

SAN LUIS OBISPO COUNTY PENSION TRUST (SLOCPT)



SLOCPT Response to Pre-Bid Questions

As of 8/20/2015



SLOCPT Response to Pre-Bid Questions

No.	RFP Section	RFP Page	Respondent Question	SLOCPT Response
Q1	C.7.2	85	Are there matching database for all paper files to be converted?	There is no specific electronic data contained within an application or database for the paper files to be converted. However "person" data obviously is within the RAD system if you are looking for a source for ease of lookup to minimize data entry / indexing during the back-file effort.
Q2	C.7.2	85	Is there a 'Unique Identifier' index such as a number for both phases of the paper backfile?	SLOCPT does not have an existing imaging system. We assume that during the back-file conversion effort the respondent will recommend index attributes (i.e., SSN, Name, DOB, Document Type, etc.) and a unique identifier will be assigned at that time.
Q3	C.7.2	85	How many fields will be necessary to be keyed for each of the two major phases?	SLOCPT expects the respondent to recommend best practices; but the indices / fields envisioned could be SSN, Name, DOB, Document Type, etc. Some could be keyed others provided via look-up(s).
Q4	C.7.2	86	About how many document types are anticipated for the Member files?	SLOCPT expects the respondent to recommend best practices regarding document types. We do not envision every document to be its own type but then again we do not want to group everything into a single document type. For planning purposes assume no more than 20 document types
Q5	C.7.2	86	Approximately what percentage of the paper found in files is stapled?	Approximately 15% is stapled and 5% has paper clips
Q6	C.7.2.1.11	94	Please confirm that regarding Retirees, there are 250,000 pages of paper and 250,000 electronic images.	That is incorrect. SLOCPT only has 2,500 retirees and therefore there are only 2,500 images (i.e. one image file for each retiree). On average each image file may contain 100 pages. Note that the original source paper files do exist for retirees; however that is not the scope for this effort. The image files are to be loaded and indexed into the proposed imaging system.
Q7	C.7.2.1.11	94	Does the total of 874,000 pages include back side? If not, approximately what percentage of the total paper page count has print on the backside?	The 874,000 is the approximate number of pieces of paper – and yes some have back side information. Approximately 5% has print on the backside.
Q8	General		Can a subcontractor, such as with the backfile conversion, be part of more than one response as long as security and confidentiality are strictly adhered?	Yes.
Q1	A.1.1	5	The 6 th bullet point references "Internet-based (with mobile	SLOCPT envisions self-service for their employers, members and retirees. The County



SLOCPT Response to Pre-Bid Questions

No.	RFP Section	RFP Page	Respondent Question	SLOCPT Response
			device accessibility) self –service functionality to improve access to the solution for employers, ...”. Does SLOCPT expect to allow self-services access by their one employer? If so, would employers be expected to use mobile devices for this access?	is the largest employer; however SLOCPT has 5 contributing employers in total. An Internet, browser based solution is expected for employers; however should respondents have mobile devices for access – SLOCPT could envision employers using such in the future.
Q2	A.1.3.2	7	Would SLOCPT be willing to eliminate the requirement that the Project Manager has three years of experience with a public retirement system?	Yes.
Q3	A.1.4	8	Can SLOCPT provide Attachment Part F-1 Requirements Matrix in a Microsoft Excel Format?	Yes. The Excel format is now available on the website.
Q4	A.2.1	9	Since SLOCPT does not plan to have a Bidder’s Conference, would you consider extending the deadline by 30 days to allow for a follow-up question/answer period?	At this point in time we do not see the need to adjust the Project Schedule (i.e., Table 1); should the need arise we will consider an extension.
Q5	B.2	17	Do you currently have document scanners? If so, please provide the make and model.	Yes; but SLOCPT envisions new scanners to be used for the back-file conversion effort and only the appropriate number of new scanners on a go-forward basis. The existing scanners should be considered obsolete / end-of-life.
Q6	B.3	23	Table 8 identifies an application named “PAF History” used to research historic and legacy account data. Is Magenic the sole data source for data conversion, or is data stored within the “PAF History” application and other ancillary sources (i.e. spreadsheets) which need to be converted into the new PAS?	SLOCPT assumes that Magenic RAD is the primary source for data conversion; however PAF History and/or other sources should be included in the analysis / scoping of data conversion.
Q7	C.2	26	Table 9 in this section indicates the Detailed Project Work Plan is due 30 days after the contract is executed. This appears to conflict with Section C.5.1.8. Please clarify.	Please use the delivery due-dates as listed in the table provided on page 26. Detailed Project Work Plan is due 30 days after the contract is executed.
Q8	C.2	26	Table 9 in this section indicates the Detailed System Design is due 180 days post contract start. Per the explanation of this deliverable on page 27, the Detailed System Design Specifications must include all components of the system. Does SLOCPT require that all design specifications for	Please consider that item an oversight on our part. Only those Detail System Design Specifications for Rollout #1 should be completed within 180 days. There should be another Detailed System Design Specification delivery due-date for Rollout #2 (i.e., a timeframe / due-date to be



