



Metropolitan Water Reclamation District
Retirement Fund
111 E. Erie Street
Suite 330
Chicago, IL 60611

REQUEST FOR PROPOSAL

Data Management Services

Assessment and Migration for a New Pension Administration System

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SECTION 1: REQUEST FOR PROPOSAL

1. SUBMISSION OF PROPOSALS

Proposals will be received from contractors providing Data Management Services for the Metropolitan Water Reclamation District Retirement Fund (MWRDRF).

Proposals must include:

Technical Proposal: one (1) original, one (1) electronic copy in PDF format. The paper submission must be received within five (5) business days of the electronic submission.

Fee proposal: one (1) original, one (1) electronic copy in PDF format. The paper submission must be received within five (5) business days of the electronic submission.

No proposal will be considered which is not accompanied by the attached Fee Proposal and signed by the proper official of the firm, and the completed company organization and diversity questionnaire. Proposals **will not** be accepted by FAX.

Proposals **shall** be received in the MWRDRF office on or before the time and date specified. Proposals received after the time specified will not be considered and the bidder will be notified of the rejection.

2. MODIFICATIONS OR WITHDRAWAL OF PROPOSALS

A proposal that is in MWRDRF possession may be altered by letter bearing the signature or name of the authorized person, provided it is received PRIOR to the due date and time. FAX, telephone, or verbal alterations will not be accepted.

A proposal that is in MWRDRF possession may be withdrawn by the contractor.

3. PREPARATION OF PROPOSALS

No proposal will be considered which modifies, in any manner, any of the provisions, specifications or minimum requirements of the Request for Proposal.

In case of error in the extension of prices in the proposal, unit prices will govern.

Contractors are expected to examine special provisions, specifications, schedules, and instructions included in this Request. Failure to do so will be at the contractor's risk.

4. AWARD AND CONTRACT INFORMATION

The MWRDRF hereby notifies all contractors that it will affirmatively ensure that minority business enterprises will be afforded full opportunity to submit proposals in response to this invitation and

will not be discriminated against on the grounds of age, race, color, sex, creed, national origin, or disability.

The contractor, also, agrees that should this firm be awarded a Contract that the firm will not discriminate against any person who performs work there under because of age, race, color, sex, creed, national origin, or disability.

The contractor expressly warrants to the MWRDRF that it has the ability and expertise to perform its responsibilities hereunder and in doing so shall use the highest standards of professional workmanship.

The MWRDRF reserves the right to reject any or all proposals, to waive any informality or technical defect in the proposals, or to award the contract in whole or in part, if deemed to be in its best interest to do so. The MWRDRF will award this contract to the firm, determined to be the most responsive and responsible offer, based on criteria specified herein.

The successful contractor will be required to enter into and sign a formal Contract with the MWRDRF. The agreement will become a part of the Contract and will be in effect for the duration of the contract period. The contract language will control over any language contained within this RFP that conflicts with the signed and fully executed Contract.

SECTION 2: SPECIAL PROVISIONS INFORMATION

PROPOSALS MUST BE DELIVERED TO THE MWRDRF BY 4:30 PM on September 14, 2021.

DELIVER PROPOSALS TO:

Mary Murphy
Operations Manager
MWRD Retirement Fund
111 East Erie St., Suite 330
Chicago, IL 60611
murphym1@mwrdrf.org

NO PROPOSALS WILL BE ACCEPTED AFTER THE ABOVE DATE AND TIME

1. PROPOSAL RESPONSE SEQUENTIAL ORDER

Contractors are required to keep their proposal response in the same sequential order that is referenced in Section 5, Proposal Submission Requirements.

2. EFFECTIVE DATES OF PROPOSAL:

All terms, conditions and costs quoted in the contractor's response will be binding on the Contractor for 180 days from the effective date of the proposal.

3. ADVERTISING AWARD CONDITIONS

The successful contractor must receive written approval from the MWRDRF before advertising the award of the contract or the services being provided after the contract begins. The contractor must agree not to refer to awards in commercial advertising in such a manner as to state or imply that the firm or its services are endorsed or preferred by the MWRDRF.

4. CONTRACT NEGOTIATIONS

The MWRDRF will notify the successful contractor and negotiate a contract. Contractors should submit as part of their proposal, suggested Contract language that relates to software licensing, maintenance services, and any patented or copyrighted products owned by the contractor that will be used in meeting the RFP specifications. The successful contractor will be required to enter into and sign a formal Contract with the MWRDRF.

This RFP, the proposal and any agreements entered into as part of the Contract award will become a part of the Contract and will be in effect for the duration of the Contract period. The Contract language will take precedence over any language contained within this RFP that may conflict with the signed and fully executed Contract.

5. BEGINNING WORK

The successful contractor must not commence any work that could be billed until a valid contract has been executed. The MWRDRF will not pay for any work by the contractor prior to execution of the contract.

6. COPYRIGHT INFRINGEMENT

The Contractor shall warrant that all materials and/or Products produced hereunder will not infringe upon or violate any patent, copyright, trade secret, or other proprietary right of any third party. In the event of a claim by any third party against the MWRDRF, the MWRDRF shall promptly notify the Contractor, and the Contractor shall defend such claim and the MWRDRF's name. The defense of such claim will be at the Contractor's expense.

7. COST OF PREPARING PROPOSALS

All costs incurred for the preparation of this proposal and for other procurement related activities are solely the responsibility of the contractor. The MWRDRF will not provide reimbursement for such costs.

