State of Connecticut

Teachers' Retirement Board

Request for Information

for

Web-Based Pension Administration System
Request for Information # 08ITZ0064

Issue Date:
July 7, 2008

Question Cut-Off Date:
July 18, 2008, 5:00 PM

RFI Submission Due Date:
August 15, 2008, 2:00 PM

Issued by:
The Department of Information Technology on behalf of:

Teachers' Retirement Board
765 Asylum Ave., Hartford, CT 06105-2822

1. REQUIREMENTS AND DEADLINES FOR QUESTIONS AND RESPONSES

The State of Connecticut, Teachers Retirement Board is issuing a Request for Information (RFI) in order to determine the availability, functionality, and costs associated with web-based, commercial off-the-shelf (COTS) applications for pension systems, particularly systems that are used for teachers' pension systems. Any questions regarding this must be received by July 18, 2008, 5:00 PM. Vendor responses to this RFI must be received by August 15, 2008, 2:00 PM.

All questions must be in written form, submitted using electronic mail by July 18, 2008, 5:00 PM, and addressed to leanne.appleton@ct.gov. Questions and answers will be posted as an addendum to this RFI.

Vendor responses to this RFI must be received by August 15, 2008, 2:00 PM. TRB requests an original, ten (10) hard copies, and one (1) electronic copy of the response. Electronic copies shall be e-mailed to leanne.appleton@ct.gov. Hard copies of responses shall be sent to:

Teachers' Retirement Board
765 Asylum Avenue
Hartford, CT 06105-2822
ATTN: Leanne Appleton

2. TEACHERS' RETIREMENT BOARD OVERVIEW

The Connecticut Teachers' Retirement System is an autonomous State Agency, governed by Chapter 167a of the Connecticut General Statutes as amended through the 2008 session of the State Legislature. The System is administered by the Teachers' Retirement Board (TRB). TRB administers the pension program for approximately 64,000 active and inactive Connecticut public school teachers and 29,000 retired teachers.

The Retirement Board is responsible for collecting and maintaining personal and professional information for each participant in the system, including but not limited to retirement contributions (mandatory and voluntary), credited service, salary and interest history. Information is collected to determine eligibility and benefit payments. TRB is requesting information on the availability of a web-based system capable of capturing and maintaining participant information with role-based security controls. System capability must also include the ability to determine and calculate all retirement, disability and survivor benefits on-line, the ability to administer multiple health benefit plans, and role-based, web access which will allow participants to view and update their personal information

Additional information on TRB may be obtained from the agency website: www.ct.gov/trb .

3. CURRENT ENVIRONMENT

TRB currently uses a client/server based Pension Administration Software System that allows it to electronically collect and maintain membership information from about 220 Local School Districts. Non-retired members get credited with an annual rate of return on their contribution balances; regular, supplemental and voluntary; and receive an annual statement that provides a complete record of their credited service and earnings history.
TRB pays out Retirement, Disability and Survivorship benefits. Lump sum payments are made to members that withdraw their funds; either as a refund or a rollover to another qualified plan. Retired teachers get paid monthly benefits, comprised or consisting of pension, annuity and cost of living adjustments. Health insurance premiums, federal and state taxes are deducted from their monthly payments. Other deductions may include, but are not limited to, IRS levy, child support and Domestic Relations Orders (DROs). In between monthly payroll cycles, retired teachers may send in address changes, bank account changes and tax withholding changes. These are currently entered into the system by TRB staff.

A member may get multiple benefits out of the system. For example, Retirees that do not annuitize their supplemental or voluntary accounts may withdraw the funds and also get their regular monthly benefit and/or a continuance or survivorship benefit on their deceased spouse's account. Retirees on Direct Deposit get an EFT change letter when there is a monetary change in the composition of their benefit. Paper checks are reconciled via interface with Bank of America. TRB allows members and spouses to enroll in different health insurance plans at different times.

Quarterly checks are issued to Local School districts to cover subsidy payments for retirees that stay with the Employing Towns health insurance.

4. BUSINESS REQUIREMENTS

Vendors responding to this RFI are asked to provide information on the proposed applications ability to perform the following functions, indicating which of the functions can be completed using the World Wide Web and application features that ensure the security of the information. Vendors should indicate whether the cost for such functionality is included in the basic COTS or provided at an additional cost. If additional costs are expected, vendors shall provide an estimate of said costs.

Ability to view/print the following information in the form of reports:

- ♦ Demographic information
  - Name, SSN, Gender, DOB, Address, Phone Numbers, email address
- ♦ Annual Statement Information
- ♦ Service Credit Information
  - In-State Service, Out-of-State Service, Additional Purchase Service
  - To see if the payment made is received by TRB
  - Ability to make an online payment (desired)
- ♦ Beneficiary Information
  - Name, Relationship, Benefit Distribution Percentages, Effective Date

Ability to submit applications and forms on-line with proper validations and obtain confirmations.

Ability to track application status on-line.

On-line access to a calculator for an Active Teacher to estimate his/her potential retirement benefit and cost of additional service credit purchases. The calculator should dynamically estimate the benefits based on the information stored in the database. All the estimates done by the members or staff should be stored in the database.

