

Question No.	RFP / Section / Reference	Page / Requirement #	Respondent / Offeror Question	COPERS Response
1.		Page 4 - 10th bullet	One of the COPERS objectives is to obtain enhanced contact management capabilities, "including scheduling". Please clarify what COPERS wants to schedule through the PAS.	COPERS may desire to schedule onsite counselling sessions and/or offsite education seminars.
2.		Page 17	Employer; how many different Employers does the City of Phoenix have in the COPERS plan? Will each of them submit their own periodic data feeds (payroll, status, demographic data, etc.) or are these consolidated and there will be one source feeding the PAS?	COPERS has only one (1) employer that being the City of Phoenix. They will submit one feed from eCHRIS in a single, consolidated feed.
3.		N/A	What is the current level of automation from the existing pension calculator? 90% 95%?	95% automated.
4.		Page 5 – 5 <sup>th</sup> bullet	In the future state, how are pension payments made to retirees? Will payments be made from the PAS, or does the PAS interface with plan's trustee/custodian bank/pension payer by sending payment instructions (starts, stops, changes, tax/banking info, ?	Pension Payments will continue to be made out of eCHRIS.
5.	RFP – General Questions Section II, Item 3.7 Exclusive Possession:		<i>"All services, information, computer program elements, reports, and other deliverables which may be created under this contract are the sole property of the City of Phoenix and COPERS and will not be used or released by the Contractor or any other person except with prior written permission by the Retirement Plan Administrator"</i> Is COPERS requesting to purchase the Intellectual Property, source code, and rights to resell the implemented system?	No. COPERS is not requesting to purchase the IP, source code or rights to resell the implemented system.
6.	RFP – General Questions		The following items do not appear to apply to the PAS RFP. Can COPERS elaborate on their reason for inclusion? Will removing them be considered a substantive change or cause to deem the proposal non-responsive?	Please remove the items they were included in error.

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			<p>a. Section II, Item 4.4 Discounts: <i>“Payment discounts will be computed from the date of receiving acceptable products, materials and/or services or correct invoice, whichever is later to the date payment is mailed.”</i></p> <p>b. Section VI, Item 7 Delivery: <i>“Contractor states that item(s) ordered will be delivered ____ days after receipt of order. This delivery schedule will include any time for shipping.”</i></p> <p>c. Section VI, Item 8 Warranty: <i>“Specify the Contractor or dealership/manufacturer where warranty work will be done.”</i></p>	
7.	Functional Requirements	89	<p><i>“Ability to provide appropriate security surrounding electronic, digital and digitized signatures.”</i></p> <p>Does COPERS have a pre-existing/preferred e-signature vendor ( such as DocuSign) and if so, does COPERS have existing licensing?</p>	COPERS does not have a pre-existing / preferred e-signature vendor or solution; and therefore does not have existing licensing.
8.	Functional Requirements	251	<p><i>“Ability to integrate PAS application with the COPERS telephone system, using a member unique identifier while in queue so that PAS screen is “primed” with member data when agent actually takes call.”</i></p> <p>What Telephone System does COPERS use? Are there available APIs, and if so, does COPERS possess licensing to use the APIs and direct access to the documentation for said APIs?</p>	COPERS uses Cisco. We believe the current phone system has available APIs and if licensing is needed COPERS will acquire such licenses directly with City of Phoenix ITS.
9.	Technical Requirements		How should the Offeror respond to COPERS any requirements that may conflict with NIST guidance or industry best practices?	Please include any such information and/or details in Column F “Offeror Explanation / Reference / Notes” in response to Technical Requirements
10.	Project Management Requirement	1	<i>“The offeror will report to the COPERS Project Manager, who will be a COPERS staff member</i>	The COPERS PM will be empowered to make decisions related to the

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			<i>dedicated to this project on a full-time basis.</i> Will the COPERS PM be empowered to make decisions related to the COPERS business processes or serve only as a liaison between the vendor and the subject matter experts?	COPERS business processes and other aspects of the project.
11.	Project Management Requirement	5	<i>"All offerors must understand and acknowledge in their proposals that the project is a three-party relationship between COPERS, the offeror, and LRWL Inc. (i.e., Oversight Project Manager / Quality Assurance (OPM/QA) consultant selected by COPERS).</i> " What percentage of onsite presence is COPERS expecting from LRWL throughout the project?	LRWL has been contracted to provide 36-months of PM / OPM / QA services with expected weekly onsite presence. Typically a Monday to Thursday onsite schedule which could equate to an 80% onsite percentage.
12.	Project Management Requirement	41	<i>"Working with the COPERS Project Manager, finalize the Project Staffing Plan (from the offeror's Proposal Response) and gain COPERS approval for the Final Project Staffing Plan within 60 days of a fully executed Contract."</i> Other than the full-time PM, how many subject matter experts are expected to participate in the project? Are they responsible for approving the requirements and executing user acceptance tests?	COPERS has 15 staff and expects 8 of them will be available pending the specific topic / area of discussion and/or expertise needed.  COPERS SME(s) and/or the Project Manager will be responsible for approving the requirements and executing UAT tests.
13.	Project Management Requirement	47	<i>"Offeror is responsible for obtaining employee signatures on all required COPERS forms prior to access to COPERS facilities and networks."</i> Can advance copies of said forms be obtained and does COPERS allow remote access to its network and resources via VPN?	Those forms will be provided to the awarded vendor as they are not needed at this point in the project.  Yes COPERS will allow remote access to its network via VPN.
14.	Project Management Requirement	121	<i>"Aid COPERS in responding to security audit findings."</i> Please elaborate on the type of security audit being discussed here. Can we assume that the vendor aids only with those items that are related to PAS?	Yes that is a correct assumption only those items that are related to the vendor's installed solutions (i.e., PAS and ECMS).
15.	Project Management Requirement	140	<i>"The Offeror must provide redundant Internet connections."</i> Is the offeror expected to provide	No. COPERS will be responsible for the internet connection from their office /