8. PROPOSAL EVALUATION

All contractors must meet the minimum qualifications set forth in the Contractor Requirements/Qualifications section to be considered and ranked pursuant to the criteria set forth in this RFP.

9. RISKS AND LIABILITY

By submitting a proposal, a contractor specifically assumes any and all risks and liability associated with information marked confidential in the proposal and the release of the information. All costs incurred in preparing a response to the RFP are the responsibility of the contractor.

10. ADDENDUM TO THE RFP

The MWRDRF reserves the right to amend the RFP prior to the date for proposal submission. Addendum will be sent to all contractors that are on the RFP mailing list.

11. PROPERTY DAMAGE LIABILITY INSURANCE

The contractor may be required to furnish proof of property damage liability insurance in the amount deemed necessary by the MWRDRF for the project, if applicable.

12. CYBER LIABILITY INSURANCE

The contractor will be required to furnish proof of cyber liability insurance in the amount deemed necessary by the MWRDRF for the project.

13. USE OF SUBCONTRACTORS

The prime contractor shall be wholly responsible for performance of the entire contract whether or not subcontractors are used. In any event, whether there are subcontracting, or joint venture arrangements proposed or not, a prime contractor shall be designated in the proposal and the prime contractor shall sign any resulting contract award. The MWRDRF reserves the right to reject any named subcontractor or any proposed subcontractor relationship. The contractor shall not enter into any subcontracts for any of the work proposed under the contract without prior written acceptance from the MWRDRF.

14. MISREPRESENTATION OF INFORMATION

Misrepresentation of a contractor's status, experience, or capability in the proposal may result in disqualification of that contractor from the selection process. Discovery of litigation or investigations in

a similar area of endeavor may, at the discretion of the MWRDRF, preclude the contractor from the selection process.

15. DISPOSITION OF PROPOSALS

All material submitted becomes the property of the MWRDRF, which is under no obligation to return any of the material submitted in response to the RFP.

16. WARRANTY OF THE DELIVERABLES

The contractor shall warrant that all services will be performed on a timely basis in a professional, workmanship like manner.

The MWRDRF requires a MINIMUM warranty period of twelve (12) months. The warranty period shall begin at the time the software/application/consulting has been accepted by the MWRDRF. During the warranty period, the Contractor shall be responsible to correct (at their expense) any problems, defects, and/or deficiencies reported by the MWRDRF which do not meet the agreed upon software/application/consulting specifications.

17. PERFORMANCE REQUIREMENTS AND NONPERFORMANCE PENALTIES

It is the normal practice of the MWRDRF to withhold (retain) ten percent (10%) of all payments to use as a possible penalty if the contractor should miss providing the deliverables within the stated deadlines, inability to meet the milestones or performance requirements, or for not providing acceptable deliverables. The 10% withholding will be held until all stated deadlines and deliverables have been successfully completed and accepted by the MWRDRF.

Payments of invoices will be based upon the contractor meeting the stated deadlines and upon the MWRDRF's acceptance of the deliverables. Should the contractor fail to comply with the provisions of the contract, payment for portions of the contract will be withheld until such time as the contract terms have been implemented.

SECTION 3: SCHEDULE OF EVENTS

KEY DATES (SCHEDULE OF EVENTS)

The following schedule of events is subject to change at the sole discretion of the MWRDRF:

Event Description	Date
RFP Released	August 16, 2021
Closing Date for Questions	August 23, 2021
Response to Questions Returned	August 30, 2021
Proposal Submission Due Date	September 14, 2021
Contract Award Date	September 22, 2021

SECTION 4: ADMINISTRATIVE INFORMATION

1. INTRODUCTION AND BACKGROUND

The MWRDRF is centrally located at 111 E. Erie Street, Suite 330, Chicago, IL and is staffed by 10 individuals.

The MWRDRF's total membership is 4,384; 2,335 Retiree Membership, 1,917 Active Members, and 132 Inactive Members. As of December 31, 2020. We also store historical records for numerous dependents and closed records.

There are two employers: The Metropolitan Water Reclamation District (MWRD, or "District"); and the MWRDRF Board of Trustees.

The MWRDRF's current line of business application, or Pension Administration System (PAS), is a custom application named PBMS (Pension Board Management System), built in 2009 on a VB.NET platform with a MS SQL Server 2014 database backend. The MWRDRF also relies on other related data sources, such as: multiple Excel files, as well as its accounting software package; Microsoft Dynamics GP.

The MWRDRF is in the process of preparing to replace PBMS. The MWRDRF is seeking contractors who have a proven history of successfully providing pension administration organizations with Data Management Services (DMS); with recent experience supporting other organizations in transitioning from legacy systems onto new the PAS solution. The DMS contractor must be capable and experienced in supporting the MWRDRF project objectives to replace the current line of business application- on time and within budget.

2. PURPOSE AND INTENT

The purpose of this Request for Proposal (RFP) is to solicit competitive proposals from contractors who offer data management services to pension administration organizations that meet the MWRDRF's needs and expectations, as described within this RFP.

The MWRDRF seeks DMS contractors from professional organizations with proven experience in data analysis and profiling, cleansing, mapping, bridging/conversion, and reconciliation of multiple legacy system data sources into a new line-of-business PAS application for other pension administration organizations.

