Metropolitan Water Reclamation District Retirement Fund (MWRDRF)

Pension Administration System Replacement

Request for Proposal

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RFP Table of Contents

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RFP CONTENTS

This table describes the **six** individual sections that make up MWRDRF's Request for Proposal (RFP). Each section has its own table of contents and instructions.

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02 - SYSTEM INFORMATION	Provides information about the MWRDRF that may assist the Bidder in formulating an accurate solution and proposed cost. This section is for informational purposes only.
03 - BIDDER QUALIFICATIONS	Describes the Bidder's qualifications. This section ***requires*** a response from the Bidder.
04 - PROJECT SCOPE	Provides detailed scope solution as defined by the MWRDRF. This section ***requires*** a response from the Bidder.
05 - PROPOSED COST	Provides specific instructions for the Bidder on how to present the cost of their solution. This section ***requires*** a response from the Bidder.
06 – ATTACHMENTS	Provides information about the MWRDRF that may assist the Bidder in formulating an accurate solution and proposed cost. This section is for informational purposes only.

01 – RFP INFORMATION

This section of the RFP provides specific instructions for the Bidder on **how** to respond to this RFP, the timeline of the RFP and bidder selection process.

010 Purpose of this RFP

001 – Purpose Overview

The **primary objectives** of the Metropolitan Water Reclamation District Retirement Fund (MWRDRF) Pension Administration System (PAS) replacement project are:

- Improve the MWRDRF's security, data integrity, and internal controls.
- Replace aging technology infrastructure and position the MWRDRF to meet its technology needs through the next decade and beyond.
- Streamline and improve operational business processes.
- Improve customer service and benefits delivery.
- Improve the MWRDRF's use of modern technology by offering web, and mobile-based services that keep pace with other service industries.
- Streamline manual and paper tasks into automated workflows while integrating paperless options.
- Provide self-service options in the Member Portal and Employer Portal.

More specifically:

- The new PAS system will be delivered on time and within budget.
- Upon completion of the new PAS system, members and retirees can securely access their personal account information and update demographic information and other defined areas.
- Upon completion of the new PAS system, the Plan Sponsor will use the new employer reporting system to report accurate and timely information to the MWRDRF.
- Upon completion of the new PAS system, the employer will have immediate validation of its reports.
- Upon completion of the new PAS system, edits and validations will be put into place that will help ensure that the information for MWRDRF members and retirees reported by the employer is accurate.
- Upon deployment to production, the new PAS system will allow for data entry corrections to occur in the user interface versus changes to back-end data.
- Upon deployment to production, the new PAS system will provide the ability for MWRDRF users to locate required information for their job functions in a consistent average of four (4) clicks or less.
- Upon deployment to production, the new PAS system will provide a consistent average response time on desktops at MWRDRF offices of less than three (3) seconds.
- Upon deployment to production, the application will be available 99.95% of the time, where total time = scheduled production time + scheduled maintenance time + unscheduled maintenance time.
- Upon deployment to production, audit history for all records can be searched and viewed through the new PAS system.
- Upon delivery to the Quality Assurance (QA) and Production environments, 100% of the agreed upon project scope and requirements will be included in the solution.
- Upon completion of the new PAS system, a single unified data model will be implemented, providing one true source of data and eliminating data redundancy and synchronization issues.
- Upon completion of the new PAS system, more than 80% of manual business workflows will be automated so that MWRDRF user intervention is not required.

- Upon completion of the new PAS system, an automated method for capturing information across all departments such as telephone conversations, walk-ins, and other contacts with members will be established, resulting in a summary record for future reference.
- Within the specified warranty period, the new PAS system will have experienced **zero** (0) Severity 1 (e.g., application outage, performance issues affecting the application due to defects in the application) or Severity 2 (e.g., outage of a major component of the application, performance issues affecting a major component due to defects in the application) issues.
- Upon completion of the new PAS system, the Electronic Content Management (ECM) functionality will integrate with the PAS.
- Upon completion of the new PAS system, the vendor will offer full-service technical support.

The specific **primary goals** for the PAS Project are to select a pension administration solution that:

- ➢ Provides secure data storage and protected data access, using current industry best practices.
- ➢ Tightens internal controls to protect data.
- ➢ Is supportable and adaptable for decades using upgrades and improvements.
- ➢ Improves customer service levels.
- ➢ Includes the ability to communicate with members via a method of their choosing (e.g., text, e-mail, paper, phone, etc.).
- ➢ Meets or exceeds reliability, performance, and availability goals set by the MWRDRF.
- ➢ Exceeds the current level of automation of business processes.
- ➢ Provides a robust disaster recovery solution for critical member data and functionality.
- ➢ Integrates all systems to facilitate sharing of data and information.
- ➢ Eliminates reliance and dependence upon a single individual for programmatic changes.
- ➢ Provides information and allows submission of data online via the web.
- ➢ Provides the ability to create customizable reports as needed.

The MWRDRF plans to accomplish these goals with a Commercial Off-the-Shelf (COTS) software solution.

In support of these goals, the MWRDRF Board of Trustees (Board) has authorized expenditures for the following PAS Project activities:

- Development of a Request for Proposal (RFP) for the procurement of a replacement system.
- Evaluation of the proposals received from the COTS software solution vendors.
- Selection of a vendor whose proposal meets the scope and all requirements outlined in this RFP.

The strategy being used to achieve the above objectives and goals is to replace Pension Board Management System, PBMS, the existing pension administration system, with a packaged solution driven by best practices in the public pension fund industry that can be adapted (tailored, integrated, or configured) to satisfy the business needs of the MWRDRF. This type of solution is referred to as a COTS solution. COTS solutions are designed to retain their primary architecture while allowing necessary updates and evolution throughout the life of the product. The following excerpts from Wikipedia explain both the term *COTS* and the topics that MWRDRF considered before choosing this COTS path.

From Wikipedia:

> Commercial off-the-shelf…(COTS) products are packaged solutions which are then adapted to satisfy the needs of the purchasing organization, rather than the commissioning of custom-made, or bespoke, solutions.
>
> Although COTS products can be used out of the box, in practice the COTS product must be configured to achieve the needs of the business and integrated to existing organizational systems. Extending the functionality of COTS products via custom development is also an option, however this decision should be carefully considered due to the long-term support and maintenance

implications. Such customized functionality is not supported by the COTS vendor, so brings its own sets of issues when upgrading the COTS product.

COTS can be obtained and operated at a lower cost over in-house development and provide increased reliability and quality over custom-built software as these are developed by specialists within the industry and are validated by various independent organizations, often over an extended period of time.

The MWRDRF expects the COTS solution to include the ability for the MWRDRF to receive updated versions of the released version to help improve the software/solution that was implemented for the MWRDRF.

In addition to the considerations described above, the MWRDRF has evaluated the transformation that must occur to move from an organization previously familiar with a custom software solution to a new COTS solution. This significant organizational change required the MWRDRF to consider and agree that some current processes and procedures may need to be changed to adapt to the COTS solution. The MWRDRF is committed to adapting business processes to the COTS solution's existing capabilities whenever possible, as long as the COTS solution meets the requirements contained in this RFP and adheres to statute. The MWRDRF intends to focus on *what* functionality the COTS solution offers when compared to the MWRDRF's needs, with less focus on *how* the COTS solution provides functionality.

In addition to new capabilities provided to MWRDRF, the new system will enable the MWRDRF staff to perform all their duties associated to the following core business areas:

- ACH Payments
- Accounting/General Ledger (GL) Integration
- Active Member Demographic Loading
- Annual Increases
- Annual Statements
- Annual Reports
- Benefit Estimates
- Cash Receipts
- Check Reconciliation
- Check Writing
- Disability Benefit Calculation and Payments
- Document imaging
- Electronic Content Management (ECM)
- Employer Maintenance
- Employer Portal
- Employer Reporting
- Excess Benefit Arrangement (EBA)
- Interest Crediting
- Lump Sum Payouts (Partial and Total Refunds)
- Member Account/Record Maintenance
- Member Portal
- Member Statements
- Monthly Benefits
- Overpayment Collection Management
- Payroll Processing
- Qualified Illinois Domestic Relations Order (QILDRO)
- Reciprocity (Data Exchange and Process)
- Reporting - 1099s
- Reporting - End-User (Ad hoc and Recurring (weekly, monthly, quarterly, and annually), etc.)

- Reporting - Year-End (statements, audits, actuarial valuation, Governmental Accounting Standards Board (GASB), etc.)
- Retiree Health Insurance Premium Deduction
- Retirement
- Retirement Annuity Payable due to Disability
- Service Credit Calculation
- Service Credit Purchase
- Survivor Benefit Eligibility, Calculation, and Payment
- Tax Reporting (945)

020 RFP and Bidder Selection Timeline

This section provides the anticipated timeline of the RFP and bidder selection process.

Note: MWRDRF reserves the right to change the calendar of events or issue addenda to this RFP at any time.

001 – Projected Timeline

Projected RFP PAS Timeline	
DUE DATE	**DELIVERABLE**
06/28/21	**RFP Published**
07/12/21	Final date to receive Bidder's RFP questions
07/13/21	Mandatory Bidders' Conference call
07/20/21	Publish final answers to written Bidder Questions
07/27/21	**"Minimum Qualifications" Bidder's Response Due**
08/30/21	Begin Bidder Assessments at MWRDRF*
09/08/21	End Bidder Assessments at MWRDRF*
09/17/21	Provide answers to Bidder questions from Assessments*
10/08/21	**Final Date to Receive Bidder's Proposals**
11/22/21	Notify Finalists
11/30/21	Begin finalists' oral presentations*
12/01/21	End finalists' oral presentations*
12/15/21	**Board Approval of Bidder Selection**
12/17/21	Notify Intent to Award
01/14/2022	Finalize contract Best and Final Offer (BAFO) negotiations
02/1/2022	**Estimated Project Start**

** Due to COVID-19, these activities may be modified to virtual as the MWRDRF sees fit based on current local, state, and Centers for Disease Control and Prevention (CDC) guidelines*.

030 RFP Instructions

This section provides Bidder instructions for **submitting** a response to this RFP.

001 – Response Submissions

The MWRDRF may disqualify a Bidder's response if any of the following submission criteria are **NOT** met:

1. All Bidder Minimum Qualifications response documents shall be received by the MWRDRF office on or before **5:00 PM Central Standard Time (CST) on July 27, 2021 ("the deadline")**. Responses received after the deadline will be disqualified.

2. The Bidder shall deliver **all** the Minimum Qualifications (see RFP Section 03 – Bidder Qualifications, Subsections 010 – 060) response documents electronically in a **single** e-mail as follows:

   a. EMAIL Minimum Qualifications to:

   RFP Project Manager, Wendy Sanchez, at wsanchez@provaliant.com

   b. Email's Subject Line:

   Use following format:

   <***BIDDER'S NAME***>: Minimum Qualifications Response

   c. Body of E-mail:

   1. <*At the beginning of the e-mail*>
      Bidder's legal name and address

   2. <*At the end of the e-mail*>
      Bidder's primary contact name, cell phone number, and e-mail address

   3. <*At the end of the e-mail*>
      Bidder's backup contact name, cell phone number, and e-mail address

      NOTE: Contacts listed in this email will be used for any communications throughout the RFP process

   d. Attached File to the Email:

   Attach the file to the email with the following file name format:

   <***BIDDER'S NAME***>: Minimum Qualifications Response

3. The **Bidder Proposal Response** and **Cost Response** documents and copies thereof shall be received at the MWRDRF office on or before **5:00 PM Central Standard Time (CST) on October 8, 2021 ("the deadline")**. Responses received after the deadline will be disqualified.

4. The Bidder shall deliver **all Bidder Proposal Response and Cost Response** documents, including electronic versions on a USB thumb drive, and copies thereof in a single, sealed box labeled as follows:

   a. **Response to PAS RFP:**

   In the top centered, label the box in **CAPITALIZED BOLD** Arial 40 font as follows:

   <***BIDDER'S NAME***>: **RESPONSE TO MWRDRF PAS RFP**

   b. Bidder's Legal Name and Address:

   In the upper left corner of the label side of the box, bidder must list their legal name and mailing address.

<BIDDER'S NAME>
<Bidder's Mailing Address>

c. **Recipient Label**:

Bidder's must label the box as follows:

Attn: James E. Mohler
Executive Director
MWRD Retirement Fund (MWRDRF)
111 E. Erie Street
Chicago, IL 60611

5. The Bidder shall deliver **all Cost Response** documents and copies in a separate box within the main box. The separate box within the main box should be labeled as follows:

   a. **COST RESPONSE TO PAS RFP:**

   In the top centered, label the box in **CAPITALIZED BOLD** Arial 40 font as follows:

   <***BIDDER'S NAME***>: **COST RESPONSE TO MWRDRF PAS RFP**

   b. **Bidder's Legal Name and Address**:

   In the upper left corner of the label side of the box, bidder must list their legal name and mailing address.

   <BIDDER'S NAME>
   <Bidder's Mailing Address>

   d. **Recipient Label**:

   Bidder's must label the box as follows:

   Attn: James E. Mohler
   Executive Director
   MWRD Retirement Fund (MWRDRF)
   111 E. Erie Street
   Chicago, IL 60611

6. The Bidder shall submit a total of three (3) printed copies of the **Proposal Response** and a total of three (3) printed copies of the **Cost Response**. Each copy shall be stored in a three-ring binder.

7. One (1) of the three (3) printed copies of the **Proposal Response** and one (1) of the three (3) printed copies of the **Cost Response** (1) shall be signed by a company officer who has the authority to legally bind the company to the response, (2) shall have the words "Master Copy" marked on the title page and on every header, and (3) shall be good for at least 12 months.

8. One (1) additional copy of the **Proposal Response** shall also be submitted on a password protected USB thumb drive in Microsoft Office (Word, Excel, Project, and PowerPoint files) version 2016 or later. The password for the USB thumb drive for the Proposal Response and the Cost Response needs to be the same. Please provide the password as a separate sheet in the main box labelled USB Password Attachments may be submitted as Microsoft Office documents or as Adobe PDF files.

9. One (1) additional copy of the **Cost Response** shall also be submitted on a password protected USB thumb drive in Microsoft Office Excel version 2016 or later. The password for the USB thumb drive for the Proposal Response and the Cost Response needs to be the same. Please provide the password as a separate sheet in the main box labelled USB Password. The USB thumb drive must be placed in the Proposed Cost box.

10. Bidder responses, including all data, materials, pricing, and documentation, submitted in response to this RFP shall belong exclusively to the MWRDRF and may be subject to disclosure under Illinois law. Therefore, any submitted information that a Bidder believes to be exempt from public disclosure must include a clear marking that identifies the specific provision of the Illinois Freedom of Information Act that allows the MWRDRF to withhold the information from the public. Consistent with its legal obligations, the MWRDRF will consider these markings when determining what information must be released in response to any public record requests.

11. The cost of developing and submitting the response is solely the responsibility of the Bidder. This includes costs to determine the nature of this engagement, preparation of the response, submitting the response, negotiating for the contract, as well as any other costs associated with this RFP process. The MWRDRF will **not** reimburse any firm for any costs associated with the preparation or submittal of any response to this request or for any travel and/or per diem incurred in any presentation of such responses.

002 – Minimum Qualifications Response

Submission of the Minimum Qualifications' response must include RFP Section 03 – Bidder Qualifications, Subsections 010 – 060.

If the MWRDRF receives a proposal from a Bidder that does **not** meet the Minimum Qualifications, the Bidder is **automatically** disqualified from the selection process.

003 – Proposal Response Format

Failure to follow these formatting requirements may result in the **disqualification** of the Bidder's response.

The Bidder's Proposal Response shall NOT include ANY fee or cost information. The Cost Response must be submitted as a separate document in a separately sealed package (see RFP Section 01 – RFP information, Subsection 030 RFP Instructions; 001 – Response Submission).

The Proposal Response shall be formatted as described below, replacing the text between the <> symbols with the corresponding Bidder information.