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			redundant connections at the COPERS facility?	<p>facility and any plans / upgrades to provide redundant Internet connections.</p> <p>The offeror will be responsible for the access and redundant access to the Hosting Site and the various environments.</p>
16.	Project Management Requirement	142	<p><i>“The hosting proposal should take into consideration the line speed of the current broadband connection at COPERS and include any necessary recommendation for upgrading the line.”</i>What are the specifications of the current connection?</p>	<p>The city has a private fiber network connecting most city sites at 10 Gbps, with redundant connectivity to two separate, geographically dispersed core sites. Sites not on private fiber are connected using Century Link Metropolitan Optical Ethernet at speeds from 30 Mbps to multi-100 Mbps. The MOE head ends (2 redundant and geographically diverse) are each capable of 10 Gbps. There are a number of smaller fire stations that are currently at lower speeds, but are being upgraded. The connectivity between the city’s two data centers is over private fiber using Dense Wave Division Multiplexing over geographically diverse fiber paths. This system is capable of aggregate bandwidth of 400 Gbps. The city’s Internet connectivity consists of 3 circuits from three different providers – Century Link at 1 Gbps, Cox at 1 Gbps, and Iron Mountain at 300 Mbps. We are looking at doubling the Internet bandwidth for Cox and Century Link this year and taking Iron Mountain to 1 Gbps next year.</p>
17.	Project Management Requirement	163	<p><i>“Develop data conversion and migration strategies, techniques, and plans; to negotiate data conversion roles and responsibilities; and to understand the COPERS System data environment and tools.”</i>Is</p>	<p>COPERS will be responsible but it may actually be extracted by the City IT and/or existing legacy system vendor to extract and provide data from the current production system.</p>

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			COPERS responsible for extracting the data from the current production system?	
18.	Backfile Conversion Scope		Will vendors have evening and weekend access to the building or is the conversion effort confined to COPERS business hours?	Access by Contractor to the City Hall facility and COPERS offices are only allowed within normal business hours.
19.	Backfile Conversion Scope		How many electrical outlets (at what voltage?) are available in the space designated for the conversion effort?	This space is currently being vacated and configured. Therefore please provide any preferred specifications in terms of electrical outlets and voltage based on your experience and needs as part of your proposal.
20.	Backfile Conversion Scope		Can COPERS provide a list of document types?	COPERS has not identified nor named the envisioned document types. This will be performed in conjunction with the awarded vendor. The RFP states that no more than 10 to 15 document types are envisioned for the backfile conversion effort.
21.	Backfile Conversion Scope		Is there a requirement for missing document types to be identified or separated as exceptions for special handling? (If Yes, is this the "specific handling process" as indicated on page 1 of the Back-file Conversion section of the RFP?)	It is expected that the document types identified will cover any document encountered; however should there be a missing document type the "specific handling process" should cover that situation.
22.	Backfile Conversion Scope		How were the page volume estimates determined? How much variance from said estimates need to be included in vendor pricing?	COPERS is 95% confident in the number of folders. COPERS is 95% confident in the number of pages However please adjust the number of disability folders from 50 to 125. Volume estimates were created based on folder use and experience by the COPERS management and staff.
23.	Backfile Conversion Scope		Does COPERS have a preferred media (CD/DVD/External hard drive) for deliverables?	COPERS has no preferred media as long as the information is secured and can be successfully viewed, loaded, etc. into the ECMS solution.