The MWRDRF is initiating the data management service activities prior to the selection and contracting of the PAS. The professional DMS contractor will be expected to work with the MWRDRF and its future selected PAS contractor through the PAS replacement project.

The MWRDRF's success of its PAS replacement project is directly dependent on the DMS project deliverables.

The DMS project activities are intended to detect and remove or correct information in its legacy systems that do not conform to business rules. Ensuring the MWRDRF's IT and business initiatives are met by providing a high level of quality data to the MWRDRF's new pension administration system application.

The MWRDRF is focusing on its data management service activities. Insight gained from the data management service activities will benefit the MWRDRF in its operational and project efforts. The identification of data issues will allow the MWRDRF to identify and address root causes of its data issues and incorporate preventive measures to limit the continuance or expansion of these data issues, prior to, during, and after the implementation of its new PAS solution. Such activities assist the MWRDRF in avoiding unnecessary operational or reputational costs related to or based on inaccurate and/or problematic data.

4. RFP REQUIREMENTS

The MWRDRF defined the requirements stated herein and created this RFP. The Requirement/Specifications are included as a part of this RFP. THESE ARE MANDATORY REQUIREMENTS, WHICH MAY BE SUBJECT TO VARIATION AND MODIFICATION ONLY THROUGH THE WRITTEN APPROVAL OF THE MWRDRF.

SECTION 5: RESPONSIBILITIES OF CONTRACTOR

1. SCOPE OF PROJECT

The contractor shall provide data profiling, cleansing, and migration services in accordance with all of the requirements outlined in the Scope of Project.

Data Conversion Project

The data planning, analysis, profiling, and conversion activities in the Data Conversion Project are required to ensure that cleansed operational data is transitioned into the new system. The activities below define the framework for an effective data cleansing and conversion process.

Data Conversion Project goals include:

- Expose data quality issues and data business rule violations early in the project.
- Deliver high quality converted data.
- Maintain integrity of the converted data using rigorous audit and reconciliation controls.
- Prioritize and coordinate MWRDRF data cleansing efforts.
- Deliver converted data to the development team prior to testing.
- Ensure that converted data processes accurately in the new solution.

Data Conversion Planning and Analysis

The data conversion planning and analysis activity involves collaboratively analyzing and documenting the data needs for the new system implementation. Data conversion planning and analysis will identify legacy data sources and classify the legacy data to convert. Documenting the definition, values, and relationships to other legacy data elements is an initial step in the process. From there, file dependencies, the best data source, and initial data conversion rules can be defined. The outcome of this activity will include file and data mapping, and initial conversion rules.

Data Profiling

The contractor will have responsibility for planning and defining the approach. Data profiling activities include an examination and identification of data business rule violations, along with data duplication issues and inconsistencies in the legacy system. The contractor will help identify data problems and define the appropriate processes to correct the issue. Profiling helps not only to define data anomalies and assess the current level of data quality, but it also reconciles data from multiple sources. This reconciliation includes statistics and information that are gathered on data violations to determine the level of MWRDRF business rule compliance. Profiling provides key diagnostic information that drive data cleansing requirements.

Data Cleansing

The contractor will have primary responsibility to perform data cleansing, supported by the MWRDRF, with the common goal of providing the PAS implementation contractor with standardized and valid new system data for testing. Typically, data cleansing involves loading legacy data from all data sources into a staging database and running validation and reconciliation reports. All data cleanup issues are identified, inventoried, prioritized, tracked, and eventually resolved. Programmatic cleansing and manual data cleanup are two methods to cleanse legacy data. A data cleansing plan will be defined, including cleansing items, priority, magnitude, and the recommended cleansing approach.

Data Conversion

The contractor will have primary responsibility for executing conversion activities with support from the MWRDRF. The Data conversion process involves creating detailed data mapping, writing data

conversion specifications, developing conversion programs or database scripts, unit, and system testing, and verifying converted data results. Data conversion will consist of multiple conversion processes and programs, all producing reconciliation reports and data exceptions. The conversion programs, when completed, are sequenced into a data conversion execution schedule that is used to run mock data conversions. Mock conversion results, when loaded into the new system database, provide visibility to data conversion and data cleansing quality and accuracy.

Data Conversion Planning and Analysis

Data conversion planning and analysis involves collaboratively analyzing and documenting the data needs for a new system implementation. The intent is for MWRDRF to have primary responsibility for the legacy applications/databases. Furthermore, it is MWRDRF's desire to have the contractor support the MWRDRF as it undertakes its primary responsibilities working with the legacy applications/databases. For purposes of this Scope of Work, the phrase "support from the MWRDRF" implies that MWRDRF staff serves as the subject matter experts (SME) with respect to the nature and use of the legacy data.

The contractor shall:

- Define the data conversion/reconciliation process.
- Define the approach to be used for data profiling.
- Define the approach to be used for data reconciliation/cleansing.
- Define the data extraction/staging architecture.
- Assist MWRDRF in identifying legacy data source scope, including identifying which legacy data sources are in-scope and which are out-of-scope, identifying specific tables/fields from in-scope data sources that are to be excluded and identifying which historical data needs to be converted.
- Create the final data conversion plan.

Data Profiling

The purpose of data profiling is for the contractor to gain a detailed understanding of the data and to begin to identify the data that needs cleansing. The goals of this phase are as follows:

- Identify key data components, key points of time related to the data, missing elements of the data, and summarized elements of the data.
- Analyze key data components to identify data that will need to be cleaned and/or corrected prior to the implementation of the new PAS system.
- Gain awareness of the MWRDRF's needs, concerns, and priorities as they relate to the data.
- Begin building the foundation of how to approach the overall project and how communication will work with the interested parties of the project.

