



Austin Fire Fighters Relief and Retirement Fund

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Austin Fire Fighters Relief and Retirement Fund (AFRRF)

Request for Qualifications for:

PENSION ADMINISTRATION SYSTEM AND SUPPORT SERVICES

Issued by:

Austin Fire Fighters Relief and Retirement Fund

4101 Parkstone Heights Dr. #270

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Response Date: July 6, 2022

Contents

Section I – Purpose 3

Section II – Submission of Proposals 3

Section III – Required Content 4

Section IV – Evaluation Criteria 7

I. Purpose

The purpose of this Request for Qualifications (RFQ) is to evaluate the qualifications of businesses who serve customers similar to Austin Fire Fighters Relief and Retirement Fund (AFRRF) with pension administration systems and support services (PAS Services vendors).

As a first step in the process, AFRRF will evaluate RFQ submissions and identify a “shortlist” of qualified PAS Services vendors who have submitted an RFQ response for further consideration.

Information received in response to this RFQ will also assist AFRRF staff in finalizing a scope of work and requirements which may be used at a future date in the issuance of a Cost Proposal or Request for Proposal (RFP). Submitting a response to this RFQ will place a PAS Services vendor in consideration for AFRRF requesting a Cost Proposal or RFP, however there is no guaranty that by submitting a response to this RFQ such PAS Services vendor will be asked by AFRRF to submit a Cost Proposal or RFP. All responses to this RFQ should be complete and concise.

After all PAS Services vendor responses have been reviewed and evaluated, AFRRF staff will identify qualified vendors who will be asked to participate in the next phase. AFRRF staff will publish a Scope of Work to ask for Cost Proposals from the “shortlist” of qualified vendors identified through the RFQ process in the first phase. “Shortlisted” vendors will have an opportunity to submit a Cost Proposal and cost proposals will only be accepted from the vendors who are “shortlisted” as qualified from phase one.

Next, AFRRF staff may ask for product demonstrations before making a final recommendation of qualified vendor(s) to the full AFRRF Board for a final round of presentation including product demonstrations. The AFRRF Board will make the final decision regarding awarding a contract or issuing an RFP.

II. Submission Instructions

Please submit all responses and refer all inquiries to:

2022 PAS RFQ
Austin Fire Fighters Relief and Retirement Fund
4101 Parkstone Heights Dr. #270
Austin, TX 78746
Phone: 512-454-9567
staff@afrrf.org
www.afrrf.org

Responses must be received by 5 PM on Wednesday, July 6, 2022. You may withdraw your response at any time up to the response deadline noted below simply by notifying AFRRF in writing.

III. Required Content

Each response shall include a concise description of the PAS Services vendor's ability to satisfy the requirements of this RFQ. The response shall include sufficient detail regarding the following:

A. Minimum Qualifications

AFRRF may, at its sole discretion, disqualify a vendor who does not meet all of these minimum qualifications.

1. The PAS Services vendor shall have direct sales experience with public pension systems of similar size and with pension systems of similar complexity, including direct experience with implementing or replacing their line of business system. State the names, dates, and locations of the customers.
2. The PAS Services vendor shall have completed at least three implementations of a public pension line of business system within the United States.
3. The PAS Services vendor shall have completed at least one implementation of a public safety public pension line of business system within Texas.

B. PAS Services Vendor Information

The PAS Services vendor shall provide information on their organization, history, total number of staff, locations, and strategic partnerships.

1. Company Overview – Provide a general overview of the company.
2. Company Uniqueness – Provide a discussion on what unique qualifications the company has that sets them apart as it relates to this project and from other pension system implementation companies.
3. Company Name Change – If the PAS Services vendor has changed names, please include the different names the PAS Services vendor has used and the length of time your company has been known by each name, if any.
4. Litigation – Provide information on any actual or threatened litigations, legal or regulatory proceedings or investigations or bankruptcy filings that have occurred over the last 10 years that involve the company or its affiliates.
5. Contract Terminations – Provide a full and complete list and description of any termination of a customer contract or customer implementation (whether voluntary or involuntary, mutual or by one party, or for cause or for convenience) over the last 10 years including an explanation of the circumstances that caused the termination. Please state if there has been any breach of contract on the part of the company or a change in leadership direction of the company.

C. Company Financials

The PAS Services vendor shall provide audited financial statements from an independent Certified Public Accountant (CPA), including income statements, balance sheets, and cash flow

statements for the most recent three (3) years. Please include information on which percentage of their revenue and profits are attributed to pension system implementations where the PAS Services vendor was the prime contractor. Also include the following:

1. A certificate of Good Standing from the State of Texas; and
2. A copy of your current Comprehensive Insight Plus Report from Dunn and Bradstreet.