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24.	Backfile Conversion Scope		Please clarify the meaning of the term " <i>statistical sampling engine</i> " as it is used in the request for proposal.	The term "statistical sample engine" and the intent of that requirement can be deleted.
25.	Backfile Conversion Scope		Are the Back-file Conversion Approach manual and Transition Period Approach Manual expected to be part of the proposal or is creating standalone operational manuals a deliverable during the project?	These are deliverables during the project.
26.	Backfile Conversion Scope		Will COPERS require access to files that are in the scanning process?	Ideally COPERS will not require access to files that are in the scanning process if the turnaround is within 2-business days. However pending the vendor's timeframe and turnaround; a process should be established should a folder / file be needed by COPERS.
27.	Backfile Conversion Scope		Will Indexing information be present on file folders or will time need to be allocated to determining the proper indexing? (are these Index value locations common across all files?)	Indexing information such as SSN, Name, etc. will apply to the folder and files contained. Vendor will need to determine document type (i.e., 10 to 15 choices) based on a predetermined listing.
28.	III, #13.3	33	Will the "Maximum Risk" level described in Section 13.3 apply to all of Contractor's Workers, even if they do not perform work onsite at the City?	This requirement only applies to offeror onsite staff and/or staff that has access to COPERS PII information.
29.	V, #4	52	When fully implemented, how many scanners does COPERS anticipate utilizing? Additionally, how many end users will be performing the scanning and indexing?	COPERS anticipates two scanners; one for front office staff and one for back office staff. Having two scanners also serves as a backup should there be any temporary problems and/or any maintenance issues with one of the scanners. COPERS anticipates 2 users performing the scanning and indexing.
30.	Exhibit A	209	This requirement indicates that retirement benefit calculations for <i>all</i> retirement systems must be performed within the PAS. Does COPERS intend to calculate benefits for members not	The PAS system needs to perform all calculations for the plans, groups and tiers administered by COPERS.

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			associated with the City of Phoenix Employees' Retirement System?	
31.	Exhibit A	237 – 250	The functional area for these requirements is classified as <i>Business Rules</i> . Does COPERS currently have a business rules engine that is required for integration?	COPERS does not have a business rules engine.
32.	Exhibit A	251, 1125, 1126	There are multiple requirements within Exhibit A that refer to the integrating, capturing and/or archiving of telephone calls. Are you looking for the PAS to be integrated directly with your existing phone system? If so, which IP phone system do you currently use?	Yes. COPERS use Cisco Unified Communications Manager.
33.	Exhibit A	260 – 265	The functional area for these requirements is classified as <i>Content on Demand</i> . In an effort to scope these requirements, can COPERS provide more information as it relates to the general intent of these requirements?	COPERS anticipates being able to provide targeted communication / outreach to various populations at individual key milestones and/or life-events.
34.	Exhibit A	389	Could COPERS provide more details in regard to the type of web utility they are expecting to provide outside organizations and the information that would be submitted?	To minimize the physical mailing and/or e-mailing of information to COPERS; if the offeror's PAS has the ability for outside organizations to upload documents / content via a web utility that would be a better method.
35.	Exhibit A	422	Can COPERS provide the number of disability claims processed each month?	COPERS processes approximately 1 disability claim a month.
36.	Exhibit A	433, 615, 872, 877, 878, 1094	Does COPERS expect to allow self-services access by their one employer?	Yes.
37.	Exhibit A	490	What services is COPERS expecting to integrate with from their banking supplier? What type of payments is COPERS expecting to receive for deposit?	COPERS envisions the ability for online payment / credit card processing for its members to avoid the processing and handling of incoming checks. These could possibly be for the Purchase of Service, various Application Fees, the

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				Repayment of overpayments, etc.
38.	Exhibit A	551	Can COPERS provide the existing rules, procedures and codes in use today?	This requirement can be deleted.
39.	Exhibit A	565	Is COPERS expecting that the PAS provide integration with a third-party provider to accept credit and/or debit card payments directly from the PAS?	Yes.
40.	Exhibit A	634, 637	To provide an accurate license count for products related to providing electronic access to external entities, how many users does COPERS anticipate will be accessing via the Web?	COPERS anticipates approximately 20 internal COPERS users, 16,000 participants, and possibly 5 external entities with access to the new PAS via the Web.
41.	Exhibit B	180	Can COPERS provide their selected method for secure file transfer as referenced in this requirement?	COPERS prefers File Transfer Protocol (FTP).
42.	Exhibit C	90, 151, 152	These requirements require that the vendor provide a complete list of PII data as well as a written commitment that all PII will be scrambled, sanitized, and encrypted if sent off site. It has been our experience that different laws and regulations exist regarding PII in the various states and cities. Would COPERS provide: (1) what they consider to be PII; and (2) what data should be scrambled should the vendor maintain a copy of COPERS' data at their site for development, testing or support purposes?	<p>COPERS follows City of Phoenix Administration Regulation (A.R. 1.90) regarding privacy and protection:</p> <p>PII refers to any information that identifies and describes an individual, including but not limited to, the individual's first name and last name, or first initial and last name combined with:</p> <ul style="list-style-type: none"> <li>• <b>Private information</b> – examples include residence or mailing address, telephone number, protected health information, date of birth, mother's maiden name, etc.; or</li> <li>• <b>Government-issued identifiers or information</b> – examples include Social Security Number, driver's license or non-operating identification number, citizenship status or alien identification number, tax identification number, etc.; or</li> </ul>