The contractor shall:

1. Develop a detailed project plan that covers the data profiling activities and includes all resources necessary for successfully completing the data profiling.
2. Investigate new PAS data model proposed by selected PAS contractor.
3. Assist MWRDRF with identifying key data elements and the attributes and relationships to other data that make them important (for example: contributions are a key element, taxability is a key attribute, and the ties to salary and service are key relationships).
4. Assist MWRDRF in conducting an analysis of the existing systems:
 - Identify all functions of current system that are expected to be in scope for conversion.

- Evaluate key areas: Contributions, Hours, Service, Employment history for completeness of data, consistency of data, etc.
 - Query areas known to be problems in other implementations (e.g., multiple people with same SSN, missing SSNs, participants missing key data elements, etc.).
 - Identify the “Source of Truth” for data fields.
5. Assist MWRDRF in identifying the following types of problems:
- duplicates
 - missing primary-foreign key relationships
 - redundant data
 - Soundex matches for the same data
 - incorrect formatting
 - incorrect data based on a numeric range
 - incorrect data based on relationship rules
 - non-unique keys
 - missing data
 - incomplete data elements based on MWRDRF business rules, policies, and statutes
 - referential integrity
 - orphaned records (records that should be associated to others but are not)
 - childless parents (records that should have related records but do not) based on MWRDRF business rules, policies, and statutes
 - valid codes for specific instances (only specific codes are valid for a given situation)
 - data value commonality (same code used multiple places with varying values)
 - invalid date ranges (when the dates do not conform to business or logical standards)
 - invalid/incomplete dates
 - invalid code values
 - code value outliers outside of expected values
 - code value anomalies based on MWRDRF business rules, policies, and statutes
 - amount totals vs. summarized detail
 - amount deltas based on MWRDRF business rules, policies, and statutes; and,
 - other ad hoc or miscellaneous problems.

PAS Project Planning

PAS project planning provides time for the contractor to identify the procedures that they will use to interact with the PAS contractor, MWRDRF, and any other project teams during the course of the project. It also overlaps with the project planning that must go on from the PAS contractor and the other project teams, allowing the contractor to have a properly integrated plan with the rest of the project. The goals of this phase are as follows:

- Develop a data conversion strategy that integrates properly with the PAS contractor’s implementation plan.
- Prioritize with MWRDRF the order of the data to be cleansed.
- Identify project milestones and resource needs throughout the project.
- Establish procedures for all interfaces with the PAS contractor and other project teams such as: data mapping, data conversion requirements collection and tracking, cycle run processing, reconciliation processing, data conversion testing, issue resolution, etc.

- Develop a full project plan for data migration activities that can integrate with the project plan of the PAS contractor and the master project plan for the PAS project.
- Agree on a glossary of terms that will be used to communicate throughout the project with the other project teams.

The contractor shall:

- Develop a data conversion/implementation project plan that feeds key points to the overall PAS project plan.
- Develop an overall data conversion/Implementation approach.
- Work with MWRDRF and the PAS contractor to plan the overall conversion strategy.
- Work with MWRDRF to establish procedures for requirements gathering.
- Work with MWRDRF and the PAS contractor to establish procedures for issue resolution.
- Work with MWRDRF and the PAS contractor to establish testing procedures.
- Work with PAS contractor to establish plan for data conversion test cycle processing.

Data Cleansing

The contractor will have primary responsibility to perform data cleansing, supported by the MWRDRF, with the common goal of providing the PAS contractor with standardized and valid new system data. Typically, data cleansing involves loading legacy data from all data sources into a staging database and running validation and reconciliation reports. All data cleanup issues are identified, inventoried, prioritized, tracked, and eventually resolved. Programmatic cleansing and manual data cleanup are two methods to cleanse legacy data. A data cleansing plan will be defined, including cleansing items, priority, magnitude, and the recommended cleansing approach.

The Contractor shall:

- Develop and run Validation Queries against legacy data sources.
- Analyze the results of the Validation Queries for Root Cause.
- Conduct data validation against all identified legacy data sources to identify the data that needs to be corrected.
- Direct the MWRDRF in data Correction and Re-testing of the Validation Queries.
- Assist MWRDRF in identifying and gathering data that does not exist in any legacy system but is required in the new system.
- Provide a data analysis report (e.g., description of problem, data source, number of occurrences, impact on production data, type of fix that was applied, number of records fixed, and number of records unable to be fixed).
- Develop a Quality Assurance/Audit plan to ensure counts, dollars, etc.
- Provide reconciliation reports between legacy system sources and the Staging Database.
- Develop scripts needed to populate the staging database.
- Produce a data mapping schema for all the data sources being used to load the staging database and revise that schema as required throughout the design and testing phases.
- Produce a data dictionary for the staging database.
- Produce a data model of the staging database.
- Work with the PAS contractor to map legacy system business dimensions to the new PAS. This also includes how missing data will be created, what data transformations are required, and what verifications will have to be performed.