D. Retirement Clients

The PAS Services vendor shall provide a list of all public pension systems within the last 10 years in which they are currently engaged or have completed a PAS replacement.

E. References

The PAS Services vendor shall provide reference information for three current customers that are of similar size to AFRRF. Please include the following: retirement system name, project name, project contact person name and title, project contact person's contact information (address, phone and email), project contact person's role, project start date, project end date, project cost, project objectives, project outcomes, and project changes.

F. Solution Information

The PAS Services vendor shall provide general information about their solution being proposed to AFRRF, including a discussion of the pension administration system solution being proposed and any unique qualification of the product that sets it apart from other systems.

AFRRF is looking for a PAS to be a single integrated system that administers all pension-related aspects for both active and retired members. The response should include a description of the following functionality, feature, technology, or business processes:

1. What is your approach to onboarding a customer to your PAS? What is your process for offboarding a customer from a legacy/existing PAS?
2. Implementation services including initiation, planning, analysis, configuration, testing, and training
3. Data conversion services including planning, analysis, cleansing, and conversion
4. Imaging and electronic document management capabilities
5. Contact management software
6. Implementation of a secured and integrated member portal for member self-service which would at a minimum permit review of DROP balances, benefit estimates, account statements, and view contact information including beneficiary information
7. Workflow, audit trail, and separation of user permissions
8. Software maintenance and support
9. Deferred Retirement Option Plan (DROP) with interest crediting and forward and back DROP processes
10. Granting ad hoc Cost of Living Adjustments (COLA)
11. Retiree payroll processing
12. The process (screens) for the employer and AFRRF staff to upload contributions and

- process exceptions or reconcile
13. Qualified Domestic Relations Order
 14. Is the proposed solution cloud-based or on premises? Explain how it is managed.
 15. How will the proposed solution continue to serve the AFRRF in the future?
 16. How will the solution be maintained in the future?
 17. Describe your general approach to maintenance and support.

G. Company Methods/Approaches

The PAS Services vendor shall provide an overview of the project management methodology they intend to use on this project.

AFRRF is seeking to understand the following aspects of available PAS Services vendor line of business solutions, services, and software and the PAS Services vendor's preferred methods/approaches:

1. How does the PAS Services vendor ensure security of the solutions and the database? Describe any data breaches that have occurred with a client using your solution and how the situation was handled.
2. What is the PAS Services vendor's experience in the public pension space?
3. How many implementations for public safety pension plans? Please provide member base size, number of checks cut each month, and number of retirees for each implementation.
4. How many clients have plans that include a deferred retirement option (DROP) component?
5. What are the PAS Services vendor's perceived value differentiators that may be of interest to AFRRF?
6. What were the last three completed implementations?
7. Any implementations in progress currently?
8. What platform is the solution built on?
9. What is the PAS Services vendor's record of timeliness of implementations?
10. What options, including the availability of a support team, are available for on-going support?
11. How are future change requests handled?
12. PAS Services vendor preferred methods/approaches for:
 - Project management and communications
 - Product development and deployment
 - Data conversion
 - Testing/validation
 - System & user training

H. Project Team

The PAS Services vendor shall provide a description of the entire project team that the PAS Services vendor will assign to AFRRS, including names of the project's key resources

and their resumes. The PAS Services vendor shall provide the following:

1. Organizational chart of the project team, which must include the team member’s name, titles, roles, responsibilities, percentage of time dedicated to AFRRF.
2. Resumes of key team members, including the Account Manager, Project Manager, Testing Manager, and Business Analysts. The resumes shall outline their experiences including any in the public retirement space.
3. If requested by AFRRF, the designated Account Manager, Testing Manager, and Business Analyst(s) who will participate in a product demonstration and answer any questions.

I. Implementation Schedule

The PAS Services vendor shall provide an implementation strategy and schedule including a start date for the project.

IV. Evaluation Criteria

Each submitted response will be reviewed and evaluated on the completeness of the information provided. Failure to provide any of the requested information may result in disqualification of the submitted response. During the evaluation process, the AFRRF staff reserves the right to request additional information or clarification about the submitted response.

RFQ Evaluation Factors	Points
PAS Industry Experience and Financial Stability	20
Customer Experience/Customer References	20
PAS Solution	35
Project Management Approach, Methodology and Project Team	25
Total	100

Questions Regarding This RFQ

If you have questions or need clarification of any aspect of this RFQ, submit your questions to Anumeha Kumar at staff@afrrf.org by 5:00 p.m. on June 24, 2022. All questions received will be responded to in writing and both questions and answers will be posted on the Austin Fire Fighters Relief and Retirement Fund website at www.afrrf.org.