The Bidder's Proposal Response shall contain five (5) sections in the following order:

- Title Page
- Table of Contents
- 01 – Executive Summary
- 02 – Project Scope
- 03 – Attachments

1. The first page of the Proposal Response shall be a **Title Page** only (no more than one (1) page) and will state:

    a. <Bidder's Legal Name>
    b. Response to the MWRDRF PAS RFP Replacement
    c. Submitted on <submission date>

d. <Authorized representative's printed name>
e. <Authorized representative's title>
f. Authorized by <signed by at least one individual who is authorized to contractually bind these services>

2. A **Table of Contents** shall follow the Title Page.

3. Title the first section of the Proposal Response **01 - Executive Summary**. This section shall contain the Bidder's executive summary of their Response and shall not exceed two (2) pages (the front and back of a double-sided sheet are considered two separate pages).

4. Title the second section of the Proposal Response **02 – Project Scope**. This section contains the Bidder's responses to the RFP Section 04 – Project Scope.

5. Title the third section of the Proposal Response **03 – Attachments**. This section contains attachments referenced by the Bidder in their Response.

6. The following are **format requirements** for the entire Proposal Response:

   a. The text on all pages must be Arial 10 font (titles and other subjects can have larger font).
   b. The text on all pages of the Bidder's Response shall use double spacing.
   c. Every page of the Bidder's Response shall contain the Bidder's legal name in the header.
   d. Every page of the Bidder's Response shall contain "Page <page number> of <total pages>" and <submission date> in the footer.
   e. Use of the Bidder's company logo and tagline is permitted throughout the Response.
   f. The Response must be presented using the same numbering and ordering sequence used in this RFP or as otherwise specified.

Failure to follow these Response formatting instructions may result in the **rejection** of the Bidder's response.

004 – Cost Response Format

This section outlines how the MWRDRF would like the Proposed Cost broken down. This includes the **total fixed bid proposed cost** for the PAS Project, as well as other costs requested by the MWRDRF.

Failure to follow these formatting requirements may result in the **disqualification** of the Bidder's response.

The Cost Response **must be submitted as a separate document in a separately sealed package** delivered with the Proposal Response.

The Cost Response shall be formatted as described below, replacing the text between the <> symbols with the corresponding Bidder information.

The Bidder's Cost Response shall contain the following five (5) sections organized in the following order:

- Title Page
- Table of Contents
- 01 – Cost Details
- 02 – Proposed Payment Schedule
- 03 - Change Control

1. The first page of the Cost Response shall be a **Title Page** only (no more than one (1) page) and will state the following:

a. <Bidder's Legal Name>
b. Cost Response to the MWRDRF PAS RFP
c. Submitted on <submission date>
d. <Authorized representative's printed name>
e. <Authorized representative's title>
f. Authorized by <signed by at least one individual who is authorized to contractually bind these services>

2. A **Table of Contents** shall follow the Title Page.

3. Title the first section of the Cost Response **01 – Cost Details**.

4. Title the next section of the Cost Response **02 – Proposed Payment Schedule**.
   1. The proposed payment schedule should reflect the duration of the total fixed price proposed cost.
   2. Include an example of how the warranty and support would be billed.
   3. All payments need to be associated to a physical deliverable and only when that deliverable is 100% completed as determined by the MWRDRF.

5. Title the next section of the Cost Response **03 – Change Control**.

6. The following are **format requirements** for the entire Cost Response:

   a. The text on all pages must be Arial 10 font (titles and other subjects can have larger font).
   b. The text on all pages of the Bidder's response shall use double spacing.
   c. Every page of the Cost Response shall contain the Bidder's legal name in the header.
   d. Every page of the Cost Response footer shall contain "Page <page number> of <total pages>" and <submission date>
   e. Use of the Bidder company's logo and tagline is permitted throughout the Cost Response.
   f. The Cost Response must be presented using the same numbering and ordering sequence used in this RFP or as otherwise specified.

Failure to follow these Cost Response formatting instructions may result in the **rejection** of the Bidder's response.

005 – Point of Contact

From the issue date of this RFP until a Bidder is selected and a contract is executed and approved, Bidders are not allowed to communicate with any MWRDRF staff, Retirement Board Members or contractors working for the MWRDRF regarding this procurement except for the designated point of contact.

The Bidder shall only contact RFP Project Manager, Wendy Sanchez, as follows:

- Questions (e-mail only) – **No text nor phone calls are allowed.**
- Mandatory Bidders Conference Call
- Bidder Assessments and oral presentations
- Negotiations for BAFO
- Contract signing

The **only** point of contact for this RFP is:

Wendy Sanchez, Sr. Project Manager
E-mail: wsanchez@provaliant.com

The Bidder is not allowed to contact any vendor already contracted with the MWRDRF for questions or information related to the MWRDRF or this RFP.

Failure to follow these Point of Contact instructions may result in the **rejection** of the Bidder's response**.**

006 – Response Provisions

When responding to this RFP, Bidders should take note of the following provisions:

a. The MWRDRF reserves the right to request additional information from firms responding to this RFP. Additionally, upon reviewing the RFP responses, the MWRDRF may have certain firms make oral presentations.

b. The MWRDRF reserves the right to reject any and all responses to this request, to waive any minor informality in a response, to request clarification of information from any responding firm, and to enter into any agreement deemed by the MWRDRF to be in the System's best interest with one or more of the firms responding.

c. The MWRDRF reserves the right to amend or cancel this RFP at any time.

d. All responses and their contents submitted in response to this RFP shall become the property of the MWRDRF and will not be returned to the Bidder. Bidders are cautioned that ideas, techniques, information, and so forth that are submitted as part of the Bidder's response may be used by the MWRDRF without separate payment to the Bidder or its subcontractors.

e. The MWRDRF will **not** reimburse any firm for any costs associated with the preparation or submittal of any response to this request or for any travel and/or per diem incurred in any presentation of such responses.

f. The duration of the contract entered into as a result of this RFP will be for the period of time planned for the new PAS solution, as agreed upon during final contract negotiations unless extended by the approval of MWRDRF.

Failure to follow these provisions may result in the **rejection** of the Bidder's response.

007 – Disqualification of Responses

Reasons for disqualification of responses include but are not limited to:

a. Late Proposals. Proposals that are received after the deadline date and time shall be automatically disqualified.

b. Nonresponsive Proposals. Proposals that are not responsive or fail to comply with mandatory requirements of the RFP shall be deemed nonresponsive and shall be disqualified. Nonresponsive proposals shall include but not be limited to those that fail to address or meet any mandatory item and those submitted in insufficient number.

c. Collusion. Collusion by two or more Bidders agreeing to act in a manner intended to avoid or frustrate fair and open competition is prohibited and shall be grounds for rejection or disqualification of a proposal or termination of a contract.

d. Debarred Bidders or Subcontractors. A Bidder that is currently subject to any State of Illinois or federal suspension or debarment order or determination shall not be considered for evaluation by the Selection Review Committee (SRC). If a Bidder's proposal is dependent upon the services of a named subcontractor and the disqualification of that named subcontractor would materially alter the proposal, then that proposal shall be deemed unresponsive if the named subcontractor is found to be suspended or debarred. Proposals that indicate that subcontractors will be used but do not rely on any specifically named subcontractor shall not be deemed unresponsive if the disqualification of a proposed subcontractor will not materially alter the proposal.

040 RFP Questions and Answers

This section provides instructions on how to submit questions concerning the RFP, the deadline for submitting questions, and how the MWRDRF will respond to the questions.

001 – Submitting Questions

Bidders may submit questions concerning this RFP to the contact person, Wendy Sanchez. **All** questions must be compiled and submitted in a Word document. Preferably **one** (1) email per bidder.

E-Mail Format:

a. Email Questions to:

RFP Project Manager, Wendy Sanchez, at wsanchez@provaliant.com

b. Email's Subject Line:

Use following format:

<***BIDDER'S NAME***>: MWRDRF PAS RFP Questions

c. Body of E-mail:

1. <*At the beginning of the e-mail*>
   Bidder's legal name and address

2. <*At the end of the e-mail*>
   Bidder's primary contact name, cell phone number, and e-mail address

3. <*At the end of the e-mail*>
   Bidder's backup contact name, cell phone number, and e-mail address

d. Attached File to the Email:

Attach the file to the email with the following file name format:

<***BIDDER'S NAME***> : MWRDRF PAS RFP Questions

Question Format :

a. For each question, first, list the name of the RFP Section, second list the name of the RFP Subsection(s), and lastly list the page number (#).

b. Number (#) each question including any additional clarification questions or text.

c. RFP Section Name: RFP Subsection(s) Name, pg. ##

For Example:

03 – Bidder Qualifications: 020 Phase Two Evaluation – Proposed Solution: 001 – Company Information, p. 10

1. What if our company has no unique qualifications? Should we just put N/A?

002 – Deadline for Question Submissions

The deadline for submitting questions is **5:00 PM Central STANDARD Time (CST) on July 12, 2021**.

003 – Bidders' Conference Call

The MWRDRF will hold a **mandatory** Bidders Conference Call on **July 13, 2021, from 1:30 p.m. to 3:00 p.m. Central Standard Time**. During the conference meeting, we will review the submitted questions and the MWRDRF's responses to those questions (if we receive less than 10 questions). Bidders are encouraged to submit any questions prior to the Bidders' Conference Call, if possible. However, there will be the opportunity on the Conference Call to ask additional questions. Bidders shall provide the same identifying information for questions asked at the Bidders' Conference Call as for those submitted in advance (e.g., RFP Section Name: RFP Subsection(s) Name and page number).

No Bidder questions will be accepted after the close of the Bidders' Conference.

The call-in number or the meeting link and agenda for the Bidders Conference Call will be provided via meeting invitation. No more than two (2) representatives per bidder will attend the mandatory bidder's conference.

004 – MWRDRF Response to Questions

The MWRDRF shall send answers to all submitted questions and all follow-up questions asked during the Bidders' Conference Call to the attendees on the call as indicated in the timeline in the RFP Section 01 – RFP Information, Subsection 020 - RFP and Bidder Selection Timeline.

The MWRDRF shall **not** identify the Bidder that submitted the question.

050 MWRDRF Assessment

001 – Qualifications for Assessments

Bidders that pass the Phase One Evaluation identified in the RFP Evaluation Criteria section below will be scheduled to perform an assessment.

Note: Due to COVID-19, these assessments may be modified to virtual as the MWRDRF sees fit based on current local, state, and CDC guidelines.

The purpose of the assessment is to provide the Bidder with an opportunity to see the MWRDRF's current functionality and get a better understanding of the MWRDRF's needs. Knowledge gained by the Bidder will help ensure that the Bidder's proposed solution meets the MWRDRF's expectations and that the proposed pricing is as accurate as possible.

If this meeting becomes virtual then the format of the meeting will be modified as follows:

Showing any confidential data virtually will cause security issues. Therefore, this meeting will **NOT** be a demonstration. This meeting will be an open dialog session to assist bidders better understand MWRDRF needs and scope. A suggested list of discussion topics will be provided prior to the meeting. Bidders are welcome to follow this list or create their own. In this "open dialog" meeting bidders' are highly encouraged to ask any questions regarding MWRDRF's business processes, rules/regulations, RFP, scope, or requirements.

Note: this is the last opportunity the bidders will have to ask any clarifications questions.

002 –Assessment Overview

The Assessment will occur on a single day normally for a half-day per qualified Bidder.

003 – Assessment Questions and Answers

The MWRDRF will answer questions during the assessment; those unable to be answered during that time will have a written response provided by **September 16, 2021**.

The MWRDRF will allow Bidders to submit additional questions within 24 hours of the end of the Bidder's scheduled assessment. Question submittal must follow questions submission guidelines as outlined above in RFP Section 040 -RFP Questions and Answers, Subsection 001 – Submitting Questions.

Answers to any questions the Bidder asks or submits from the assessment will **only** be provided to the Bidder who asked the question.

060 RFP Evaluation Criteria

This section provides the evaluation criteria that will be used to evaluate each Bidder's response.

001 – Evaluation Criteria

The RFP Evaluation Process will be conducted in four (4) phases. After completion of the Phase Four Evaluation, the SRC will make a vendor selection recommendation to the MWRDRF Board who will then accept or reject the recommendation. The MWRDRF Board will make the final selection decision.

Phase One Evaluation:

An evaluation team consisting of representatives from the MWRDRF will complete the Phase One Evaluation, the purpose of which is to confirm that the Bidder possesses the minimum qualifications and has satisfactory references. The Bidder's Responses will be evaluated based on listed criteria and the completeness of the Response, including mandatory attachments and compliance to submission criteria (see RFP Section 03 Bidders Qualifications, Subsections 010 - 060). Bids that do not comply with these requirements will be **rejected** and will not proceed to Phase Two Evaluation. Please be aware that if any Bidder does not meet a Phase One requirement, the MWRDRF staff reserves the right to allow that Bidder to cure.

Phase Two Evaluation:

In this phase, Bidder's Proposal Response will be evaluated based upon the ability of the vendor to satisfy the requirements and perform the requested services. All responses will be evaluated using the Bidder's Proposal Response. Please be aware that if any Bidder does not meet Phase Two evaluation, the MWRDRF staff reserves the right to allow that Bidder to cure.

Phase Three Evaluation:

A Cost Score for each Bidder's Cost Response scenario will be calculated.

Phase Four Evaluation (optional):

After completion of the Phase One, Phase Two, and Phase Three Evaluations, the SRC will have the option to invite selected Bidders to make oral presentations. Oral presentations provide the SRC with an opportunity to evaluate a Bidder through the presentation of their proposal. The SRC may limit the number of oral presentations conducted. Selected Bidders will not be informed of their rank at the time of the oral presentations. The selected Bidders shall present their solutions and a demonstration of their systems. The system demonstration shall conform to scenarios provided by the MWRDRF.

The time allotments and the format shall be the same for all oral presentations. The SRC will give notice at least five (5) business days prior to the date of an oral presentation. The SRC will require the Bidder's assigned key personnel to conduct the oral presentation.

A Bidder is limited to the presentation of material contained in its Proposal, with the limited exception that a Bidder may address specific questions posed by the SRC or provide clarification of information contained in its Proposal. No discussion of cost information will be permitted. Any correction or modification of the Proposal or the presentation of supplemental information shall be considered prejudicial to the interests of other Bidders and fair competition and shall not be permitted. A Bidder's attempt to submit such corrections, modifications, or supplemental information during an oral presentation may subject the Bidder's Proposal to disqualification. A Bidder's failure to agree to an oral presentation may result in disqualification from further consideration.

Note: Due to COVID-19, these oral presentations may be modified to virtual as the MWRDRF sees fit based on current local, state, and CDC guidelines.

002 – Awarding of Work

Upon final evaluation, the MWRDRF shall award the work to the Bidder whose response, in the MWRDRF's opinion, is most advantageous to the MWRDRF. Upon identification of the apparent successful Bidder, the MWRDRF shall enter into a Best and Final Offer Process and contract negotiations with that Bidder. Should contract negotiations fail, the MWRDRF reserves the right to enter into negotiations with another Bidder.

The MWRDRF has the right to reject any and all bids not in the best interests of the MWRDRF. The MWRDRF may cancel this Request for Responses or reject responses at any time prior to an award and is not required to furnish response scoring or a statement of the reasons why a particular response was not deemed to be the most advantageous to the MWRDRF. Procurement information is available only as provided through an Illinois public records request.

Should the MWRDRF determine in writing and in its sole discretion that only one Bidder is fully qualified or that one Bidder is clearly more highly qualified than the others under consideration at any time during this process, that Bidder will be identified as the apparent successful Bidder pending successful contract negotiation, and a contract may be negotiated.

The contract shall serve as the award document and incorporate by reference all the requirements, terms, and conditions of the solicitation and the Bidder's response as negotiated.

070 Contractual Terms and Conditions

001 – Failure to Agree to the Terms and Conditions

The Bidder is hereby admonished that failure to agree to the terms and conditions of the sample contract may result in the MWRDRFs rejection of the Bidder's proposal.

002 – Ethics in Public Contracting

By submitting their proposals, Bidders certify that their proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other bidder, supplier, manufacturer, or subcontractor in connection with their proposal, and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services, or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.