Data Conversion/Implementation

The contractor will have primary responsibility for executing conversion activities with support from the MWRDRF. The data conversion process involves creating detailed data mapping, writing data

conversion specifications, developing conversion programs or database scripts, unit, and system testing, and verifying converted data results. Data conversion will consist of multiple conversion processes and programs, all producing reconciliation reports and data exceptions. The conversion programs, when completed, are sequenced into a data conversion execution schedule that is used to run mock data conversions. Mock conversion results, when loaded into the new system database, provide visibility to data conversion and data cleansing quality and accuracy.

The purpose of this phase is to get the data converted into the new PAS and identify any issues that may exist as a result of the conversion. The following are the data migration activities during implementation:

- Conversion of data for Development (DEV) and User Acceptance Testing (UAT)
- Conversion of data for Mock Conversions and/or parallel testing, if necessary
- Conversion of data for Production

The contractor shall:

- Anonymize the test data populations.
- Provide support to PAS contractor for items identified after production implementation that require data or information from the primary data sources.
- Provide support to the MWRDRF technical and business user communities to understand the changes in data as they are applied in the new environment vs. how they are applied in the old environment.
- Provide general support to the project team for any needs related to converted data.
- Identify and develop Automated Data Reconciliation and Comparison tools (i.e., scripts, queries, reports, etc.) that reconcile data from the legacy system to the new PAS.
- Develop and run queries/reports against processed data in the new PAS. Examples of the types of reports that may be required include:
 - Comparison of the total number of processed payroll records in the legacy system and the new PAS.
 - Comparison of the amount of taxes after a payroll run.
 - Number of benefits processed.
 - Total number of interest records processed.
 - Detailed interest granted, by participant, contributions, interest posted.
- Provide the testing process, including the test plan, test cases, test scenarios, and expected results for the migration from the staging database to the new PAS database.
- Work with MWRDRF and the PAS contractor in performing data dry run (mock) conversions as part of its testing, at least as often as monthly.
- Provide and develop automated processes (i.e., scripts) needed to populate the cleansing exception database.
- Develop audit trail and retain history (audit trail) of all data elements that are changed through migration.
- Develop scripts which will correct and/or transform the extracted data from the legacy data sources and place the data into a staging database, as applicable and appropriate.
- Perform data/code value mapping.
- Assist MWRDRF in identifying test data populations.
- Assist MWRDRF with executing the data conversion scripts to populate the DEV and UAT environments.
- Develop bug fixes needed in the conversion scripts based on items identified during UAT.
- Assist MWRDRF with executing the data conversion scripts to populate the final Production environment.

- Develop scripts which will correct and/or transform the extracted data from the legacy imaging/document data sources and place the data into a staging database, as applicable and appropriate.

2. REQUIREMENTS

WORK ENVIRONMENTS

Due to the ongoing pandemic, on-site work by the contractor may be limited. The MWRDRF expects the contractor to work remotely with appropriate data security protocols in place during its project engagement, working on-site when it is safe, practical, and warranted.

On-site Requirements:

1. On-site personnel will be required to work on site at 111 East Erie Street, Suite 330, Chicago, IL 60611 (MOBA office, hereafter) for accomplishing tasks such as coordinating requirements, testing, meetings, system demonstrations, training, etc.
2. The contractor will be available to come to the MOBA office when requested to attend meetings or participate in functions in support of this project.
3. Onsite Standard Work Shift: When this entails working on site in the MWRDRF's MOBA office, using a standard workday (8:45 A.M. to 4:30 P.M. by default) for work hours. The core work hours would be established by MWRDRF management at the time the resources are requested.
4. Offsite Remote Work Hours: This entails performing work for the MWRDRF using remote access to networks and systems in accordance with the MWRDRF's and the MWRD Information Technology Department's (MWRD ITD) VPN (Virtual Private Network) access guidelines. The contractor would be required to utilize the MWRD ITD VPN client software and meet the requirements for contractor remote access.

COMMUNICATION REQUIREMENTS

1. Contractor shall provide a single point of contact and provide a communication plan. The Communication Plan shall encompass objectives, goals, and tools for all communications, including top-down, bottom-up, and cross-organizational communications.
2. Weekly Project Status Reports: Status Reports outlining the project's progress updates which include key issues, identified/unknown risks, accomplishments, and compliance with milestones and delivery dates. *See Section 5 for Scope of Project.*

EQUIPMENT

The MWRDRF user desktops reside on a Windows 10 platform using Office 365. MWRDRF'S server configuration utilizes Server 2016 on its primary domain controller, Server 2012 for its file share server and Server 2012 for its PAS application, as well as two HP 3PAR 7200 mass storage devices for file storage. The MWRDRF will provide workspace and access to the current IT infrastructure via VPN.

1. Contractor shall provide all electronic and telecommunications equipment needed to support the contract, which may include:
 - a. Servers; file and/or database

- b. Personal computers; desktop, laptop,
- c. Workstation
- d. Telephone

MWRDRF PERSONNEL

Since the MWRDRF has a small staff, most of the MWRDRF's internal resources will only be able to be partially dedicated. Based on the business operations needs MWRDRF resources may be limited on the amounts of time they can commit to the DMS project.

The following MWRDRF personnel may be available to work directly with, or at least assist, in the DMS project, and in support of PAS project:

- 1. Programmer Analyst
- 2. Operations Manager
- 3. Benefits Manager
- 4. Designees from the PAS solution provider

3. SYSTEM STANDARDS

- 1. The contractor is to be aware of any and all Federal, state, and local standards to successfully complete this project.
- 2. The services, work products and final deliverables provided by the contractor shall be in compliance with State Statutes, and industry best practices for required system hardware, software and development components, when completed and accepted by the MWRDRF.