SLOOPT Response to Pre-Bid Questions

No.	RFP Section	RFP Page	Respondent Question	SLOOPT Response
			Rollout #1 and Rollout #2 be completed within 180 days from contract start?	determined)
Q9	C.3.1.1	31	There are multiple requirements in this section (i.e. #2, #5, #6, #10, and #14) that refer to the capture 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?	No. There are no expectations / requirements for PAS to be integrated directly with a phone system.
Q10	C.3.1.20	33	How many Retiree Return to Work members does SLOOPT currently have? How many Retirees typically Return to Work throughout the year?	SLOOPT currently has five (5) Retiree Return to Work members and maybe only one (1) to two (2) new return to work members throughout the year.
Q11	C.3.2.4	35	This section requests that respondent provide 50 pre-defined letters and 50 pre-filled forms. Are the letters and forms defined in the RTM included in these or are they in addition to the ones in this Section?	The number (50) for each type is provided based on the approximate number of forms and letters used today (i.e., Attachment F.3 and F.4) as well as to provide a cap / scope so that respondents know the number of Forms and Letters expected.
Q12	C.3.2.4	35	Requirements #900 and #901 of this section (General Requirements) suggest that SLOOPT desires to self-maintain the PAS software's on-line help. Updates to on-line help are included in our maintenance and support at no additional cost. What updates would SLOOPT be planning to make to the on-line help?	If this service is provided by the vendor; then SLOOPT does not desire to self-maintain the on-line help.
Q13	C.3.2.5	35	This section states that "SLOOPT wishes to build a dashboard of metrics ..." Is the selected vendor responsible for building the dashboard or will SLOOPT do that?	The vendor is responsible for providing the tools and training; and SLOOPT will build the dashboard(s) themselves as needed.
Q14	C.4.3.2	38	The proposed hosted solution will leverage a site-to-site (S2S) VPN. Would an existing firewall at SLOOPT be able to be used to establish the S2S VPN? If yes, what is the make/model of the firewall?	Yes an existing firewall is able to be used. Currently the Firewall is Checkpoint NGX R75.45. However if all goes as planned, by 10-18-2015 the Firewall will be Cisco ASA 5585-X SSP20 v9.4
Q15	C.5.1.6.3	52	This section requires all documents be delivered in the appropriate Microsoft Office suite	Yes