003 – Sample Contract

This section provides a sample contract containing the terms and conditions that the MWRDRF intends to include in the contract with the Bidder that is selected by the MWRDRF because of this RFP.

Using Attachment 02 - MWRDRF System License Agreement zip file, the **Bidder shall specify in its Bidder Response**:

- Any terms and conditions in the sample contract provided herein to which it would not agree.
- Specifically, what addition, change, or deletion of verbiage would be required so it would agree.
- The rationale for why the verbiage should be added, changed, or deleted.
- Agree that for all proposed solutions and services (software licensing, application hosting, maintenance and support services, implementation services, etc.) offered in your Request for Proposal response, that these would be provided under the terms and conditions of the System License Agreement included in the RFP, plus any mutually negotiated changes, if any, that are based solely upon the proposed System License Agreement redlines, and that there are no other terms and conditions for those proposed solutions and services.

The completed Attachment 02 – MWRDRF System License Agreement shall be placed in the Exceptions and Assumptions section of the Bidder's Response.

02 – MWRDRF INFORMATION

This section of the RFP provides an overview of the MWRDRF.

010 MWRDRF Overview

This section provides general information about the MWRDRF such as its organizational structure, membership, plan size, and legislative interaction.

001 – MWRDRF Overview

The MWRD Retirement Fund (MWRDRF) is a defined benefit, single employer benefit plan that was established in 1931 by an act of the Illinois General Assembly under Article 13 of the Illinois Pension code [40 ILCS 5/13-101 et seq.] to provide disability and retirement benefits to qualified employees of the Metropolitan Water Reclamation District of Greater Chicago (MWRDGC). We pay earned benefits to our members, which are funded by a combination of member contributions, employer contributions, and investment earnings from Fund reserves. The MWRDRF is a component unit of the MWRDGC, and as such, is included in the MWRDGC's financial statements as a pension trust fund.

002 – Mission

At the direction of the Retirement Board, our mission is to provide earned benefits to the Fund membership with excellent customer service and to preserve the fiscal integrity and financial stability of the Fund.

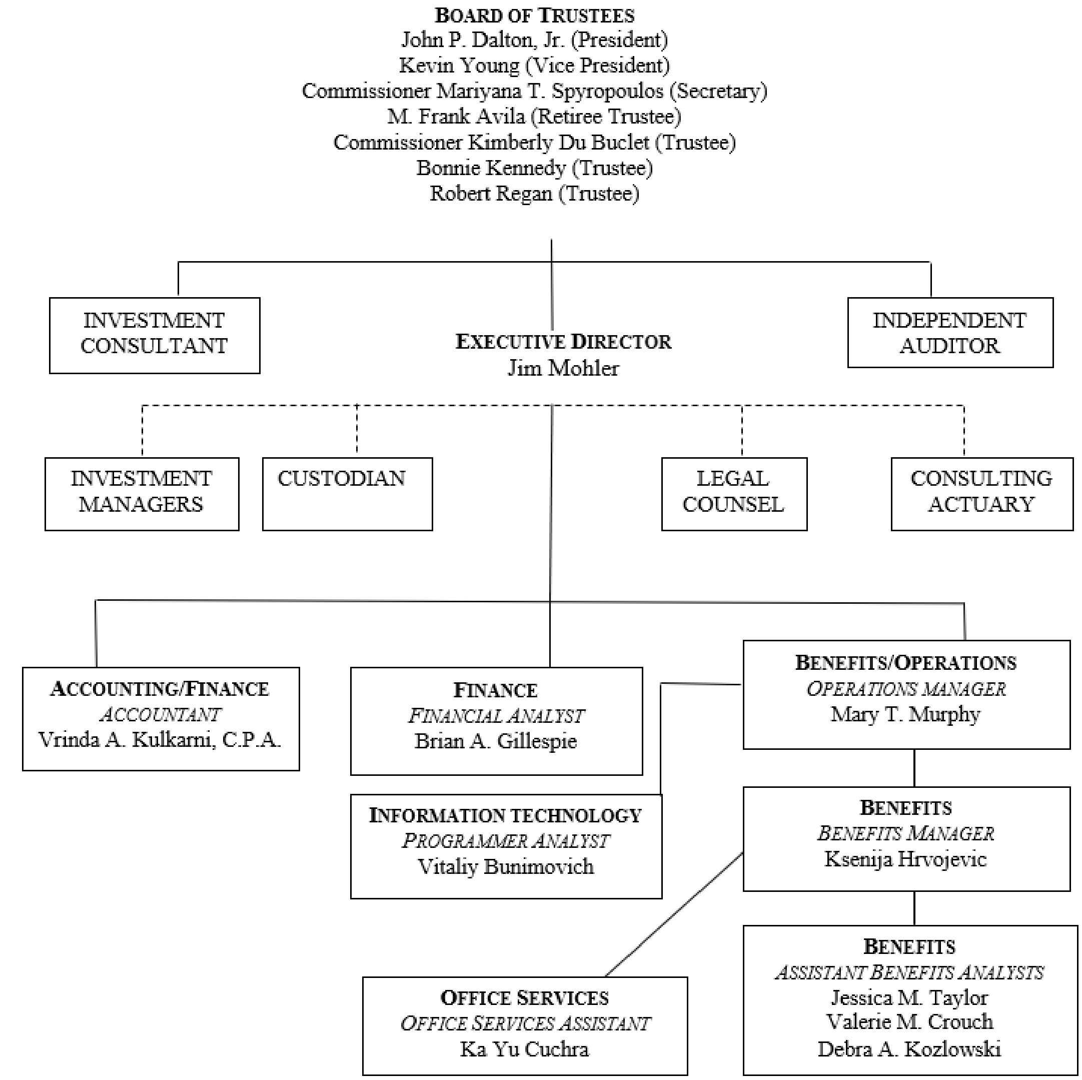
003 – Administration

An elected and appointed, seven-person, board of trustees, governs the MWRDRF. Two members of the Board are appointed by the MWRD's Board of Commissioners. One is a retiree trustee recommended by the MWRD Board of Commissioners and approved by the Retirement Board. The remaining four members of the board are elected by active Fund members. The appointed Board members and the retiree member serve three-year terms. The elected Board members serve four-year terms. By statute, the MWRDRF is defined as a "body politic and corporate" created by Article 13 of the Illinois Pension Code. The MWRDRF currently employs 10 staff. A copy of the MWRDRF's most recent Annual Financial Report (AFR) is available for review, or to download, at www.mwrdrf.org. The Illinois Governmental Ethics Act, 40 ILCS 420, provides guidelines for ethical practices concerning state and local pension plans. Respondent providers should be familiar with the provisions of this Act.

004 – Legislative Involvement

The Fund is governed by Illinois State Statute. When it is prudent and necessary, the Fund's Board proposes legislation for consideration by the Illinois General Assembly. Most proposals are technical in nature. The most recent sweeping changes to the statutes governing the Fund occurred with PA 96-0899, which created a second tier of benefits for all new entrants after January 1, 2011, and PA 97-0894, which increased employee and employer contributions. There is currently pending legislation that would enable the MWRDRF to pay ordinary disability payrolls monthly. Legislative changes can be initiated by the legislature itself. Fund staff is not able to predict future activity by a third party.

005 – Organization



———— Full and direct authority and responsibility.
- - - - - - Appointment by the Board of Trustees, direction and coordination by the Executive Director.

006 – MWRDRF Staff Responsibilities Overview

The Board of Trustees appoints an Executive Director who is responsible for all administrative functions, supervision of staff, and for the administration and payment of benefits to the members of the Fund under the direction of the Board. The Executive Director also works closely with the Investment Consultant and Financial Analyst to develop and maintain the Fund's investment policy and bring recommendations to the Board for their consideration. The Executive Director also oversees the work of the Fund's Actuary who brings recommendations to the Board for the actuarial assumptions used in the annual valuation, based on an experience analysis performed every four to five years. The Executive Director also works with legal counsel to review contracts with service providers and solicits advice on various issues including statutory interpretations, determinations from the Internal Revenue Service and potential legal actions.

The Operations Manager directly supports the Executive Director in the day-to-day running of the Fund, proposes technology initiatives, maintains the Fund website, supervises the Programmer Analyst, and oversees the benefits department with the assistance of the Benefits Manager.

The Programmer Analyst is responsible for the data processing that produces benefits payments and records employee contributions in the Fund's proprietary benefit management software, maintaining the pension database, and maintaining software and hardware.

The Financial Analyst works closely with the Executive Director to provide monthly investment performance updates to the Board. The Financial Analyst also works closely with the Fund's Investment Consultant on investment manager searches, asset transitions, investment monitoring, and asset allocation studies.

The Fund Accountant is responsible for the general accounting and for the annual financial statements and works closely with the Independent Auditor to complete the annual audit. The Fund Accountant also coordinates the preparation by staff of the annual AFR and serves as the Fund's FOIA Officer.

The Benefits Manager supervises a staff of four that are responsible for the production of the monthly annuity payroll content, computation of annuity benefits, disability benefits, contribution refunds to qualified participants, survivor benefits or refunds to estate, in accordance with the Illinois Pension Code. Staff certifies reciprocal service credit. Benefit calculations are presented to the Board for authorization of payments. The staff is responsible for distribution of benefit payments and the associated deductions.

Benefits staff are also responsible for the administration of ordinary and duty disability benefits to disabled employees as provided in the Illinois Pension Code. The staff maintains a record of pension contributions and pension service credit earned over the course of each employee's career.

Throughout the year benefits staff prepare retirement estimates, which may include calculations of service payment estimates to qualified individuals. When warranted, staff travels to District plants to provide on-site individual retirement counseling. In addition, periodic pre-retirement seminars are jointly presented by Fund and District staff at various locations throughout the District, and an informative newsletter is produced for the membership.

007 – Resources Constraints

MWRDRF Staff	% of Time Available	Responsibility
James E. Mohler	15%	Executive Sponsor
Mary (Wilson) Murphy	40%	Operations Manager
Ksenija Hrvojevic	35%	Benefits Manager

Vitaliy Bunimovich	25%	Programmer Analyst

MWRDRF Staff	Reduced % of Time Available	Business Event	Time Frame
Mary (Wilson) Murphy	50%	Annual Report	Typically lasts from late April to June 30 each year
James E. Mohler	40%	Board Meetings	Friday, Monday and Tuesday before board meeting (board meetings typically are the third Wednesday of the month and there would be no availability on those days)
Mary (Wilson) Murphy	30%	Annual Budget	Annual budget is prepared each November and December
Mary (Wilson) Murphy, All Benefits Staff	60%	1099Rs / Annual close-out	• Monthly balancing activities occur throughout the year • Activity increases in the January timeframe. • Final 1099R statements are printed and mailed the last business day of January.
Ksenija Hrvojevic, Ka Yu Cuchra	80%	Monthly Annuity Payroll	• Typically runs around the 22nd - 26th of the month. For the 3 – 4 business days prior to the payroll run, Ksenija and Ka Yu devote 80% of their time to the entry and validation of payroll data.
Ksenija Hrvojevic, All Benefits Staff	50%	Retirements	An increase in the number of retirements occurs each year from mid-March through June. The volume tapers over the summer.
Ksenija Hrvojevic, All Benefits Staff	35%	Excess Benefit (Re)calculations	Each December, benefits staff recalculates the excess benefit division for all annuitants whose annuity exceeds the limits under §415(b)(1)(A) of the IRC.
Ksenija Hrvojevic	35%	Trustee Election	Annually from late August to late October,
Ksenija Hrvojevic, All Benefits Staff	30%	Plant Visits	Annually from February to April, and again in mid-October to Mid-November

008 – By the Numbers

As of December 31, 2020, the MWRDRF served 1,780 active members, 135 inactive members, 1,917 employee annuitants, 540 surviving spouse annuitants, 20 child annuitants, and 45 Alternate Payees receiving annuity payments under QILDRO.

As of December 31, 2020, there were 14 active members receiving Ordinary Disability payments and six (6) members receiving Duty Disability payments.

020 Business Overview

This section provides information on MWRDRF descriptions, business areas, and business functions in the MWRDRF.

001 – Plan Description

The MWRDRF is a single-employer public defined benefit pension plan. Benefits payable by the Fund are detailed in 40 ILCS 5/1, 5/13, and 5/20.

We pay retirement, survivor, and disability benefits to eligible applicants as determined in the statutes governing the Fund. Fund benefits are divided into two tiers. Tier 1 provisions generally apply to all members who entered this Fund or certain other Illinois public pension funds prior to January 1, 2011. Tier 2 provisions generally apply to all members who entered the Fund on or after January 1, 2011.

Tier 1 Benefits

CONTRIBUTIONS

Currently each employee contributes 12% of salary to the pension fund. When the Fund achieves a 90% funded level, the contribution rate will decrease to 9%. Of the 12%, 1 ½% is for COLA, 2% is for a spouse benefit, and the remaining 8 ½% is for the employee benefit.

For employees hired after January 1, 1996, the IRS requires that contributions and corresponding benefits are limited to the first $290,000 of salary during 2021. The salary limitation is step-indexed for inflation by the IRS. Any employee in or approaching this salary range may contact the Fund to review his or her specific case.

Employer's Pick-up of Employee's Contributions

Beginning January 1, 1982, employee contributions were designated for federal income tax purposes to be made from the employee's pre-tax income. The employee's W-2, therefore, shows taxable income as the total salary earned for the year, reduced by withheld pension contributions. The annuity benefits continue to be based on the employee's full salary, excluding overtime pay. Certain optional plan payments and other special payments made from previously taxed income will be distributed on a tax-free basis over the life of the annuity as specified by current IRS regulations.

DISABILITY BENEFITS

Duty Disability

If an injury or sickness arises out of employment with the District and is compensable under the Worker's Compensation Act or the Occupational Disease Act, duty disability benefits combined with Worker's Compensation provide 75% of the salary earned on the date of disability. If the disability in any measure resulted from any physical defect or disease which existed at the time such injury was sustained, the benefit shall provide 50% of earnable salary. Duty disability benefits are payable during the period of disability, but not beyond attainment of age 65 if disabled before age 60. If disabled at age 60 or older, benefits are payable during the period of disability, but not longer than 5 years.

Ordinary Disability

An employee who becomes disabled as the result of any cause other than injury or illness incurred in the performance of duty for the District (or any other employer), shall be eligible for ordinary disability benefits at the rate of 50% of the employee's earnable salary at the date of disability. The maximum period for which an employee may receive ordinary disability benefits is equal to 25% of the employee's actual service prior to the date of disability, up to a maximum of 5 years. All available sick leave must be exhausted in order for an employee to be eligible for ordinary disability benefits. For employees entering service after June 13, 1997, ordinary disability benefits are not payable for the first three days of disability unless the benefits are provided for a minimum period of two weeks. An exception allows ordinary disability benefits from the 31st day after the last day worked, provided all sick leave is used.

Continuation of Service Credit while on Disability

Service credit continues to accrue during approved periods of duty disability and ordinary disability. Exceptions are noted for Retirements from Disability on the following page.

Contribution while on Leave of Absence

An employee who has returned to service for at least one calendar year from a period of approved leave of absence without pay, may make contributions to the Fund for such period of leave. Upon making these contributions (with interest), the employee shall receive service credit for retirement and surviving spouse benefits. Contributions are limited to one calendar year of service per lifetime. For employees in service prior to June 13, 1997, the return to work requirement is waived.

RETIREMENT BENEFITS

An employee retiring with 10 or more years of service at age 55 (or 50, if hired before 6/13/1997) or over shall receive an annuity for life equal to 2.2% for each year of service for the first 20 years of service, and 2.4% for each additional year of service, times the final average salary (FAS), which is the average annual salary during the 52 highest consecutive pay periods within the last 10 years of service prior to retirement. The maximum annuity is 80% of FAS. If the employee has less than 30 years of service and retires between age 55 and age 60, the annuity will be discounted by the lesser of 1/2% for each month the employee is less than age 60 or 1/2% for each month of service the employee has less than 30 years. There is no discount if the employee has 30 years or more of service credit and retires at age 55 (50 if hired before 6/13/1997) or older.

Any employee who withdraws from service on or after attainment of age 60 with at least 5 years of service is entitled to a retirement annuity at withdrawal.

