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Public Notice: posted on eSupplier, published on ETF's website, and emailed to potential vendor contacts.

Date: May 28, 2024

To: All Vendors

Subject: **ETE0060 Request for Information (RFI) via Teleconference for the Pension Administration System (PAS)**

Due Date: Submit signed NDA to ETFSMBProcurement@etf.wi.gov before 2:00 PM CDT on June 7, 2024

The Wisconsin Department of Employee Trust Funds (ETF) is issuing this RFI to solicit information from interested and capable vendors who have a proven track record of successfully implementing pension administration systems for other government entities of similar size and complexity as Wisconsin.

ETF will accept vendor-signed NDAs before 2:00 PM CDT on June 7, 2024 and may set up teleconferences with all or none of the vendors who timely submitted a NDA.

Thank you.

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Wisconsin Department of Employee Trust Funds
Request for Information via Teleconference
ETE0060
Pension Administration System (PAS)

1. BACKGROUND

The purpose of this RFI is to solicit information from vendors who have a proven track record of successfully implementing pension administration systems for other government entities of similar size and complexity as Wisconsin.

ETF is located in Madison, Wisconsin, administers the Wisconsin Retirement System (WRS), the group health insurance program for State employees and many local governments, and a variety of other public employee benefit programs. The $130 billion WRS is fully funded and consistently ranks among the top 10 largest public pension funds in the United States, providing retirement benefits for more than 690,000 current and former State and Local public employees and their beneficiaries. Participants include current and former employees of almost 1,600 employers, which include State of Wisconsin agencies Universities of Wisconsin, participating local governments and school districts. The Department is overseen by independent governing boards and funds are held on behalf of benefit program beneficiaries in the Public Employee Trust Fund created and regulated under Chapter 40 of the Wisconsin Statutes.

The WRS offers a retirement benefit based on a defined contribution calculation or a defined benefit calculation. The WRS refers to these calculations as Money Purchase (defined contribution) and Formula (defined benefit). Retirement benefits are calculated using both methods and members are paid the highest amount. Benefits are funded from employee and employer contributions and investment income. The State of Wisconsin Investment Board is responsible for investment of WRS funds. The WRS is comprised of two different funds, the Core Trust Fund and Variable Trust Fund, with different asset allocations and risk profiles. Members can choose to deposit 50% of their contributions into the Variable Trust Fund. Various reserves have been established to reflect legal restrictions on the use of pension funds, including an employee reserve, an employer reserve, and an annuity reserve. The WRS also includes a retirement disability component. In addition to the WRS, the PAS scope includes a duty disability program and sick leave conversion credit programs. More information is available in ETF's Annual Comprehensive Financial Report and actuarial reports (Reports, Statements and Studies).

ETF offers a supplemental deferred compensation retirement plan but that is outside ETF's PAS scope. Investment portfolio management is also outside of the PAS scope.

Systems and Enterprise Technology

Currently, ETF uses multiple information systems in support of its business processes for both insurance and pension functions. Those systems include mainframe and distributed systems using COBOL, Java, Websphere, DB2, MS Access, and other technologies.

ETF would like to learn more about public pension administration system software that would permit ETF to perform all of its WRS-related operations, e.g. perform wage and contribution reporting, generate benefit estimates, issue refunds (separation benefits),

calculate the cost of and process related to purchased service, process retirements, process payroll and taxes (including 1099-Rs), and produce member statements.

ETF seeks a modernized, secure, browser-based solution that provides members, users, employers, third party administrators (TPAs), and managers an exceptional customer experience and that allows for ease of application enhancement and maintenance. This PAS needs to effectively interface with other ETF systems, employers and external entities, have self-serve capabilities for users, ad hoc reporting capabilities, and have audit capabilities showing how a member's account was interacted with, including on what date and by whom.

2. OBJECTIVES

From ETF's perspective: approaching the RFP, ETF would like to:
- Elicit a deeper understanding about prospective vendors, a high-level view of the PAS product (core and supplemental functionality), and the direction of the company.
- Discover solution capabilities that ETF is not yet aware of and assess the extent of vendor interest.
- Discover aspects of vendor solutions that are difficult to change to accommodate ETF's unique business needs including the aspects of the system that require customization versus configuration.
- Discover benefit administration services offered by the company or its strategic partners to support pension administration processing post system implementation.

