

## **Chicago Teachers' Pension Fund**

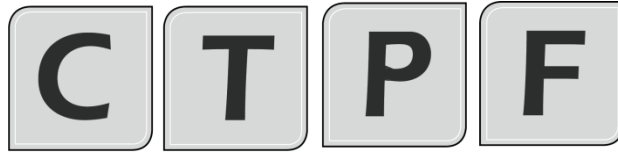
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### **REQUEST FOR INFORMATION**

#### **Pension Administration System (PAS)**

**No. FY19-0007**

***(Note: this version of the RFI has been updated to extend the compiled Q&A posting date to Tuesday, February 12, 2019).***



**Chicago Teachers’ Pension Fund**

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## **I. SUMMARY**

This Request for Information (“RFI”) is being issued by the Public School Teachers’ Pension and Retirement Fund of Chicago, commonly known as the Chicago Teachers’ Pension Fund (“CTPF” or the “Fund”) to invite Respondents to submit information about the Respondent’s Pension Administration System and services. Pursuant to Section 306.2 of the Fund’s Contract Administration and Procurement Policy (CAPP), this RFI is not a procurement method and will not result in a participant receiving a contract. Responding to the RFI is not a prerequisite to participate in a future procurement(s) and does not obligate CTPF to conduct a future procurement. This RFI is strictly for the purpose of gaining knowledge of systems, services, and providers available and should not be construed as a commitment or promise to acquire services or solutions offered by any Respondent.

All information should be provided in the format outlined in Section VII of this RFI.

## **II. BACKGROUND**

Established by the Illinois State Legislature in 1895 as The Public School Teachers’ Pension and Retirement Fund of Chicago, CTPF administers a multi-employer defined benefit public employee retirement fund. CTPF is administered in accordance with Illinois Compiled Statutes (ILCS) Chapter 40, Articles 1, 17, and 20.

CTPF is governed by a Board of Trustees made up of twelve (12) members. The Board of Trustees oversees the Fund’s benefit programs, approves all benefits, makes investment decisions, and provides general operational oversight.

CTPF administers one Defined Benefit plan (with two tiers) and multiple health plans with highly complex rules.

CTPF also participates in Illinois reciprocal system retirement benefits under the Illinois Retirement Systems Reciprocal Act (Reciprocal Act). The Reciprocal Act gives retiring Illinois public employees the option to combine service credit earned in any of the 13 Illinois public retirement systems (except local police and fire pension funds). Our members can elect to retire under the Reciprocal Act, combining the service across all the 13 participating retirement systems. The total combined service credit is then used to determine your eligibility for pension benefits from each system and the amount of those benefits.

CTPF requires enterprise-wide multi-module software applications to improve, standardize, and automate a wide range of operations including benefit administrations, finance reporting, contributions/premium collections, payment disbursements, customer service, management control, and operational control.

CTPF has fiduciary responsibility for:

- Record keeping and counseling services of involving ~63,000 members plus additional inactive members.
- Monthly pension or health insurance benefit payments over \$100 million for 28,000+ retirees.
- Processing approximately 1000 applications for retirement annually.

- Retirement seminars of approximately 700 attendees in various locations each year.
- Providing health coverage for approximately 18,000+ retirees, and dependents.
- In 2017, the Member Services answered over 70,000 phone calls.

Currently, CTPF has two core pension administration systems and many other home grown systems to handle the pension and health subsidy operations.

The purpose of this RFI is to:

- Gain an understanding of various options such as packaged vs. best-of-breed solutions; on-premises vs. cloud based solutions.
- Gain an understanding of the level of interest of potential bidders.
- Gain an understanding of the estimated duration required to complete the system development project.
- Gain an understanding of the potential project cost for use in budgeting.

For more information about the Fund, please visit [www.ctpf.org](http://www.ctpf.org).

### **III. MINIMUM REQUIREMENTS**

The information you provide will assist CTPF in learning about the types of solutions and services available. It is CTPF's current intent to issue an RFP or multiple RFPs for these solutions and services in the future. Respondents may provide these minimum requirements and other preferred features either in whole or in part. (i.e. CTPF welcomes responses that cover only a portion of the systems that are sought).

You are invited to provide information in response to this RFI in the format described in Section VII which includes submitting information utilizing the Excel attachment to this RFI titled PAS RFI Desired Features Worksheet (fill out columns D-H, as appropriate/applicable). This Excel document is located below this RFI on our website at [www.ctpf.org](http://www.ctpf.org) and can be found by clicking the above link.

CTPF is seeking information about the system features and available services of qualified Pension Administration Systems (PAS) and PAS integration vendors. The enterprise system would have fully integrated modules supporting the below business capabilities. More detailed description of these modules is available in Excel attachment.