Any employee who withdraws on or after age 55 (or 50 if hired before 6/13/1997) and prior to age 60 with at least 5 years but less than 10 years of service is entitled to a retirement annuity at age 62.
Service of 120 days in any one calendar year shall constitute one year of service. Service for less than 120 days in a calendar year is granted as a fraction of a year. The 120 days is inclusive of weekends or regular days off. Unpaid leave does not count toward the 120 days.

Optional Plan of Contributions and Benefits
There is currently no Optional Plan available. Accumulations to any prior Optional Plans will remain to the credit of the employee after expiration for use toward a future retirement annuity. No contributions to the Optional Plan can be accepted after December 31, 2007.

Withdrawal while Disabled
An employee having at least 5 years of service (exclusive of disability for an employee entering service after August 17, 2005) who has received ordinary disability for the maximum period of time and continues to be disabled and withdraws from service shall be entitled to an annuity while that individual remains disabled. The age and service conditions as to the effective date for such annuity shall be waived for such an employee, but discount factors shall be applied. However, the annuity is not payable for any period prior to the employee's attainment of age 55 if the employee is able to return to gainful employment.

Automatic Increase Annuity
Employees retiring on annuity, other than a term annuity, will have their monthly annuity increased by 3% of the monthly annuity payable at the time of the increase upon the first anniversary date of retirement, and each year thereafter for life.

SURVIVING SPOUSE BENEFITS

Upon the death of a member having at least thirty-six months of District service, an annuity will be payable to his/her eligible surviving spouse. The amount of the spouse's annuity is equal to an amount determined by multiplication of the employee's retirement benefit at the time of death by a factor equal to 60% plus 1% for each year of total service up to a maximum of 85%.

If the employee was married at the time of retirement and the marriage was in effect for at least 10 years at the time of retirement, divorce from that same spouse subsequent to retirement does not divest that spouse of a surviving spouse annuity payable upon the employee annuitant's death. Remarriage of a surviving spouse after the death of the employee or employee annuitant will not cancel the monthly surviving spouse annuity.

Discount for Age Difference
For spouses of employees hired January 1, 1992 and after, the spouse annuity is reduced by 0.25% for each full month that the spouse is younger than the employee, with a maximum discount of 60%. This discount is reduced by 10% for each full year that the marriage has been in effect at the time of withdrawal from service or death in service. There is no discount if the marriage has been in effect 10 full years or more before withdrawal or death in service.

Automatic Increase in Spouse Annuity
Upon the first anniversary date of the employee's retirement or death in service, and each anniversary thereafter for life, the spouse annuity will be increased by 3% of the then current monthly annuity.

CHILD'S ANNUITY

A child's benefit is payable upon the death of an employee if the employee has completed three years of service from the date of employment. Each unmarried child would be entitled to an annuity until attainment of age 18 (age 23, if a full-time student). The annuity is $500 per month if there is a surviving parent. If neither parent is living, the annuity increases to $1,000 per month. The total family maximum is $5,000.

REFUNDS/LOSS OF BENEFITS (Refunds to Employee (upon Separation from Service)

A separated employee under the age of 55 (or 50, if hired before 6/13/1997), or between ages 55 (50, if hired before 6/and 60 with less than 20 years of service, or a separated employee age 60 or over with less than 5 years/ of service, may request a refund of all pension contributions made by the employee without interest. By taking a refund, a member forfeits all rights to benefits from the Fund.

Refunds for Spouse's Annuity
If an employee is unmarried at the time of retirement, all contributions for spouse's annuity will be refunded with interest of 3% compounded annually.

Redeposit of Withdrawn Contributions
If an employee takes a refund and later becomes a participating member of this Fund or of another Illinois public pension system under the Reciprocal Act, after fulfilling minimum service requirements and while a participating member (or within 90 days of withdrawal from service), an employee may redeposit the withdrawn contributions (plus interest) and reestablish their pension credit.

Tier 2 Benefits

Benefits for Tier 2 differ from the above benefit description as detailed below:

Earnings Limitation for All Benefit Purposes
For all benefit calculation purposes, including employee, spouse, and child annuities, as well as ordinary and duty disability, the salary upon which the benefit is calculated is capped at $116,740.42 annually in 2021. This amount will be adjusted annually each January by the lesser of 3% of that amount or one-half of the annual unadjusted consumer price index-u. For disability calculation purposes, the annual limit will be converted to a bi-weekly amount.

Contributions
Each employee contributes 9% of salary to the pension fund. For employees hired after January 1, 2011, State Law requires that contributions and corresponding benefits are limited to the first $116,740.42 of salary paid in 2021. The salary limitation is indexed for inflation annually by the 3% or one-half the CPI-u as of September of the prior year, whichever is less. Any employee in or approaching this salary range may contact the Fund to review his or her specific case. Of the 9%, ½% is for COLAs, 1 ½% is for spouse benefits, and the remaining 7% is for the employee benefit.

Retirement Benefits

An employee retiring with 10 or more years of service at age 62 or over shall receive an annuity for life equal to 2.2% for each year of service for the first 20 years of service, and 2.4% for each additional year of service, times the final average salary (FAS). The final average salary is the average of the member's total earnings during the 96 consecutive months of service within the last 10 years of service in which the total salary was the highest. The maximum annuity is 80% of FAS. If the employee retires between age 62 and age 67 with less than 30 years of service, the annuity will be discounted by the lesser of 1/2% for each full month the employee is less than age 67. There is no discount for early retirement if the employee has 30 or more years of service.

Automatic Increase Annuity

Employees retiring on annuity, other than a term annuity, will have their monthly annuity increased on the January 1 following the attainment of age 67 or the first anniversary of the annuity start date, whichever is later. The annuity will be increased by the lesser of 3% or one-half the annual unadjusted percentage increase in the third quarter consumer price index-u of the year prior to the increase, of the originally granted retirement annuity. If the unadjusted percentage change in the consumer price index-u is zero or there is a decrease, then the annuity shall not be increased.

Surviving Spouse Benefits

Upon the death of a member having at least three calendar years of District service, an annuity will be payable to his/her eligible surviving spouse. The amount of the spouse's annuity is 66 2/3% of the employee's retirement benefit at the time of death.

If the employee was married at the time of retirement and the marriage was in effect for at least 10 years at the time of retirement, divorce from that same spouse subsequent to retirement does not divest that spouse of a surviving spouse annuity payable upon the employee annuitant's death. Remarriage of a surviving spouse after the death of the employee or employee annuitant will not cancel the monthly surviving spouse annuity.

Automatic Increase in Spouse Annuity

A surviving spouse's annuity will be increased on each January 1 following commencement of the annuity if the member died while receiving an annuity. In other cases, the increase will occur on each January 1 following the first anniversary of the commencement of the annuity. The annuity will be increased by the lesser of 3% or one-half the annual unadjusted percentage increase in the third quarter consumer price index-u of the year prior to the increase, of the originally granted retirement annuity. If the unadjusted percentage change in the consumer price index-u is zero or there is a decrease, then the annuity shall not be increased.

Refunds/Loss of Benefits

All or a portion of Refunds to Employees or Refunds of Surviving Spouse Contributions for Spouse's Annuity are subject to Federal Income Tax withholding unless the employee rolls the taxable portion into an Individual Retirement Account. Refunds to Employee (upon Separation from Service)

A separated employee under the age of 62, or an employee who has less than 10 years of service regardless of age, may request a refund of all pension contributions made by the employee without interest. By taking a refund, a member forfeits all rights to benefits from the Fund.

To summarize, benefit eligibility and calculations for the two tiers differ in these major respects:

	Tier 1	Tier 2
Tier Membership	Became a member in the Fund or in one of certain reciprocal funds before 1/1/2011.	Became a member of the Fund on or after 1/1/2011.
Contribution Rate	12%, with provisions to decrease to 9% when the Fund is 90% funded.	9%
Minimum Retirement Requirements	Age 50 if hired before 6/13/1997 or age 55 if hired after 6/13/1997 with a minimum of 10 years of service, discounted if less than 30 years of service.	Age 62 with a minimum of 10 years of service, discounted if less than 30 years of service.
Requirements for Retirement without Discount	• Age 60 with at least 5 years of service • Age 55 (or 50 if hired before 6/13/1997) with at least 30 years of service.	• Age 67 with at least 10 years of service. • Age 62 with at least 30 years of service.
Early Retirement Discount	½% per month for each full month under age 60 or per full month less than 30 years of service, whichever is less.	½% per month for each full month under age 67 if less than 30 years of service.
Surviving Spouse Annuity	60% plus 1% per year of service to a maximum of 85% of the employee's annuity at the time of death[1,2,3]	66 2/3% of the employee's annuity at the time of death[1]
Final Average Salary	Average of the highest two years of the last 10 years of service.	Average of the highest eight years of the last 10 years of service.
Salary Cap	• If entered before 1/1/1996 no salary cap. • If entered after 1/1/1996, $280,000[4].	Currently $116,740.42[4]

[1] Presumes that the spouse is eligible for an annuity.

[2] If the member entered service on or after 1/1/1992, there may be a discount applied to the spouse's annuity for age difference between the member and spouse.

[3] If the member retired prior to 8/23/1989, the benefit is different.

[4] This amount is determined annually.

The Fund is part of the Reciprocal Act, found in 40 ILCS 5/20. When members have service credit with other participating funds, they may qualify for benefits under reciprocity.

002 – Statutes and Provisions

The Fund benefit provisions are provided in 40 ILCS 5/13.

https://www.ilga.gov/legislation/ilcs/ilcs4.asp?DocName=004000050HArt%2E+13&ActID=638&ChapterID=9&SeqStart=151500000&SeqEnd=159000000

General provisions that apply to all public pension systems including the MWRDRF are found in 40 ILCS 5/1.

https://www.ilga.gov/legislation/ilcs/ilcs4.asp?DocName=004000050HArt%2E+1&ActID=638&ChapterID=9&SeqStart=100000&SeqEnd=7750000

The Fund also participates in the Reciprocal Act. Those provisions may be found in 40 ILCS 5/20.

https://www.ilga.gov/legislation/ilcs/ilcs4.asp?DocName=004000050HArt%2E+20&ActID=638&ChapterID=9&SeqStart=224600000&SeqEnd=227900000

03 – BIDDER QUALIFICATIONS

This section of the RFP provides specific sections that require a Bidder Response.

010 Company Information

Bidder shall provide information on their (1) organization, (2) history, (3) total number of staff, (4) locations, and (5) strategic partnerships.

001 – Company Overview

The Bidder shall provide a general company overview. Please limit the discussion to no more than two (2) pages.

002 – Company Uniqueness

The Bidder shall provide a discussion on what unique qualifications their company has that sets them and their solution apart from other pension system implementation companies. The Bidder shall limit the discussion to no more than two (2) pages.

003 – Diversity Table

Bidders must use the following table format in their response.

Titles	Male	Female	Total	Caucasian	African American	Asian	Hispanic	Disabled	Other	Total
Senior Executives / Mgmt.										
Senior Developers / Analysts										
Developers/Analysts										
Sales / Marketing & Client Services										
Project Managers										
Software Architects										
Other Non-Professionals										
Total										
From the above, how many are Veterans? _______										

020 Company Financials

The Bidder shall provide their company financials.

001 – Company Financials

The Bidder shall provide audited financial statements from an independent Certified Public Accountant (CPA), including income statements, balance sheets, notes to the statements and cash flow statements for the most recent three (3) years. If not specifically stated in the previously requested documents, the Bidder shall state which percentage of their revenue and profits are attributed only to pension system implementations where the Bidder was the prime contractor.

002 – Illinois Certificate of Good Standing

The Bidder shall provide a Certificate of Good Standing from the State of Illinois.

003 – Dunn and Bradstreet Report

The Bidder shall provide a copy of their current Comprehensive Insight Plus Report from Dunn and Bradstreet.

030 Minimum Qualifications

The submission must demonstrate that any Bidder interested in proposing a solution for the work defined in this RFP possesses the following Minimum Qualifications:

1. Bidder shall have experience with three (3) public pension systems of **similarly sized** membership or greater and with pension systems of **similar complexity**, specifically implementing/replacing their line of business system in North America (specifically in the USA). State the names and locations of the organizations. Bidders must use the following table format in their response.

BIDDER'S PUBLIC PENSION SYSTEMS			
	Membership Size	**Name of Old Pension System Replaced**	**Name of New Pension System Implemented**
<Name of Public Pension System #1>			
<Name of Public Pension System #2>			
<Name of Public Pension System #3>			

2. Bidder shall provide reference information for three (3) clients listed above.

COMPANY REFERENCES	
System Name:	<name of the system>
Project Name:	<name of the project>
Project Contact Name:	<full name of the reference contact person that has firsthand knowledge of Bidder's performance on the project>
Project Contact Title:	<title of the reference contact person that has firsthand knowledge of Bidder's performance on the project>
Project Phone Number:	<work phone number of the reference contact person>
Contact E-mail Address:	<work e-mail address of the contact person>

Contact Person's Role:	<provide information on the contact person's role in the project, including length of time on the project>
Project Start Date:	<date that Bidder began working on the project>
Project End Date:	<date the Bidder finished working on the project or is planning on finishing work on the project>
Project Cost:	<total cost of the project, including Bidder invoices, other vendor invoices, software licenses, and hardware purchases>
Project Objectives:	<description of the objectives of the project>
Project Outcomes:	<description of the project outcomes. Did the project achieve its objectives?>
Project Changes:	<description of any significant changes to scope, schedule, cost, or quality that occurred during the Bidder's work on the project>
Confirm	The version implemented in this public pension system is the same version proposed for MWRDRF. <respond with a "Yes" or "No">

040 Retirement Clients

Bidder shall provide a list of all public pension systems within the last ten (10) years in which they are currently engaged or have completed a PAS replacement. This information may be used as part of the reference checks in evaluating Bidder's capabilities, including Bidder's prior performance and other indicators of Bidder's probable performance under any contract resulting from this RFP.

Failure by the Bidder to list all public pension system clients within the last ten (10) years where they have performed similar services may be grounds for disqualification. Any negative references may be grounds for disqualification.

001 – Retirement Clients

All public pension system must be listed in a single Word or PDF document. Bidders must use the following table format in their response.

RETIREMENT CLIENTS	
System Name:	<name of the public pension system>
Project Name:	<name of the project>
Project Start Date:	<date that Bidder began working on the project>
Project End Date:	<date the Bidder finished working on the project or is planning on finishing work on the project>
Project Costs:	< total cost of the project, including Bidder invoices, other vendor invoices, software licenses, and hardware purchases >
Project Objectives:	<description of the objectives of the project, including major subsystems outside standard line of business (LOB), such as workflow, accounting package, and data warehouse>
System Implemented:	<description, including version of LOB software implemented, if not core COTS or framework solution, put down custom>
Bidder's Role:	<describe the Bidder's role in the project>
Confirm	The version implemented in this public pension system is the same version proposed for MWRDRF. <respond with a "Yes" or "No">

050 Company References

Bidder shall provide reference information for all clients in RFP Section 040 - Retirement Clients.

001 – Reference Information

All company references must be listed in a single Word or PDF document. Bidders must use the following table format in their response.

COMPANY REFERENCES	
System Name:	<name of the system>
Project Name:	<name of the project>
Project Contact Name:	<full name of the reference contact person that has firsthand knowledge of Bidder's performance on the project>
Project Contact Title:	<title of the reference contact person that has firsthand knowledge of Bidder's performance on the project>
Project Phone Number:	<work phone number of the reference contact person>
Contact E-mail Address:	<work e-mail address of the contact person>
Contact Person's Role:	<provide information on the contact person's role in the project, including length of time on the project>
Project Start Date:	<date that Bidder began working on the project>
Project End Date:	<date the Bidder finished working on the project or is planning on finishing work on the project>
Project Cost:	<total cost of the project, including Bidder invoices, other vendor invoices, software licenses, and hardware purchases>
Project Objectives:	<description of the objectives of the project>
Project Outcomes:	<description of the project outcomes. Did the project achieve its objectives?>
Project Changes:	<description of any significant changes to scope, schedule, cost, or quality that occurred during the Bidder's work on the project>
Confirm	The version implemented in this public pension system is the same version proposed for MWRDRF. <respond with a "Yes" or "No">

060 Litigation and Other Proceedings

Bidder shall provide information on any litigations or legal proceedings involving the company.