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				<ul style="list-style-type: none"> <li>• <b>Financial account information</b> – examples include credit card or debit card numbers, savings or checking account numbers, any other security entitlement account number, retirement account number, account passwords or access codes, etc.</li> </ul>
43.	Exhibit C	115, 274, 275, 276	Can COPERS provide their expectations in regard to the future state business processes deliverable and the vendor's role in creating this deliverable? How does this differ from the Work Process Procedures Manual described in requirements 274, 275, and 276? Can you provide additional expectations in regard to both of these deliverables?	COPERS expects the vendor to develop a future state business process deliverable as we expect there to be changes in our processes with the new solution. The Work Process Procedures Manual should contain sufficient information, steps, screen shots, etc. to assist COPERS users in the processing of their work. The vendor's role for these deliverables is to be responsible for their outline, development and inclusion of them in their training approach.
44.	Exhibit C	128	Per this requirement, all functional and technical design deliverables must be at a sufficient level of detail to allow a third-party developer or solution configuration specialist to create the development objects. What is COPERS' intent related to third-party developers?	Please delete requirement 128.
45.	Exhibit D	1	Can COPERS provide an approximate estimate of current files based on linear feet?	Please refer to the question and answer from #22 above.
46.	Exhibit D	1	What type of image quality enhancement is expected by COPERS? Is automated image enhancement acceptable, or is it expected that manual work be performed on documents? As an example, is the vendor expected to manually remove individual speckles or streaks from a fax/copier?	Automated image enhancement is acceptable.

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47.	Exhibit D	1	Will member identification occur by folder? What information will be on the folder to confirm the identity? Will there be a data source provided to verify the information?	Member identification will occur by folder. The SSN and Name is contained on the folder to confirm identity. A data source file of all COPERS participants can be provided to assist with 'data lookup' and assist with indexing.
48.	Exhibit D	1	Are disability folders stored separately from the member/retiree folders?	They are now stored in the same physical room and shelved alongside the member/retiree folders; however they are clearly colored "GREEN" on the folder for easier identification.
49.	Exhibit D	2	For the imaging back-file, how many documents (percentage) are stapled? Do you require that the documents be re-stapled after scanning or can the pages be returned to the folders loose?	Less than 1% are stapled. Documents do not need to be re-stapled.
50.	Exhibit D	3	For the packaging and preparation of materials, it is best practice to have someone other than the vendor inventory and box the files initially to provide to the vendor. The vendor will then verify the inventory as an official hand-off. Please confirm that COPERS does anticipate the vendor assumes all responsibility for this work.	COPERS anticipates and expects that the vendor assume all the responsibility for the un-shelving, packaging and preparation of files.
51.	Exhibit D	5	There is a provision for the agency to spend six months reviewing data with the option to withhold payment. During the back-file scanning, will the staff identified by COPERS be able to provide feedback within one week after a batch of documents is delivered?	COPERS will be able to provide feedback within one week after a batch of documents is delivered.
52.	Exhibit D	11	Are most of the files 8.5"x11" or are there common forms, legal docs, etc. that are 8.5"x14" or larger and, if so, what percentage of documents are not letter-size or legal-size?	97% of documents are 8.5 x 11 in size. 3% of documents are not letter-size.
53.	Exhibit D	11	Are onion skin or brittle or fragile documents present in the collection that would require	Less than 1% of documents are onion skin or brittle or fragile.

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			flatbed scanning and, if so, in what quantity?	
54.	Exhibit G - Section VI, #3	5	Cloud Data Security indicates that “depending on the sensitivity of the data, a certified government cloud...may be required”. Does COPERS require a government cloud or can a hosting provider that meets all third-party assessments (SAS-70, SSAE, SOC, etc.) be utilized?	Yes a hosting provider that meets all third-party assessments can be utilized.
55.	General	N/A	What version of Microsoft Office is COPERS using today?	Microsoft Office 11.
56.	Pre-Proposal Q/A Document		You stated in the answers to the pre-proposal questions that development and unit testing are acceptable for offshore resources. Is QA testing acceptable as well assuming no COPERS data is used?	Yes.
57.	Exhibit A - Functional Rqmts	Requirement 251 Category: Call Center	In regard to requirement 251 - What is the current COPERS telephony system? Are there any plans for upgrades or changes to the telephony system during implementation of the new PAS system?	Please refer to the questions and answers from #8 and #32 above. There are no plans for any upgrades or changes; and this system was just implemented in 2018.
58.	Exhibit A - Functional Rqmts	Requirement 252 Category: Call Center	In regard to requirement 252 - Does the current telephony system provide the ability to record calls?	COPERS does not utilize that feature; however the phone system does support the ability to record calls.
59.	Exhibit A - Functional Rqmts	Requirement 268 Category: Correspondence	In regard to requirement 268 - Is there an expectation that annotations will be converted in the event of a migration from one ECM solution to another?	COPERS currently does not have an ECMS solution and therefore no migration is expected / needed for this project. COPERS also does not envision replacing the vendor’s proposed ECMS solution once implemented.
60.		Exhibit A - Functional Rqmts  Requirement 269	Please describe your current mail room / print shop capabilities as it relates to requirement 269?	COPERS staff uses the legacy PAS system and/or Microsoft Word to generate various correspondence. Once generated staff prints items locally or to a network printer. The staff then includes documents in envelopes for mailing.

