," "CONFIDENTIAL," or "PROPRIETARY" in their entirety will not be honored, and OCERS will not deny public disclosure of all or any portion of proposals so marked.
40. How is Customer Service provided today? Please describe if the delivery model varies by population, geography or organizational unit.	The RFP describes a modernized vision for customer service, including omnichannel contact center, CRM, and AI assistants. It does not detail the current delivery model intentional as OCERS is wanting the Respondent to propose a solution that meets the commitments and requirements in the RFP that is highly automated and digital first whenever possible. Current customer service is handled primarily through OCERS web portals and call center. Please refer to Section 2/Subsection 2.1 Business Overview to understand customer journeys and OCERS key business processes.
41. Do any populations require any special handling? If so, please describe.	Please refer to Section 2/Subsection 2.1 Business Overview to understand customer

	journeys and OCERS key business processes. OCERS expects the respondent to propose a solution that meets the commitments and requirements in the RFP that is highly automated and digital first whenever possible. However, OCERS customer populations may require special handling at any time and the solution should be able to handle those types of situations (e.g., beneficiaries, survivors, guardians, POAs, divorce, disability).
42. Is there a targeted goal or preferred live date for the services in scope? If so, what is that timing?	OCERS expects the respondent to outline an appropriate project schedule and expectations for managing delays. The respondent shall propose a schedule that is required to meet the commitments and requirements of the RFP with the understanding that the current solution is nearing end of life. Vendors are encouraged to provide an implementation plan that replaces the current PAS as soon as reasonably possible, with a preferred target date of December 31, 2028.
43. In your future state would OCERs look to the provider to host /provide webinars, online seminars, and recorded sessions? If so, can you provide the details?	The RFP references OCERS use of webinars and online seminars for member outreach but does not require the vendor is expected to host them.
44. The RFP states "OCERS interacts with the state and 37 other retirement systems to process reciprocity data, ensuring that contributions and benefits are correctly coordinated for members transferring between systems." Is there a formal process in place to interact with the 37 other retirement systems? Is this process of exchanging data on a frequency? What is your vision of the process in future state?	The RFP confirms interaction with the other retirement systems and requires the PAS to support secure electronic exchange of reciprocal service data. The current process is as needed and very manual. The respondent should propose a solution that meets the commitments and requirements related to integration and reciprocity.
45. The RFP states "Actuarial Extracts: Data files are provided to OCERS actuaries for actuarial analysis. Extracts are generated from the V3 system and are validated by the IT programming team to ensure data accuracy. There is inherent mistrust in the system, because of potential errors." Is the mistrust in the system related to pulling the correct data or are there data issues?	Yes, to both. There can be errors in the systems extract logic that results in errors reported on the file, and there are data error in the system that can result in errors reported on the file.
46. Based on the RFP under the current model, Wells Fargo cuts the checks, another partner generates the tax forms (e.g. 1099Rs) and OCERS interfaces with federal and CA agencies to transmit withholding. Would OCERs be open to moving all these services to one service provider? If so, please provide the following estimates: a. Confirm check writing services are required for one plan. If more, please share how many and clarify if it is excess plan. b. Provide the annual volume of lump	We have current contracts with multiple vendors and need to have competitive bids for these services in the future if any changes are required.

and annuity payments between ACH/Check by legal plan. c. If there are foreign payments, what countries and currencies? d. Volume of annual tax forms by tax form type. e. Provide current payment cycles/schedules. f. Volume of tax filings per Federal and State. g. States withholding and depositing state tax. Please provide the following for each plan in scope of check writing services: h. Number of retirees receiving periodic payments via Check i. Number of retirees receiving periodic payments via EFT j. Number of Lump Sum checks k. Number of Lump Sum EFT l. Number of stop payments m. Number of tax forms	
47. Are there outside partners (i.e. Not OCERS or the 20 employers) that require access to the pension solution?	Yes, there are approximately 20 plus outside partners who access the current solution.
48. Are you amenable to some nonparticipant facing/back-office work being done offshore, or does everything need to be done onshore?	Yes. Please reference Page 183, sub-section "001 - Project Team".
49. The RFP says there are 20 employers of which 13 are active and 7 are inactive. When labeled as inactive does that mean they were eligible to participate and no longer meet the criteria to participate but may in the future? Please elaborate.	An inactive employer is no longer actively participating in OCERS but may still have liabilities and members associated with that employer.
50. Is it possible that more employers could be added in the future? Can you share an anticipated future volume? What is the possibility (and frequency) of employers merging?	Yes. Volume of new employers is uncertain but frequency is low. The possibility of employers merging exists and frequency is low.
51. With 13 active employers would each employer be responsible for sending out 13 different HR and payroll files? What form (e.g. EFT, excel, etc.) would these files be sent externally and the frequency?	The respondent should propose a solution that meets the commitments and requirements related to employer reporting. Employers currently provide transmittals to OCERS bi-weekly based on a schedule for the year as an upload through the employer web portal. The current transmittal format is detailed in Attachment E/Appendix B Current OCERS Transmittal File Layout. OCERS also receives a deduction file from employers that details the amounts of deductions to be taken from a members benefit and paid to a third party vendor during the payroll process.
52. Outside of the 52k participants in the OCERS membership, are there additional plans in scope of this opportunity? For example, is there an excess plan or additional plans?	Please refer to Attachment E/Appendix F - Employer Information (Plans, Rate Groups, Pay Schedules) which outlines OCERS plans by Employer. Respondents should propose a solution to cover the commitments and requirements that is easy to adapt based on future changes. No new plans are currently anticipated.

53. Do you use today or plan in the future, to utilize a vendor for disability management such as making appointments and doctor appointments?	OCERS uses Litify for case management, Foundation AI for document indexing, Lexitas for document requests/retrieval and separate vendors (currently NDE) for IME appointments. Currently, our CMS (Litify) and our IME vendor (NDE) do not integrate. Appointments are made by the vendor then dates are manually entered into the CMS by disability staff.
54. How many OCERS staff members are there? Are there any people outside of OCERS staff who will require access to the system either on their own or other participants' behalf?	Approximately 130 OCERS staff members as of June 1, 2025. OCERS anticipates external users will require access to the system.
55. How many OCERs staff and employers would need training on the proposed solution?	OCERS has approximately 100 staff members as of June 1, 2025 that would need training and 13 active employers who may have more than one user. The respondent should propose an appropriate training plan based on these estimates.
56. What are the sources and volumes of data to be converted to the new system?	OCERS intends to partner with a Data Services vendor to prepare data for the new solution. The RFP outlines that all historical and current data—including member records, employer records, contribution histories, benefit calculations, and scanned documents—must be converted. It also includes document and image counts by year. Year Doc Count Image Count* 2015 19382 40712 2016 236819 36056 2017 277866 33073 2018 264137 39258 2019 282036 31587 2020 330154 28956 2021 308490 29419 2022 330055 37606 2023 331520 38364 2024 340059 30927 2025 170539 13888 (as of 06/12/2025) *an additional 3,000 to 5,000 files per year exist outside the current PAS solution and will be included in the data conversion/migration.
57. Please describe the current state of your data quality. When was the last data cleansing project completed? How confident are you in the completeness and accuracy? Is there a need to perform a data cleansing project in advance to the conversion to the new pension system? What are the biggest challenges with data quality today?	OCERS intends to partner with a Data Services vendor to prepare data for the new solution by the end of the year. OCERS has an ongoing effort to manage and maintain data in our current PAS solution, including data cleansing activities required for processing of member data and benefit calculation. Additional data cleansing or transformation activities may be

	required once a new PAS solution is selected based on data conversion requirements for the new PAS solution.
58. What kind of self-service tools are made available to members under the current administrative solutions?	The RFP describes a Member Self-Service Portal (MSS) that allows members and retiree/payees to make various changes to their account via the online portal. All members/payees can currently submit beneficiary changes, file retirement applications, view benefit details/statement of accounts, generate benefit estimates, access tax forms, request service purchase estimates, and communicate securely with OCERS. Payee's can also submit Direct Deposit/EFT changes, tax withholding changes for Federal and CA State taxes as well as print benefit payment confirmations, download 1099-R forms and change their address.
59. Is any data required for ongoing administration available in nonelectric media?	Information in non-electronic formats is digitized or converted and stored in the current PAS as needed. OCERS' goal is to move away from non-digital information sources and capture all data in electronic format for direct entry into the PAS solution.
60. What percentage of benefit calculations are automated? Can participants run an estimate or retirement calculation using the current platform to get benefit information without administrator review?	The RFP indicates that members can use the self-service portal to run benefit estimates and model different scenarios. Currently 98+ percentage of retirement calculations require manual intervention for finalization of the Final Average Salary calculation. OCERS hopes to have all necessary data for the new system to be able to perform the full Final Average Salary calculation in the system.
61. Section 2.2/001, p. 14: OCERS has requested a (primarily) cloud-based solution. You currently use Active Directory which is on-premise (synchronized to the EntraID). Are you intending for the new solution to use the existing instance of Active Directory for authentication?	The proposed solution should support Single Sign-On (SSO) using Okta and/or Entra ID for OCERS staff logins. The solution should either provide or integrate with a CIAM (Customer Identity Access Management) solution for member logins (to be proposed by respondent vendor).
62. Section 2.2/003, p. 16: Regarding the Partner Self Service Portal (PSS), how many partners are using it today? Please provide more details about the features and functionality provided in this portal.	Active Partner Portal Accounts: 50+ Current Partner Portal functionality is limited to uploading healthcare and deduction import files, downloading associated post payroll reports, secure messaging and support documentation.
63. Section 2.2/004, p. 17: Please provide more details on your current scanning and imaging solution, specifically the file type(s), total volume (count) of images and total database size. What is the model/age of the current scanning hardware,	OCERS currently scans paper documents to .PDF files using on-site multi-function copier/printer/scanner. No special or select software is currently in use.

