Attachment 18 – RFP Questions and Responses - All

Question Number	RFP Section Reference	Question	Responses
1.	General	What are your interaction (call and chat) volumes - daily, monthly, annually?	ICERS primarily interacts with members through in-person visits, as most members prefer to visit the office for information. Call volume is relatively low, averaging only a few phone calls per week. Currently, chat interactions are not available.
2.	General	Do you have any language needs beyond English? If so, what language and what is the annual call volume per language?	English is the only language used for ICERS member interactions. There are no additional language support needs beyond English for the purpose of this RFP.
3.	General	This question is asked from a potential provider that is only bidding on Option B: Are there outside providers (i.e. not ICERS or the 4 employers) that require access to the data and/pension administrative system? If so, please describe.	No, there are no outside providers that require access to the pension administration system or data. ICERS only requires a member portal for direct member interactions.
4.	Attachment 5 – Data Conversion	This question is asked from a potential provider that is only bidding on Option B:	No, there is no specific targeted go-live date for the services in scope. However,

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	Questionnaire	Is there a targeted goal or preferred live date for the services in scope? If so, what is that timing?	bidders should carefully consider ICERS' operational needs, member service continuity, and the complexities of transitioning a pension administration system when proposing an implementation timeline.
5.	General	This question is asked from a potential provider that is only bidding on Option B: Are you amenable to some non-participant facing/back-office work being done offshore, or does everything need to be done onshore?	ICERS prioritizes data security, regulatory compliance, and operational continuity. Any proposed offshore work would require careful review to ensure alignment with these priorities.
6.	Leave	This question is asked from a potential provider that is only bidding on Option B:

We noticed in Attachment 7-Functional Questionnaire a couple of references to "leave" programs. Do you self-administer or outsource your leave programs(s)? If outsourced, what provider are you using?

Can you please explain the scope of what needs with this item | Leaves are self-administered at ICERS.

ICERS does not administer or outsource a formal leave program. Any references to "leave" in Attachment 7 pertain to sick leave balances that may impact a member's service credit or retirement benefit calculations. |

Question Number	RFP Section Reference	Question	Responses
		7.50/Benefit Calculation & Processing/Person Data/System: "The system must be able to track the use of "sick leave" data."	
7.	Attachment 6- Training Questionnaire	This question is asked from a potential provider that is only bidding on Option B: How many people are to be trained? Please categorize by business users defined in this document (e.g. regular users, power users, etc.) as well as ICERS staff, employers, other external end users and executive staff.	ICERS anticipates training for nine staff members, including regular users, power users, and executive staff, based on their roles in system operations, administration, and reporting.
8.	Attachment 5 – Data Conversion Questionnaire	What are the sources and volumes of data to be converted to the new system?	The primary source of data for conversion is ICERS' current PAS. The data includes member records, contribution histories, payroll data, benefit calculations, and transactional history. Additionally, document imaging and historical data from legacy systems may require migration.
9.	Attachment 5 – Data Conversion Questionnaire	Please describe the current state of your data quality. When was the last data cleansing project completed? How confident are you	ICERS' data quality is generally reliable, but there are known inconsistencies and gaps, particularly with historical payroll records

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		in the completeness and accuracy? Is there a need to perform a data cleansing project in advance to the conversion to the new pension system? What are the biggest challenges with data quality today?	and legacy system conversions. The last major data cleansing effort was completed as part of the migration to the current PAS. While ICERS maintains confidence in core member and benefit data, some manual processes exist to reconcile discrepancies.
10.	Defined Benefit Payments	This question is asked from a potential provider that is only bidding on Option B: We understand today ICERS uses PENFAX to serve. Under future state we assume this service would also need to be outsourced. If so, can you please provide the following estimates: - How many qualified monthly annuities are paid per month? - How many qualified lump sums are paid per month? - Do the plans have any payment schedules other than monthly? - What percentage of participants receive direct deposit (as opposed to a paper check)? - Does the ICERS offer members the option to receive advice online (as opposed to a paper copy sent via mail)?	ICERS currently processes all defined benefit payments through their current PAS. Under a future outsourced model, the following estimates apply: — Qualified Monthly Annuities: Approximately **1,528** payments per month — Qualified Lump Sums: Typically **12-15** payments per month — Payment Schedules: **Monthly (incl. Ad-Hoc)** — Direct Deposit Usage: Approximately **97.7%** of retirees receive payments via direct deposit, with the remaining **2.3%** receiving paper checks — Online Advice Option: **NO** o Paper Advice Statements: ICERS sends paper