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		Category: Correspondence		
61.	Exhibit A - Functional Rqmts	Requirement 311 Category: CRM	In regard to requirement 311 - Is the expectation that the new PAS will provide the ability to perform the recording of counseling sessions or track the record?	The PAS does not need to perform the recording. Should COPERS record a counseling session thru another tool / media; the file type and/or the files location should be able to be accessed and tracked by the PAS.
62.	Exhibit A - Functional Rqmts	Requirement 361 Category: Death	In regard to requirement 361 - Does COPERS currently interact or interface with all of the agencies identified in this requirement with regard to Death processing/verification?  Are agreements in place for these agencies to participate in this project in regard to this interface?	No. Those examples are listed there for reference. However COPERS currently uses Life Status 360.
63.	Exhibit A - Functional Rqmts	Requirement 767 Category: Member / Employer Education	Per Functional Requirement 767, what information about member / employer education is stored in the eCHRIS system?	Please delete this requirement.
64.	Exhibit A - Functional Rqmts	Requirement 884 Category: Portal Management	In regard to requirement 884 - What SMS program does COPERS currently use?	COPERS does not have this functionality today. However the City of Phoenix and/or ITS could provide this technology in the future; and COPERS envisions the PAS have the capability to provide this functionality.
65.	Exhibit A - Functional Rqmts	Requirement 885 Category: Portal Management	Please expand on the term "conduct" as it pertains to Requirement 885. Please clarify COPERS expectation of this requirement.	COPERS currently mails paper ballots, collects the ballots and tabulates votes / results. COPERS envisions the ability to allow members to vote for Board Members electronically via a website to automate this process.
66.	Exhibit A - Functional Rqmts	Requirement 890 Category: Portal	Requirement 890 is under 'Portal Management' which generally indicates a secure self-service site dedicated to members and/or employers.	COPERS has an existing agency website and will retain its use. It is possible that project related content / information may need to be

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		Management	Is it a correct assumption that "portal management" is referencing self-service site(s) for members or employers? Is the vendor expected to provide these portals as part of the scope for this project? If yes, should it be provided on the public-facing COPERS website?	added to that existing website. Any vendor created website content should follow web development standards.  The vendor is responsible for the PAS Self-Service site and functionality for COPERS participants, employer and external entities.
67.	Exhibit A - Functional Rqmts	Requirement 1127 Category: Third Party	In regard to Requirement 1127, please provide a list of the third parties that will be receiving the data, the nature of the data to be provided and the estimated frequency.	COPERS is providing a listing of third parties that may need access to extracted information from the PAS (i.e., Actuary, Auditors, Public Records Request, Other city departments, etc.)
68.	Exhibit A - Functional Rqmts		Is it a correct assumption that the new PAS system will be the 'source of truth' for all member and employer data and the new PAS system will receive feeds from and provide feeds to the eCHRIS system for processing.	Yes.
69.	Exhibit A - Functional Rqmts	Requirement 11 Category: Activity Tracking	In regard to requirement 11 - Printing 'activity tracking' may print undesired personally identifiable information.  If the output is not 'exactly' what appears on the user's screen but it does accurately reflect the information contained within the screen is that acceptable?	Yes.
70.	Exhibit A - Functional Rqmts	Requirement 84 Category: Audit & Security	In regard to requirement 84 - What categories of or specific 'violations' are in scope for this requirement?	COPERS expects that security will prevent user access to such information; however should a user not have access rights to certain screens, data, etc. and attempts to access that information a violation should be logged and the ability to generate reports of this violation is the intent of this requirement.
71.	Exhibit A - Functional Rqmts	Requirement 1125	In regard to Requirement 1125 - is the selected vendor expected to propose a new telephony and IVR system or is the scope to	No. The scope is only to integrate with the existing system.

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		Category: Telephony & IVR	integrate with the existing system only?	
72.	Exhibit B – Technical Rqmts		Has the data in the current system ever been cleansed? If yes, when did that project take place?	The data in the legacy system has not been officially cleansed as part of a formal project / effort. However COPERS staff regularly reviews information, makes updates and audits records as part of normal business operations.
73.	Exhibit B – Technical Rqmts		What are the current number of tables used in the current COPERS system?	There are 351 tables in the current COPERS PAS system.
74.	Exhibit B – Technical Rqmts	Requirement 45 Category: Core Technical	In regard to requirement 45 – please explain the intent of the phrase '...capability to connect to an agency operated email system.' Specifically clarify who the “agency” is (i.e., COPERS, a city system, etc.).	The PAS system must be able to interface / connect to COPERS e-mail system.
75.	RFP – Section III, #18 and Exhibit C – PM and Service	Related Rqmts Category: Warranty	Please clarify how the terms in RFP, Section III Special Terms and Conditions, Number 18 applies to each of the Requirements 288 through 292. Specifically, which items require a 12 month warranty and which items require a 9 month warranty?	For consistency and clarity all items in reference to warranty throughout the RFP shall require 12-months of warranty. Please disregard any comment or reference about a 9-month warranty.
76.	Exhibit C – PM and Service Related Rqmts	Requirement 51 Category: Project Personnel	Requirement 51 in Exhibit C states: Provide Offeror resource replacement to COPERS in accordance with the Master Services Agreement. Please provide the Master Services Agreement.	Please remove the term Master Services Agreement; as that term and document was listed in error.
77.	Exhibit C – PM and Service Related Rqmts	Requirement 59 Category: Project Plan	Would COPERS consider making requirement 59 due within 60 days instead of 45 days to align with the other plans within this Exhibit (listed below)? Requirements for Reference: Requirement 263 - Training: Development Methodology Provide the development methodology orientation within	Yes.