001 – Litigation Information

a. Bidder shall list in their proposal any final judgments entered against the Bidder within the last five (5) years. In addition, Bidder shall list all current or pending litigation against the Bidder, including case name, brief summary, and court in which the litigation is pending.

b. Bidder shall list all investigations of Bidder by any regulatory body within the last ten (10) years, indicating the dates and any resulting fines or other penalties.

c. Bidder shall list any formal protests or other actions against Bidder within the last ten (10) years, indicating the dates and the outcomes.

All litigation information must be listed in a single Word document.

If bidder does NOT have any litigations to disclose, then respond as follows:

"<*Bidder's Name*> does not have any litigations to report"

04 – SCOPE

This section of the RFP provides specific sections that require a Bidder response and instructions for the Bidder on how to respond to each section.

The following section specifies the scope for the Bidder's solution, methodology, and support. The MWRDRF is seeking a COTS solution and understands that it is a packaged solution, which will then be configured to meet our needs. The MWRDRF understands that this means that we may need to adapt to different steps and processes that are built into the Bidder's COTS solution. Thus, this section outlines what the Bidder's proposed solution, methodology and support shall accomplish, NOT how the Bidder's proposes to implement the scope. The "how" will be explained by the Bidder in their proposal and is one of the main scoring considerations for the MWRDRF's selection of the winning Bidder.

The scope is mandatory, unless otherwise indicated. The Bidder shall indicate if they "take exception to" or "will not satisfy" any of the scope for any reason. If the Bidder takes exception, they must enter the exception explanation in the Bidder's Exception table below. If the Bidder takes no exception to a requirement, then the Bidder agrees to completely satisfy the scope of this RFP.

010 Solution Information

<u>001 – General Information</u>

Bidder shall provide general information about their solution being proposed to the MWRDRF.

While the topics for this subsection should be decided by each Bidder, the MWRDRF expects the responses to this section to answer the following questions at a minimum:

a. What are the key reasons for this specific solution approach?

b. How did the Bidder arrive at the final solution, and were other options considered? If so, why is it the best option for the MWRDRF?

c. What were the basic assumptions used when designing the proposed solution?

d. Why is the proposed solution best for the MWRDRF when compared to other common solutions available in the marketplace and in place or under development at organizations similar to the MWRDRF?

The MWRDRF expects the topics covered in this section to be vendor- and solution-specific, and thus the format of this particular subsection is not specifically defined except that the total should not exceed 15 pages.

002 – Product Information

The Bidder shall provide a discussion of their pension administration system solution being proposed, including when they release the current version of the product, the base components, the basic concept or philosophy of the architecture, and the unique qualifications of their product that set it apart from other systems. The Bidder shall limit the discussion to four (4) pages.

While the topics for this subsection should be decided by each Bidder, the MWRDRF expects the responses to this section to answer the following questions at a minimum:

a. What is standard product functionality and software that is part of the Bidder's base product that is being proposed, and what is the new or additional functionality or software?

b. If products from providers other than the prime contractor are included in the proposed solution, why and how were the products chosen?

003 – Product Look and Feel

The MWRDRF is interested in obtaining a system that provides a look and feel designed from the business user's point of view. Therefore, the Bidder shall provide a description of their process for the following business processes:

1) The process and screenshots for how your solution manages multi-tier plans
2) The process and screen shots for your base QDRO.
3) The process and screens shots for MWRDRF staff to create and update their own reports and queries; include a sample report output and a sample query output.
4) The process and screen shots for MWRDRF staff to create and update their own letters and forms.
5) In addition, individual screens shots the staff uses to complete a workflow with pending items such as waiting for a death certificate or marriage certificate.

The response should be clear and concise any non-necessary information may result in points deducted.

004 – Product Future Direction

Bidder shall provide a description of the future direction of their product. Does this direction include everything proposed as the MWRDRF solution? Include a description of how this functionality, feature, or technology is a benefit to the MWRDRF. The Bidder shall limit the discussion to ten (10) pages.

While the topics for this subsection should be decided by each Bidder, the MWRDRF expects the responses to this section to answer the following questions at a minimum:

a. How will the proposed solution continue to serve the MWRDRF in the future? How does the Bidder propose that current the MWRDRF issues of obsolescence be addressed by the new solution and be prevented in the future?
b. How will the solution be maintained in the future? Has the Bidder explained ongoing maintenance requirements? Does the Bidder have any recommended best practices for maintaining the system?
c. Describe your general approach to maintenance and support including a description of how support for your solution will be initiated and coordinated.
d. What is the expected turnaround time for a simple bug fix (easily identified and fixed)?
e. Describe how an issue gets escalated if there is not an immediate solution.
f. How would the MWRDRF report a new issue and how would existing issues be tracked?
g. What is the process and turnaround time for an emergency modification, made necessary by a significant and unexpected business rule or legislative change?

020 General Scope

The MWRDRF requires the bidder to implement a system to allow for automation of the functionality needed to perform its day-to-day business as defined in Article 1, Article 13, and Article 20 of the Illinois Pension code [40 ILCS 5/13-101 et seq.], its statutes, business rules and business processes to provide disability and retirement benefits to qualified employees of the Metropolitan Water Reclamation District of Greater Chicago (MWRDGC).

The new solution will incorporate case management and workflow functionality, correspondence and reporting solutions, member and employer-facing portals, and an integrated Enterprise Content Management system (ECM).

The list below represents the MWRDRF core functional areas. In each area, the MWRDRF is looking for the new PAS system to provide process efficiency, segregation of duties, workflow and field validations, audit and approvals, seamless ECM and interface integration, with its corresponding inputs and output (such as, but not limited to imaging, letters, forms and reports).

Functional Area	Requirement Description
1099's	Shall provide the ability to automatically generate, view, download and reprint current and historical 1099Rs, online for staff and Web Self Service.
Annuity Adjustments	Shall provide the ability to recalculate the entire annuity and all payments affected if an adjustment occurs (e.g., retroactive pay increases, etc.) and adjust all payments based on a recalculation.
Annuity Application Process	Shall provide the ability to configure a step-by-step workflow for the retirement process including configurable areas for resources (e.g., publications, education) and onscreen text (e.g., beneficiary designation, tax withholding, etc.). The PAS solution should be able to create a retirement application for a withdrawal while disabled from a current or saved estimate and provide a configurable checklist of all required documents associated with the online disability retirement application process that is dynamic to each member's specific situation.
Annuity Calculation	Shall provide the ability to configure all factors and formulas included in annuity payment calculations (e.g., final average salary, age factor, early age reduction, service credit, etc.)
Annuity Estimate	Shall provide the ability to configure a step-by-step workflow for the estimate process.

Annuity Payroll	Shall provide the ability for the addition and deletion of individuals from payroll depending on life events (e.g., death, , child annuitant certification, child annuitant aging out etc.)
Audit	Shall provide the ability to view the before and after state of any data that is updated (e.g., date/time stamp, user ID that performed the modification, user type, IP address or location from where change was made, etc.)
Cash Receipts	Shall provide the ability to receive or retrieve all payments for all payment receipt types including all payment details (e.g., pre-tax, post-tax, fund, etc.)
Contact Management	Shall provide a 360-degree view of a member which included the ability to create and edit person information (e.g., member, beneficiary, retiree, legal representative, etc.) interactions (e.g., email, in person, phone, etc.)
Conversions	Shall work cooperatively with MWRDRF and any data cleansing vendor to develop a data migration plan that ensures the integrity and validity of all data and allows MWRDRF to continue daily operations with no impact on performance.
Death Benefits	Shall provide the ability to configure a step-by-step workflow for the survivor benefits process including configurable areas for resources (e.g., publications, education) and onscreen text (e.g., payment method, beneficiary designation, alternate payee designation through a DRO, payment option selection, tax withholding, insurance selections, etc.)
Disability Benefits	Shall provide the ability to configure a step-by-step workflow for the disability application process (e.g., publications, education) and onscreen text (e.g., tax withholding, insurance deductions etc.), as well as track disability credits, track the status of a disability application process, from its inception until its completion.
Employer Contribution Reporting	Shall provide a 24x7 web-based solution in which membership and pension payroll data can be reported, corrected, and updated. Allowance can be made for a small maintenance window to take down the web self-service application(s).
Employer Setup	Shall provide a data entry screen to set-up and maintain an employer within the new system, including employer ID, name, address, effective date, etc.)
End User Reporting	Shall provide the ability to pull both historical and current business data directly for reporting purposes. The PAS solution must provide a user-friendly reporting tool which allows for real-time data analysis, report creation, and report publication from the Pension and Benefits database, or the reporting database based on security roles. This includes functionality for ad hoc and standard reports with full report functionality, such as headers, footers, totals, subtotals, sorting, drilling down, page breaking, etc. for individual use based on security.
End User Training	Shall provide a training approach for end users (e.g. - classroom, virtual, self-service training, etc.) provide standard training modules, materials (e.g., job aids, user guides, etc.) and background information pertinent to system operations and usage based on user role. The training material shall be provided in both hardcopy and electronic form for the entire system's functionality.

Financial System Integration	Shall adhere to Governmental Accounting Standards Board (GASB) statements, Financial Accounting Standards Board (FASB), Generally Accepted Accounting Principles (GAAP), and CPA's Annual Financial Report Reporting Requirements. The PAS solution should automatically interface dollar amounts to financials system to facilitate appropriate general ledger transactions for defined overrides in the pension and benefits system(s) and other manual edits.
Hardware Software	Shall provide recommended specifications for all hardware and software required for each environment. Shall be responsible for purchasing, installing, configuring, and maintaining (e.g., maintenance, patching, licensing for continued use) all software (full stack of software) required to meet the RFP specifications.
Imaging/Document Management	Shall provide a document management solution that can integrate to the Line of Business application including capture, document management, as well as integration with workflow and web self-service. This includes the ability to search and view documents by metadata, parameter or keyword and launch configurable workflows.
Internal Controls	System shall be able to audit any transaction made to the system including who made the change, before change value, after change value, date of change, etc. This should be via a searchable user interface.
Member Communications	Shall provide the ability to designate the delivery methods per communication type to allow the person to opt-in/opt-out of certain communications, and the ability to schedule meetings and seminars.
Payments	Shall support different payment types (e.g., original, replacement, reversal of original payment).
Personal Information Update	Shall provide the ability to launch a configurable enrollment workflow based on chosen life event and have ability for all Qualified Life Event opportunities to be displayed and available for selection when events occur. The PAS solution shall have the ability to automatically update person account maintenance data real time, with life event change information, prompt entry of required information based on the chosen life event and initiate the benefits enrollment process based on chosen life event real time during the workflow process
Person Setup	Shall configure all available person setup information including required data element's ability to perform checks of demographic information such as data validation for entries.
Qualified Illinois Domestic Relations Order	Shall be able to process a QILDRO (Qualified Illinois Domestic Relations Order), which is a court order issued by an Illinois court that directs the MWRD Retirement Fund to pay an alternate payee a portion of a member's retirement benefit or certain refunds.
Refunds	Shall provide the ability to process a refund including accumulated contributions, account interest and service credit as well as provide the ability to apply for a refund online (self-service). The PAS solution should create appropriate tax records, terminate service credit according to the amount refunded (include any service purchased), zero out account balance, update account status, void any outstanding service purchases coupons.
Retiree Medical Insurance Deduction Management	Shall provide the ability to load an import file of retiree health insurance premiums from the employer or their third-party agent and deduct appropriate premium from the annuitant or disability benefit recipient.
Service Credit Calculation	Shall provide the ability to configure all factors and formulas included in the service credit calculation.

Service Credit Purchase	Shall provide the ability to process service credit purchases (e.g., the cost of the buyback can be calculated automatically, the service can be reestablished automatically upon receipt of payment (including any breaks in service), and the account balance updated (to avoid users having to manually re-build the account).
Statement of Retirement Benefits	Shall provide the ability to generate and print member statements for a single member, for all members, for all members of an agency, a series of SSNs or IDs, or for all members of a Tier.
Testing	Shall provide an overall comprehensive test plan containing detailed test plans and strategy for each type of test (including but not limited to Unit, Integration (SIT), Business Functional, Regression, Performance, Security, Penetration, User Acceptance (UAT), General Ledger/Financial, Disaster Recovery, Conversion, etc.).
Workflow	Shall create automated workflow path for all MWRDRF processes, which includes the ability to launch workflows based on online activity through the self-service portal.

030 Detailed Scope

The Requirements stated in this section pertain to the PAS technical solution, as a whole.

001 – General Technical Requirements

1. The PAS solution **must** be a COTS solution.
2. The PAS COTS solution should have the ability for the MWRDRF to receive updated versions of the released version to help improve the software/solution that was implemented for the MWRDRF.
3. Bidder shall provide the hosting solution, which includes, but is not limited to, purchasing, installing, configuring, and maintaining all hardware and software.
4. Shall have hosting that supports Business Continuity and Disaster Recovery (BCDR) for the solution.
5. Shall have hosting at redundant sites to support BCDR.
6. Shall have hosting that constantly monitors data to analyze any discrepancies or anticipate malicious activity.
7. Shall provide the capability to store all MWRDRF pension administration data assuming a 10% membership growth per year.
8. Shall be a browser-based solution independent of browser utilized (e.g., Chrome, Internet Explorer, Edge, Safari, Firefox, and Opera) and not require the use of plug-ins.
9. The PAS solution shall have a 360 view for all persons independently of their status.
10. Shall provide the ability to support the current release and previous releases of Microsoft IE/Edge/Chrome/Firefox, Safari.
11. Shall support the latest version of the World Wide Web Consortium's Web Content Accessibility Guidelines for information presented via the web.
12. Shall have all software installed, operational, and customized to MWRDRF configuration prior to using the software for any development or production activities.
13. Shall provide the ability for a user to access authorized services through a single sign-on capability for the PAS solution.
14. Shall provide an average response time for all online processes of less than three (3) seconds. The Bidder shall specify the processes where this guarantee cannot be met. For the identified processes, the Bidder shall identify any trade-offs for those processes among performance, usability, and the proposed solution, and then work with MWRDRF to define alternatives that are mutually acceptable.

15. Shall provide a performance level that supports concurrent usage by a minimum of 15 MWRDRF employees, the Plan Sponsor, and 5,000 external users.
16. Shall provide the ability for MWRDRF staff to work remotely through a web application or Software as a Service (SaaS).

The web self-service (WSS) capabilities are important to the future direction of MWRDRF. Equally important to the WSS are the security surrounding the WSS. With that in mind, MWRDRF wants to provide more detailed requirements as follows. The Requirements stated in the next two sections pertain to MWRDRF's security requirements and (WSS) functionality.

002 – Security Requirements

1. Shall allow user access to the WSS screen through a secure log-in (including survivors, alternate payees).
2. Shall require multi-factor authentication upon logging in to WSS (two-step authentication).
3. Shall allow the ability to access functionality through secure web services or API.
4. Shall use the secure TCP/IP transport protocol (https://).
5. Shall utilize IP security extension (TLS or IPSec) where applicable.
6. Shall ensure the security, confidentiality, integrity, and availability of member and participant information is in accordance with all applicable laws and regulations, both state and federal, including any Board Rules.
7. Shall apply the same security policies, procedures, and practices across all application environments (e.g., production, test).
8. Shall establish and set up the appropriate security level and access permissions for each user on the system based on information provided by MWRDRF.
9. Shall require the user to log in again if they are inactive for x (parameter) period of time.
10. Shall at a minimum adhere to state or MWRDRF standards for encryption technology for external communications across the Internet.
11. Shall avoid unnecessary redundant storage of personally identifiable information.
12. Shall have the ability to send a notification to the member when sensitive changes occur (e.g., change of address, direct deposit updates, distributions)

003 – Web Self-Service (WSS) Requirements

1. Shall provide requested self-service functionality on the MWRDRF website.
2. Shall integrate with and provide the same look and feel with the MWRDRF (home) website.
3. Shall adhere to all state standards for the website.
4. Shall provide the ability to view and submit beneficiary information changes (e.g., active, annuitant).
5. Shall automatically generate an updated beneficiary notification to the member's preferred communication method when the beneficiary information has changed.
6. Shall provide the ability to display the retirement, refund, and service purchase checklist from the line of business so the member can see where they are in the process.
7. Shall provide the ability to survey members and conduct elections. Shall have the ability to provide the results to MWRDRF "blindly."