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		o If yes, what percentage of participants receive online advice only? Does ICERS send paper advice to those participants once per year, or twice?	statements **Monthly**
11.	Attachment 5 – Functional Questionnaire	The RFP didn't accompany process requirements documents (e.g. Active Payroll, Member Enrollment, Buybacks, etc.). outlining the current process and future state process automation. Will those documents be provided prior to the RFP due date?	Please find attached the process documents requested.
12.	General	What kind of self-service tools are made available to members under the current administrative solutions?	ICERS does not currently offer self-service tools for members. All member interactions are handled via in-person visits, phone, or mailed correspondence. However, there are Retirement Calculators on the website you may reference.
13.	General	Is any data required for ongoing administration available in nonelectric media?	Yes, some historical records and documents are maintained in paper format. While most active data is stored electronically, certain

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			legacy records and supporting documents may only be available in physical files.
14.	General	What percentage of benefit calculations are automated? Can participants run an estimate or retirement calculation using the current platform to get benefit information without administrator review.	A significant portion of benefit calculations require manual processing due to system limitations. Benefit estimates and retirement calculations are not fully automated, and participants cannot generate their own estimates through the current platform without administrator assistance.
15.	2.Description of ICERS	Can you provide more detail about the current administrative solution? Who is the current vendor? What about the current system works well?	The current PAS vendor is JEA. ICERS has initiated a PAS modernization effort to implement an updated system. While certain core functions operate effectively, limitations in integration, automation, and self-service capabilities have prompted ICERS to explore modernization options.
16.	2.Description of ICERS	Why are you going out to bid? Are there any service concerns and/or	ICERS is seeking competitive proposals to explore all available

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		limitations with your current administrative provider?	options and identify the best long-term solution for its pension administration needs. There are no concerns regarding the current provider's service. However, ICERS aims to enhance system capabilities and future scalability.
17.	Attachment 5	What is the current state of the data for ICERS? Is the majority of data stored electronically in the current system? What, if any, data concerns exist now?	The majority of ICERS data is stored electronically in the current PAS. However, integration with other systems is limited, and some historical records remain in non-digital formats. Key data concerns include incomplete historical payroll records, manual processes for certain calculations, and data consistency across different sources.
18.	Attachment 6	How many ICERS staff members are there? Are there any people outside of ICERS staff who will require access to the system either on their own or other participants' behalf?	ICERS has eight staff members. No external users outside of ICERS staff require direct system access. However, participating employers submit payroll data but do

Question Number	RFP Section Reference	Question	Responses
			not require direct access to the PAS.
19.	Attachments 7, 8, 16	Would you be able to provide the Functional and Technical Workbook documents and the Fee Proposal document in an Excel format?	Yes, these documents are available in Excel format. Please see the attached files.
20.	Attachment 8B: Technical (and Cybersecurity) Requirements Workbook - Cybersecurity - Access Control - Access Enforcement - # 18.01.07	We understand that FIPS 140-3 compliance is listed as a Priority 1 requirement in the RTM. However, a fully FIPS 140-3 compliant solution is not currently achievable in public cloud or GovCloud. Given this constraint, would ICERS consider a cloud-hosted solution that leverages FIPS 140-3 compliant cryptography where available and uses FIPS 140-2 where it is not? Alternatively, would ICERS be open to adjusting the compliance requirement to align with NIST's FIPS 140-3 Transition Effort schedule that retires FIPS 140-2 in September, 2026?	ICERS recognizes that the NIST transition to FIPS 140-3 is still ongoing and that many cloud environments currently rely on FIPS 140-2–validated modules. While ICERS strongly encourages FIPS 140-3–validated cryptography wherever it is available, we will accept proposals that use FIPS 140-2–validated modules when 140-3–validated options are not yet feasible. Proposals must include a clear plan demonstrating how and when you will transition from any remaining 140-2–validated modules to 140-3–validated modules once they become available.
21.	Attachment 16: Fee	Attachment 16: Fee Proposal lists ICERS' ECM as OpenText, but our	ICERS currently uses DocuWare as its ECM