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			<p>the first 60 days following the official kick-off of the project.</p> <p>Requirement 64 - Project Plan: Requirements Management Plan Working closely with the COPERS Project Manager, finalize and gain COPERS approval for the Requirements Management Plan within 60 days of a fully executed contract.</p> <p>Requirement 41 - Project Personnel: Project Staffing Plan Working with the COPERS Project Manager, finalize the Project Staffing Plan (from the Offeror's Proposal Response) and gain COPERS approval for the Final Project Staffing Plan within 60 days of a fully executed Contract.</p> <p>Requirement 59 - Project Plan: Project Management Plan Working closely with the COPERS Project Manager, develop and gain COPERS approval for the final Pension Administration System Project Management Plan within 45 days of a fully executed Contract.</p>	
78.	Exhibit C – PM and Service Related Rqmts	Requirement 218 Category: Roll-Out	In regard to requirement 218, please provide the number of staff that will need to be trained as a “UAT Tester”.	COPERS anticipates 4 UAT testers.
79.	Exhibit G – s1.20 Cloud Computing Standard	Category: Pricing Options	Is it acceptable to provide multiple pricing options for cloud hosting? For example, does COPERS prefer Government cloud or Commercial cloud?	Yes.
80.	RFP 19-003 COPERS Hosted Pension Administration System Section I - Instructions Subsection 6.5	Page 7	Please clarify what “laws” should be considered under this subsection and please define the term “economic conditions”?	This statement is standard RFP language and is for informational purposes only; please consult with your Legal department for any further clarification on applicable Arizona laws that may affect your operation on this project.

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81.	RFP 19-003 COPERS Hosted Pension Administration System Section I – Instructions Subsection 10 Licenses	Page 8	To ensure compliance, please provide your list of valid certifications and/or licenses as required by federal, state or local laws at the time of submittal?  Are there any particular laws or certifications COPERS is specifically concerned about?	This statement is standard RFP language and is for informational purposes only; please consult with your Legal department for any further clarification on applicable Arizona laws that may affect your operation on this project.
82.	RFP 19-003 COPERS Hosted Pension Administration System  Section I – Instructions Subsection 13 Withdrawal of Offer	Page 9	In regard to Section I, Subsection 13 Withdrawal of Offer – specifically the sentence “Withdrawals may not be made after the proposal due date.” Are withdrawals permitted after discussions with COPERS where information is obtained that is inconsistent with the Offeror’s assumptions in preparation of the Offeror’s proposal?	Offerors are not allowed to withdraw their proposal; however offerors can decline the award for this procurement.
83.	RFP 19-003 COPERS Hosted Pension Administration System Section I – Instructions Subsection 13 Withdrawal of Offer	Page 9	In regard to Section I, Subsection 13 Withdrawal of Offer – specifically the sentence “Withdrawals may not be made after the proposal due date.” Is withdrawal permitted in the contract negotiation stage of the process?	Offerors are not allowed to withdraw their proposal; however offerors can decline the award for this procurement.
84.	RFP 19-003 COPERS Hosted Pension Administration System Section I – Instructions Subsection 16	Page 10 (and 23)	In regard to the following paragraph: A response to a solicitation is an offer to contract with COPERS based upon the terms, conditions, and specifications contained in this solicitation. Offers do not become contracts until they are executed by COPERS. A contract has its inception in the award, eliminating a formal signing of a separate contract. For that reason, all of the terms, conditions and specifications of the procurement contract are contained in the solicitation, and	RFP Section I; Item 7 Exceptions explains / addresses this topic.  Any other exceptions, change orders, etc. will be an ongoing item over the course of the project.