4. TECHNOLOGY AND SPECIFICATIONS

MWRDRF does not currently own any document management applications and/or automated data tools and *is not requiring* use of any specific application or toolset, but the MWRDRF would prefer that the DMS contractor utilize applications/toolsets that are recognized as industry top performers.

Any technologies utilized by a contractor must require the following:

- 1. The contractor must identify and define what it is going to utilize to perform the complete the project activities and objectives.
- 2. The contractor must perform its DMS activities within the MWRDRF's infrastructure.
- 3. The contractor shall maintain the security and confidentiality of the MWRDRF's data at all times.
- 4. The contractor must identify and define the laws and procedures to be used in case of breach of MWRDRF data.
- 5. The contractor must be experienced in using document management applications and/or automated data tools; tools designed specifically for data profiling and data cleansing services.

6. If any specific application or toolset is to be utilized by the contractor, then following technical criteria shall be subject to: (which includes but is not limited to):
 - a. **Strong Security:** Security for user log in, audit tracking, and transmitting data to ensure compliance with any applicable regulations. At the organization, person, and document level security levels should include create, capture, update, view, inactivate, and/or purge. A detailed security plan should be provided and implemented.
 - b. **Continuity & Disaster Recovery:** Should the equipment or a software component fail, the application or tool automatically should be able to fail over to a redundant system immediately and require no administrative work
 - c. **Operating System:** Microsoft Server 2012 (or later) Operating System with internet access capabilities; must be current version, or no more than one version of the current release version and regardless, the version used must be supported
 - d. **Reporting Ability:** Configurable and customizable reports and metrics should be provided as part of the system
 - e. **Statistical Analysis of Data:** The toolset must provide access to statistical information about the data collected
 - f. **Data Management Services Integrity:** The toolset must provide the ability to migrate legacy data into the application without loss of information and maintain data integrity

5. SYSTEM FAILURE OR DAMAGE

In the event of system failure or damage as defined in this paragraph caused as a result of the services provided by Contractor, Contractor agrees to use its best efforts to restore the system to operational capacity.

6. CONTRACTOR REQUIREMENTS/QUALIFICATIONS

The following are the contractor requirements as it relates to its DMS and PAS projects; these include, but are not limited to:

7. RELEVANT EXPERIENCE

1. Proven experience providing superior service and expertise in data management within the pension administration industry; have a primary business focus on data management services and understanding the requirements of providing legacy-to-target management of the MWRDRF's data.
2. Must be a professional business entity that provides services and maintains expertise in all of the following areas:
 - a. Data Profiling and Data Cleansing
 - b. Data Conversion Preparation
 - c. Data Problem Resolution
 - d. Quality Assurance

e. Project Management

3. A minimum of seven (7) years of similar project experience as a data quality consultant with at least five (5) years of experience working with a pension system with membership of at least 5,000 members. A minimum of five (5) similar projects as a data quality consultant with public pension/retirement systems.

The details of contractor experience relevant to the project shall include a summary of the contractor’s experience in providing data profiling and data cleansing services. Complete the following table, reporting only those client relationships where “data profiling & data cleansing” consulting services similar to this mandate is provided.

Experience Matrix	July 1 st 2021
Total number data profiling and data cleansing consulting clients	
Total number public defined benefit pension plan consulting clients	

8. RISK MANAGEMENT

1. For work performed in each location, describe what plan/arrangements are in place for an alternative work site should the facilities become inoperative because of fire, earthquake, etc.
2. Describe your emergency and disaster recovery plans

9. RESOURCE RESPONSIBILITIES

1. Project Manager. The contractor must designate a Project Manager to represent and oversee the project. This individual will serve as the primary contact for all contractor business matters relating to the project. An individual resume, a list of their qualifications, current work assignments (client name) and home office location must be included.

Confirm that the Project Manager will:

- a. Be responsible for timely completion of the DMS project
 - b. Be responsible for meeting all contractual requirements for the duration of the project
 - c. Attend status, quality review and acceptance meetings as required and present status and progress reports on the project
 - d. Remain assigned to the project through completion of the project as determined by MWRDRF
 - e. Identify project responsibilities and job functions
2. Other Key Personnel. The contractor must provide a list of all key personnel to be assigned to any part of the project. The following disciplines should be considered:
 - a. Project Management

- b. Information Technology Implementation Strategies
 - c. Change Management Strategies
 - d. Public Retirement Benefits Industry Expertise
 - e. Automated Data Tool Expertise
 - f. Data profiling, Data Cleansing, Data Mapping, Data Conversion Expertise
 - g. Experience on Medium to Large-Scale Government Projects
 - h. Quality Assurance for Medium to Large-Scale Government Projects
3. Contractor Team.
- a. Identify how long has the current team been together
 - b. Describe the firm's transition plan; how the firm plans to deal with the possible sudden departure of key professionals within the team
4. Subcontractors
- a. If applicable, the contractor shall provide a description of all work to be subcontracted to third parties
 - b. Certify that any supporting contractor who may assist the primary consultant, meet the minimum contractor qualifications
 - c. A description of the nature and duration of the previous relationship of all subcontractors and/or third parties with the prime contractor
 - d. Explanation of any existing contractual relationships between the prime and subcontractors, or among subcontractors

10. REPORTING

The following are the reporting requirements the Contractor will be required to perform, frequency of reporting, types of reports: (including, but not limited to)

- 1. Weekly progress reports/status reports.
 - a. Supplemented with current and relevant project documentation.
- 2. Ad hoc (as needed/requested)
 - a. Monthly management & budget reporting
 - b. Customized reports (as needed/requested)

11. KNOWLEDGE TRANSFER PLAN

The contractor will be required to perform, either on-site or via webinar: a Knowledge Transfer Plan.