and should respondents provide an option for replacing hardware?	Image counts by year: Year Doc Count Image Count* 2015 19382 40712 2016 236819 36056 2017 277866 33073 2018 264137 39258 2019 282036 31587 2020 330154 28956 2021 308490 29419 2022 330055 37606 2023 331520 38364 2024 340059 30927 2025 170539 13888 (as of 06/12/2025) *an additional 3,000 to 5,000 files per year exist outside the current PAS solution and will be included in the data conversion/migration. Current estimate database sizing: V3 database approx.. 1-3TB Documents and Images: approx.. 1- 3TB
64. Section 2.3, p. 19: This section states OCERS plans to contract with a firm for data conditioning and migration. This is also referenced on page 184. Please describe the intended scope of this firm's efforts and the timeline for completion.	The RFP states that OCERS plans to contract with a firm for data conditioning and migration. Internal data cleansing has been initiated and work on the Data Services RFP is in progress and planned for release before the end of the year. The general intent of the RFP is to prepare data for the new solution. OCERS expects the new solution vendor and the data services vendor will need to work together on a plan for data conditioning and migration. Data services scope and timeline have yet to be determined. Scope will depend on data transformation and conversion requirements to new PAS solution, once selected.
65. Section 2.4, Table 2.5, p. 22: This section refers to the availability of your internal IT team during implementation. You've also requested IT team training in other sections. Cloud-hosted MOTS solutions are typically maintained by the PAS vendor. Please describe the role you would like your internal IT team to have on the project and in post-implementation.	Section 2.4, Table 2.5 indicates technical staff that is allocated to the OCERS Horizon project. The vendor is expected to lead implementation and support unless otherwise stated. The respondent should propose a plan understanding the availability of these resources as needed. The ultimate role of OCERS staff will be dependent upon the proposed solution. OCERS expects the vendor to propose what technical staff resources from OCERS, including the anticipated amount of time and effort required throughout the project phases, are needed to successfully implement and maintain the proposed solution.
66. Section 7, p. 29: What is the maximum file size for uploading documents to PlanetBids? If the file size	Maximum file size is 50 MB per file. Multiple files can be uploaded.

is too big, will OCERS accept proposals in multiple, separate sections?	
67. Section 7, #2: Section 7 states that no portion of the proposal can be marked as Confidential. Section 10 (p. 32) allows such marking. Can you describe how you will handle materials that are marked as Confidential? We understand that the entire document cannot be marked as such. Would OCERS accept an appropriately redacted version of the proposal?	Yes. Respondents should abide by Section 10, beginning on page 32, regarding information they believe is exempt from public disclosure. If a respondent believes any portion of its proposal is exempt from public disclosure under the Act, the respondent must provide a full explanation and mark such portion "TRADE SECRETS," "CONFIDENTIAL," or "PROPRIETARY," and make it readily separable from the balance of the response. Proposals marked "TRADE SECRETS," "CONFIDENTIAL," or "PROPRIETARY" in their entirety will not be honored, and OCERS will not deny public disclosure of all or any portion of proposals so marked.
68. Section 8, #3: Your evaluation criteria include the quality of the proposed team. Do you have minimum (or preferred) qualifications for Key Resources and what are they?	Our criteria is in the RFP. The respondent shall propose a team that is qualified and has sufficient experience to successfully execute the proposed project.
69. Section D.2/02-040; p. 175: OCERS is requesting a list of all public pension systems where respondents have performed services of any kind. Many clients prefer to be consulted and have a voice in whether their names are included on such a list. For simplicity, would OCERS consider limiting the list to clients served in the last five years?	Please refer to page 175, 040 Public Pension System Clients. OCERS requests a list of all public pension systems where they have performed services of any kind.
70. Section D.2/02-060.004, p. 178: OCERS is asking respondents to describe how a solution would adapt to three different scenarios. Are you limiting each adaptation to 1 page, or do you want all three on 1 page?	One page each.
71. Section D.2/02-080, p. 178: For project methodology, do you prefer a Big Bang approach or multiple releases? Are you seeking to back-bridge with the existing V3 solution during implementation?	We ask vendors to provide their recommended approach.
72. Section D.2/02-100.003, p. 183: Please provide more details on the expectations for the POC visit. Are there features you expect to see demonstrated and any specific scenarios where you expect greater focus? What topics will you cover in the 3-hour virtual visit and how will that relate to the POC visit?	That information will be disclosed to vendors who are selected to perform a POC.
73. Section D.2/03-040, p. 187: OCERS is requesting an end-user reporting solution and has itemized some reporting in the RFP Commitments. What is the approximate volume of reports that the respondent is expected to produce within the scope of this project?	The RFP requires robust reporting capabilities but does not specify the number of reports. Respondents should assume a comprehensive suite of operational, compliance, and ad hoc reports and propose a solution that can meet the commitments and requirements from the

	RFP related to reporting. Attachment E/Appendix E - Current Reports indicates what OCERS currently has. This is provided as a reference point but it should not be assumed that the new system should replicate the legacy system.
74. Section D.2/03-080, p. 188: OCERS is requesting a method for creating communications (e.g., letters and forms) and has itemized some correspondence in the RFP Commitments. What is the approximate volume of correspondence that the respondent is expected to produce within the scope of this project? To what extent will you have reviewed and streamlined your correspondence in advance of requirements gathering?	The respondent should propose a solution that can meet the commitments and requirements from the RFP related to correspondence. Attachment E/Appendix D - Current Documents, Forms, and Images - indicates what OCERS currently has. This is provided as a reference point but it should not be assumed that the new system should replicate the legacy system. Simplification is an ongoing activity at OCERS but there is not a current plan to review and streamline all correspondence in advance of the project.
75. Attachment D, 030 Functional Commitments, RFP Commitments Response Document: Would OCERS be open to Respondents including comments or additional explanations alongside our responses to the RFP Commitments to provide greater clarity and context?	Respondents shall indicate that they agree to fully meet the commitments as instructed. If the vendor is not confident that they can fully meet the commitment, then they shall Take an Exception and provide an explanation.
76. Please clarify how the Cost Proposal sections should be numbered. Section 7 states, 020 through 050 and Attachment D, Section D.2 states 001 through 004.	The Cost Proposal should be numbered based on instructions found in Attachment D - Proposal Instructions and Checklist, 010 - Cost Proposal Format, page 192 -193. Each of the four sections has further instructions in the subsections "020 - Cost Details" through "050 - Cost of Ownership" that are aligned to the proposal sections 001 to 004.
77. Please clarify if we can provide confidential information (e.g., financial statements, reference contact information) outside of the RFP process (i.e., delivered directly to those who would be reviewing the information).	Proposal documents must be included in respondents' submissions. For confidential information, respondents should abide by Section 10, beginning on page 32, regarding information they believe is exempt from public disclosure. If a respondent believes any portion of its proposal is exempt from public disclosure under the Act, the respondent must provide a full explanation and mark such portion "TRADE SECRETS," "CONFIDENTIAL," or "PROPRIETARY," and make it readily separable from the balance of the response. Proposals marked "TRADE SECRETS," "CONFIDENTIAL," or "PROPRIETARY" in their entirety will not be honored, and OCERS will not deny public disclosure of all or any portion of proposals so marked.
78. Would OCERS consider maintaining confidentiality (or providing redactions if public	Please refer to Section 10, beginning on page 32, for instruction on submitting confidential information that respondents believe to be

disclosure is mandatory) for materials that Respondent marks as "Confidential"?	exempt from public disclosure. If OCERS receives a request pursuant to the Public Records Act for materials that a respondent has marked "TRADE SECRET," "CONFIDENTIAL," or "PROPRIETARY," and if OCERS agrees that the material requested is not subject to disclosure under the Act, OCERS will either notify the respondent so that it can seek a protective order at its own cost and expense, or OCERS will deny disclosure of those materials
79. Section 4, General Conditions: Can Respondents provide exceptions and/or redlines to any of the terms and conditions of the RFP (separate and apart from the Services Agreement Template)?	Yes, respondents may provide such exceptions. Please refer to Attachment D.2 Proposal Instructions, 03 - Project Commitments and Requirements, 100 - Respondent's Exceptions, page 192. Also, as stated in Section 4, failure to meet any material term, condition, requirement, or procedure may be a basis to disqualify a proposal, and OCERS reserves the right to modify, amend or cancel the terms of this RFP at any time.
80. Section 11, Contract Negotiations: Given how specifically tailored a vendor's standard master services agreements can be to its products, would OCERS consider negotiating a contract based upon Respondent's form contract?	The form and content of any contract with the selected vendor will be subject to negotiation. The terms in the Services Agreement Template will be part of any negotiated contract, whether the Template serves as the framework or vendors propose an alternate form contract. Critically, as stated in Section 11, respondents will be deemed as agreeing to each term within the Template unless they identify objections to each term and provide proposed language and rationale for each objection, modification or additional term sought. Providing only a respondent's alternate form contract may not satisfy Section 11.
81. Section 11, Contract Negotiations: Respondent will need to provide contractual provisions that are specific to its SaaS offering, will this position disqualify Respondent from being considered for the RFP?	No, respondents will not be disqualified for proposing new or modified terms specific to its SaaS offering. As stated in Section 11, page 33, respondents who wish to modify or add contractual terms may do so by identifying objections, modifications, and additional terms, and the proposed language and rationale for each.
82. Section 11, Contract Negotiations: Would OCERS agree to negotiating a mutually agreed statement of work (SOW) for the final requirements of the project that would replace the RFP and proposal in an order of precedence?	Any contract entered into with selected vendor will be subject to negotiations, and as stated in Section 11, OCERS reserves right to make changes to the service agreement template prior to execution, including material changes.