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	Proposal - Fixed Cost Price Summary - Section 2 - Cost to integrate with ICERS current solutions - Item #1	understanding is that it is actually DocuWare. Could you confirm which ECM system is correct?	system. The reference to OpenText in Attachment 16 was incorrect. ICERS will issue a clarification to all bidders to ensure consistency.
22.	Attachment 16: Fee Proposal - Fixed Cost Price Summary - Section 2 - Cost to integrate with ICERS current solutions - Item #1	Attachment 16: Fee Proposal states that ICERS' Data Warehouse system is Tableau, but this is not mentioned elsewhere in the RFP, and we have not previously seen it in use at ICERS. Could you clarify whether Tableau is indeed part of your Data Warehouse system, or if this was included in error?	ICERS does not use Tableau as part of its Data Warehouse system. The reference in Attachment 16 was included in error. ICERS will issue a clarification to all bidders to correct this information.
23.	Attachment 8.1: Technical Requirements Questionnaire – Questions #8.5, 8.16, and Cloud Hosting Section	Question #8.5 "Describe your recommended cloud hosting approach and provide details on this approach" and Question #8.16: "Please confirm your cloud-based solution hosting approach" appear to be duplicate questions. These questions also come ahead of the RFP Section "Cloud Hosting" within the Technical Questionnaire, which includes focused questions outlining vendors' cloud approach. Could you clarify and delineate how	**Question #8.5:** This question is intended to gather a comprehensive explanation of the vendor's recommended cloud hosting approach. ICERS is seeking details on the hosting architecture, deployment strategy, scalability, security, compliance considerations, performance expectations, and any other key factors that support your approach. This response should justify why the

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		these questions differ, and also define what specific information you are looking for under each of these headings within these sections?	proposed approach is best suited for ICERS needs. **Question #8.16:** This question is intended to ensure that the vendor is committing to a specific hosting approach and to provide a clear, concise affirmation of what will be implemented. While Question #8.5 allows for more in-depth discussion and justification, Question #8.16 is designed to provide a definitive statement of the approach that will be delivered, ensuring alignment and consistency with your responses throughout the RFP.
24.	Attachment 8.1: Technical Requirements Questionnaire – ECM – 8.74	Please confirm the number of system-generated documents, form letters, and statements ICERS requires beyond what already exists in DocuWare.	ICERS has approximately 160 documents, including letters, notices, reports, and forms, used both internally and externally. Some are system-generated, while others are manually created. They may be produced periodically (e.g., monthly, bi-weekly) or on an ad hoc basis.
25.	RFP – General	Please provide excel worksheets for the following RFP attachments: - Attachment 7B: Functional Requirements Workbook	ICERS will provide Excel versions of Attachment 7B: Functional Requirements Workbook, Attachment 8B:

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		- Attachment 8B: Technical & Cybersecurity Requirements Workbook - Attachment 16 - Fee Proposal	Technical & Cybersecurity Requirements Workbook, and Attachment 16: Fee Proposal.
26.	RFP – General	If two respondents decided to partner to offer a new integrated solution, both independently having met the minimumN qualifications and independently having responded with our confirmation of our respective intents to bid, would a single proposal from such a partner be considered a viable proposal by ICERS? Our intent is that one vendor would be the prime contractor with the other being a subcontractor, and that we would provide a best-of-breed solution based on a tightly-integrated combination of our respective products. In this case, one of these two vendors would become a subcontractor to the other, and would retract their intent to respond to the RFP. Please confirm if such a proposal would be considered a viable proposal by ICERS.	Yes, ICERS will consider such a proposal viable, provided that one vendor serves as the prime contractor and the other as a subcontractor, with a tightly integrated solution. The subcontractor must formally retract their intent to respond separately to the RFP.
27.	Attachment 4 - Implementation &	Please confirm the numbering in section 4, as the numbering in the sub-sections for Quality Assurance and Testing (section	ICERS acknowledges the duplicate numbering in Section 4 for Quality Assurance and Testing (4.6)

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	Staffing Questionnaire	4.6) and the section for Go-Live and Transition to On-Going Operations (also section 4.6) is duplicated.	and Go-Live and Transition to On-Going Operations (also 4.6). A clarification will be issued to correct the numbering.