CTPF Business Capabilities:

1. Employer Services.
2. Member Pension Administration.
3. Member Health Benefits Administration (including eligibility, enrollment, and premium management).
4. Pension Payroll and Lump-Sum Benefits Processing and Payment (including healthcare subsidy).
5. Member Relationship Management.
6. Many other related integrated components like the document management, workflow, reporting, and analytics.

## CTPF Business Capabilities



## IV. TIMELINE

EVENT	DUE DATE
RFI distribution / posting to <a href="http://www.ctpf.org">www.ctpf.org</a>	Tuesday, January 15, 2019
Written questions due from Respondents	Friday, February 1, 2019, 12:00 p.m. (CST)
Compilation of questions and answers posted to <a href="http://www.ctpf.org">www.ctpf.org</a>	Tuesday, February 12, 2019
RFI Due Date	Friday, March 1, 2019, 12:00 p.m. (CST)
System Demonstrations (“Demos”) at CTPF Offices	Throughout March and April 2019

\*It is CTPF’s goal to schedule Demos at the earliest mutually agreeable time following receipt of a Respondent’s information.

## V. CONTACT

Any questions concerning this RFI must be directed to:

<b>Name(s)</b>	Becky Z. Gonzales, Counsel, Contract and Procurement Administrator Sandy McNamara, Legal Assistant  <i>(Direct all communications to Becky Gonzales with a copy to Sandy McNamara)</i>
<b>Address</b>	Chicago Teachers' Pension Fund 203 North La Salle Street Suite 2600 Chicago, IL 60601-1210
<b>Phone</b>	312-604-1202 ( <i>Becky Gonzales</i> ) 312-604-1251 ( <i>Sandy McNamara</i> )
<b>E-mail</b>	<a href="mailto:gonzalesr@ctpf.org">gonzalesr@ctpf.org</a> <a href="mailto:mcnamaras@ctpf.org">mcnamaras@ctpf.org</a>

## VI. SUBMISSION GUIDELINES

In order to be invited to conduct a system Demo, your response to this RFI must be received via e-mail, in PDF format by Becky Gonzales at [gonzalesr@ctpf.org](mailto:gonzalesr@ctpf.org) with a copy to Sandy McNamara at [mcnamaras@ctpf.org](mailto:mcnamaras@ctpf.org) no later than **12:00 p.m. (CST), on Friday, March 1, 2019**. Paper submissions will be rejected as non-conforming. An e-mail confirmation will be sent to the Respondent upon receipt of the information.

## VII. RESPONSE CONTENT AND FORMAT

All information requested in the RFI must be addressed. Responses should follow the format below. Each section and subsection should be clearly indicated in accordance with the outline below.

### A. Cover Letter

1. Provide a cover letter containing the information listed below along with a statement describing what constitutes a quality PAS vendor and how Respondent meets those requirements.
  - a. Date
  - b. Subject
  - c. Respondent's name
  - d. Respondent's address
  - e. Respondent's phone number

- f. Respondent's fax number
- g. Contact's name
- h. Contact's title
- i. Contact's phone number
- j. Contact's e-mail address

**B. Questionnaire (please clearly label and answer the following questions)**

**1. Solution Summary:**

- a. Please review the Excel attachment to this RFI titled PAS RFI Desired Features Worksheet and fill out columns D-H, as appropriate/applicable. This Excel document is located below this RFI on our website at [www.ctpf.org](http://www.ctpf.org) and can be found by clicking the above link.
- b. Describe the solution(s) and associated technology(ies) you believe can deliver the above functionality. (NOTE: Respondents are encouraged to provide responses, regardless of whether they can provide the sought solutions either in whole or part.).
- c. Describe key assumptions, design considerations, risks, and issues of the above solution.
- d. Describe the project management methodology that would be relevant for the solution development, including the transition plan and timeline relating to moving over from another legacy system.
- e. Describe key reasons to choose a solution like your company's.
- f. Describe the other alternate solution options.
- g. Describe what service support you would provide for both implementation and ongoing maintenance of the system(s).
- h. Describe what other products, services, and/or vendors you would incorporate into the solution.
- i. Describe any features, beyond those identified by CTPF, that you can provide and/or would recommend for such a solution(s).