83. Section 11, Contract Negotiations: Would OCERS accept Respondent's detailed statement of work template as part of its proposal to form the basis of the implementation statement of work for the project?	Any vendor's statement of work template that is part of its proposal will be considered and subject to negotiation. Respondents must abide by Section 11, page 33, including identifying objections to each term of the Services Agreement Template, proposing modifications and additional terms, and providing proposed language and rationale.
84. Section 11, Contract Negotiations: If Respondent cannot provide its form contract as a starting point for negotiations, can Respondent submit a redlined version of the Services Agreement Template, which would include responsive comments and a rationale for such changes?	Yes, respondents may object to terms within the Services Agreement Template and propose modified or additional terms. Respondents should refer to and abide by Section 11, Contract Negotiations.
85. Section 11, Contract Negotiations: Does OCERS expect to receive Respondent's full set of redlines/objections to the Services Agreement Template prior to submission of a proposal? If yes, does this mean that the Services Agreement Template needs to be negotiated in full prior to submission of a proposal? Respondent assumes that the parties will negotiate a SaaS agreement in good faith following an award as a successful bidder. Will failure to include a requested change to the Services Agreement Template eliminate the Respondent's ability to raise additional requested changes after the contract is awarded?	Redlines and objections must abide by Section 11 and be included as part of respondents' proposal. The Services Agreement will be negotiated with the selected vendor. The Services Agreement will not be fully negotiated prior to proposal submissions. Related contracts, such as service level agreements or necessary SaaS agreements, will also be subject to negotiation with the selected vendor. Objections, proposed modifications and additional terms to the Services Agreement Template must be identified in respondents' proposal, as stated in Section 11. Absent objection or modification to a term, OCERS will deem respondent to have agreed to the term.
86. Attachment F (Services Agreement Template), Exhibit A: Exhibit A contains language that is more akin to an RFP, is there an expectation that Table 6.0 be finalized prior to submitting our response, or is there an opportunity to further tailor the requirements list that will be included in the final contract?	Section 11 indicates that the final scope of services to be included in the contract will be determined at the end of the RFP process.
87. Attachment F (Services Agreement Template), Exhibit A, Section B Technical Solutions: This section presents as part of the RFP and not what would ordinarily be included in a SaaS Agreement. Does OCERS intend to include this section in the Services Agreement?	Respondents must identify any objection, proposed modification or additional term in accordance with Section 11. The final scope of services (Exhibit A to Attachment F), including Technical Solutions, will be determined at the end of the RFP process.
88. Attachment F (Services Agreement Template), Exhibit C, Key Personnel: Does OCERS expect Respondent to provide a list of Key Personnel with its submission? Respondent is unable to commit named individuals to a project team under contract signature.	While the Services Agreement (Attachment F) and its accompanying exhibits, including Exhibit C, "Key Personnel," will be subject to negotiation with the selected vendor prior to contract signing, the RFP (Attachment D, D.2 Proposal Instructions and Required Proposal

	Content) requires respondents to provide information responsive to 100 – Project Team (pages 182-183). This includes providing a description of the entire project team, an organizational chart showing each team member's name and related information (role, responsibilities, percentage time dedicated to OCERS and expected to be on site, as well as resumes for specified key personnel.
89. Attachment F (Services Agreement Template), Exhibit F, Information Security and Privacy: Nothing attached. Would OCERS accept Respondent's detailed information security and privacy exhibit as part of its proposal to form the basis of the information security and privacy exhibit for the final agreement?	Yes
90. Attachment F (Services Agreement Template), Exhibit G, Service Level Agreement: Nothing attached. Would OCERS accept Respondent's detailed upgrades and support services exhibit as part of its proposal to form the basis of the upgrades and support services exhibit for the final agreement?	Yes, Respondents may include such information and proposed support services exhibit, which OCERS may consider during contract negotiations with a selected vendor.
91. RFP Commitments Excel File, RTM No. 1595: Could you please clarify what is meant by 'privilege accesses?	Privileged access, in the context of software applications and systems, refers to the elevated permissions or rights granted to specific users, accounts, or processes that go beyond those of a standard user. This level of access enables the performance of administrative or sensitive operations that could significantly impact the confidentiality, integrity, or availability of systems and data. Please see commitment 1595 for examples of Privileged Access Management tools.
92. RFP Commitments Excel File, RTM No. 1595: Could you please clarify what is meant by 'privilege access'?	Privileged access, in the context of software applications and systems, refers to the elevated permissions or rights granted to specific users, accounts, or processes that go beyond those of a standard user. This level of access enables the performance of administrative or sensitive operations that could significantly impact the confidentiality, integrity, or availability of systems and data. Please see commitment 1595 for examples of Privileged Access Management tools.
93. RFP Commitments Excel File: RTM No. 1585: Could you please clarify what is meant by 'privileged account'?	A privileged account, in the context of software applications and systems, is a user or service account that has elevated permissions beyond those of a standard user. These accounts are capable of performing administrative or sensitive functions that can directly impact system operations,

	configurations, data security, or user management.
94. Section 2.2 – 04- Offline Systems: Does OCERS anticipate that data from any of the offline systems need to be converted to the new Horizon PAS? Please indicate which system and describe the type of information that needs to be migrated to support the manual tasks that are not currently automated within the legacy PAS.	Yes, OCERS anticipates data from offline systems may need to be converted. 1. External documents/images to support Final Average Calculation 2. SharePoint lists for workforce management, payroll and SCP tracking 3. SQL and Oracle database information with additional calculated data
95. Section 2.3 – Project Organization: OCERS plans to contract with a firm to provide data conditioning and migration services for a single target staging database. Will the chosen firm provide data extraction and transformation services from the current legacy PAS system to the new Horizon PAS? Please describe the firm's roles and responsibilities.	The RFP states that the data services vendor will support data cleansing, mapping, and transformation into a staging database. The PAS vendor is responsible for final loading and validation into the new solution as required.
96. Attachment D -02 Respondent Qualifications, 03 – Implementation Schedule: OCERS mentions the use of a Data Services vendor to assist with the preparation of data for the respondent to extract, transform, and load into the proposed solution. Is the Data Services vendor the same firm that OCERS intends to hire for data conditioning and migration services? Please describe the roles and responsibilities of the Data Services vendor.	OCERS plans to partner with a single data services vendor to prepare data for the new system. The Data Services vendor will provide services, including data conditioning and migration to a single target staging database.
97. Attachment B2, Table 6.0, Imaging - RTM No. 1095: Please provide more details on OCERS integration needs for importing microfilm documents. Is this an on-going integration or a one-time conversion of the microfilm documents? Please indicate the approximate volume of microfilm documents that need to be imported.	The microfilm/microfiche conversion will be included as part of the overall data services project. At this stage, OCERS does not have finalized information regarding the volume of microfilm rolls or microfiche slides to be digitized, nor the specific technical requirements related to the existing Microfilm Management Tool. Historically, microfiche records have been used to retrieve Member Affidavits (1971–1991), Payroll Records (1975–1991), and Contribution Records (1975–1999). Additional details, including estimated volume and integration requirements, will be provided to the selected vendor during project initiation and discovery.
98. Is there a specific deadline set to completely retire/sunset the existing PAS platform V3?	Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf	Ref Section: 2.2, Page 14: Current State of OCERS technology landscape	OCERS expects the respondent to outline an appropriate project schedule and expectations for managing delays. The respondent shall propose a schedule that is required to meet the commitments and requirements of the RFP with the understanding that the current

	solution is nearing end of life. Vendors are encouraged to provide an implementation plan that replaces the current PAS as soon as reasonably possible, with a preferred target date of December 31, 2028.
99. Para 1, section 2.2 states that "There is the potential that some of these systems may change before the new solution goes live". Could you provide a high-level guidance on which systems have higher chance of getting replaced and which are comparatively stable and might stay for the next 3-5 years?	Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf	Ref Section: 2.2, Page 14: Current State of OCERS technology landscape	Systems and services with a high likelihood to change prior to go-live would be the current Death Verification services and the current imaging system (Multi-Function Printers - MFPs). A potential change (currently unknown) would be the current VoIP phone system. Any other potential changes are currently unknown.
100. From Fig 5 on Page 15, we inferred that Staff Portal, Self Service Portal and Enablement functions are part of V3, whereas the Call Center and Knowledge base functions are other systems, is our inference correct?	Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf	Ref Section: 2.2, Page 15: Current State of OCERS technology landscape	Yes, your inference is correct.
101. It is mentioned under heading 004 - Cost of Ownership that "This section will provide pricing for maintenance agreements for a period of ten years." Does the maintenance cover providing production support, including helping the users, providing clarifications or only bug fixes.	Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf	Ref Section: Sur	Refer to page 197, 050 Cost of Ownership. The respondent shall be responsible for installing, configuring, and maintaining (e.g., maintenance, upgrades, warranty, patching, etc.) all software (full stack of software) required to meet the RFP specifications.
102. We are assuming that Members, Employers, Partners & Staff are the key personas interacting with OCERS PAS today. Please let us know if there are any other personas to be considered.	Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf	Ref Section: 1.3 – OCERS Horizon - A Modern Comprehensive Solution, Figure 1 Page 4	Those are the key personas but there may be others to consider depending on the capabilities of the solution, such as, survivors, independent medical examiners, powers of attorney, reciprocal systems, etc.
103. Please share the volume and type of business processes that the Workflow should support daily, weekly, monthly, quarterly & annually?	Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf	Ref Section: 2.1 Business Overview, Figure 2, Page 8: Opportunities/Case Management	Figure 2 is a Customer Journey Map that was provided as information. The RFP outlines that the system must support a wide range of workflows across benefit processing, member services, employer reporting, and case management. Please reference "004 - Key OCERS Business Processes" to gain a better understanding of OCERS key processes and sub-processes. The respondent should propose a solution that can meet the commitments and requirements in the RFP understanding the opportunity that a good "case management" system can provide.