8. Shall distribute new hire (enrollment-related) forms (e.g., welcome letter, information sheet, beneficiary nomination) initiated via request by workflow or web.
9. Shall provide a benefit estimate calculator to assist members with estimating their pension amount.
10. Shall provide the ability for a member to save and name their benefit estimate.
11. Shall provide a benefit estimate functionality as defined with the line of business application for the member, including notifications based on a tier such as a service credit that can be purchased or the account is in a status (e.g., inactive, refunded, retired, concurrent, data migration error).
12. Shall provide the ability to view previous calculated benefit estimates.
13. Shall generate an estimate letter that can be printed.
14. Shall pull a user's data to populate their benefit estimate, address, or other fields that are on the self-service screens.
15. Shall provide the ability to view and print benefit summary information (retired and active).
16. Shall display certain forms based on the user status (e.g., active, retired, inactive).
17. Shall have the ability to print both blank and pre-filled forms.
18. Shall provide the ability for the user to print or request MWRDRF to send them a form, benefit estimate, or annual statement.
19. Shall have the ability to track requests that require the MWRDRF's response and the method for responding (e.g., call, letter, e-mail).
20. Shall provide the member the ability to view and print previous statements.
21. Shall provide the member the ability to view and print their account balance.
22. Shall provide the member the ability to view and print contribution history information and employment histories.
23. Shall provide the user the ability to view and print 1099Rs.
24. Shall provide the ability to update demographic information for annuitants and inactive participants.
25. Shall display informational messages to the member of the current eligibility (e.g., vested, refunded, retired, survivor).
26. Shall provide the ability to post messages to all users based on status.
27. Shall provide the ability for the MWRDRF to enter the time their staff is available, and otherwise no time available will be put on the web calendar for meetings or sessions.
28. WSS calendar shall be able to integrate with MS Outlook 365.
29. Shall integrate calendar activities with Outlook and automatically link to the contacts.
30. Shall provide the ability for WSS users/MWRDRF staff to schedule or cancel counseling activities, seminars, or workshops, or to sign up for meetings through a calendar type of view.
31. Shall have the ability to generate an appointment reminder notification informing the member about an upcoming meeting they have registered for based on the member's preferred method of communication.
32. Shall provide the ability for any payment recipient to view any of their payments and payment details.
33. Shall capture a request for a refund through a WSS utility that applies appropriate edits to the request and will not allow the submission of an incomplete or inaccurate request.
34. Shall capture a request for a retirement application through a WSS utility that applies appropriate edits to the request and will not allow the submission of an incomplete or inaccurate request.
35. Shall check any refund request to see if they are within x (parameter) number of months from retirement and display a message stating that they will be eligible for retirement benefits in x (parameter) number of months.
36. Shall determine retirement eligibility of member requesting a refund and notify an MWRDRF user who would have the ability to send a system-generated letter.

37. Shall capture a request for a purchase estimate through a WSS utility that applies appropriate edits to the request and will not allow the submission of an incomplete or inaccurate request.
38. Shall allow access to additional forms if a signature form is on file.
39. Shall provide the ability for MWRDRF to view the same screen and data being entered that the WSS user is seeing to help with questions.
40. Shall provide an appropriate Frequently Asked Questions (FAQ) section for each WSS area (e.g., refunds, purchases, retirement).
41. Shall provide the ability for MWRDRF to update the FAQ section without requiring programming changes.
42. Shall provide the ability for the user to select to receive any check stub (payment advice) online.
43. Shall provide the ability for the user to change their tax elections (e.g., state, federal).
44. Shall provide the ability to calculate estimated beneficiary benefits based on the member’s benefit estimate.
45. Shall provide the ability to issue a reminder to the member that they are eligible to retire x (parameter) days from their normal (non-discounted) retirement eligibility.
46. Shall provide a view that contains aggregate of the payroll records selected for the final average salary and the details of how the benefit estimate was calculated.
47. Shall provide the ability for the member to see all their historical data in a summary view and a detailed view.
48. Shall have the ability to notify the member through their preferred method of communication (e.g., mail, e-mail) of major changes made to their account (e.g., change of address online or internally).
49. Shall provide the ability for the member to create and send a retirement application on WSS.
50. Shall provide a wizard to assist members through the WSS features (e.g., retirement benefit application, disability application, service purchases).
51. Shall provide the ability for the MWRDRF to view and download documentation on WSS.
52. Shall automatically send a notification to a WSS user confirming that they updated their password.
53. Shall automatically force the WSS user to change their password after parameters reached as defined by MWRDRF (e.g., lockouts, x days, parameters to be defined by the System).
54. Shall provide the ability to verify the identity of the WSS user through a series of security questions and answers.
55. Shall provide the ability for the user to reset or update their password.
56. Shall automatically save a member's benefit estimate and allow it to be viewed by MWRDRF staff.
57. Shall provide a printable statement of retirement income.
58. Shall allow users to specify a short message service (SMS) number to use for notifications.
59. Shall allow users to prefer e-mail, SMS, or both for notifications.
60. Shall support the latest version of Chrome, Edge, Safari, and Firefox,
61. Shall allow users to export any printable report or form to PDF.
62. Shall provide the ability for the member to upload additional disability forms.
63. Shall provide the ability for the member to upload birth certificates, marriage certificates, divorce decrees, or other documents necessary for validating benefit eligibility.
64. Shall provide the ability to apply MWRDRF retention rules to WSS accounts and remove accounts.
65. Shall provide the ability for MWRDRF staff to lock/unlock WSS accounts or activities.
66. Shall have the ability for MWRDRF internal staff to see any saved information from the member service portal.
67. Shall have the ability to track calls and interaction with staff.

004 – Workflow Requirements

1. Shall create automated workflow for current MWRDRF procedures and process (see Attachment 4 – MWRDRF Business Processes Workflows) or for the PAS vendor's system process(es) that is required to complete the same process.
2. Shall propose a solution that integrates with an imaging software whereby workflows can be launched automatically based on document type.
3. Shall be seamlessly integrated with the new PAS solution (i.e., bidirectional communication between PAS solution and workflow).
4. Shall send and receive events and corresponding data to workflow from PAS solution.
5. Shall receive and act upon events and corresponding data from workflow.
6. Shall allow supervisors and/or staff with MWRDRF-defined permission levels to reassign work from one individual to another and one queue/work basket to another.
7. Shall track start and end time of overall workflow processing and at different levels (e.g., process, subprocess, activity, step, wait, hold until time).
8. Shall launch the appropriate PAS screen from a workflow step.
9. Shall associate appropriate images to the workflow step, including documents received via WSS.
10. Shall provide a view showing productivity and performance information (e.g., by staff member, transaction type, etc.).
11. Shall provide the ability for MWRDRF users to modify workflow template without IT involvement.
12. Shall be able to cancel a workflow without having to go through all the steps and close them out (e.g., abort the workflow).
13. Shall launch workflows from the receipt of a document (e.g., form, letter, Microsoft Word/Excel document, e-mail).
14. Shall provide the ability to administer the creation of notifications.
15. Shall provide the ability to notify workflow user(s) based on workflow events (e.g., completion of a step, receipt of an associated document, timing) as defined by MWRDRF.
16. Shall provide the ability to add specific wording to the template for each workflow step (e.g., instructions, questions to ask, etc.) without IT involvement.
17. Shall provide a view of workflows showing the status of a workflow and its steps based on MWRDRF-defined parameters.
18. Shall allow notes to be added and stored to workflow steps.
19. Shall provide the ability to prioritize active workflows.
20. Shall provide the ability to limit moving forward to the next step until all items are completed.
21. Shall have the ability to override a step if all checklist items are not completed.

The following sections deal with the **methodology, execution, and support requirements** for MWRDRF's PAS replacement project.

005 – Bidder's Methodology and Execution Requirements

1. Shall provide a formal structured system development life cycle methodology (inception to post-production support).
2. Shall provide MWRDRF with a mapping of each artifact to **all** Requirements that it satisfies (e.g., Requirements found in the RFP, proposal, and contract) before beginning work on that artifact.
3. Shall provide a project schedule with key milestone dates within the first month of the contract.
4. Shall make sure that the project schedule includes milestones for all proposed payment schedule deliverables.

5. Shall provide a project schedule with detailed tasks with MWRDRF resources loaded no later than two (2) months after the project starts.
6. Shall define what MWRDRF resource by role or skill set is needed for each task in the project schedule no later than two (2) months after the project starts.
7. Shall provide a revised project schedule with key milestone dates whenever there is an approved change to a key milestone date of more than one week.
8. Shall produce a bi-weekly dashboard status report to the MWRDRF that identifies.

    Project Status by the following color indicators:
    - Green – on schedule, on budget
    - **Yellow** – potential delay to the schedule or cost increase
    - Red – behind schedule or cost overrun

    Issues by the following color indicators:
    - Green – no issues or issue has been resolved.
    - **Yellow** – issue requires MWRDRF or vendor action to prevent a negative project impact.
    - Red – issue has occurred resulting in a negative project impact and will require an adjustment to the scope, schedule, or cost.

9. Shall provide a formal structured Change Requests (e.g., scope, schedule, resources).
10. Shall provide a formal structured Plan of Accomplishments:
    a. achieved during the reporting period,
    b. not achieved during the reporting period and,
    c. next reporting period
11. Shall, in the case of a phased approach, include in the project schedule a stabilization period for the length of each 90-day warranty period where the only work being performed will be warranty work (e.g., no requirement sessions, no design sessions).
12. Shall develop a cut-over plan for MWRDRF (including in-flight business process and data migration, back-out plan, and contingency cut-over date) a minimum of 30 days prior to each release into production.

006 – Testing Requirements

1. Shall provide an overall comprehensive test plan that will contain individual detailed test plans for each type of test (including but not limited to unit, business function, process, performance, interface, integration, GL, security, user acceptance testing (UAT), regression, boundary, negative, test evaluation summaries, etc.).
    a. Key elements that are required in each test plan include traceability back to a detailed requirement specification and the detailed requirement specification to a commitment.
    b. Each test plan should define the test scenarios and test cases (or link to them if in a tool) and explain what results will be provided, such as the expected results and the actual test results (including screenshots).

c. Each test plan should explain what test metrics will be captured to show the number of test scenarios and test cases not executed, executed and passed, and executed and failed.

2. Shall provide upon completion of testing for a type of test a test evaluation summary that should provide the expected results and test results (including screenshots) for the test scenarios and test cases (or link to them if in a tool) in the test plan.
   a. Should provide the metrics captured to show the number of test scenarios and test cases not executed, executed and passed, and executed and failed.
3. Shall provide a methodology for tracking defects that is accessible to MWRDRF staff and that can support a defect triage process to be defined and agreed upon by the vendor and MWRDRF staff.
4. Shall conduct all business functions and user acceptance testing on MWRDRF converted data to verify compliance with the requirements.
5. Shall conduct performance testing, which includes load testing, stress testing, and endurance testing, to verify that the solution meets MWRDRF criteria.
6. Shall conduct interface testing to verify the solution meets the specifications or its external entities using MWRDRF-converted data where applicable.
7. Shall conduct integration testing to verify the solution meets MWRDRF integration specifications using system-generated and MWRDRF-converted data.
8. Shall develop and execute regression tests using system-generated and MWRDRF-converted data for each major and minor release using automated and manual scripts that will be provided with documentation to MWRDRF prior to user acceptance testing.
9. Shall conduct security testing for all solution user types, including users with multiple roles, to validate the solution authentication and authorization processes.
10. Shall conduct a third-party penetration test.
11. Shall build a solution sand box for MWRDRF staff to use in order to become familiar with solution functionality and for ad hoc testing.
12. Shall support MWRDRF staff in the building, operation, and problem determination of the solution application in all user acceptance testing scenarios.
13. Shall include in the Project Plan a minimum of **20%** of the overall project schedule for the execution of user acceptance testing.
14. Shall perform end-to-end business process testing, including interfaces and integrations, using system-generated and MWRDRF-converted data utilizing the same user roles as in production.
15. Shall support and participate in the testing and problem resolution for data conversion.
16. Shall provide a stable release of the solution application that meets MWRDRF UAT entry specifications as defined in an agreed upon UAT test plan.
17. Shall resolve all catastrophic and major problems encountered during UAT to a level that meets MWRDRF UAT exit criteria as defined in an agreed upon UAT test plan.
18. Shall have the ability to maintain a sand box beyond the implementation phase for use of future updates.

007 – End User Training, Documentation, and Support Requirements

1. Shall provide complete training for all MWRDRF users preceding each release (e.g., production code deployment).
2. Shall provide electronic documentation.
3. Shall provide training documentation in a business process-oriented manner.
4. Shall provide user manuals in a business process-oriented manner and update these manuals as the solution evolves.

5. Shall provide all training at MWRDRF location(s) or virtually as agreed to by MWRDRF.
6. Shall present all training material to MWRDRF at least 15 days prior to the training session for their review and approval prior to the start of any training.
7. Shall provide end user support as part of the solution until all 90-day warranty defects have been fixed.
8. Shall provide release notes and corresponding training and user manual documentation updates preceding each release into production.

008 – Solution Warranty Requirements

1. Shall provide a 90-day warranty period (see definition below) for defect (see definition below) identification for the PAS application after the functionality has been executed for the first time after the release of the functionality to production. This will apply to any quarterly or annual functionality that was not within the warranty period. All defects, regardless of severity or priority identified in the 90-day period shall be corrected under this 90-day warranty at the vendor's expense.
2. Shall provide a one-year system warranty for critical defects (see definition below) for the PAS application to begin after initial warranty has completed as specified.
3. Shall provide for a minimum PAS application uptime of 99.95% during core business hours for all major functions proposed, including web and local operations and excluding scheduled downtime or MWRDRF-initiated downtime. The Bidder shall specify how availability is measured and under what conditions this guarantee cannot be met.
4. Shall provide for a PAS application uptime of 99.95% during non-core business hours for all major functions proposed, including web and local operations, and excluding scheduled downtime or MWRDRF-initiated downtime. The Bidder shall specify how availability is measured and under what conditions this guarantee cannot be met.

Warranty Definitions

Warranty – "Warranty" means any work that is required as a result of a warranty commitment by the Bidder. Warranty work shall be done at the vendor's expense and shall not diminish the Bidder's post-implementation support work effort.

Critical Defect – "Critical defect" means a system defect that (a) causes a business process of the system to fail to reach completion; (b) causes or is likely to cause data to be lost or destroyed; or (c) prevents the system from being installed or executed on the properly configured environment.

Defect – "Defect" means work that does not conform to requirements specifications.

Release – "Release" means a stable, executable version of the product, together with any artifacts necessary to use the release, such as release notes or installation instructions. A release can be internal or external. An internal release is used only by the Bidder as part of a milestone or for a demonstration to users or customers. An external release is delivered to end users.

009 – Post-Implementation Support Requirements

The post implementation support shall begin after the fix priced 90-day warranty or one of the optional warranties as agreed upon.

The Requirements stated in this section pertain to the post-implementation support Requirements.

1. Shall validate, that all software, including 3rd party software, are part of the solution being proposed and will be managed solely by your company.
2. Shall provide a sample of the Post Implementation Agreement.

010 – Hosting, Business Continuity, and Disaster Recovery Requirements

1. Shall have hosting that supports Business Continuity and Disaster Recovery (BCDR) for the solution.
2. Shall have a primary hosting site and a redundant site. Please specify the locations of the sites as part of their fixed bid proposal to support BCDR.
3. Shall have hosting that constantly monitors data to analyze any discrepancies or anticipate malicious activity.
4. Shall provide your services level agreements (SLAs) for the guaranteed hosting uptime.
5. Shall describe your hosting database structure (e.g., single tenant database vs multi-tenant database).

