

REQUEST FOR PROPOSALS

PENSION ADMINISTRATION SOFTWARE SERVICES

The Taunton Contributory Retirement Board (“Board”) is seeking proposals from qualified firms to provide Pension Administration Software Services on behalf of the Taunton Contributory Retirement System (“System”); comparative judgments of technical factors will be necessary. The Board believes that the firm serving in this capacity must have a broad range of experience with pension administration software systems. The firm serving in this capacity must also have experience in M.G.L. c. 32, and be very familiar with PERAC, the Public Employee Retirement Administration Commission in Massachusetts, and its regulations and guidelines.

I. General Information and Bid Submission Requirements

- Submissions must be received no later than 3:00 pm EST on or before **May 12, 2016** by the Taunton Contributory Retirement Board at 104 Dean Street, Suite 203, Taunton, Massachusetts 02780. (“Submission Deadline”)
- Qualified and Selected firms may be interviewed at the Board’s discretion on a date set by the Board.
- The Board intends to award a contract by **July 31, 2016**. The System may cancel this Request for Proposal (“RFP”), or reject in whole or in part any and all submissions, if the Board determines that cancellation or rejection serves the best interests of the System. The term of agreement will include the full scope of services in this Request for Proposal and the term of the contract shall be negotiated at the time of vendor selection. The Board reserves the right to terminate the contract for any reason on thirty (30) days written notice.
- If any changes are made to this RFP, an addendum will be issued. Addenda will be mailed or faxed to all individuals or firms on record as having responded to this RFP.
- Questions concerning this RFP must be submitted in writing to: Paul J. Slivinski, Executive Director, Taunton Contributory Retirement Board, 104 Dean Street, Suite 203, Taunton, Massachusetts 02780 no later than 3:00 pm EST on or before **May 10, 2016**. Questions may be hand-delivered, mailed, emailed, or faxed. Written responses will be mailed, emailed, or faxed to all individuals or firms on record.
- An individual or firm may correct, modify, or withdraw a bid by written notice received by the Board prior to the Submission Deadline. Modifications must be submitted in a sealed envelope clearly labeled “Modification No. ___.” Each modification must be numbered in sequence, and must reference the original submission.
- After the Submission Deadline, provisions of the bids may not be changed in a manner prejudicial to the interests of the System or fair competition. The submission cost proposal must remain firm for 90 days after the Submission Deadline.

- **Please provide 7 copies of the submission along with a compact disc or flash drive of the submission.**
- Please ensure that **“Pension Administration Software Services Proposals” & “Price Proposals” are submitted in separate sealed envelopes.** Any Pension Administration Software Services Proposal received with Price Proposal information shall be cause for rejection.
- The envelopes should be marked:

RESPONSE TO REQUEST FOR PROPOSAL – PENSION ADMINISTRATION SOFTWARE SERVICES

SUBMITTED BY _____

RESPONSE TO REQUEST FOR PROPOSAL – PRICE

SUBMITTED BY _____

- The bid must be signed by the authorized individual(s).
- Proposals shall be opened in the presence of one (1) or more witnesses in the Taunton Contributory Retirement Office, 104 Dean Street, Suite 203, Taunton, Massachusetts 02780 on **May 13, 2016** at 10:00 am EST.

II. Candidate Questionnaire

1. List the name of your firm, address and telephone number of the home office, and address of the office(s) providing services under the contract.
2. Provide a general description of the firm including size, number of employees, primary business, other businesses or services, and type of organization (franchise, partnership, corporation, etc.)
3. Identify the staff that will render services under the contract, including a summary of their professional qualifications and experiences, and any specific experience providing pension administration software services to public pension systems created by M.G.L. c. 32.
4. Identify the staff that would have direct contact with the Board.
5. Identify professional personnel who would perform work under the contract, including a summary of their professional qualifications and experiences, which do not have specific M.G.L. c. 32 experience.
6. State the availability and location of staff and other required resources for performing all services responsive to this RFP and whether to perform the services described in the RFP, current staff is capable of performing said duties.
7. Identify the M.G.L. c. 32 public pension plans for which the individual(s) identified in items #3 and #4 above have provided pension administration software services within the last three

(3) years. Provide the name, title, address and telephone number of the person responsible for the administration of each plan.