12. OPERATIONAL READINESS AND OPERABILITY TESTING

If applicable, the following are the responsibilities the contractor will be asked to perform to prove operational readiness and operability testing, which include, but are not limited to:

1. Hardware/Software Installation & Operations
 - a. Configuration Management Plan
 - b. Punch List(s)
 - c. System Security
 - d. Confidentiality of Data
2. Interfaces.
 - a. Set Up
 - b. Maintenance
3. Knowledge Transfer
4. Documentation
 - a. System
 - b. User
 - c. Operations
5. Report generation and distribution processes
6. Coordination of responsibilities with other component contractors

13. QUALITY ASSURANCE & QUALITY CONTROL

The following are the quality assurance and control measurements a contractor will need to achieve in order to assure the quality of the services; this includes any IT components (applications or toolsets) that are utilized by the contractor on behalf of the MWRDRF. The quality assurance and control measurements include, but are not limited to:

1. Data Quality Report.
2. Test Plan
3. Test Cases & Scripts
4. Strict adherence to the change control process
5. Multi-tiered environments; the establishment and maintenance of multi-tiered environments. These are separate environments that are physically and logically separated but are mirrored configurations of production configuration. (An example of 4-tiered environment: Development, Test, Certification, & Production. The title of the environment notes its function and purpose.)
6. Performance Requirements: the establishment and monitoring of defined performance requirements for any application or toolset incorporated
7. The contractor must provide what methods it will employ to control variances from the quality measurements

SECTION 6: PROPOSAL SUBMISSION REQUIREMENTS

1. TECHNICAL PROPOSAL, FORMAT AND CONTENTS

Proposals must include the Technical Proposal, the Fee Proposal, and the Company Organization and Diversity Questionnaire. Omission of any item within this section may result in the proposal being eliminated.

1.1. Appropriate Copies: one (1) original, and one (1) electronic copy in PDF format.

1.2. The contractor shall, at a minimum, address the following points.

1.2.1. Table of Contents: The Table of Contents must include all items listed in this section.

1.2.2. Executive Summary: The Executive Summary will condense and highlight the contents of the technical proposal in such a way as to provide the MWRDRF with a broad understanding of the contractor's qualifications and approach to meeting the requirements of the RFP.

1.2.3. Contractor's Background and Experience: Company overview – the contractor must include a company summary including company history, office location(s), company size, audited financial statements, and statement of technical areas of expertise. The contractor must be able to substantiate to the satisfaction of the MWRDRF that the contractor has sufficient resources to complete the project successfully within the time requirements.

1.2.4. Résumés: The contractor must include brief résumés for personnel that will be working on the project, if awarded the contract. The résumés must clearly identify expertise in the functional areas listed in Section 5: Responsibilities of Contractor.

1.2.5. References: Corporate references are required from at least three (3) prior clients. In order to ensure current expertise, all work for client references provided must have been completed no more than three years prior to the date of this RFP.

1.2.5.1. References will be verified during the proposal evaluation by telephone calls or through e-mail.

1.2.5.2. If contact with the referenced contact person, or an alternative that has knowledge of the contractor, after reasonable attempts during the designated evaluation period, the reference will be classified as unsatisfactory. All attempts to contact a referenced client will be documented, including the date and time of the attempt.

1.2.5.3. The contractor must report any sites used as a reference that have a financial relationship with the contractor whereby the client may receive any sort of compensation, including but not limited to reduction in fees, commission, and/or credits based on references leading to sales of a contractor's products, or services.

- 1.2.6. Single Point of Contact: The contractor must identify a single point of contact for all contract management activities. The contractor's Project Manager's name and resume must be submitted with the proposal. The successful contractor must not change the Project Manager without written approval.
- 1.2.7. Contractor's Project Work Plan: The contractor must submit a work plan that meets the needs of the RFP and indicates a thorough understanding of the scope of the work as outlined in Section 5: Responsibilities of Contractor. The contractor must identify realistic person hours of effort and responsibilities for the deliverable and each work activity.
- 1.2.8. Project Management Plan: The proposal must contain a comprehensive and practical description of the contractor's plans for project management and control mechanisms, including staff organizational structure, progress reporting, major decision making, sign-off procedures, internal control procedures, and change control management mechanism. The contractor must also indicate flexibility in meeting changes in program requirements and coping with problems.
- 1.2.9. Project Delays: Contractor must also describe how project delays will be addressed should they occur. This should include assurances that sufficient resources and knowledgeable, experienced staff are available to meet any the project schedule.
- 1.2.10. Staffing and Project Organization: An Organization Chart must be included with all proposed personnel, including the supervisor level, functional responsibilities, key personnel, and other staff members who will be involved in the project.
- 1.2.11. Contractor Checklist: The contractor shall submit a checklist in which the Contractor shall evaluate their existing offering compared with the RFP requirements.