SLOCPT Response to Pre-Bid Questions

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			document format. Is it acceptable to deliver the Project Plan in PDF views and/or reports as agreed to by the SLOCPT Project Manager throughout the project?	
Q16	C.5.3.1	65	The first bullet states the vendor should provide "A complete list of which data the Respondent considers to be Personally Identifiable Information (PII)". It has been our experience that different laws and regulations exist regarding PII in the various states and counties. Would SLOCPT provide what they consider to be PII so we can make sure it is all appropriately secured?	SLOCPT envisions the following type of information to be considered (PII): <ul style="list-style-type: none"> • SSN • Name • Job/Title • Physical Address • E-mail Address • Telephone Numbers • Member User-Id / Login-Id
Q17	C.5.3.2	66	This section states that the respondent must contract directly with Magenic or a 3 rd party to assist with data extraction. However, section C.5.3.3 states that SLOCPT already has provisions with the current pension vendor to get SLOCPT data extracts and supporting documentation. Please confirm that SLOCPT is able to provide the data extracts of their source data and provide it to the PAS vendor for data conversion in a repeatable manner.	SLOCPT has and will continue to have a relationship with Magenic in the support and maintenance of RAD. SLOCPT staff has the ability to perform partial extracts for select data via canned queries / reports. However respondents should contract directly with Magenic for purposes of Data Conversion activities.
Q18	C.6.3	78	Since a 12 month Warranty is required, what semi-annual or annual processes does SLOCPT expect to not get executed during the 12 month Warranty period that they would require a Special Warranty?	SLOCPT believes that all processes will get executed within the 12 Month Warranty timeframe and thus no "Special" Warranty period is envisioned.
Q19	C.7.1.1	80	Is the County data center going to be used for the potential on-premise site? If so, doesn't the San Luis Obispo County data center already have required power, server room cooling systems, fire suppression systems, backup hardware and backup software in place?	Yes, if the Hosting approach is not the direction taken. Yes, the County Data Center has such items but the Respondent should provide a list of needed items to support their solution to augment existing equipment which is listed in RFP Section B.2
Q20	C.7.2	85	This section states the "back-file conversion must be a firm fixed price for deliverables, including all	Yes. Please provide estimated costs based on the scope and volume information provided.



SLOCPT Response to Pre-Bid Questions

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			expenses.” However, Section C.7.2.1.11 (on page 93) states “a more precise analysis of the volume and the exact cost for this option will be discussed and negotiated.” Can we assume that it is acceptable to provide our estimated costs based on the scope provided?	
Q21	C.7.2.1.2	87	The RFP states SLOCPT will provide sufficient office space to support the Respondent with the back-file conversion effort. At the top of page 89, the RFP states “SLOCPT reserves the right to inspect the successful Respondent’s facilities prior to and during the actual back-file conversion production...”. Please confirm that SLOCPT will provide sufficient office space to support the back-file conversion effort.	SLOCPT will provide sufficient office space to support the back-file conversion effort. Should any work not be done in the space provided (i.e., respondent may choose to perform indexing and/or QA at another location); SLOCPT reserves the right to inspect that location.
Q22	C.7.2.1.4	87	Can you provide an estimated time (duration) over which you desired to complete the back-file conversion phase once it is started?	SLOCPT envisions the back-file for Retiree images to coincide with Rollout #1 and the back-file for Member documents to coincide with Rollout #2. As to whether the actual back-file conversion effort for each phase could be done in 1-week or 1-month or 1-year; SLOCPT assumes the Respondent will recommend a strategy taking into consideration timing, SLOCPT staffing, back-file staff, costs, etc.
Q23	C.7.2.1.4	87	Are the files to be scanned for the back-file conversion currently on shelves or in boxes? If not in boxes, will the vendor be responsible for the boxing of files?	All of the documents are within paper folders and are on metal shelves or drawers contained within metal shelving units. SLOCPT assumes that the respondent will be responsible for the boxing and any transport from SLOCPT to Back file conversion area (and back).
Q24	C.7.2.1.4	87	Will the vendor be responsible for a basic inventory (by Member name or ID) of the boxes?	The vendor will be responsible for the back-file conversion effort including the tracking of folders, boxes, etc. during the conversion timeframe
Q25	C.7.2.1.4	87	What are the desired index fields for the records (Membername, ID, etc)? Can SLOCPT provide a data file that contains some or all of the index field information for all (or some) of the records in the collection?	SLOCPT expects the respondent to recommend best practices; but the indices / fields envisioned could be SSN, Name, DOB, Document Type, etc. Yes, a data file can be provided (i.e., a look-up) to minimize data entry.
Q26	C.7.2.1.4	87	What is the desired image format (TIFF, PDF, color, black and	SLOCPT expects the Respondent to provide industry best-practice recommendations.



