Benefit Administration System (BAS) Request for Proposal Update

June 20, 2013

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Background of Projects

❑ ETF issued an RFP on April 26, 2012 for a vendor to assist in their Transformation, Integration and Modernization (TIM) project

❑ LRWL Inc. was selected through a competitive process and approved by this Board

❑ Contract was executed on July 25, 2012

❑ Work began immediately thereafter

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About LRWL

- ❑ Started business in 1981; since 1993 we have focused solely on assisting Public Retirement systems
- ❑ Corporate mission: *"To assist public retirement systems in meeting the expectations of their customers"*
- ❑ Top provider of *nationwide* consulting services to public employee retirement systems
- ❑ Have worked with over 60 Public Retirement clients, several in multiple engagements
- ❑ Of those 60, over 30 were from RFP through implementation
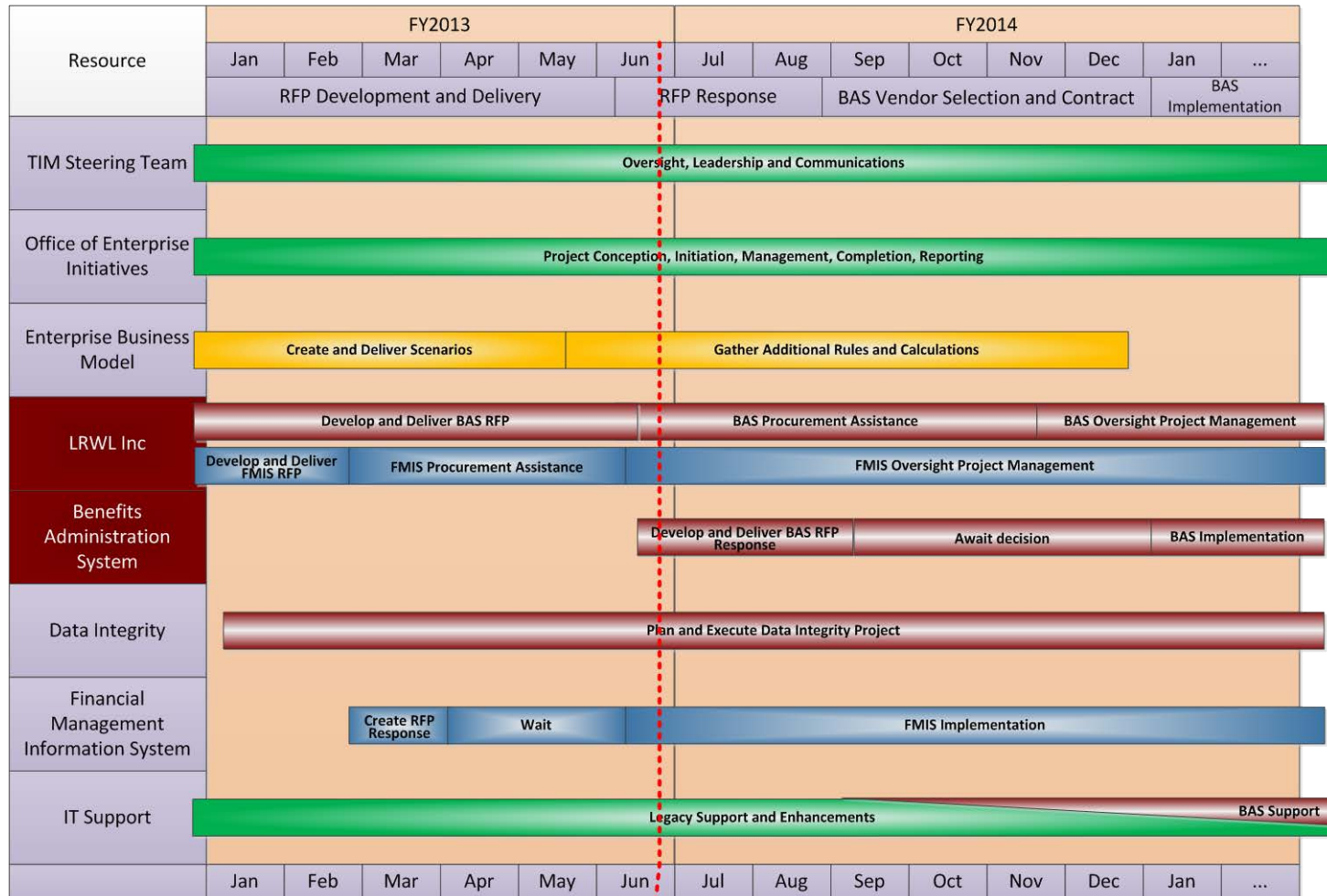- ❑ Staff of 20 engaged in 13 current engagements

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LRWL Engagements

Over 60 geographically dispersed public retirement system clients in 34 states District of Columbia US Virgin Islands Puerto Rico The Bahamas

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LRWL's Engagement at ETF (1)

❑ Completed Tasks – Working with ETF Staff Members:
- Find and document today's pain points, e.g., multiple legacy systems, multiple databases, multiple manual data entry
- Gather high-level requirements (functional, technical, and procedural). Facilitated >60 requirements sessions
- Created and issued an RFP for a Benefits Administration System – BAS

❑ Still to come:
- Create evaluation and scoring methodology for ETF team
- Assist team in evaluating vendor responses
- Provide oversight project management during implementation

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LRWL's Engagement at ETF (2)

❑ In addition, along the way:
- ▪ Provided Change Management consulting
  - • Multiple one-on-one and group sessions to assess readiness
  - • Delivered readiness assessment report
  - • Facilitated team building offsite among senior staff
- ▪ Assisted in writing an RFP for and engaging a Data Cleansing vendor
- ▪ Assisted in writing an RFP and engaging an implementation vendor for a Financial Management Information System (FMIS)
- ▪ Providing oversight project management for the FMIS project

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High-Level TIM Timeline

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Steps Between Now and Project Start

- ❑ Answer vendors' clarifying questions (before July 2)

- ❑ Hold mandatory vendor conference (July 2)

- ❑ Receive, open, and evaluate RFP technical responses (we expect three to five) (start August 27)

- ❑ Thoroughly evaluate vendor demonstrations (week of October 14)

- ❑ Visit vendor client sites; ask questions of former and current clients (week of October 28)

- ❑ Open Cost Proposals (end October/early November)

- ❑ Solicit best and final offers from vendors (week of November 4)

- ❑ Select a vendor; negotiate a contract (November and December)

- ❑ About January 1st, start implementation project

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Implementation Plan

- ❑ Multiple phases in vendor's implementation
  - ▪ Gather and confirm <u>very</u> detailed requirements
  - ▪ Determine gap between what they brought to ETF and what ETF wants in their solution
  - ▪ Plan how to phase-in the replacement – which will not be exactly how it is done today
    - • Design, build, test, train, and release Phase I (including cleansed data)
    - • Design, build, test, train, and release Phase II (including cleansed data)
    - • Possibly design, build, test train, and release Phase III (all remaining data)
- ❑ 12 month post-implementation warranty period
- ❑ Optional post-implementation support

- ❑ And, throughout LRWL and ETF will work together to ensure adherence to plan and quality

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Questions?

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