2. FEE PROPOSAL FORMAT AND CONTENT

Proposers must submit a fixed-fee proposal in the format prescribed in Section 9. Any deviation from the prescribed format which in the opinion of the MWRDRF is material and may result in the rejection of the proposal. The proposed fee shall include all costs and expenses for providing the services or equipment as described in this RFP, and any agreed-upon extended warranties that are associated with initial implementation. Once finalists are selected, fees may be subject to a "best and final" offer process to be determined at the discretion of the MWRDRF.

The fee proposal must expressly state that the proposed fees are guaranteed for the term of any resulting contract.

3. COMPANY ORGANIZATION AND DIVERSITY

Proposers must submit a company organization and diversity questionnaire in the format prescribed in Section 10.

SECTION 7: EVALUATION METHODOLOGY

1. OVERVIEW

The MWRDRF will conduct a comprehensive, fair, and impartial evaluation of proposals received in response to this RFP. Proposals will be evaluated by MWRDRF staff. MWRDRF staff will review and score all proposals and will make the final recommendation to the MWRDRF Board of Trustees for contractor selection.

2. COMPLIANCE WITH MANDATORY REQUIREMENTS

To be considered responsive, a submitted proposal must meet the minimum requirements defined in this RFP. The minimum requirements are intended to ensure that evaluation of the proposal can proceed, and that the contractor agrees to perform all responsibilities within the RFP.

3. TECHNICAL SCORING AND RANKING

*Contractor Background and Experience: **100 Points.***

*Staffing and Project Organization: **25 Points.***

*Contractor's Project Work Plan: **50 Points.***

*Approach to Contract Performance: **50 Points.***

*Value Added: **25 Points:** This would be any added value that would differentiate the contractor from the other proposals that the MWRDRF may receive.*

4. COST SCORING AND RANKING

Cost Analysis (Fee proposal shall be under separate cover): **50 Points.** The cost will be presented as key deliverables in the form of individual cost and a project total (sum of the deliverables). The total project cost must include all of the items listed in Section 5. Responsibilities of Contractor. If any of the Section 5 services cannot be provided in contractor's proposal, or the requirement cannot be met – this is to be clearly explained as to why and what the alternative approach will be and its associated cost. If there are no exclusions or exceptions – it will be determined that all of the criteria have been met for the price quoted, inclusive of all personnel, overhead, travel, equipment usage, and other miscellaneous costs for the contract period quoted.

3. EVALUATION POINT SUMMARY

Contractor Background and Experience	100	points
Staffing and Project Organization	25	points
Contractor's Project Work Plan	50	points
Approach to Contract Performance	50	points
Value Added	25	points
Cost Analysis	50	points
TOTAL	300	points

6. FINAL RANKINGS OF PROPOSALS

The MWRDRF will be the sole authority with respect to the evaluation of proposals. The firm which best meets the conditions of each of the individual criterion will be awarded the highest (not necessarily maximum) points for that specific criterion. The balance of the contractors will be rated based on their evaluated points.

The MWRDRF reserves the right to accept an entire proposal, a partial proposal, a single component proposal or no proposal at all.

SECTION 8: PAYMENT TERMS

TIME SCHEDULE/INVOICING

The MWRDRF will negotiate payment terms based upon a schedule to be determined by the contractor and the MWRDRF. Payment of invoices will be based upon the contractor meeting stated deadlines for deliverables and upon the MWRDRF's written acceptance of the deliverables. Invoices will be processed and paid within 45 days after both parties agreed that all deliverables being invoiced have been received.

SECTION 9: FEE PROPOSAL

Data Management Services

Contractor

Name:

Address:

Telephone:

Representative:

Please include:

- a) Detail regarding scope and cost of services, deliverables, and timeframe for completion of the project.
- b) Experience and approach, such as:
 - i) Methodology
 - ii) Tools
 - iii) Documentation
 - iv) Data security
 - v) Data validation
 - vi) Success metrics
- c) Code management
- d) Indicate project duration and frequency of visits below.
- e) All other proposal requirements.

TOTAL FIXED COST BID, NOT TO EXCEED Amount: \$ _____

Cost for additional meetings, if requested by MWRDRF: \$ _____

Please check and complete one of the following statements as it pertains to travel related expenses:

_____ The above costs DO include all expected travel expenses and said expenses will not be billed separately to MWRDRF.

_____ The above costs DO NOT include all expected travel expenses and said expenses will be billed separately to **the MWRDRF**.

Contractor Name: _____

All Inclusive Hourly Rate for Change Orders

Provide the all-inclusive base hourly rate for any required software changes related to the Data Management Services (profiling, cleansing, mapping, and conversion). The contractor must submit in this fee proposal its hourly rate for performing any change orders requested by the MWRDRF. This cost is separate from total lump sum shown on the Proposal Price Sheet. This rate must be a clear hourly rate, and must include all travel and per diem charges

All-inclusive Hourly Rate for performing system changes:.....\$

Signature	Title	Date
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The MWRDRF will negotiate payment terms based upon a schedule to be determined by the Contractor and the MWRDRF. Payment of invoices will be based upon the contractor meeting stated deadlines for deliverables and upon written acceptance of the deliverables by the MWRDRF Project Manager.

SECTION 10: COMPANY ORGANIZATION AND DIVERSITY QUESTIONNAIRE

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 Data Analysts										
Data Analysts										
Sales / Marketing & Client Services										
Project Managers										
Other										
Total										
From the above, how many are Veterans? _____										