8. List any formal complaints, claims, legal actions or other proceedings filed with the regulatory agencies, administrative agencies, arbitrators or courts against individuals or the entity as a result of pension administration software services provided by the firm and/or its staff within the last five (5) years.

III. Purchase Description/Scope of Services

The System is a Massachusetts Retirement System created pursuant to M.G.L. c. 32, §§ 1-28 inclusive, and governed by the rules and regulations promulgated by the Public Employee Retirement Administration Commission (“Commission”). The System is comprised of member units with a total membership of 2,227 as of 12/31/2015 including 1389 members and 838 retirees or survivors. The System is directed by 5 Board members and employs 3 staff members.

SCOPE OF WORK

The Proposer will be expected to provide the following to the Board:

1. A comprehensive web or server based public employee retirement system database that is designed with leading edge technology, that includes all relevant best practices applications and support, and complies in all respects with the requirements of M.G.L. c. 32 and the rules, regulations and recommendations of PERAC.
2. An experienced and accessible information technology support staff that provides immediate and timely assistance to troubleshoot and repair any problems with the database and which provides regular and responsive assistance in the management of the database, including but not limited to the writing of standard and special reports included in the contract price.
3. Adequate backup and recovery capability that includes a full suite of disaster recovery tools, that regularly updates, backs up and addresses security vulnerabilities of the database or eliminates the need for such updates, backups and security checks. Any system which eliminates the need of the retirement board to rely on expensive servers and server upgrades is preferred.
4. Secure twenty-four hour remote access capability to address any database emergencies.
5. A system of security that is fully compliant with 201 CMR 17, the Massachusetts Data Security Regulation. A description of the security of your database and facility with any certifications you have received. A description, to the extent practicable, of the security measures that protect your database and facility and how it relates to protecting the retirement board data.
6. A system that provides for tracking the usage by individual staff at the retirement board, including but not limited to individual passwords, automatic lockdown after invalid logon attempts, and automatic shut down after a specified period of inactivity. A data audit trail which provides a complete record of who made what changes and when the changes were made to each

specific area of the database. A program that allows for the limitation of certain users or users group to access different areas of the database.

7. A full range of pension database services, including but not limited to, benefit calculations, retirement estimates, death and disability calculations and any other calculations necessary to provide immediate and accurate information to Taunton Retirement Board staff, Directors, members and retirees. Complete contribution processing services, including manual and automated deduction reporting capabilities. A full range of refund and buyback recording and calculation functions.
8. A full range of accounting functions including warrant report writing capabilities, check writing capacity, pension payroll and a full range of financial and account report writing functions.
9. A full range of member record keeping capabilities, including all necessary functions to perform a full range of report writing and membership data tracking.
10. Ability to extract all data necessary to perform the required valuation report and additional reports as necessary by the Taunton Retirement Board staff.
11. Provide superior support services, including a tracking system showing the time and date a call from Taunton Retirement Board staff is made and the time the Proposer has responded and resolved the issue. Proposers will provide annual training services to keep the retirement board staff up-to-date on the database and to assist in closing out each year. All training included in the proposal will be included and incorporated into the regular, annual fee.
12. Proposer will provide a plan of transition that successfully launches the new database software at the earliest possible date.
13. The system must be able to interface with other software packages if necessary.
14. Proposer may need to provide some technical assistance on occasion not related to the Pension Administration Software Package provided.

IV. EVALUATION OF PROPOSALS

- The contract shall be awarded to the responsible and responsive proposer, whose proposal is deemed most advantageous to the Taunton Retirement Board, taking into consideration the evaluation criteria set forth in the Pension Administration Software Services Proposal and the price set forth in the Price Proposal.
- The Proposals shall be evaluated by individuals within the Taunton Retirement Board and staff based on the criteria contained herein.
- A contract will be awarded to the responsive and responsible proposer whose proposal is determined to be most advantageous taking into consideration cost and evaluative criteria.
- The Taunton Retirement Board reserves the right to request additional information or clarifications to any proposal. The Taunton Retirement Board reserves the right to reject any and all proposals and to award a contract as determined to be in the best interests of the

Taunton Retirement System. The determination as to whether or not to make an award as a result of this RFP shall be at the sole and absolute discretion of the Taunton Retirement Board.