SLOCPT Response to Pre-Bid Questions

No.	RFP Section	RFP Page	Respondent Question	SLOCPT Response
			white)?	
Q27	C.7.2.1.5	89	The RFP refers to a possible 6-month delay in acceptance of the scanned images and indexes. Would that potential delay affect payment for these services?	Not necessarily.
Q28	C.7.2.1.11	93	What percentage of the documents in the collection are two-sided?	The 874,000 is the approximate number of pieces of paper – and yes some have back side information. Approximately 5% has print on the backside.
Q29	C.7.2.1.11	94	In the Back-file Conversion Scope (Table 10), there are 2,500 Imaged Files of 100 pages each. What is the image format(s) for these files (i.e. TIFF, PDF, etc.)?	All of the Retiree Imaged Files are PDF.
Q30	D.1	96	This section states: “Respondents agree that the contents of their Proposals are valid for one year from the date of submission”. Section E.1 states “The proposal must remain valid for at least one hundred eighty (180) days from the proposal receipt deadline”. Please clarify which is required.	Section E.1 and the timeframe of one hundred eighty (180) days from the proposal receipt deadline is required.
Q31	E.1.1	117	The last sentence of “A-2.3 Financial Information” states: “The above reference to financial statements does not need to be provided in hard copy format. An electronic copy will suffice.” Will SLOCPT accept password-protected financial statements <u>via email</u> to Christopher Fikes at fikesc@lrwl.com, as opposed to submitting a CD (containing the financial statements) with the proposal?	Please include all proposal information in a single submission. If any files are password protected; then “Yes” it is acceptable to provide password-protected access information to the point of contact.
Q1	Sample Contract	1	The sample contract states, ‘the County of San Luis Obispo has need for special contractor services regarding the audiovisual and room control modernization of the Board of Supervisors Chambers.’ Can you confirm that this is just an oversight and that the contract for this RFP will be restated to reflect the PAS service?	The exact contract will be drafted, reviewed and signed by both the successful vendor and SLOCPT based on details and contractual requirements for this procurement. Attachment F-11 Sample County Contract is provided merely for informational purposes
Q2	B.2	17	Does SLOCPT or the County have	SLOCPT and/or the County does not have a