	Specific volumes for all business processes are not available.
104. What is the anticipated volume of data and number of records to be migrated to new PAS system? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: 2.2 Current State of OCERS Technology Landscape, Figure 5, Page 15: 003 - Key Systems	214950 Person Records with supporting data 19214 Organization(non person) records with supporting data Approximately 1 - 3 TB database
105. 865 states that - "Shall ensure that there is no required nightly batch processing everything should be performed real-time), but the capability of such processing shall exist." Does this mean that while we prepare the system for batch processing, we do not anticipate such processes to be running on Day 1. | Ref Document: OCERS Horizon RFP Commitments - Final.xlsx | Ref Section: 865	The system must support batch processing capabilities; however batch processing should be limited to scenarios where it is truly necessary. The system should be designed to operate primarily in real-time, with the expectation that the majority of transactions are executed immediately without relying on scheduled batch jobs. OCERS envisions a solution that prioritizes real-time processing to ensure timely, efficient operations, while retaining the flexibility to perform batch processing in cases where it is operationally justified and advantageous.
106. How are external information alerts expected to be sent? Is it Email, Text, Downloadable file report, or something else. How will those communication channels be maintained/changed? Who has access to that? | Ref Document: OCERS Horizon RFP Commitments - Final.xlsx | Ref Section: Employer Reporting RFP 620/632/663	The RFP requires the system to support multiple communication channels including email, SMS, and secure portal notifications. It does not specifically indicate who maintains or updates these channels but the ability to make certain updates without vendor/IT involvement is valued.
107. Has OCERS defined a standard format for different types of uploaded files? Assuming employers are uploading files, will there be a standard followed between employers? Or will employers be manually entering data via a wizard/form? What about standards for invoices? | Ref Document: OCERS Horizon RFP Commitments - Final.xlsx | Ref Section: Employer Reporting RFP 626 & Retirement System Transfer 1455, Employer Reporting RFP 658	Yes, OCERS currently uses a standard format for certain types of uploaded files and some employers may need to manually enter data. OCERS expects that uploaded files, such as employer transmittal, can be accepted in current formats with minimal changes required on the employers to implement for the new system with the exception of new data elements that may be required to eliminate manual work or data entry. There are other potential uploads that may not be standard, like, proof documents such as birth/death certificates, DRO documents, Marriage Certificates, as well as forms (reciprocity, etc).
108. Please list the third party/external application(s) being referred here to receive or retrieve all financial related information (i.e. check payments, credit card, or ACH, pre-tax, post-tax, fund)? | Ref Document: OCERS Horizon RFP Commitments - Final.xlsx | Ref Section: 285	The Financial system referenced in the commitment # 285 is Sage Intacct.
109. Is there a specific deadline set to completely retire/sunset the existing PAS platform V3? | Ref	OCERS expects the respondent to outline an appropriate project schedule and expectations

Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: 2.2, Page 14: Current State of OCERS technology landscape	for managing delays. The respondent shall propose a schedule that is required to meet the commitments and requirements of the RFP with the understanding that the current solution is nearing end of life. Vendors are encouraged to provide an implementation plan that replaces the current PAS as soon as reasonably possible, with a preferred target date of December 31, 2028.
110. Para 1, section 2.2 states that "There is the potential that some of these systems may change before the new solution goes live". Could you provide a high level guidance on which systems have higher chance of getting replaced and which are comparatively stable and might stay for the next 3-5 years | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: 2.2, Page 14: Current State of OCERS technology landscape	Systems and services with a high likelihood to change prior to go-live would be the current Death Verification services and the current imaging system (Multi-Function Printers - MFPs). A potential change (currently unknown) would be the current VoIP phone system. Any other potential changes are currently unknown.
111. From Fig 5 on Page 15, we inferred that Staff Portal, Self Service Portal and Enablement functions are part of V3, whereas the Call Center and Knowledge base functions are other systems, is our inference correct? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: 2.2, Page 15: Current State of OCERS technology landscape	Yes, your inference is correct.
112. It is mentioned under heading 004 - Cost of Ownership that "This section will provide pricing for maintenance agreements for a period of ten years." Does the maintenance cover providing production support, including helping the users, providing clarifications or only bug fixes. | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: Sur	Refer to page 197, 050 Cost of Ownership. The respondent shall be responsible for installing, configuring, and maintaining (e.g., maintenance, upgrades, warranty, patching, etc.) all software (full stack of software) required to meet the RFP specifications.
113. We are assuming that Members, Employers, Partners & Staff are the key personas interacting with OCERS PAS today. Please let us know if there are any other personas to be considered. | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: 1.3 – OCERS Horizon - A Modern Comprehensive Solution, Figure 1 Page 4	Those are the key personas but there may be others to consider depending on the capabilities of the solution, such as, survivors, independent medical examiners, powers of attorney, reciprocal systems, etc.
114. Please share the volume and type of business processes that the Workflow should support daily, weekly, monthly, quarterly & annually? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: 2.1 Business Overview, Figure 2, Page 8: Opportunities/Case Management	Yes, your inference is correct
115. What is the anticipated volume of data and number of records to be migrated to new PAS system? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: 2.2 Current	214950 Person Records with supporting data 19214 Organization(non person) records with supporting data

State of OCERS Technology Landscape, Figure 5, Page 15: 003 - Key Systems	Approximately 1 - 3 TB database
116. 865 states that - "Shall ensure that there is no required nightly batch processing everything should be performed real-time), but the capability of such processing shall exist." Does this mean that while we prepare the system for batch processing, we do not anticipate such processes to be running on Day 1. | Ref Document: OCERS Horizon RFP Commitments - Final.xlsx | Ref Section: 865	The system must support batch processing capabilities; however batch processing should be limited to scenarios where it is truly necessary. The system should be designed to operate primarily in real-time, with the expectation that the majority of transactions are executed immediately without relying on scheduled batch jobs. OCERS envisions a solution that prioritizes real-time processing to ensure timely, efficient operations, while retaining the flexibility to perform batch processing in cases where it is operationally justified and advantageous.
117. How are external information alerts expected to be sent? Is it Email, Text, Downloadable file report, or something else. How will those communication channels be maintained/changed? Who has access to that? | Ref Document: OCERS Horizon RFP Commitments - Final.xlsx | Ref Section: Employer Reporting RFP 620/632/663	The RFP requires the system to support multiple communication channels including email, SMS, and secure portal notifications. It does not specifically indicate who maintains or updates these channels but the ability to make certain updates without vendor/IT involvement is valued.
118. Has OCERS defined a standard format for different types of uploaded files? Assuming employers are uploading files, will there be a standard followed between employers? Or will employers be manually entering data via a wizard/form? What about standards for ivoices? | Ref Document: OCERS Horizon RFP Commitments - Final.xlsx | Ref Section: Employer Reporting RFP 626 & Retirement System Transfer 1455, Employer Reporting RFP 658	Yes, OCERS currently uses a standard format for certain types of uploaded files and some employers may need to manually enter data. OCERS expects that uploaded files, such as employer transmittal, can be accepted in current formats with minimal changes required on the employers to implement for the new system with the exception of new data elements that may be required to eliminate manual work or data entry. There are other potential uploads that may not be standard, like, proof documents such as birth/death certificates, DRO documents, Marriage Certificates, as well as forms (reciprocity, etc).
119. Please list the third party/external application(s) being referred here to receive or retrieve all financial related information (i.e. check payments, credit card, or ACH, pre-tax, post-tax, fund)? | Ref Document: OCERS Horizon RFP Commitments - Final.xlsx | Ref Section: 285	The Financial system referenced in the commitment # 285 is Sage Intacct.
120. Does OCERS already have an incident management system (like ServiceNow) or is providing this in scope of the RFP? | Ref Document: OCERS Horizon RFP Commitments - Final.xlsx | Ref Section: 1333	The respondent should provide a robust, user-friendly support and ticketing solution that enables the customer to log and track system-related issues, defects, enhancements, requests, and service inquiries with the prime vendor. The solution should offer real-time visibility into ticket status, support timely updates and communications, and include

	service level commitments for response and resolution times.
121. Is it expected that workflow actvitity(s) execution will be controlled outside of the workflow scope? Please elaborate on scenarios and where/how you would like to control activity. | Ref Document: OCERS Horizon RFP Commitments - Final.xlsx | Ref Section: 1867	OCERS expects to have the ability to control various aspects of workflows, including the specific workflow steps, sequencing, and timing, when appropriate. The RFP requires the system to support configurable workflows. This may be accomplished through workflow capabilities included in the base PAS solution, or through third-party workflow management solutions that seamlessly integrate with the PAS solution. The proposed workflow solution should have the ability to integrate/orchestrate workflows with external systems, such as fraud, identity verification, finance, death verification, etc.
122. Is it correct understanding that authorized users independently create and manage workflows within the platform? and What level of workflow customization? | Ref Document: OCERS Horizon RFP Commitments - Final.xlsx | Ref Section: 1872	The RFP requires the solution has user-configurable workflows. OCERS expects authorized users will have control over workflow creation and customization in some fashion. The vendor should provide a proposed solution that meets the commitments and requirements outlined in the RFP. OCERS does not expect that OCERS staff will be creating all workflows within the solution.
123. Shall support a high volume of concurrent workflows without degradation in performance." Please provide indicative volume that the system must support. | Ref Document: OCERS Horizon RFP Commitments - Final.xlsx | Ref Section: 1902	Without knowing the architecture and workflow capabilities of the new system, we cannot estimate the volume of workflows required. Specific workflow volumes for the current system are not available.
124. Is there a need for a rule management interface where users can configure rules without technical help? | Ref Document: OCERS Horizon RFP Commitments - Final.xlsx | Ref Section: 70"	Yes. The RFP requires a user-friendly interface for configuring business rules without the need for vendor or IT intervention. It is understood that some more complex rules may require technical assistance and vendor support.
125. What is the estimated number of internal staff users who will access the system? What is the number for external users (members and partners)? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: Infrastructure"	See Commitment 1012. The solution shall support a minimum of 500 with an annual growth of 5% concurrent users. OCERS has approximately 130 staff as of June 1, 2025, with 100+ Employer Portal Users, 50+ Partner Portal Users and 37,000+ registered Member Portal users.
126. What is the expected peak concurrent usage of the system? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: Infrastructure	OCERS internal staff usage is daily. Member portal usage is daily, with peak period being the first and last week of each month, for payees looking at their paystub or making direct deposit or tax withholding change. Peak period also occur between January and April for payees wanting their 1099-R information and for Active and