- All proposals shall remain firm for sixty (60) calendar days after the proposal opening.
- Any proposal designated as the apparent winning proposal shall be subject to a vote of the Taunton Retirement Board and the execution of a written agreement.

Minimum Qualifications - provide documentation demonstrating your compliance with each qualification or reference what page number within your proposal that this documentation can be found.

Any proposer submitting a proposal must satisfy the following minimum qualifications. **Proposals which do not demonstrate compliance with the minimum qualifications will not be further considered.**

The minimum qualifications necessary to be considered under this RFP are the following:

1. At least three (3) years of database software and support services to other Massachusetts public employee retirement boards;
2. As of January 1, 2016, the Proposer must be providing database software and support services to at least five (5) other Massachusetts public employee retirement board clients;
3. The Proposer must maintain liability coverage and that such coverage will be applicable to the Proposer's actions under this RFP and Agreement.

Comparative Evaluation Criteria - provide documentation demonstrating your compliance with each criteria or reference what page number within your proposal this documentation can be found. These criteria are listed in order of priority.

1. Experience providing database software and support services to Massachusetts public employee retirement boards.

Highly Advantageous: The Proposer has twenty-five (25) or more MACRS community clients and has gained five (5) or more such clients in the last two years.

Advantageous: The Proposer has fifteen (15) or more MACRS community clients and has gained two (2) or more such clients in the last two years.

Not Advantageous: The Proposer has less than five (5) MACRS community clients and has lost two (2) or more such clients in the last two years.

2. *Quality of database and support services.*

Highly Advantageous: The Proposer has demonstrated in their proposal that they possess sufficient staff, resources and/or systems to provide the retirement board with database and support services that are superior to those required in the Scope of Services section of this RFP.

Advantageous: The Proposer has demonstrated in their proposal that they possess sufficient staff, resources and/or systems to provide the retirement board with database and support services that meet all of the requirements in the Scope of Services section of this RFP.

Not Advantageous: The Proposer has not adequately demonstrated in their proposal that they possess sufficient staff, resources and/or systems to provide the retirement board with database and support services that meet the requirements in the Scope of Services section of this RFP.

3. *Quality of the Proposal.*

Highly Advantageous: The Proposer has submitted a proposal that is complete in all respects, follows the organization of the RFP and responds to all requirements. The Proposal is clear, concise and easy to understand.

Advantageous: The Proposer has submitted a proposal that is complete in all respects, generally follows the organization of the RFP and responds to all requirements.

Not Advantageous: The Proposer has submitted a proposal that is nearly complete in all respects, although it does not follow the organization of the RFP and responds to most of the requirements.

4. *Back up and disaster recovery.*

Highly Advantageous: The Proposer has an exceptional system of back up and disaster recovery capability that provides a full suite of recovery tools and has committed to respond to any emergency within the same business day that the emergency occurs.

Advantageous: The Proposer has an adequate system of back up and disaster recovery capability that provides appropriate recovery tools and has committed to respond to any emergency within twenty-four (24) hours from the time that the emergency occurs.

Not Advantageous: The Proposer has a limited system of back up and disaster recovery capability that provides some recovery tools and has not made any commitment to respond to an emergency within a specified time-frame.

5. *Security.*

Highly Advantageous: The Proposer has demonstrated a strong track record in improving the security of its clients' database and has proposed procedures by which the retirement board can improve and regularly monitor the security of its operations, server and database. The Proposer has demonstrated that they are fully compliant with 201 CMR 17 and has provided certifications as to the security of their database and operations that meet or exceed expectations.

Advantageous: The Proposer has not provided information regarding prior efforts to improve the security of their clients' database but has proposed procedures by which the retirement board can improve and regularly monitor the security of its operations, server and database. The Proposer has demonstrated that they are fully compliant with 201 CMR 17 and has provided information as to the security of their database and operations that meet or exceed expectations.

Not Advantageous: The Proposer has failed to adequately address this important requirement of the RFP.

6. *Tracking the use of the database by the retirement board staff.*

Highly Advantageous: The Proposer's database provides for individual passwords for the retirement board staff and a tracking and reporting system which shows when, what and by whom changes to the database were made.

Advantageous: The Proposer's database provides limited tracking and reporting which shows when, what and by who changes to the database were made.

Not Advantageous: The Proposer's database does not provide tracking and reporting capability to show when, what and by whom changes to the database were made.