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			<p>in any addendum or contract amendment.            What is the process for an exception to be made part of the contract since a contract has its inception at award?</p>	
85.	RFP 19-003 COPERS Hosted Pension Administration System Section I – Instructions Subsection 22 Right to Disqualify	Page 13	Does "the right to disqualify any Consultant who fails to provide information or data requested" exclude "confidential information"?	Yes as long as the confidential information being withheld is reasonable.
86.	RFP 19-003 COPERS Hosted Pension Administration System Section I - Instructions Subsections 18 and 28.3		Does Section 28.3 provide an exception to Section 18? If so, please clarify the offeror's responsibilities.	No. Section 28.3 does not provide an exception to Section 18.
87.	RFP 19-003 COPERS Hosted Pension Administration System Section II – Standard Terms and Conditions Subsection 4.6	Page 24	Please clarify what "The Vendor recognizes that any agreement entered into will commence upon the day first provided" means. Specifically, is this the first day the vendor provides services or upon inception of the contract? Please clarify.	The "day first provided" means upon inception of the contract.
88.	RFP 19-003 COPERS Hosted Pension Administration System Category: Production	Page 54	In an effort to be environmentally friendly, would COPERS be willing to accept electronic submission only? Or would COPERS be willing to reduce the number of printed proposal copies down from 7 (including one original)?	COPERS is not willing to accept electronic submission only, however, you may submit your proposal electronically. COPERS is not willing to reduce the number of printed proposal copies. These printed copies are needed for the Evaluation Committee's

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				ease of use, review, discussion and scoring.
89.	RFP 19-003 COPERS Hosted Pension Administration System RFP 19-003 COPERS Hosted Pension Administration System Section III – Special Terms and Conditions Subsection 18 Warranties	Page 40	Please clarify the term "software technology asset" and why it has a 9 month warranty period vs a 12 month warranty.	Please refer to the question and answer from #75 above.
90.	RFP 19-003 COPERS Hosted Pension Administration System Section V – Scope of Work Subsection: Oracle / PeopleSoft (eCHRIS)	Page 51	Will the new solution replace any of the following eCHRIS functions: Benefit Amount Adjustments, Cash Disbursements, Enrollment and Demographics, Payroll Processing, Tax Processing?  If yes, please define which functions will be replaced by the new PAS system.	No.
91.	RFP 19-003 COPERS Hosted Pension Administration System Section III – Special Terms and Conditions Subsection 18 Warranties	Page 40	Please define the difference between "Technology Assets" and "all software Technology Assets"?  Does the "final acceptance" start at the beginning of Phase 9 for all previous Phases/Rollouts? Please clarify when you anticipate each warranty will begin?	There is no significant difference between those items. "Final Acceptance" starts at the beginning of Phase 9. Warranty will begin after final acceptance of the final implementation and will run for a 12-month warranty timeframe.
92.	RFP 19-003 COPERS Hosted Pension Administration System	Page 33	Please provide the "Contract Worker Badge/Key/Intrusion Detection Responsibilities Agreement".	This agreement will be provided to the awarded vendor at the time of project start as it is not needed until that time.

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	Section III – Special Terms and Conditions Subsection 12.1.2			
93.	RFP 19-003 COPERS Hosted Pension Administration System Section III – Special Terms and Conditions Subsection 25.9	Page 43	Please clarify how the following RFP Section III 25.9 applies to this RFP? By signing and entering this Agreement the Contractor specifically acknowledges that it is responsible for the security of cardholder data that Contractor possesses or otherwise stores, processes or transmits on behalf of the City. Additionally, as a requirement of this contract you must provide to the City or COPERS a copy of your written Notice to customers that you are responsible for the security of cardholder data that you obtain and otherwise store, process or transmit.	Please delete the requirement 25.9 as it does not apply to this RFP / Procurement.
94.	RFP 19-003 COPERS Hosted Pension Administration System Section III – Special Terms and Conditions	Page 62	Please confirm this should read per page 63 and 64, “Section 9 References and Section 10 Years in Business and References.” For reference: Tab 9 Company References Please complete the required COPERS / City of Phoenix official reference template in Section 10 References and Section 11 Years in Business and References.”	Confirmed. This item should read Section 9 References and Section 10 Years in Business and References.
95.	RFP 19-003 COPERS Hosted Pension Administration System Section VI – Submittals Subsection 5	Page 63	Please describe what is included as requirements for Section VI. 5. Emergency 24 Hour Service.	Please include a point-of-contact in response to this requirement so that COPERS has access / contact information in case of emergency.
96.	Exhibit D – Backfile	Table 1 Page 11	In regard to Table 1 Back-File Conversion Scope - are there any other groups or	COPERS has no other Conversion Scope Items.