	Deferred members generating benefit estimates and submitting retirement applications. Employer and Partner Portal access is primarily bi-weekly and monthly intervals
127. Will OCERS maintain its own IT or infrastructure team to manage hosting and support of Horizon? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: Infrastructure	The RFP indicates that OCERS will rely on the vendor for hosting and support in a cloud-based model, with internal IT staff supporting integration and oversight.
128. Will OCERS provide the email server or bulk email services? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: 1777	OCERS ability to provide email and bulk email services will largely depend on the architecture and capabilities of the proposed system. Respondents should include their normal/preferred option in the proposal response along with alternative options (if applicable).
129. There are alternatives to co-browsing that can be more cost effective, such as an impersonation feature. Would OCERS be open to alternative solutions or is co-browsing specifically required. | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: 1810	The respondent shall indicate whether they fully agree to meet each commitment or requirement. If the respondent cannot fully comply but can offer an alternative that aligns with the intent of the original commitment, they should "Take an Exception" and provide a detailed explanation. OCERS will evaluate any proposed alternatives to determine their acceptability. OCERS remains open to considering other viable approaches. The current PAS solution includes an Impersonation feature that inaccurately records the session as if the member logged in, rather than the Member Services agent. For security and auditability, OCERS requires accurate attribution of account access, clearly identifying the individual who initiated the session.
130. There are multiple mechanisms available for Identify verification (e.g. Email Verification, SMS Verification based on phone number, Document Verification with face recognition or manual) or provided by Identity Verification Services (e.g. iDentify, Onfido, etc.). If the preferred method is through ID Verification provider, is OCERS considering the cost of theses services part of the proposal? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: 1832	The respondent shall indicate if they agree to fully meet a commitment or requirement. If the respondent does not agree to fully meet a commitment but has an alternative that is in the spirit of the original commitment, they should "Take an Exception" and provide an explanation. OCERS will review the alternative to determine if it is acceptable. If the respondent agrees to meet the commitment but this is an added cost, they can indicate the additional cost for that component in the cost proposal.
131. Are eSign services provided by OCERS or should they be considered part of the proposal? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: 1843	Commitment 1843 indicates the solution shall support e-signature functionality. How that functionality is delivered will depend on the respondents proposed solution and

	architecture. OCERS does currently use DocuSign for e-signature purposes for normal back-office business/operations, but does not currently use e-signature functionality for PAS, member, or employer related activities.
132. Can you provide an estimation of the number of pages of document images that must be migrate to the new solution | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: 1085	Image counts by year. Year Doc Count Image Count* 2015 19382 40712 2016 236819 36056 2017 277866 33073 2018 264137 39258 2019 282036 31587 2020 330154 28956 2021 308490 29419 2022 330055 37606 2023 331520 38364 2024 340059 30927 2025 170539 13888 (as of 06/12/2025) *an additional 3,000 to 5,000 files per year exist outside the current PAS solution and will be included in the data conversion/migration. We cannot provide an estimate of the number of pages. Documents/Images range anywhere from 1 to 100+ pages each. Certain disability documents can exceed 1,000 pages per document/image.
133. Can you provide an estimation of the quantity and size of the documents stored in the Microfilm Management Tool | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: 1095	The microfilm/microfiche conversion will be included as part of the overall data services project. At this stage, OCERS does not have finalized information regarding the volume of microfilm rolls or microfiche slides to be digitized, nor the specific technical requirements related to the existing Microfilm Management Tool. Historically, microfiche records have been used to retrieve Member Affidavits (1971–1991), Payroll Records (1975–1991), and Contribution Records (1975–1999). Additional details, including estimated volume and integration requirements, will be provided to the selected vendor during project initiation and discovery
134. We expect to use existing hardware that OCERS uses for bulk document scanning as part of the solution. Please confirm. | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: 1103	Yes. The proposed solution should be adaptable to use large format multi-function copiers/printer/scanners to desktop scanners for small/large document scanning. Devices should be interchangeable and upgradeable.
135. Call Center Fraud Prevention: Does OCERS have any preference for a biometrics/fraud	OCERS does not have a preference. The respondent should propose a solution that

detection solution? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: page 398	meets the commitments and requirements in the RFP related to fraud detection.
136. In reference to "The organization's email services use Microsoft Exchange Online" and "Microsoft teams": In target state, can we assume these platforms would be retained for email and staff collaboration respectively. If not, please provide the number of e-mail workflow / templates to be considered for E-mail channel implementation | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: pg. 14 and 13	Yes. Please also see question/answer #128. OCERS ability to provide email and bulk email services will largely depend on the architecture and capabilities of the proposed system. Respondents should include their normal/preferred option in the proposal response along with alternative options (if applicable).
137. The proposed platform must support voice as the initial primary channel and be designed to scale to other digital channels (chat, SMS, email, social media messaging)" - Do you have any preferred CCaaS contact center, AI platform (Ex : Genesys, Amazon Connect, Google CCAI etc.) | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: Pg 159	OCERS does not have a preferred CCaaS vendor. The respondent should propose a solution that best meets the commitments and requirements in the RFP related to Contact Center omnichannel support and scalability. OCERS is envisioning a digital first future so consideration of OCERS vision for the future will be rewarded. The proposed solution should work seamlessly with any existing VoIP phone solution (currently Dialpad).
138. The proposed platform must support voice as the initial primary channel and be designed to scale to other digital channels (chat, SMS, email, social media messaging)" - Do you have any preferred CCaaS contact center, AI platform (Ex : Genesys, Amazon Connect, Google CCAI etc.) | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: Pg 159	OCERS does not have a preferred CCaaS vendor. The respondent should propose a solution that best meets the commitments and requirements in the RFP related to Contact Center omnichannel support and scalability. OCERS is envisioning a digital first future so consideration of OCERS vision for the future will be rewarded. The proposed solution should work seamlessly with any existing VoIP phone solution (currently Dialpad).
139. Please share the volumetric details such as annual interaction volume, the different TFNs, total number of agents and the number of agents and interactions split across the channels in use (i.e. email, voice, chat, SMS, social media) per month. | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: 160	TFN: 0 (we do intend to procure an 800 number in the future) # of Agents: 50 agent licenses # of call queues: 6 # of calls (incoming): 67195 (2024 CEM reporting) # of calls (outgoing): 4662 # of emails from members 25,000 (2023 CEM Estimate) Limited SMS Emails are managed individually per user on exiting Microsoft Exchange
140. The system should support customizable interactive voice response (IVR) menus that allow for member authentication and data-driven call routing based on member type, inquiry reason, or priority level"" - Please share the current IVR call flow and chat workflow documents/Visio flows which needs to be considered in scope | Ref	The respondent should propose a solution that best meets the commitments and requirements in the RFP. OCERS does not currently use IVR functionality, but would like to do so in the future.

Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: 160	
141. Contact Center: Provide services in any channel, with an omnichannel capable contact center. "What is the current Contact center platform in place? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: 198	OCERS uses Dialpad for its VOIP phone solution and Contact Center.
142. Contact Center: Provide services in any channel, with an omnichannel capable contact center. "What is the current Contact center platform in place? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: 198	OCERS uses Dialpad for its VOIP phone solution and Contact Center.
143. What languages are supported at the Contact center sites? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: 975	Ideally the top 5 languages in Orange County, CA would be supported (English, Spanish, Vietnamese, Chinese, Korean).
144. What is the current WFM solution in place? Is there any preferred WFM solution you would want as a part of target state | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: 457	OCERS does not currently have a WFM solution and currently has no plans to implement a WFM solution. This commitment was related to the ability for the PAS to integrate with WFM solutions should OCERS decide to implement a WFM solution in the future (pre or post go-live).
145. What are the key use cases or call drivers that needs to be considered for Voice, Chat self-service scope? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: Pg 159	Contact from members can range from inquiries on their accounts, to member profile updates (e.g. address change), retirement/disability application initiation, benefit counseling, tax form questions and all other services provided by OCERS.
146. Please share the Lines of Businesses that need to be considered and the Agent count split across each LOB | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: 406	OCERS primary line of business is Public Pension Administration. As part of that primary business there are several key business processes that are outlined in the RFP. See Section 2 in the RFP for detail on the key business processes. The respondent should propose a complete solution that meets the commitments and requirements in the RFP.
147. What are the authentication systems you have point (e.g. sailpoint, DUO etc.) | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: 337	OCERS currently leverages Okta for Single Sign-On (SSO) and Provisioning for employee access to SaaS applications. Entra ID is also a potential, but less-preferred option. OCERS does not currently have a CIAM (Customer Identity and Access Management) solution.
148. What is the size of knowledge articles that we can consider for FAQ bots integration? What are different sources of knowledge articles (beyond SharePoint)? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: 424	An example of Frequently Asked Questions (FAQs) and the related responses can be found at https://www.ocers.org/member-faqs. Nearly all content that would be used by a chatbot to answer FAQs is contained on the OCERS public website. Knowledge information for FAQ answers may be provided in text, PDF,