7. *Pension database services.*

Highly Advantageous: The Proposer has demonstrated that their database provides a full range of pension services which exceed the requirements contained in the Scope of Services section of this RFP, including all possible calculations typically desired by a Massachusetts public employee pension system, the database is capable of automated deduction reporting from units and the Proposer has committed to implementing such a system at the retirement board, and a full range of buyback and refund reporting and calculation capabilities are provided.

Advantageous: The Proposer has demonstrated that their database provides a range of pension services that meet the requirements contained in the Scope of Services section of this RFP, including the standard calculations typically required by a Massachusetts public employee pension system, the database is capable of automated deduction reporting from units and the Proposer has committed to implementing such a system at the retirement board, and standard buyback and refund reporting and calculation capabilities are provided.

Not Advantageous: The Proposer has not demonstrated that their database provides the pension services required in the Scope of Services section of this RFP.

8. *Accounting database services.*

Highly Advantageous: The Proposer has demonstrated that their database provides a full range of accounting services which exceed the requirements contained in the Scope of Services section of this RFP, including the ability to generate warrants, pension payroll, checks and required IRS tax reports, as well as special reports that may be requested by the retirement board.

Advantageous: The Proposer has demonstrated that their database provides a limited range of accounting services which meet the requirements contained in the Scope of Services section of this RFP, including the ability to generate warrants, pension payroll, checks and required IRS tax reports.

Not Advantageous: The Proposer has not demonstrated that their database provides the accounting services required in the Scope of Services section of this RFP.

9. Other database services.

Highly Advantageous: The Proposer has demonstrated that their database provides a full range of pension services which exceed the requirements contained in the Scope of Services section of this RFP, including the ability to perform all record keeping necessary for membership tracking and reporting, as well as extracting the data required for the valuation study. The Proposer has also offered services not contemplated in this RFP but useful to the operations of the retirement board.

Advantageous: The Proposer has demonstrated that their database provides a range of pension services which meet the requirements contained in the Scope of Services section of this RFP, including the ability to perform all record keeping necessary for membership tracking and reporting, as well as extracting the data required for the valuation study.

Not Advantageous: The Proposer has not demonstrated that their database provides the range of pension services required in the Scope of Services section of this RFP.

10. Launch date.

Highly Advantageous: Proposer has submitted a plan to launch the new database software shortly after the contract award, with a guaranteed capacity to transfer all data from the current software successfully and with little to no disruption in operations.

Advantageous: Proposer has submitted a plan to launch the new database software several months after the contract award, with some disruption in operations.

Not Advantageous: Proposer has not submitted an adequate transition plan.

11. Support services.

Highly Advantageous: The Proposer provides superior support services including swift response and compliant resolution capabilities, report tracking on compliant receipt and resolution times, and annual training support that exceed the requirements contained in the Scope of Services section of this RFP.

Advantageous: The Proposer provides sufficient support services and annual training support that meets the requirements contained in the Scope of Services section of this RFP.

Not Advantageous: The Proposer has not adequately addressed the requirements contained in the Scope of Services section of this RFP.

All Finalists may be required to appear for an interview at the Board's discretion.

V. Cost Proposal

Please provide in a separate envelope marked "PRICE PROPOSAL" your fee for providing the above services.

"RFP Pension Administration Software Services"

Name of Firm and individual(s) submitting bid: _____
(Please Print)

Contact Person _____

Address: _____

Telephone / FAX#: _____ / _____

E-mail address: _____

Contract Term:

Work under this RFP is expected to begin [**DATE**]. All proposals should include a firm fee schedule for five (5) years.

5 Year Annual Fee Schedule Price Proposal

Year 1: \$ _____

Year 2: \$ _____

Year 3: \$ _____

Year 4: \$ _____

Year 5: \$ _____

VI. REFERENCES

Provide a minimum of (4) references that can be contacted and include the contact information.

VII. Certification

An individual or entity responding to this RFP must certify in writing as follows:

“The undersigned certifies under the pains and penalties of perjury that this proposal has been made in good faith and without collusion or fraud with any other person. As used in this certification, the word “person” shall mean a natural person, business, partnership, corporation, union, committee, club or other organization, entity or group of individuals.

(Signature of individual submitting proposal)

(Name of business)