040 Bidder's Responsibility

Bidder shall acknowledge their responsibility on the project.

001 – Bidder Acknowledgment

The Bidder shall recognize that MWRDRF is a small organization with limited resources and experience in new technologies and large system implementation. Therefore, MWRDRF is outsourcing the implementation of their new pension administration system. MWRDRF defines outsourcing as "the Bidder is responsible for all aspects of the implementation, support, training, and maintenance of their solution unless otherwise stated by MWRDRF."

050 Project Methodology

The Bidder shall provide an overview of the project management methodology, system development methodology (including all phases of testing), and code management methodology they intend to use on this project.

001 – Project Management Methodology Overview

The Bidder shall provide a description of the methodology they intend to use to manage the implementation of their solution limit to one (1) page. As part of the response, the Bidder should answer the following question:

1. What are the key reasons for choosing the specific project management methodology proposed?

002 – Project Management Methodology Deliverables, Templates, and Tools

The Bidder shall list all of their project management deliverables, their purpose, and generally when the Bidder will produce the deliverables.

For each deliverable, the Bidder shall provide the template(s) they intend to use.

The Bidder shall describe the tool(s) they intend to use to support this process.

003 – System Development Methodology Overview

The Bidder shall provide a description of the methodology they intend to use to fully develop and test their proposed solution limit to two (2) pages. The Bidder should answer the following questions:

1. What are the key reasons for choosing the specific software development methodology proposed?
2. How has the Bidder's previous experience (lessons learned) been applied to the solution and methodology proposed by the Bidder for the MWRDRF project?
3. Has the Bidder explained whether there will be a phased deployment of the solution and what types of go-live support will be offered for each of the phased deployments?
4. If phased, has the Bidder explained how existing systems will be decommissioned and functionality transferred to the new solution throughout the project and especially during phased deployments?

004 – System Development Methodology Deliverables, Templates, and Tools

The Bidder shall list all of their system development methodology deliverables, their purpose, and generally when the Bidder will produce the deliverables.

For each deliverable, the Bidder shall provide the template(s) they intend to use.

The Bidder shall describe the tool(s) they intend to use to support this process.

005 – Release Management

The Bidder shall provide a description of the methodology they intend to use to successfully deploy releases of any kind and the frequency of the releases. The Bidder should also clarify the content of these releases (e.g., software patches, software upgrades, new functionality). This section should be limited to two (2) pages.

006 – Change Control Methodology Overview

The Bidder shall provide a description of the methodology they intend to use to manage out-of-scope changes requested by MWRDRF limit to two (2) pages.

060 Project Team

The Bidder shall provide a description of the entire project team, the name of the project's key resources, and their résumés. MWRDRF understands that Bidders often use project staff to support their company business. Therefore, the Bidder shall state the percentage of each team member's time that Bidder is dedicating to this project. The Bidder shall provide the percentage of time each team member is on site at MWRDRF, if required.

001 – Project Team

The Bidder shall provide an organizational chart of the project team, as follows:

a) The organizational chart must include:
   i. Team member's name
   ii. Role
   iii. Responsibilities
   iv. Project Hierarchy
b) Identify **all** key team members (Account Manager, Project Manager, Testing and/or QA Manager, and Key Business Analysts)
c) Identify who is the single point of contact for any issues during and post-implementation.

For the project team, provided the percentage of time dedicated to MWRDRF, and the percentage of time they expect to be on site at MWRDRF. At a minimum, it is expected that during requirements gathering, the Key Business Analysts will be available for a minimum of three (3) full days per week, and a full day is 8:00 a.m. to 5:00 p.m.

Bidders must use the following table format in their response.

PAS Project Team				
Project Resource Full Name:	PAS Role/Title:	Percentage (%) of time dedicated to MWRDRF:	Percentage (%) of time On-Site at MWRDRF:	Key Resource (Yes/No):

Bidder staff must have strong verbal and written communication skills. The Bidder may use limited offshore resources for development, but the offshore resources shall be transparent. At no time shall MWRDRF interface with offshore staff.

Note: Due to COVID-19, "on-site" may be modified to "remote work" as MWRDRF sees fit based on current local, state, and CDC guidelines.

Remote Work Policy

- If in different time zones the bidder staff must be available during the pension organization's work hours (Central Standard Time "CST")
- Access to data onsite only - no data offsite
- Limited VPN access will be provided as need basis only.
- If developer is located outside of the USA, the developer will only have access to test data

Note: this is not an inclusive list, and it is subject to change

002 – Résumés

The Bidder shall provide the résumés of their **key** resources. At a minimum, the Account Manager, Project Manager, Testing and/or QA Manager, and Business Analysts. Resumes are limited to two (2) pages per key resource.

MWRDRF expects that these individuals shall have experience in the public retirement industry. Bidders must use the following table format in their response.

PAS Project Team					
Project Resource Full Name:	PAS Role/Title:	Years' Experience in the Role Proposed:	Total Years' Experience:	Years with <*BIDDER NAME*>:	Experience in Pension (# Years):

003 - Key Resource References

For each key resource, bidder shall provide the two (2) most recent public pensions reference where the key resources worked at. Bidders must use the following table format in their response.

KEY RESOURCE REFERENCES	
System Name:	<name of the system>
Project Name:	<name of the project>
Project Contact Name:	<full name of the reference contact person that has firsthand knowledge of Bidder's performance on the project>
Project Contact Title:	<title of the reference contact person that has firsthand knowledge of Bidder's performance on the project>
Project Phone Number:	<work phone number of the reference contact person>
Contact E-mail Address:	<work e-mail address of the contact person>
Contact Person's Role:	<provide information on the contact person's role in the project, including length of time on the project>
Project Start Date:	<date that Bidder began working on the project>
Project End Date:	<date the Bidder finished working on the project or is planning on finishing work on the project>

004 – Participation in Orals

If the Bidder is selected as a finalist, the Bidder shall have the Account Manager, Project Manager, Solutions Architect, Testing and/or QA Manager, and Business Analyst(s) present their proposals in person, if required. The Development Manager is allowed as an optional presenter.

It is expected that the Account Manager, Project Manager, Solutions Architect, Testing and/or QA Manager, and Business Analyst(s) will be the only presenters. The only exception will be the initial 30 minutes of the orals, at which time the Bidder can have anyone present.

It is expected that the Account Manager, Project Manager, Solutions Architect, Development Manager, Testing Manager, and Business Analyst(s) will answer all questions from the Selection Review Committee unless otherwise directed by the Review Committee.

070 Bidder's Implementation Schedule

The Bidder shall provide a description of their implementation strategy and schedule.

001 – Project Implementation Strategy

The Bidder is free to propose an implementation strategy that they feel best ensures the success of the project. The Bidder shall provide an explanation of their reasoning for the proposed strategy limit to four (4) pages. The bidder **must** take into account MWRDRF's staff constraints identified above in RFP 02 – MWRDRF INFORMATION, Subsection 007 – Resources Constraints.

002 – Implementation Schedule

The Bidder shall provide the implementation schedule for the project and their best-case start date. The Bidder shall create separate, independent schedules for the technical infrastructure implementation, data conversion and bridging, employer reporting, optional functionality, and development of the LOB functionality. The bidder shall create their schedule around the MWRDRF resource constraints identified above in RFP 02 – MWRDRF INFORMATION, Subsection 007 – Resources Constraints.

The implementation project schedule must include:

- Name of major tasks (**must** include deliverables that will require MWRDRF sign-off)
- Start and Finish date
- Duration of the major tasks
- Key Milestones (for example, UAT, Go-Live)
- Resources – Need to specify either "bidder" or "MWRDRF" (if, MWRDRF provided the role and estimated hours)
- Onsite Percentage

IMPLEMENTATION PROJECT SCHEDULE								
Task Name	Start Date	End Date	Duration	Key Milestone	Resource Name	Project Role	Estimated Hours	Onsite Percentage

080 Bidder's Exceptions

The Bidder shall specify any exceptions to any of the mandatory scope specified in this RFP. The Bidder shall describe any alternative to the stated requirement as long as it meets the intent and spirit of the requirement. Alternatively, the Bidder shall state that they have no proposed alternative.

001 – RFP Exceptions

Using the format in the following table, the Bidder shall provide the details to each exception they have to the mandatory scope found in this RFP. Bidders must use the following table format in their response.

#	RFP Section	Page Number (#)	Description of the Exception	Explanation for the Exception	Bidder's Proposed Alternative

002 – System License Agreement Exceptions

Bidder accepts all terms and conditions of the sample System License Agreement.

If bidder takes exception to any of the wording of the System License Agreement, the bidder shall provide a redline System License Agreement with comments explaining the exception.

090 Additional Information Required

The Bidder shall provide a response to the following information requests in their proposal. Their responses should be based on the solution that they are proposing as part of their fixed bid. A maximum of two (2) pages per request.

Information Request 1 – Please provide the strategy (road map) for upgrading your product to keep it current on all software versions, technology, and new functionality.

Information Request 2 – Please provide your release strategy/process as part of your post-production support.

Information Request 3 – Please describe your customer support model. Include your SLAs for average response time and average resolution time.

Information Request 4 – Please provide additional information concerning your hosting model. What security practices does the provider follow?

Information Request 5 – What security practices are incorporated into the solutions being proposed? Include security around self-service and data.

Information Request 6 – Please highlight areas in the implementation schedule that highlights the areas that require MWRDRF resources.

Information Request 7 – Please describe how your solution enables work from home and a potential paperless environment (e.g., e-signature, self-service, etc.).

Information Request 8 – Please explain your change management process. Include any applicable forms.

Information Request 9 – Please provide your development and implementation approach and timeline (e.g., big bang, phased, hybrid, other).

Information Request 10 – Please provide a copy of your post-production implementation support model and PAS application maintenance.

05 – PROPOSED COST

This section of the RFP has specific sections that require a response and provide instructions for the Bidder on how to respond to this section.

010 Proposed Cost Format

This section defines the format the Bidder shall use to respond to this section of the RFP.

001 – Cost Response Section Format

General proposal formatting Requirements from RFP Section 01 – RFP Information, Subsection 030 – RFP Instructions of this RFP shall also apply to this section.

Failure to follow these formatting Requirements may result in the rejection of the Bidder's proposal.

020 Proposed Cost

The proposed cost should have three (3) main sections as follows:

001 – Cost Details
This section will provide the project cost by different categories and line items as designated in RFP 05 – Proposed Cost, Subsection 030 – Cost Details below.

002 – Proposed Payment Schedule
This section will provide a proposed schedule of payments for accepted project deliverables as described in RFP 05 – Proposed Cost, Subsection 050 – Proposed Payment Schedule.

03 – Change Control

NOTE:

The MWRDRF will not pay any invoice based on partial completion of deliverables, the passage of time, or travel costs and related expenses incurred by the Bidder.

The MWRDRF does not pay the Bidder travel costs or other related expenses. These costs should be incorporated into the fixed bid and should be inclusive of all Bidder expenses.

Bidder should not include cost for MWRDRF staff in the proposed cost.

030 Cost Details

The Bidder's Cost Response must propose costs for the following scenarios:

001 – Proposed Solution – Fixed Pricing

The Bidder must specify **all** costs to satisfy MWRDRF's Scope.

The proposed solution fixed pricing includes:

1. **all** mandatory requirements,
2. **all** other responses provided in the Bidder's Proposal.

This Cost Response scenario proposed by the Bidder must include a **total proposed fixed bid price**.

At a minimum, the cost needs to include the following as separate line items, if there is no cost for the line item, please put zero "$0" in the Cost column.

1. License Fee (during implementation)
2. Hosting Cost (during implementation)
3. 90-Day Warranty Period
4. Other Costs
5. Total Solution Implementation Cost – sum of all the itemized cost listed above

Bidders must use the following table format in their response.

PROPOSED SOLUTION - FIX BID PRICING			
#	**Component**	**Cost ($)**	**Additional Comments**
1	License Fee (during implementation)		
2	Hosting Cost (during implementation)		
3	90-Day Warranty Period		
6	Other Costs (*name each in a separate row*)		
7	**Total Solution Implementation Cost**		***<TOTAL Fixed Bid Price ($)>***

002 – Optional Requirements – Fixed Pricing

The Bidder must specify **all** costs to satisfy each Optional Requirement in their proposed cost that is going to be an additional cost. If the optional requirement is part of the proposed solution and is not an extra cost, enter "In Proposed Solution" in the "Deliverable Cost ($)" column.

This Cost Response scenario proposed by the Bidder must include a firm fixed price for each optional requirement.

Bidder is required to provide a cost for extending the 90-day warranty on all defects (as described in RFP Section 030 Detailed Scope, Subsection 008 – Solution Warranty Requirements) to 180 days and 360 days. This is the additional cost above the 90-day warranty that is included in the Proposed Solution - Fixed Price

It is the understanding of the MWRDRF that once the awarded vendor enters into a Best and Final Offer (BAFO), there is a strong possibility of a final cost reduction once the PAS vendor sees all the work, which now includes all the optional components, and they can revise costs as appropriate.

Optional Requirements

Optional Requirement	**Deliverable Cost ($)**
Extension of 90-day warranty to 180 days	
Extension of 90-day warranty to 360 days	

040 Post-Implementation

001 – Post-Implementation Support

The Bidder must provide the costs for a post-implementation support model and associated costs for PAS application maintenance.

At a minimum, the cost needs to include the following as separate line items, if there is no cost for the line item, please put zero “0” in the Annual Cost column:

1. Licensing
2. Hosting
3. Releases –to receive and integrate new versions of vendor’s future releases of the PAS solution. This should keep the MWRDRF current, especially with mandatory releases, in order to not fall behind.
4. Help Desk Support – to include a 12-hour availability from 7:00 a.m. – 7:00 p.m. CST.
5. Renewal Costs - all hardware licenses, warranties, and support contracts needed to support the PAS application.
6. Other Costs
7. Total Annual Post Implementation Support Cost – sum of all the itemized cost listed above

Bidders must use the following tables format in their response.

POST-IMPLEMENTATION SUPPORT MODEL			
#	Component	Annual Cost ($)	Additional Comments
1	Licensing		
2	Hosting		
3	Releases		
4	Help Desk Support		
5	Renewal Costs		
6	Other Costs (*name each in a separate row*)		
7	**Total Annual Post Implementation Support Cost**		***<TOTAL SUM ($)>***

This cost response scenario proposed by the Bidder must include a **firm fixed price** for each of the three (3) options below. Bidders must use the following tables format in their response.

Additional cost details for Post-Implementation Support:

Deliverable	**Deliverable Cost ($)**
Post-implementation support beginning with the implementation of the first phase and ending 24 months after implementation of the last phase.	
Post-implementation support beginning with the implementation of the first phase and ending 36 months after implementation of the last phase.	
Post-implementation support beginning with the implementation of the first phase and ending 60 months after implementation of the last phase.	

Additional cost details about enhancement and change requests during post-implementation support:

Deliverable	Total Cost ($)
What is the typical cost to add a data field to an **existing letter** (simple in complexity)?	
What is the typical number of hours to add a data field to an **existing letter** (medium in complexity)?	
What is the typical number of hours to add a data field to an **existing letter** (high in complexity)?	

Deliverable	Total Cost ($)
What is the typical number of hours to add a data field to a **new letter** (simple in complexity)?	
What is the typical number of hours to add a data field to a **new letter** (medium in complexity)?	
What is the typical number of hours to add a data field to a **new letter** (high in complexity)?	

Deliverable	Total Cost ($)
What is the typical number of hours to add a data field to a **create a new report** (simple in complexity)?	
What is the typical number of hours to add a data field to a **create a new report** (medium in complexity)?	
What is the typical number of hours to add a data field to a **create a new report** (high in complexity)?	

002 – Post-Implementation Support Hourly Rates

Please provide the hourly rates by roles for post-production change requests.

Bidders must use the following table format in their response.

Role Title/Name	Rate ($)

050 Proposed Payment Schedule

The Bidder is to provide their proposed payment schedule for the project.