	Word documents, etc. If provided in document form, most topics would likely be covered by documents of 5 pages or less, with certain complex topics requiring more pages.
149. Should we consider TFN, DID migration? If yes, how many TFNs, DIDs should be considered for migration? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: pg. 159	We will want to integrate a TFN as part of the new CRM/Contact Center solutions, but we are not considering migrating DIDs. These will remain as part of the business phone solution (each user has a direct line), but contact center agents should not leverage DIDs in the new design.
150. Do you have any preferred CRM platform? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: pg. 159	No.
151. What is the scope and number of custom reports and dashboards that should be considered as part of the solution? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: 160	The respondent should proposed a solution that meets the commitments and requirements in the RFP related to reports, dashboards, and views. Reference Attachment E/Appendix E for a list of current reports used by OCERS to get a sense of reporting needs. This is provided for reference only. It should not be assumed that the new system should replicate the legacy system.
152. What are the Key APIs / backend systems we should considered for CCaaS integration for service fulfillment | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: 160	Integration depends on the vendor's contact center solution and its ability to meet OCERS' commitments and architectural needs. At a minimum, CCaaS should integrate with the Pension Administration System (PAS) and CRM, with potential extensions to the Document Management System and Integration Platform (iPaaS) as needed to fulfill commitments.
153. What are the social media platforms to be considered in scope? (For ex : WhatsApp, Telegram, Facebook) | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: 159	Facebook, X, Instagram, and LinkedIn.
154. Please share the logical and physical architecture diagram of the existing contact center eco-system. | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: 159	A logical and physical architecture diagram of the existing contact center eco-system does not exist. The existing "contact center" is essentially a standard VoIP phone system with regular DID extensions. There is currently no call center / contact center solution in place. Any proposed call center / contact center solution should integrate with the existing VoIP phone system (currently Dialpad, but may change prior to go-live).
155. What is the current AHT for both inbound and outbound voice calls, abandonment rate, FCR | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: 160	Average AHT for incoming/outbound calls is 4.80 minutes Average Abandonment rate is 6% First Call Resolution (FCR) is unknown

156. Is OCERS open for Day-2 support model as well post the completion of Warranty Support? If yes, please share the total tenure for this Support services engagement you are looking for. | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: 1767	The respondent should provide a Warranty Support model that meets the commitments and other requirements within the RFP
157. Do you have any preferred CRM platform? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: pg. 159	No preference at this time.
158. What is the scope and number of custom reports and dashboards that should be considered as part of the solution? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: 160	The respondent should proposed a solution that meets the commitments and requirements in the RFP related to reports, dashboards, and views. Reference Attachment E/Appendix E for a list of current reports used by OCERS to get a sense of reporting needs. This is provided for reference only. It should not be assumed that the new system should replicate the legacy system.
159. What are the Key APIs / backend systems we should considered for CCaaS integration for service fulfillment | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: 160	Integration depends on the vendor's contact center solution and its ability to meet OCERS' commitments and architectural needs. At a minimum, CCaaS should integrate with the Pension Administration System (PAS) and CRM, with potential extensions to the Document Management System and Integration Platform (iPaaS) as needed to fulfill commitments.
160. Please share the logical and physical architecture diagram of the existing contact center eco-system. | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: 159	A logical and physical architecture diagram of the existing contact center eco-system does not exist. The existing "contact center" is essentially a standard VoIP phone system with regular DID extensions. There is currently no call center / contact center solution in place. Any proposed call center / contact center solution should integrate with the existing VoIP phone system (currently Dialpad, but may change prior to go-live).
161. What is the current AHT for both inbound and outbound voice calls, abandonment rate, FCR | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: 160	Average AHT for incoming/outbound calls is 4.80 minutes Average Abandonment rate is 6% First Call Resolution (FCR) is unknown
162. Is OCERS open for Day-2 support model as well post the completion of Warranty Support? If yes, please share the total tenure for this Support services engagement you are looking for. | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: 1767	No preference at this time.
163. Kindly share the ticket dump across Priorities 1,2,3 and 4 for your current platform over the past 12 months. | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: 1767	Ticket count for current PAS solution, over the past three years and in total: Ticket Type In last 3 years Total (9 years) Defect 10 215

| | Issues | 4 | 502 |
| | Change Order | 42 | 507 |

164. What is the current retention period for audit records before they are archived? *Do you have specific archival storage solutions or compliance tools currently in use? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: 89	Audit, along with all other member and employer data/records, are maintained indefinitely. OCERS expects a solution that allows retention or archival period(s) to be configurable. The respondent should propose a solution that meets requirements regarding archiving and retention.
165. Do you already use or plan to use any security information and event management (SIEM) systems or monitoring tools that this should integrate with? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: 90	OCERS currently uses Rapid7's SIEM as part of their InsightIDR service.
166. For tracking detailed user activity and behavioral logs, does OCERS prefer a custom logging system inside the application, or is it open to tools like Google Analytics? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: 98	OCERS is open to the best tool or combination of tools that meets the commitments and requirements around security and user activity. The ability to also log that activity to our existing SIEM is preferrable.
167. Should the system run periodic batch jobs to check dependent child eligibility and process terminations/redistributions, or should it be event-driven? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: 504	This is dependent on the proposed solution and the referenced business process. Event driven or real time validation is preferred over batch jobs.
168. What kind of multi-language support is expected (e.g. English, Spanish)? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: 531	OCERS expects the solution to be able to support multiple languages utilizing integration with a translation tool. Please also see question/answer #143. Ideally the top 5 languages in Orange County, CA would be supported (English, Spanish, Vietnamese, Chinese, Korean).
169. Is there a requirement to store and audit all outbound/inbound correspondence for each case? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: 532	All inbound and outbound correspondence should be stored with the ability to audit when necessary.
170. Should the system support full-text search within medical documents or notes? Are there any audit requirements that mandate tracking changes to the index or note history? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: 547	Full text search of medical documents is desired with the right permissions. All allowed changes should be captured through audit trails.
171. How is correspondence currently generated and managed? Should the system generate documents internally, or interface with a third-party document/correspondence management system? Do they need capability of Interactive correspondence, Dynamic correspondence and post processing capabilities | Ref Document:	Currently, member and employer correspondence is generated within PAS, or externally (Microsoft Mail merge) and imported back into the PAS solution, or exists externally in email.

OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: 1363	The new PAS solution should be able to generate documents internally or interface with a third party EDMS/CRM solution, and should support dynamic correspondence, pro-active targeted correspondence, correspondence generated as part of intelligent workflows, and post processing capabilities.
172. Should the system support multi-currency transactions and conversions for international payments? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: 1373	US dollars only
173. Page #14, Section 2.2 highlights the potential that some of the systems may change before the new solution go-live. Can you share more details ongoing initiatives that might impact the program? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: OCERS Horizon Pension Adm Solution RFP.pdf	Systems and services with a high likelihood to change prior to go-live would be the current Death Verification services and the current imaging system (Multi-Function Printers - MFPs). A potential change (currently unknown) would be the current VoIP phone system. Any other potential changes are currently unknown.
174. Based on similar experience, we expect the transformation to be staggered over at least 3-4 major milestones typically aligned to customer journey such as enrollment readiness, servicing readiness, year-end readiness. Can you confirm your expectation of the milestones and timelines for go-live? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: OCERS Horizon Pension Adm Solution RFP.pdf	Respondents are expected to propose a schedule that works best for the proposed solution. The RFP outlines certain expectations that should be included. See Attachment D/Subsection D.2.
175. Can you please confirm what level of details are already available against each of the 1920 features? As part of the grooming sessions, we typically focus on web experience designs, user story details, acceptance criteria and any business rules specific to OCERS | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: OCERS Horizon Pension Adm Solution RFP.pdf	The RFP provides high-level commitments and requirements. Detailed user stories, acceptance criteria, and business rules are expected to be developed collaboratively during the implementation. OCERS has dedicated knowledgeable staff to the project and does have documentation in some areas. The respondent should not assume the same level of detail available for every commitment.
176. Agile delivery model is critical for a successful execution of transformation engagements. Please confirm if OCERS follows any specific Agile methodology (such as SAFe, Scrum) and any tools (such as Jira) that will be made available to the project teams. | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: OCERS Horizon Pension Adm Solution RFP.pdf	OCERS has used Agile methodologies before for past projects. We use Hive as our project management tool. The RFP encourages Agile practices but does not specify a particular methodology or toolset. The respondent should propose the methodology and tools that they recommend for the project.
177. Holistic organizational change management framework is critical to drive multiple change management activities involving employers, members, advisors/ 3rd parties and internal employees. We expect this to be in-scope of this RFP. Please confirm. | Ref Document: OCERS	Organizational change management is not part of this RFP. Please respond only to the scope of work requested in the RFP

Horizon Pension Adm Solution RFP.pdf | Ref Section: OCERS Horizon Pension Adm Solution RFP.pdf	
178. Please confirm if the migration of members from the current system to OCERS Horizon platform is in-scope. If it is not in scope, what is the OCERS' plan for maintaining two instances of the record keeping platform? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: OCERS Horizon Pension Adm Solution RFP.pdf	The RFP confirms that data migration is in scope. The new PAS vendor is responsible for migrating data from the staging database to the new PAS. Refer to Commitments 295–302.
179. Is Decommissioning also a part of the scope. If so, does OCERS have any preferred decommissioning strategy to sunset the existing PAS system? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: OCERS Horizon Pension Adm Solution RFP.pdf	The RFP includes requirements for data migration and conversion (see Commitments 295–307) and outlines expectations for a complete transition to the new PAS. Decommissioning of the existing PAS system is in scope for the OCERS Horizon program but is not in scope for the respondent. Respondents should provide an implementation plan that replaces the current PAS as soon as reasonably possible, with a preferred target date of December 31, 2028.
180. What are the browser and device compatibility requirements for the new system? Would that be in scope? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: OCERS Horizon Pension Adm Solution RFP.pdf 3.1 - Application Architecture	The RFP emphasizes accessibility and web-based access but does not specify supported browsers or devices. Vendors should propose compatibility aligned with modern industry standards.
181. Does OCERS have any scope of accessibility testing? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: OCERS Horizon Pension Adm Solution RFP.pdf	Compliance with accessibility standards will be required and need to be verified.
182. Please let us know if the following are in scope for security testing: (i) Secure code review (ii) Infrastructure and Database security testing | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: OCERS Horizon Pension Adm Solution RFP.pdf	Please refer to the following RFP sections regarding security related requirements: Page 164 - Section 3.7 - Infrastructure and Technology Security Page 167 - Section 3.9 - Secure Software Development Page 132 to 141 - Commitments 1474 through 1619
183. Please share the documentation on the Data Bridging process including the new and legacy database details. Is there an enterprise TDM solution? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: OCERS Horizon Pension Adm Solution RFP.pdf	The data bridging process has not yet been determined. The RFP outlines data bridging and conversion requirements (see Commitments 295–311), including support for legacy data and transformation. The need for data bridging will depend on the respondents proposed approach. OCERS plans to partner with a data services vendor who would assist with any

| | data bridging requirements from legacy to the staging database.