SLOCPT Response to Pre-Bid Questions

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			an upgrade schedule for migrating to new versions of its Network and Operating Systems?	published schedule; however we support current and two (2) older versions
Q3	B.2.1	17	Can we assume that prior to implementing the new PAS, all SLOCPT users will be on Windows 365 and no interface to Lotus Notes will be required for the solution?	Yes
Q4	B.3	23	Is there a requirement to convert any of the BAF History data to the new PAS?	SLOCPT assumes that Magenic RAD is the primary source for data conversion; however PAF History and/or other sources should be included in the analysis / scoping of data conversion.
Q5	B.3	23	Is there any requirement to create a method to enter BAF History data into the new PAS manually? For example, are there wage and service transactions in this data set that may be needed for retirement or refund calculations?	Any PAF History data needed should be analyzed as part of the Data Conversion effort and included within the scope of Data Conversion. If unable to convert or a determination is made to manually enter data; then the new PAS should have existing screens allowing for data entry and record creation.
Q6	C.4.3.1	38	The RFP States The QA region maybe hosted at the Respondent's offices versus being at the more secure production site". If the vendor is to host the QA environment at their location, will SLOCPT entertain the possibility of performing the UAT testing on a converted database with scrambled PII?	SLOCPT will entertain that possibility; however we believe that there is value in performing UAT testing with real test cases and real test data – so hopefully the scrambled PII does not affect goal.
Q7	C.4.7	45	The 'System Vulnerability Assessment' does not provide any specifics on what kinds of vulnerabilities that SLOCPT will be looking for? Is there any such guidelines?	SLOCPT envisions that should we elect to hire a 3 rd party to perform this assessment; they will conduct thorough industry standard vulnerability tests.
Q8	C.5.1.7	53	We realize that SLOCPT is looking for a phased implementation approach. If the vendor is to propose a implementation schedule where data bridging becomes necessary between the existing system and the new system, will the current vendor support such an effort? This may involve creating programs to automatically upload file from the new system and generate nightly extract files from the existing system.	SLOCPT is aware that due to the nature of a phased implementation – bridging may be / will be required. We assume that due to the volume of transactions SLOCPT may be able to address this with manual entry. However if data bridges are needed we expect the Respondent to work with the current vendor to design, develop and test those items.



SLOCPT Response to Pre-Bid Questions

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Q9	C.5.3.3	67	Is there a limit on the number of instances where we could request a data download from the current system?	No. However SLOCPT assumes that a data download should not be needed more than once a month.
Q10	C.5.5.1.1	70	The RFP states 'the Respondent will be required to produce a fully compiled soft copy Work Process Manual (that can be modified later by SLOCPT). Will SLOCPT be reengineering their work processes as part of this project and will Respondent be required to assist with the reengineering effort? If so to what extent?	SLOCPT expects to use the PAS as much as possible as delivered. Therefore if our business processes need to change to coincide with processing, timing, naming, etc. with the PAS solution – then the Work Process Manuals must reflect that. The Respondent should assist with how their product works and their experience / best-practices.
Q11	D.1	96	There are two statements regarding the life of the Respondent's proposal. The first, on page 96 reads, 'Respondents agree that the contents of their Proposals are valid for one year from the date of submission'. The second, on page 99 reads, 'All prices quoted must be good for a period of one hundred eighty (180) days after the proposal submission due date to SLOCPT.' Please confirm the length of time SLOCPT expects proposals to be valid.	Section E.1 and the timeframe of one hundred eighty (180) days from the proposal receipt deadline is required.
Q1	B.3.4	23	Please confirm the number of data sources to be migrated to the new pension administration system. Is there historical data in PAF in scope for conversion? If so, in what format is this data stored, e.g. relational database? How many years of historical data and records require conversion?	SLOCPT assumes that Magenic RAD is the primary source for data conversion; however PAF History and/or other sources should be included in the analysis / scoping of data conversion.
Q2	C.6.1.2	76	SLOCPT identifies a preference to repurpose any equipment that already exists. Please identify any scanners, scanning stations, software including version that are currently in use by SLOCPT to support the current image functions.	SLOCPT envisions new scanners to be used for the back-file conversion effort and only the appropriate number of new scanners on a go-forward basis. The existing scanners should be considered obsolete / end-of-life.
Q3	C.7.2.1.11 and Cost Proposal Schedule 6	94	Table 10 identifies both Physical Folder and Imaged Files file types for the Retiree Grouping. These also are shown in Schedule 6 of	That is correct and those line items should not have been included.



SLOCPT Response to Pre-Bid Questions

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			the Cost Proposal. Please confirm the requirement is to convert the Retiree imaged files only and that no handling or back file conversion of the physical folder is required.	
Q4	E.1.1	120	The RFP states that there is an Excel format workbook of the Part F-1 Requirements "Ability To" Matrix.xls on the website. The website has only a PDF version of this file. Please provide the Excel version.	Yes. The Excel format is now available on the website.