From the vendor perspective:
- Elicit information from ETF that will enable vendors to understand from a high-level ETF's governance structure, technical and data architecture, components of its modernization program, initial envisioned pension administration system scope, and potential benefit plans' policy and program complexities.

3. GENERAL INFORMATION

1. Content from this meeting may be used to refine the RFP (develop, change, alter or delete requirements, terms, or conditions in the RFP) and possibly the target future state.

2. There is no obligation for any vendor to participate. Responses are voluntary and shall not bind either the respondent or ETF in any way.

3. Any interested vendor may participate.

4. These meetings are solely for information and planning purposes, and do not constitute a solicitation.

5. Responses/materials generated are ETF's property and will not be returned.

6. These meetings will not be recorded.

7. Responses/materials generated as part of this meeting prep or meeting or any follow-ups are not an offer and cannot be accepted by ETF to form a binding contract.

8. ETF is not liable for any cost incurred by the vendor in responding to this meeting request.

9. ETF may or may not respond with answers to any questions raised/submitted as part of this process, at ETF's sole discretion.

10. Participating in this meeting request is not a prerequisite to submitting a proposal to any RFP.

11. The contents of responses and information gathered will not be considered in the review or evaluation of future proposals.

12. ETF reserves the right to ask for clarification of information the vendor provides.

13. ETF's Strategic Partner will participate in this process, and other ETF contractors and consultants could participate in the meetings and/or process information learned during the meetings.

4. CONFIDENTIALITY

1. Vendors are anticipated to provide details of proprietary technology, methodologies, and strategic direction of their company, therefore requiring confidentiality.
2. As a result, please complete the provided NDA.
3. NDAs submitted after June 7 at 2:00 PM CDT will not be accepted by ETF.
4. ***No written responses are requested at this time.*** If at any time, you submit any confidential documents to ETF, complete and submit the Designation of Confidential and Proprietary Information Form to ETFSMBProcurement@etf.wi.gov

5. AGENDA

1. ETF introductions and summary of the PAS project – ***30 minutes***
   - Modernization Program
   - Clarify desired vision
   - Scope of functionality
   - Pain points
   - ETF's Systems and Data Architecture
2. Vendor presentation – ***2.5 hours***
   - Introduction: Overview of vendor's other relevant projects
   - Abbreviated software demo
   - Product and Services Functionality Review (respond to Sect. 6 questions – these are representative questions)
   - High level systems and data architecture of the PAS solution.
   - Product Roadmap
     Focus should be on future plans for the vendor including how AI will be used within the solution.
     If applicable, current versus potential future pricing model changes.

6. QUESTIONS – FOR DISCUSSION AT MEETING

1. What do you define as your "core" and "supplemental" functions within your solution? Describe how the functionality of the system evolved over time. How was the system architected originally and how is it currently architected (or

planned to be architected in the future)? Are certain functions componentized, meaning they can be readily added or deleted?

2. Do you offer any services in addition to the system? Is that service offered through your company or through strategic partnerships?

3. How do you keep customer implementations of your solution up to date with new features, security patches, or national-level changes like tax code updates as well as managing customer customizations related to those changes?

4. Please categorize, with examples, typical customer requests that would require customization versus configuration in your product. How do you track these requests and work with customers to maximize configuration versus customization?

5. What are some of the key lessons learned in previous projects that inform your current methodology?

6. What other comparable size/complexity PAS implementations are happening at your company that you know of now or applied for from January 2025 through January 2030?

7. Describe the CRM capabilities within your solution, including how the customer contact center would be able to document and analyze customer interactions while navigating the member or employer account in the solution, and how the CRM could be used outside of pension related processes to manage customers.

8. Describe the accounting capabilities within the solution. Does it support employer and member accounts? Subsidiary ledgers? A general ledger? How are member accounts tagged so a member who has multiple benefits can see the status of all their benefits?

9. How can your system leverage ETF's master data management solution as the authoritative source for demographics, eligibility, etc.?

10. How would your system provide data to ETF's data lake platform for reporting and other data usage purposes?

11. What information do you need about ETF to provide both an accurate price and an accurate implementation timeline in an RFP response?