Currently there is no enterprise TDM solution. |
|---|---|
| 184. Do you have any existing test cases/regression suite/test artifacts for existing Legacy/new application? If yes, what is existing automation coverage? \| Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf \| Ref Section: OCERS Horizon RFP Commitments - Final.xlsx 2. Environment and Automation Requirements | The RFP does not specify whether existing test cases or regression suites are available. Vendors should assume they will need to develop comprehensive test coverage. Copies of OCERS test case scenarios from previous implementation are available for reference.

OCERS does not currently have a test automation solution. We expect the selected vendor to recommend suggested test automation tools for use for PAS implementation. |
185. Does OCERS have an enterprise tool stack for testing? If yes, please provide details | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: OCERS Horizon RFP Commitments - Final.xlsx 2. Environment and Automation Requirements	The RFP does not list specific testing tools in use. Vendors should propose a tool set aligned with their solution and industry best practices.
186. We understand that the provider will be recommending an appropriate enterprise data platform that aligns with the Horizon Data Management strategy. Please validate. | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: Sec 3.5	Yes. The RFP confirms that the proposed architecture must support a modern, scalable data platform (e.g., data warehouse, data lake, or data fabric) and align with OCERS' data governance, integration, and analytics goals.
187. Has OCERS prepared a high-level envisioned target state Data and Analytics platform architecture? If yes, kindly provide the architecture, including details on key technologies (if available) | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: Sec 3.5	Yes. The RFP outlines a target architecture including conceptual/logical/physical data models, metadata and lineage management, data governance, quality management, and integration layers. Specific technologies are not mandated.
188. Do you require the implementation partner to migrate data from the existing legacy or cloud data warehouse and business reporting platform. If yes, please provide details on technical architecture and volumetrics.	OCERS plans to partner with a data services vendor who will support data cleansing, mapping, and transformation of data into a staging database. The PAS vendor is responsible for final loading and validation into the new solution as required.
189. Please provide details on regulatory obligations for information architecture and Data Strategy. Do any of these regulations require data encryption or masking for the Data at rest? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: Sec 3.5	OCERS cannot provide detailed guidance on regulatory obligations or industry standards regarding information architecture or data strategy. Respondents must propose a solution that meets the requirements of the RFP and incorporates industry best practices. This includes but is not limited to encryption for data at rest and in transit using NIST-approved cryptographic standards, and data masking as identified in commitments 950, 1237, 1516, 1518, 1555, 1572, and 1740.

190. Please provide details on number of new BI dashboards/Reports that are expected as part of the implementation | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: Sec 3.5	The RFP does not specify an exact number, but outlines expectations for a comprehensive suite of dashboards and reports, including actuarial valuation, data quality monitoring, and business process metrics. Vendors should propose a robust reporting solution. OCERS expects certain dashboards/reports to be provided "out-of-the-box", with the ability to create additional dashboards and reports as needed.
191. What is the current size of operational and historical Data set that would need to be converted/migrated? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: Sec 3.5	V3 database approx.. 1-3TB Documents and Images: approx.. 1- 3TB
192. Are there any data extracts from the data and analytics platform in scope that should feed the downstream or loop back with upstream systems. If yes, please provide count. | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: Sec 3.5	The RFP confirms support for data integration with internal and third-party systems via APIs, ETL/ELT, and message queues. Until new PAS solution and third party systems are determined, scope and counts are unknown.
193. What are your expectations on Data Governance and Data Quality Strategy that need to be implemented as part of this program? Is there any existing framework/tools in place or is this considered a greenfield implementation? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: Sec 3.5	The RFP outlines a comprehensive data governance framework including stewardship roles, quality rules, compliance mechanisms, and continuous monitoring. This is a greenfield implementation and respondents are expected to propose recommended tools and processes.
194. Are there any AI/ML and Geni requirements or use cases that are critical to the business strategy and expected to be implemented as part of this program? If yes, please provide your preferred tech stack for implementing these Agentic or AI use cases. | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: Sec 3.5	The RFP emphasizes future readiness for AI and machine learning (AI/ML), including support for AI assistants, predictive analytics, and integration with AI platforms. While OCERS does not prescribe a specific technology stack, proposed solutions should be modular, extensible, and capable of supporting AI/ML functionality. Some preference will be given to Microsoft-based solutions, where feasible, to help streamline and align with OCERS' broader technology ecosystem.
195. We assume that the implementation partner is expected to create a domain-driven enterprise Data Model. Please validate. | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: Sec 3.5	Yes, the implementation partner is expected to define and develop an enterprise data model that aligns with the functional and reporting needs of the pension administration system. OCERS prefers a domain-driven design approach to ensure the model accurately reflects the business domains and supports scalability, maintainability, and integration with future systems. The data model should also facilitate efficient reporting, data governance, and compliance with applicable standards and best practices.

196. Does OCERS have a preferred cloud provider (AWS, Azure, GCP) or any restrictions for hosting the new solution? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: Pg 4, Appx A	OCERS does not mandate a specific cloud provider for hosting the new solution. Vendors are free to propose any secure, reliable, and compliant hosting environment, including AWS, Azure, or GCP. However, there is a preference for Microsoft-based solutions, including Azure, to promote alignment with OCERS' existing technology investments and to help streamline overall platform integration and support.
197. For a phased deployment, what is OCERS prioritization for major components? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: Pg 4, Appx A, Pg 179	The RFP outlines a phased approach including Fit-Gap, Design, Build/Deploy, and UAT. Specific component prioritization is not detailed. Vendors should propose a phased plan aligned with the proposed solution and OCERS goals.
198. Please describe any enterprise architecture principles or security frameworks that must be complied with. | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: Pg 4, Appx A, Pgs 162-167	Enterprise architecture best practices emphasize aligning technology with business goals, promoting standardization and reuse, and designing modular, scalable systems. Key principles include embedding security by design, treating data as a strategic asset, and ensuring interoperability through integration standards. Architecture should avoid vendor lock-in, support lifecycle management, and operate under strong governance. The RFP mandates compliance with one or more industry standard security frameworks/controls programs (e.g., NIST CSF, CIS Controls v8.1, FedRAMP Moderate, SOC 2 Type II, ISO/IEC 27001). It also emphasizes related security practices including, but not limited to, secure software development, identity and access management, encryption, and vulnerability management. The respondent shall propose a solution that meets all commitments and requirements related to enterprise architecture principles and security frameworks.
199. Can OCERS provide quantitative data on current "manual processes"? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: Pg 3	The RFP highlights the need to replace manual processes with automation and includes workflow metrics (e.g., time to complete steps, queue counts). Quantitative data on current manual processes is not available.
200. Are there existing detailed process maps for key business processes? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: Pg 3, Pgs 7-8	OCERS is in the process of developing process flow maps and will be initiating a Business Rules and Policy documentation project in the near future. However, respondents should not

	assume all key process will be covered by the start of the project.
201. Can OCERS provide current average and peak transaction volumes? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: Pgs 9-13	December through May is our peak season for new Benefit Setups December through March is heavy for tax reporting and 1099
202. What is the approximate total data volume in existing systems? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: Pg 14, 15	V3 database approx.. 1-3TB Documents and Images: approx.. 1- 3TB
203. Are there existing APIs for planned integrations? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: Pg 14, 16	The RFP confirms that integration with internal and third-party systems is required and must support APIs (e.g., RESTful, webhooks). Vendors should propose appropriate integration strategies.
204. Please help us understand how the SharePoint Online migration will impact PAS integration. | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: Pg 14	Current SharePoint migration from on-prem to M365 cloud has no impact on PAS integration. Once migrated, future opportunities may arise as part of the PAS solution.
205. What is the governance model for data migration? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: Pg 16	The governance model for data migration will be a collaborative framework involving both the vendor and OCERS to ensure accuracy, completeness, security, and traceability of all data transitioned to the new Pension Administration System. OCERS anticipates the vendor to propose a governance approach as part of their response, which will be evaluated based on alignment with best practices in data migration.
206. What are the system time zone requirements? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: Att B #311, #701	The RFP does not explicitly specify time zone requirements. Vendors should assume the system will operate primarily in Pacific Time (OCERS' local time zone) and should include support for configurable time zone settings. Additionally, the system should accommodate members accessing it from other time zones by aligning with the local time settings of the user's device as appropriate.
207. Has OCERS prioritized the 1900+ functional requirements? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: Att B	No
208. Are there detailed specifications for complex functional areas? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: Att B	OCERS plans to initiate a project to document complex business rules and policies in the near future.
209. As part of the application architecture, how does OCERS define "modularity"? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: Pg 158, Att B B.3.1	The RFP defines modularity as a composable architecture with prebuilt connectors that support future business and technology needs while minimizing risk and cost. It emphasizes flexibility, scalability, and ease of integration. See Section 3.1 – Application Architecture.