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	Conversion Scope Rqmts Category: Back-File Conversion Scope		classifications of members that might be included in scope such as beneficiaries, annuitants, or employers? If yes, what is the estimated volume of pages to be converted?	
97.	Exhibit D – Backfile Conversion Scope Rqmts Category: Back-File Conversion Scope	Page 1	Please provide clarification in what is meant by the phrase "specific handling and/or processing" in the following statement: "This back-file conversion phase due to the source being paper folders / documents, will have specific "handling" and/or processing needed."	The handling of folders / paper is different than the handling of microfilm and microfiche and thus requires possibly the use of boxes, dollies for the movement of boxes, etc. Also the use of paper based scanners / equipment is different.
98.	Exhibit D – Backfile Conversion Scope Rqmts Category: Back-File Conversion Scope	Page 4	Please provide additional details on the COPERS hardware the vendor must be compatible with in the statement: Media for delivery of batches of images and indexes to COPERS by the successful Vendor will be compatible with COPERS hardware (e.g., CD, DVD,	COPERS assumes the vendor will create images and data files as part of the backfile for COPERS QA. That media may need to be delivered via a CD, DVD, etc. or possibly COPERS QA will be performed directly on the ECMS system without the need for "media delivery".
99.	Section I, Item 6, 6.1 Preparation of Offer	7	All forms provided must be completed and submitted with your offer.  Is it permissible for Offers to add company identification information to the headers/footers of the submittal forms?	Yes.
100.	Section I, Item 8 Inquiries	8	To be considered, written inquiries must be received at the address on the cover page by the submittal time.  Will COPERS allow a second and final opportunity for respondents to submit questions following our respective reviews of the Responses to Written Questions scheduled for release on July 26, 2019?	Yes as long as those questions are clarifications to existing questions and answers; and not newly submitted questions.
101.	Section I, Item 25.9	43	"...Contractor specifically acknowledges that it is responsible for the security of cardholder data that Contractor possesses or otherwise stores,	Yes.

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			<p>processes or transmits on behalf of the City. Additionally, as a requirement of this contract you must provide to the City or COPERS a copy of your written Notice to customers that you are responsible for the security of cardholder data that you obtain and otherwise store, process or transmit.”</p> <p>Please confirm the cardholder data requirement. Is credit card payment process and PCI compliance in scope for the new PAS?</p>	
102.	Exhibit A	ID# 454	<p>Ability to provide a real-time processing, validation, and error reporting of employer reports</p> <p>Is eCHRIS the source system for all Employer data file reports submitted to COPERS? Please describe the current number of data file interfaces and their function.</p>	<p>Yes – eCHRIS is the source system for Employer data file submission.</p> <p>COPERS receives / processes a single file; bi-weekly containing wage, contribution, service credit and demographic information for its active participants.</p>
103.	Exhibit B	ID# 49	<p>Performance - The Vendor confirms its responsibility to provide an appropriately sized platform to accommodate the following user loads:</p> <ul style="list-style-type: none"> <li>- Up to 30 concurrent sessions of COPERS staff users</li> <li>- An average of 10% of concurrent Member population accessing the system.</li> </ul> <p>Please confirm the number of COPERS staff requiring access to the PAS.</p> <p>Is the 10% of the Member population inclusive of Active and Retiree member status types?</p>	<p>For sizing; please use 30 concurrent sessions for COPERS staff. However, COPERS currently has 15 employees and only envisions 10 employees using the new system.</p> <p>Yes – the 10% is inclusive of Active and Retiree member status types (i.e., approximately 10% of 16,000).</p>
104.	Exhibit C	ID# 48	<p>“Offeror will not reassign any Key Project Personnel...”</p> <p>Please identify the project personnel roles that are considered Key Project Personnel.</p>	<p>COPERS is allowing the Offeror to indicate their number and their exact staff roles / names of their Key Project Personnel. Please refer to the table to be used in your response in Tab 2 Project Staffing, Experience and Resumes.</p>

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105.	Exhibit C	ID# 56	<p>Use offshore resources for only development and unit test activities.</p> <p>Please confirm that offshore resources are defined as resources outside of North America.</p>	Confirmed.
106.	Exhibit C	ID# 142	<p>“...take into consideration the line speed of the current broadband connection at COPERS...”</p> <p>What is the speed of the current broadband connection?</p>	Please refer to the question and answer from #16 above.
107.	n/a	n/a	<p>The proposal states that “Consultants are responsible for reading the agreement and submitting any questions about it in accordance with the process listed in this agreement. By submitting a proposal, each Consultant agrees it will be bound by the agreement.” (xxx) respectfully notes that there are several sections in the terms and conditions that (xxx) cannot accept as is, including, but not limited to, those related to acceptance, suspension of work, intellectual property rights, indemnification. Additionally, some components of our offering require the use of our base contracts. Thus, would our proposal be valid if we take exception to the preceding proposal statement and assume that the parties negotiate in good faith (xxx)’s standard license, (yyy solution) subscription and services agreements should (xxx) get awarded the contract?</p>	<p>As a public entity doing business in Arizona, COPERS is required to abide by Arizona Revised Statutes (A.R.S.) and Phoenix City Code (P.C.C.) as they related to procurement and contracts entered into by political subdivisions. Many of the terms and conditions in our contracts are nonnegotiable when required by law. As noted on page 7, item 7, of the RFP, the consultant may take exceptions and should include an “Exceptions Statement” in their response. An example of items not negotiable included in the question include in suspension of work which is outlined in A.R.S. 38-511, and indemnification requirements which is outlined in P.C.C. 42-18. It is recommended that you work with your legal advisors to review A.R.S. and P.C.C. provisions to determine if your need for exceptions would be in violation of the aforementioned legal requirements.</p>