**2. Provide Firm's Background, Qualifications, and Experience**

- a. Please provide a company overview, history, and total number of staff, locations, and strategic partnerships.
- b. Please describe the company experience/clients with the same or a similar solution(s). If you have worked with multiple clients and projects, please list as many projects as possible.
  - i. Organization Name: Name of the client organization.
  - ii. Project Name: Name of the project.
  - iii. Project Start Date: Date your company began working on the project.
  - iv. Project End Date: Date your company finished working on the project or the date that you are planning on finishing work on a current project.
  - v. Project Costs: Description of the project cost.
  - vi. Project Objectives: Description of the objectives of the project such as customer service delivery improvement, replacement of obsolete

technology, deployment of new services, etc. Describe technology that may have been deployed including major systems and subsystems, ECM, workflow, CRM, BI, accounting packages, data warehouse, etc.

- vii. System Implemented: Description of technology implemented as part of the project including product names and versions of software implemented plus any other tools or components that were similar to those proposed for CTPF.
- viii. Respondent's Role: Describe your role on the project (prime contractor, sub-contractor, integrator, QA team, etc.).
- ix. Lesson's Learned: Described any lessons learned from these projects, including challenges encountered and how you overcame them.

### **3. Exhibits and Attachments**

- a. Respondent may include additional information or exhibits appropriate for CTPF's consideration.

## **VIII. SYSTEM DEMONSTRATIONS**

Upon receipt of your information in response to this RFI, CTPF will contact you to schedule a system Demo. During the Demo, Respondents must be prepared to provide a brief presentation demonstrating their PAS and answer any questions regarding their Demo. Timing is subject to change, but it is CTPF's goal to have Demos scheduled throughout March and April 2019.

## **IX. RFI RESPONSE WITHDRAWAL OR MODIFICATION**

Responses may be withdrawn or modified by a written or e-mail request prior to the RFI due date. CTPF may, by written notice to all Respondents, cancel, postpone, or amend the RFI prior to the due date. If CTPF decides that the revision or amendment will require additional time for response, the due date will be extended for all Respondents.

## **X. NO REIMBURSEMENT FOR RFI RESPONSE PREPARATION**

CTPF will not reimburse any expenses incurred in responding to this RFI including the costs of preparing the response, providing any additional information, or conducting a Demo. CTPF reserves the right to retain all responses submitted and to use any ideas in a response for the purpose of issuing a future RFP(s).

## **XI. RFI LIMITATIONS AND CONDITIONS**



- A. This RFI does not commit CTPF to issue a future RFP or to enter into an agreement for a PAS. CTPF does however, reserve the right to use any information or ideas submitted in response to the RFI for the purpose of potentially developing and drafting a future PAS RFP(s).
- B. All materials submitted in response to this RFI shall be the sole property of CTPF. CTPF reserves the right to use any and all ideas submitted in response to this RFI.
- C. CTPF reserves the right to reject or to cancel in whole or in part at any time, any and all responses received.
- D. CTPF reserves the right to request additional documentation or information from Respondents. Requested information may vary by Respondent. CTPF may ask questions of any Respondent to seek clarification of a response to ensure the Respondent understands the RFI.

## **XII. WAIVER of CLAIMS**

By submitting a response to this RFI, the Respondent agrees to waive any claim it has or may have against CTPF, its Board of Trustees, and/or CTPF officers, employees, and agents arising out of or in connection with the administration or evaluation of any response to this RFI, the waiver of any requirements under the RFI, and/or the acceptance or rejection of any RFI response.

## **XIII. NOTICE REGARDING ILLINOIS PUBLIC RECORDS LAWS**

The information that you submit will be subject to the Illinois Freedom of Information Act (5 ILCS 140/) "FOIA Act"). The FOIA Act provides generally that all records in the custody or possession of a public body are presumed to be open to inspection or copying. Any public body that asserts that a record is exempt from disclosure has the burden of proving by clear and convincing evidence that such record is exempt from disclosure. CTPF will determine, in its sole discretion, whether the materials are subject to public disclosure, if a request is made in accordance with the FOIA Act for materials submitted in response to this RFI. If CTPF denies a public records request based on a Respondent's representation that such information is proprietary, privileged, or confidential, respondent, by submission of a response to this RFI, agrees to reimburse CTPF for, and to indemnify, defend, save and hold harmless CTPF, its officers, Trustees, fiduciaries, employees, and agents from and against any and all claims, damages, losses, liabilities, suits, judgments, fines, penalties, costs, and expenses including, without limitation, attorneys' fees, expenses and court costs of any nature whatsoever (collectively, "Claims") arising from or relating to CTPF's complete or partial FOIA denial. By submitting your response to this RFI, you further agree to indemnify, save, and hold CTPF harmless from and against any and all Claims arising from or relating to CTPF's complete or partial disclosure of your response to this RFI if CTPF determines, in its sole discretion, that such disclosure is required by law, or if disclosure is ordered by a court of competent jurisdiction.