210. Can additional staff time be allocated for critical activities? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: Pgs 20-22	The RFP outlines OCERS staff availability and constraints in Section 2.4. While some flexibility exists, vendors are expected to plan around limited availability during peak periods. Additional allocation may be possible but is not guaranteed.
211. Who manages cloud infrastructure costs? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: Pg 48	Vendors are responsible for hosting and managing the cloud infrastructure as part of a SaaS or cloud-based model. Vendors should include these costs in their proposals.
212. What components are included in 10-year ownership cost? e.g., Licensing etc. | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: Pg 197	The RFP requires respondents to include all costs in the 10-year ownership model, including software licenses, user access, customization, configuration, maintenance, and support. See Section 04 – Cost Proposal.
213. What security tools must the PAS integrate with? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: Pg 165	The RFP specifies integration with industry-standard security tools, including Privileged Access Management (PAM) systems, Identity and Access Management (IAM) systems, Customer Identity and Access Management (CIAM) systems, and fraud detection services. Please see the following sections and commitments for further information:

Section 3.7 - Infrastructure and Technology Security
Section 3.8 - Fraud Prevention and Detection Features
Section 3.9 - Secure Software Development Commitments: 1475, 1569, 1595 |
214. What specific compliance standards apply to the Contact Center? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: Pg 159	The RFP references service-level agreements (SLAs), sentiment analysis, and agent performance tracking. While it emphasizes quality assurance and compliance with internal standards, it does not cite specific external compliance frameworks. The respondent should propose a solution that meets the commitments and requirement along with best practices for compliance standards.
215. OCERS is currently unable to make updates, no enhanced features, no ability to customize member. Are there specific customization functionalities that you looking for? | Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf | Ref Section: Sec 3.5	The RFP outlines expectations for a configurable and modular system that supports business rule customization, workflow configuration, and user-defined dashboards. Vendors should propose flexible customization capabilities.
216. Engagement and Communication: Given the current absence of proactive notifications and seamless omni-channel support, what is the current communication process? Are you looking for personalized messaged to be sent to the member proactively? | Ref Document: OCERS	Yes. The RFP emphasizes the need for omni-channel communication, proactive notifications, and integration with CRM and AI tools to support personalized messaging and member engagement.

Horizon Pension Adm Solution RFP.pdf	Ref Section: Sec 3.5	
217. Self-Service Portals: Limited functionality for members and employers, lacking secure uploads. To what extent are you looking for Self Service capability? Are you looking for Intelligent search enabled Knowledge Bot/Assistant services?	Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf	Ref Section: Sec 3.5	Yes. The RFP calls for robust self-service portals with secure uploads, intelligent search, and AI-powered assistants to support member and employer interactions
218. Reporting and Data Governance: Inconsistent reports, lack of actionable dashboards, and manual reconciliation"" - Are you looking for centralized Insights 360 dashboard functionality? - Are you interested in AI infused reconciliation?	Ref Document: OCERS Horizon Pension Adm Solution RFP.pdf	Ref Section: Sec 3.5	OCERS is interested in robust, centralized dashboard functionality that provides a 360-degree view of key operational and member-related metrics. While the RFP does not mandate a specific implementation of an "Insights 360" dashboard, vendors are encouraged to propose intuitive, real-time dashboards that support decision-making, monitoring, and performance management. With regard to AI-infused reconciliation, OCERS is open to the use of artificial intelligence or machine learning to enhance the efficiency, accuracy, and automation of reconciliation processes. Vendors may propose innovative approaches, including AI-based solutions, provided they align with OCERS' security, compliance, and audit requirements. Solutions that improve data integrity and operational efficiency through intelligent reconciliation are of interest.
219. It is mentioned that "OCERS shall provide the Quality Assurance of the OCERS Horizon Program.". We have a very strong Quality Engineering & Assurance practice that can deliver next gen assurance and automation in a cost-effective manner. Please advise whether we can factor QA effort & estimates as part of our proposal.	Please respond only to the scope of work requested in the RFP.
220. Given the scale of our questions, would it be helpful to see them in a consolidated manner as per att.?	The RFP requires questions to be submitted individually via PlanetBids. Consolidated submissions are not accepted.
221. RFP Commitment #319 - Conversion and Bridging: Please clarify your expectations for "parallel operations" referenced in the bridging mechanism requirement: (1) During which project phase(s) would parallel operations occur (e.g., cutover validation period vs. phased module implementation)? (2) Is a phased implementation approach anticipated that would require certain functions to remain on the legacy system while others go live? (3) Should the bridging mechanism	Commitment 319 requires the PAS to support data synchronization between the legacy and new systems during parallel operations if required for the proposed solution. This includes real-time or scheduled data exchanges and the ability to query both systems. OCERS plans to partner with a data services vendor who will assist with any effort from legacy to staging and work collaboratively with the implementation vendor.

support bi-directional data synchronization or one-way sync from legacy to new PAS?	
222. RFP Commitment #432 - Customer Relationship Management: Please clarify the scope of the automated call distribution (ACD) requirement: (1) Is OCERS requesting the new PAS to include a complete contact center/telephony solution that would replace your existing Dialpad system? (2) Or should the PAS integrate with your current telephony infrastructure to provide intelligent routing based on pension-specific data? (3) Are you expecting the PAS to handle call queuing, agent metrics tracking, and telephony management, or primarily the business logic for routing decisions?	Commitment 432 requires the PAS to support ACD with intelligent routing based on agent skills, availability, and priority. The respondent should propose a solution that will meet the requirements related to ACD. This may involve integrating with existing telephony systems to enable this functionality or by proposing a new system. The integrated solution should handle all ACD needs and tracking.
223. RFP Commitment #1056 - Health Insurance and Deduction Processing: Please clarify the functionality expected for the "health insurance administrator self-service application": (1) What specific functions should this application provide (e.g., premium updates, enrollment changes, coverage modifications, deduction reporting)? (2) Who are the intended users - third-party health insurance carriers, OCERS staff, employers, or external benefit administrators? (3) Does this application manage active employee health benefits, retiree health benefits, or both populations?	The RFP confirms that the PAS must support a 24x7 web-based solution for external vendors/employers to report, correct, and update deductions. It should support real-time validation, error handling, and secure access for third-party administrators. PAS handling of health insurance enrollment, eligibility, or 835 files are not expected as part of the OCER Horizon solution.
224. RFP Commitment #1057 - Health Insurance and Deduction Processing: Please clarify the requirement for validating "health insurance grants": (1) What are "health insurance grants" in this context - are these employer subsidies, retiree health stipends, OPEB-related benefits, or another type of payment? (2) Who receives these grants (active employees, retirees, or both)? (3) What validation is required for grants versus deductions, and are grants processed through the same system as health insurance deductions?	In our context, "health insurance grants" are subsidies applied to retiree premiums. Only retirees receive these grants. We validate grant data monthly alongside deductions, checking for issues like unmatched SSNs, invalid benefit setups, and grants that would reduce net payments below zero. All validations and processing occur in our Pension Administration System using vendor-submitted files.
225. RFP Commitment #1455 - Retirement System Transfer: Please clarify the scope of reciprocity information exchange: (1) Beyond online form submission, does OCERS require automated data exchange with reciprocal agencies for annual benefit statement reporting or ongoing account maintenance? (2) Is reciprocal service credit information only calculated and exchanged at the time of specific events (retirement, termination, withdrawal), or does OCERS maintain ongoing reciprocal account balances that require regular updates? (3) Should the PAS support automated reciprocity data imports/exports with other	The respondent should propose a solution that meets the commitments and requirements related to reciprocity in the RFP. Commitment 1455 and related items confirm that OCERS expects secure electronic exchange of reciprocal service data. Currently, forms are submitted via the web portal or paper form, but the system must support future automation and integration with reciprocal agencies. Timing of reciprocal service credit calculations is at the time of specific events.

retirement systems, or primarily the online portal functionality?	
226. RFP Commitment #1744 - Software: Please clarify the "model office" requirement. Does "model office" refer to a demonstration environment with OCERS-specific data and configurations for pre-go-live validation, a training environment with simulated business scenarios, or a proof-of-concept workspace for testing process changes?	The "model office" requirement refers to a pre-go-live environment configured with OCERS-specific data, business rules, and workflows that closely mirror the production system. This environment is intended to support comprehensive end-to-end validation of business processes, user acceptance testing (UAT), and staff training using realistic scenarios. The primary goal is to provide OCERS with a representative workspace for validating system readiness and ensuring operational alignment prior to go-live. Vendors should describe their approach to establishing and supporting a model office environment throughout the implementation lifecycle.
227. Do you have any specific requirements or preferences regarding the use of third-party AI models? For instance, are you open to using providers like OpenAI, or do you prefer open-source alternatives such as LLaMA?	The RFP encourages AI/ML readiness and integration but does not mandate specific providers. Vendors may propose commercial or open-source models as long as they meet OCERS' security, privacy, and compliance standards.
228. How important is it that the platform can incorporate new AI models/capabilities without major rework? Should the solution support bring-your-own-AI models?	The RFP emphasizes modularity and future readiness, including support for AI/ML integration. Vendors should propose solutions that allow for flexible incorporation of new AI models and capabilities with minimal rework.
229. As part of the implementation process, would your team be open to allowing our AI to securely monitor select meetings in order to configure and optimize the system in real-time?	OCERS would be open to this concept, but would need more specifics before approving this approach.
230. The RFP notes that the current PAS is highly customized and out of support. Can you confirm whether the current platform is a vendor product or a custom-built solution? Understanding this will help us better assess the conversion approach.	The current system is from an established PAS vendor. The system leans more towards a "platform" rather than a "product", allowing it be tailored to each customer's needs.
231. The RFP states that records supporting benefit calculations are housed in a separate system. Could you please identify whether that system is a vendor-based or proprietary solution? Additionally, is it possible to obtain a systems architecture or current-state data/system flow diagram?	Records supporting the calculations of final average salary are housed in excel on our shared drive.
232. It appears the current system is hosted on-premises. Does OCERS have a preference regarding future hosting—whether by the vendor (cloud/SaaS) or continued on-premise hosting by OCERS?	Yes. The RFP expresses a preference for a cloud-first solution, preferably SaaS. Hybrid or multi-cloud options will be considered with appropriate justification.