001 – Proposed Payment Schedule

The proposed payment schedule should specify at a minimum the deliverables accepted, monthly time frame, and amount by MWRDRF associated with each month.

Deliverables - a group of one or more Artifacts that MWRDRF will pay to receive (according to the contractual payment schedule) when those Artifacts have all been approved by MWRDRF.

Artifacts - a Project output that requires review and acceptance by MWRDRF.

Bidders must use the following table format in their response.

Payment Number (#)	Accepted/Sign-Off Deliverable	Estimated Payment Date	Payment Amount ($)
		TOTAL Fixed Price:	

For the purposes of your Proposal, the proposed payment schedule **must equal** the **001 – Proposed Solution – Fixed Pricing.**

The proposed payment schedule **must align** with the Bidder's proposed implementation schedule for all deliverables MWRDRF has to sign-off.

It is expected that MWRDRF will include Optional Requirements in the total scope during the BAFO process. The BAFO awarded vendor will have the opportunity to adjust their proposed payment schedule to include those Optional Requirements at that time.

06 – ATTACHMENTS

This section of the RFP provides the attachments referenced in the previous sections.

010 Attachment 1 – Statutes, Constitutional Provisions, and Administrative Rules

Statutes governing the MWRDRF may be found in 40 ILCS 5/13

(*https://www.ilga.gov/legislation/ilcs/ilcs4.asp?DocName=004000050HArt%2E+13&ActID=638&ChapterID=9&SeqStart=151500000&SeqEnd=159000000*).

General provisions applying to all Illinois Public Pension funds may be found in 40 ILCS 5/1

(*https://www.ilga.gov/legislation/ilcs/ilcs4.asp?DocName=004000050HArt%2E+1&ActID=638&ChapterID=9&SeqStart=100000&SeqEnd=7750000*).

Provisions for the Reciprocal Act in which the Fund participates may be found in 40 ILCS 5/20

(*https://www.ilga.gov/legislation/ilcs/ilcs4.asp?DocName=004000050HArt%2E+20&ActID=638&ChapterID=9&SeqStart=224600000&SeqEnd=227900000*).

For a library of Board Policies, see file named “Board Policies”.

111 E. Erie Street
Chicago, IL 60611

020 Attachment 2 – MWRDRF System License Agreement

See file called “MWRDRF System License Agreement .zip”

030 Attachment 3 – MWRDRF Current Business Processes List

	BUSINESS PROCESS NAME
1	1099-R Data Extract Production
2	1099-R Data Processing
3	1099-R Form Production
4	Accept Payment for Service Credit Purchase
5	ACH File Extract Production
6	Actuarial File Extract Production
7	Add New Person
8	After April 15 Procedure
9	Aggregate Credit Union deductions and produce a payment to the Credit Union.
10	Archive Payment Details (Snapshot)
11	Calculate “lines” associated with service purchase
12	Calculate and Store Benefit Estimates
13	Calculate any remaining investment in contract upon annuitant’s death and apply to survivor benefit, final 1099-R, or estate.
14	Calculate Disability Credit Available
15	Calculate early retirement discounts for Tier 1 and Tier 2.
16	Calculate retirement annuities.
17	Calculate Service Credit
18	Calculate Service Purchase Cost
19	Calculate Tier 1 Final Average Salary
20	Calculate Tier 2 Final Average Salary
21	Check Reconciliation
22	Cost Service Payments for LOA and Refund Repayments
23	Create New Payment Data for Annuities, Refunds, Disability, and Adjustments
24	Display Payment History
25	Display Pensionable Earnings, Contributions, Interest, and Hours Data
26	Display Scanned Documents
27	Edit and maintain payment form (check, direct deposit)
28	Edit Tier
29	Edit Wage and Contribution Data
30	Edit/Correct Mismatched Scanned Documents
31	Enter and edit periodic benefit payment data
32	Enter Payment Reversals
33	Enter Refund Repayment Data
34	Enter Replacement Checks

35	Enter Service Payments and Award Credit
36	Enter Stop Payments
37	Enter Wage and Service Adjustments (Bucket adjustments)
38	Expel mismatched documents from a member record
39	Export of all data grids from the UI to Excel
40	Inactivate and reactivate annuities.
41	Inactivate Non-Retired Members not on Payroll
42	Inactivate Payments
43	Insert “0” Records for non-retired members not on payroll
44	Insert contribution records.
45	Load and Maintain Reciprocal Match Data
46	Load Demographic Data File from the Employer
47	Maintain A/R and A/P Records
48	Maintain and deduct Credit Union elections.
49	Maintain child annuitant age 18 – 22 benefit eligibility.
50	Maintain Comments Screen
51	Maintain Contribution Distribution
52	Maintain Contribution Interest
53	Maintain Deduction Vendor Data
54	Maintain Dependent Data
55	Maintain Direct Deposit Bank Data
56	Maintain Elected Official Flag
57	Maintain Elected Official Plan Contributions and Service
58	Maintain Email Addresses
59	Maintain Emergency Contact Data
60	Maintain Health Insurance Data
61	Maintain Legacy Optional Service Credit Deduction Records
62	Maintain Manual Reciprocal Data
63	Maintain Medical and Dental Premiums
64	Maintain Member Address
65	Maintain Mismatch Document Holding Place
66	Maintain Obituary Email Address
67	Maintain Optional Credit Records
68	Maintain Personal Information
69	Maintain Phone Number
70	Maintain QILDRO Flag
71	Maintain safe harbor account balance and annual pre-tax portion recovered.
72	Maintain Salary Cap Data for Tier 2
73	Maintain Section Head Flag

74	Maintain Section Number and Job Title
75	Maintain Service and Salary “Buckets”
76	Maintain Signature Card Indicator
77	Manage Federal Withholding Credits for Reversals
78	Manage Health Insurance Premium Credits for Reversals
79	Manage Service Credit for Service Purchases
80	Manage Tier 2 COLA Rates
81	Manage User Security
82	Manual Insertion of Salary and Contribution Records
83	Miscellaneous Tasks After Payroll
84	Negative Office Number Fix
85	Post-Retirement Earnings Limits Testing (IRC Section 415(b)(1)(A) Limits)
86	Process Annuity Payments (Includes employee, survivor, excess, QILDRO, Refund and Deduction Vendor Payments)
87	Process Bi-Weekly Duty Disability Payments
88	Process Bi-weekly Ordinary Disability Payments
89	Process COLAs Tier 1
90	Process COLAS Tier 2
91	Process Excess Benefit (415 Limit) Payroll
92	Process QILDRO COLAs per court order
93	Process Returned Payment
94	Process reversionary annuity elections and payment to the reversionary annuitant
95	Process tax levy deduction and payment redirection to the IRS.
96	Process/Load demographic employee data file from employer
97	Produce amount of contributions letters.
98	Produce annuitant affidavits and award letters.
99	Produce annuity verification letters.
100	Produce child annuitant age 18 – 22 recertification letters.
101	Produce correspondence regarding receipt, acceptance, or rejection of a Power of Attorney.
102	Produce correspondence regarding receipt, acceptance, or rejection, of legal guardianship.
103	Produce Death Match Files
104	Produce Deduction Vendor Payments and Records
105	Produce email list for all mail merges
106	Produce forms and mail them to members upon request.
107	Produce letters for survivors of deceased annuitants to collect overpayment or request a death certificate.
108	Reproduce payment advices.
109	Request ACH reversals for overpayments.
110	Scanned Document Corrections
111	Search for checks by number

112	Store, Catalog, and Display Scanned Documents
113	Update Deduction Vendors
114	Year-End Contribution Close Out

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040 Attachment 4 – MWRDRF Business Processes Workflows

See file called “MWRDRF Business Process Workflows.zip”

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050 Attachment 5 – Letters and Forms

See file called “Letters and Forms.zip”

060 Attachment 6 – Files and Reports

File/Report Name	Detail Description
Account Payable Listing (Outstanding)	Lists all outstanding payables.
Account Payable Listing (Paid)	Lists all payments from GL 209, 210, and 211
Account Receivable Listing (Outstanding)	Lists all outstanding receivables.
Account Receivable Listing (Collected)	Lists all AR deducted from benefit payments by year.
Employee Address Label report	Address Labels for All Actives
Listing of employee addresses	List of Employee Addresses for All Active and All on Disability. Used for Trustee Election.
Electronic Transfers(memo)	Report listing aggregate FWT for annuitant or refund payments on a pay period, less any adjustments for reversals. Includes fields for writing confirmation of tax payment submission.
Ann_Hosp(memo)	We will need some manner of reporting health insurance deductions to the District.
Benefit Payment Exceptions	Reports any records where the PI screen indicates active subtype and status, but the periodic benefit setup screen indicates inactive, or vice versa.
Annuitant Credit Union Deduction	Lists all Credit Union Deductions for annuitants on a given annuitant payroll
Annuitant Address Listing 3Across	List of Annuitants with GL, Pay ID, and Office Number. Does not include addresses. Used to assign Pay ID Numbers to new annuitants.
Annuitant Address Label Report	Produces a report of names and addresses formatted for Avery 5260 labels for a select set of GL numbers.
Annuitant Export	This is the GL export record for the accountant.
Annuitant Disbursement Listing	This is the master list of all archived annuity payments from which we build the next payroll.
Annuitant Comparison Listing	Shows all records to be paid on an annuitant payroll that are changed, deleted, or added since the payroll was archived.
Hospitalization listing for current Month	We will need some reporting to document what deductions were taken on a pay period.
Hospitalization listing for any category	Lists all annuitants with a particular health insurance premium deducted from the annuitant payroll.
Termination Listing for Annuitant	Lists all records with a term date within a range of dates. Note: Termination dates are not necessarily an indication that benefit eligibility ceases. Rather, it is a flag that staff

	uses to implement a manual change or record maintenance.
Monthly Pension Increase Listing	Lists all Tier 1 annuity increases applied for a particular month.
COLA Increase Listing - Tier 2	Lists all Tier 2 annuity increases for a particular month
Ann Elec_dir_Cash_excess(memo)	This is what we refer to as the "Treasury" memo. The MWRD Treasury has no need for the document, but we use it to advise the accountant of a disbursement from the bank account.
Annuitant Programmer Memo	This is the memo that benefits staff presents to the programmer to advise him/her that the payroll process is clear to run. It gives counts for each disbursement type (direct deposit, check) to verify printed media counts and ACH file record counts.
Federal Adjustments(memo)	Reports federal withholding records flagged for credit on a particular pay period.
Annuitant Account Summary Totals	Reports counts and dollar amounts for all disbursements and deductions.
YTD Annuitant Listing	YTD printout for all annuity and refund payments.
YTD Acct. Recv. Listing	Lists all accounts receivable.
Ann Negative Accounts	Lists all reversals and "A" records for the annuitant and refund payroll disbursements.
Annuitant Hospital Count	Lists a count of annuitants with a particular health insurance premium deducted on a given pay period.
Annuitant Vendor Transfers	List's deduction vendor totals.
Combined Annuitant Register	Annuitant payroll register.
Pension Deduction Verification Report	Lists all records where Tier 1 pension contributions <> 12% or Tier 2 pension contributions <> 9% for the reporting year.
Bank Reconciliation Uncancelled Checks	Lists all outstanding checks.
Bank Reconciliation Uncancelled Checks	Seems redundant. I do not think that there is a difference between BRCP03 and BRCP03sav
Bank Reconciliation Cancelled Checks	Lists all checks canceled between two dates. Includes cashed, voided, and stopped.
Contribution Statements	Produces a report of past calendar year contributions and a total of all contributions, broken into pre- and post-tax as well as any Optional deductions.
Contribution Statements - Copies	Office copy of contribution statements

DD Adjustments	Reports records for which the Fund is taking an insurance deduction credit.
Duty Disability Payroll (Memo-Treasury)	Reports disbursement to accounting.
Duty Disability Payroll (Memo-Programmer)	This is the memo that benefits staff presents to the programmer to advise him/her that the payroll process is clear to run. It gives counts for each disbursement type (direct deposit, check) to verify printed media counts and ACH file record counts.
Disability Export	This is the GL export record for the accountant.
Ordinary Disability Payroll (Memo-Programmer)	This is the memo that benefits staff presents to the programmer to advise him/her that the payroll process is clear to run. It gives counts for each disbursement type (direct deposit, check) to verify printed media counts and ACH file record counts.
Summarized Disability Disbursement Listing	This shows the total by deduction vendor type and the resulting payment to the vendor.
Disability Disbursement Listing	This is the disbursement list from which we begin the baseline of disability payment staging for the next disability payroll.
Ordinary Disability Credit Union (Memo)	This is the list of all credit union deductions from OD
Duty Disability Credit Union (Memo)	This is the list of all credit union deductions from DD
Disability Account Summary Totals	Reports counts and dollar amounts for all disbursements and deductions for both Disability payrolls.
Disability Exception Listing	Lists either all cases added or dropped for a disability pay period, depending.
YTD Disability Listing	YTD printout for all disability payments.
YTD Acct. Recv. Listing	Lists all disability payments from which we received an outstanding AR.
Disability Negative Listing	Lists all reversals and "A" records for disability payroll disbursements.
Ordinary Disability Payroll (Memo-Treasury)	Report’s disability disbursement amount to the accountant.
Combined Disability Register	Register of all member and vendor payments associated with a disability payroll.
Election Results Cover Letter	Short letter created for all records checked "Department Head."
Election Notices	Report prepared for all records with "Section Head" flag indicators, telling them that the election is scheduled to elicit candidates for trustee election.
Election Notice Letter	Letter generated for all those with the flag "Department Head." Possibly redundant.

Eligible Voters Listing	Lists names and addresses for all active members and those on disability.
Eligible Voters Listing without address info	Lists all active members and those on disability.
Election Cover letter	Cover letter generated for all of those with the flag "Department Head."
Generates an estimate form to be sent to DFC	Produces a blank form with an active member's ID, O#, and address as well as several lines for notes.
Inactive Members Listing	Lists all records labeled with a subtype and a status of "unknown."
Lifetime Pension Contribution Listing	Lists year by year life to date pension contributions for a member
OD Adjustments	Reports records for which the Fund is taking an insurance deduction credit.
OD FWT Adjustments	Reports records for which the Fund is taking a federal withholding tax deduction credit.
Commissioner Optional Estimates for prior months	Is currently disabled in PBMS. This report should report a cost of elected official plan contributions for a specified number of unpaid pay periods. Interest on contributions is at 5%. Need to find statutory or other support for the interest rate.
Employees Optional Record	Lists Optional Credit by Year
Pension Contribution for Pay Period Ending	Lists all pension contributions by person for a pay period after the employer deduction file has been loaded. We use this to balance to the MWRD Finance Department's PCPO report.
Pension Deduction Listing for an Office No and a Year	Lists pension deduction records, including salary, hours, and interest detail, for a member for a year.
Pension Deduction Listing	Lists Pensionable Earnings, Pensions Deductions, etc. for a range of years
Lump Sum Payments by Year	Lists all pension contributions for a year for Sequence numbers 33 - 50.
Pension Summary	Lists aggregate pension contribution and salary data for a year by pay period, separated by Tier.
Refund Letter	Provides summary data to a refund applicant, such as amount in fund and whether he/she has future pension eligibility.
Safe Harbor Exhausted	Lists all records scheduled to exhaust previously taxed investment in contract.
Safe Harbor	Letter that gets generated for a new retiree advising the monthly amount of pre-tax benefit under the Simplified General Rule.

Safe Harbor data changes	Theoretically we need this report. It does not work right now, though.
Section Head Labels	Prints labels for all employees labeled as Section Heads. Used for sending election results.
Tier 2 Discrepancy List for a Pay Period	Lists records for which the PI details for a member indicate one tier, but deductions indicate the other tier.
Duty Disability Vendor Transfers	This reports all deduction vendors paid in association with DD.
Ordinary Disability Vendor Transfers	This reports all deduction vendors paid in association with OD.
Envelope labels for eligible voters	Generates address labels on an Avery 5260 label for all active employees and those on OD and DD.

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070 Attachment 7 – Annual Report

To view MWRDRF’ Annual Financial Report, go to:

http://mwrdrf.org/financial-and-investment-related/financial-and-investment-reports/