Ability to maintain Town Account information and refund excess contributions to Local School Districts

Ability to maintain and provide real-time access to Pension Benefit Summary information including but not limited to:

- o Pension amount, Annuity, Cost of Living Adjustments (COLA), Other Adjustments, Gross, Adjusted Gross, Federal Withholding, State Withholding, Insurance Deduction, Misc. Deductions, Net Amount
- o History of COLA
- o COLA Amount, COLA Description, Effective Date
- o Health Insurance information
- o Insurance Type, Member Premium, Employer Subsidy (if any), Medicare Number, Adjustments (for Town Subsidy only), Effective Date, Dependants Covered, Dependants Names & SSNs
- o Federal and State Withholding taxes
- o Withholding Type, Filing Status, Exemptions, Flat Amount or Table Calculated Amount, Extra Withholding
- o Monthly/Yearly Payroll information (Check/EFT data) for past one year
- o Payment Type (Check/EFT), Pay Date (Check) or Settlement Date (EFT), Check Status (released, cleared or voided), Benefit Amount, Deductions, Net Amount, Payment Status

- Rollover and/or Refund information
- Rollover/Refund Amount, Financial Institution Name, Account Number, Institution Address, Payment Date
- Direct Deposit information
- Bank Name, Account Number, Account Type, Bank ABA number, Effective Date
- 1099R details including Gross Distribution, Taxable Income, Federal Income Tax Withheld, State Income Tax Withheld, Employee Contribution, Total Contribution, Contribution Code for each Tax Year
- Beneficiary/DRO (domestic relation order) information
- Name, Designation (Primary/Contingent), Relationship, Effective Date, Payment Date

Ability to submit applications and forms on-line with proper validations and obtain confirmation.

Ability to track application status on-line.

Ability to update address, bank, federal and state tax withholding.

Ability to balance accounts and ensure that the monthly payroll is accurate.

Ability to post, track and print in accordance with the following payroll cycles:

- Regular Payroll: TRB works on a monthly Payroll cycle. Monthly payroll is run sometime in the middle of the month. Retirees get paid their monthly Pension Benefits at the end of the month via ACH or paper checks. In addition to this there are lump sum payments for withdrawals/death benefits and rollover checks generated.

- Town Payroll: Local School Districts get a subsidy from TRB to cover members and spouses/civil union partners that remain on the Town's Health Insurance Program. Every quarter (March, June, September and December) a Town Payroll is run. This generates checks payable to each School District based on the subsidy owed them.

- Supplemental Payroll: Due to the high volume of teachers that retire in the summer, new July retirees are paid at the end of August for their July and August benefits. The Supplemental Payroll is run every August for this purpose.

- Manual Payroll: Checks lost in the mail can be re-issued via a manual payroll. Manual checks may also be used to reimburse health insurance premiums and taxes.

- Repayments: Benefits paid out after the death of a member, are recovered and need to be processed into the system.

- Ability for members/participant to receive 1099R forms for payments issued out of the system.

- Ability to submit files electronically to external partners including the IRS and State of Connecticut Department of Revenue Services giving taxable information on all payments.

- Ability to generate Replacement/Duplicate 1099R forms on demand.

- Ability to store and transmit data in a manner compliant with the Health Insurance Portability and Privacy Act (HIPAA).

5. CURRENT INTERFACES

- Local School District to get demographic and financial information on Active Members on a monthly basis
- Local School District to send out Error reports after the teacher information received is processed against the database
- State Comptroller's office to print monthly payroll checks and EFT change letters
- State Comptroller's office to print Annual 1099R forms
- IRS and DRS
- State Department of Education to receive Certification data
- Bank of America to send monthly payroll voucher and direct deposit files
- Bank of America to reconcile cashed checks
- Insurance vendors to send enrollment/eligibility files
- Actuary – Active and Retired teacher information
- Medicare – Upload a list of covered retirees

6. OBJECTIVES

Due to the growing number of retirees and limited staff, Teachers' Retirement Board seeks information from vendors on the availability, functionality, and costs, including maintenance costs, associated with web-based, commercial off-the-shelf (COTS) applications for teachers' pension system. TRB wants to provide member participants with secure web-based access to their accounts; allowing them to view and change account information like bank directives, demographic information, tax withholdings, fill in and submit forms and applications like Retirement Application, Withdrawal Application, Health Insurance Application etc. in a secure manner.

7. STATEMENT OF PURPOSE

The purpose of this RFI is to gather company and product information from vendors of interactive web based Pension Administration Software solutions. Information being sought includes product functionality, customization procedures, data migration strategy, estimated cost, administration configurability, hardware specifications, user and technical training, and features including security, reporting tools, data validation, encryption, audit trail and logs, ease of use, maintenance and future enhancements.

8. RESPONSE CONTENT

TRB asks each respondent to provide the following information:

Company

Provide client profile information which includes resellers or implementation partners. This information will be used to gain a better understanding of the nature and capability of each respondent including their experience with state government and education entities.

Product Information/Specifications

Submit a comprehensive list of product functionality and features. Briefly describe each item. Please indicate in a clear concise manner how the product helps meet TRB's business needs and objectives.

Technology

Vendors are asked to submit a logical and physical architectural diagram of the proposed solution. Vendor solutions are expected to comply with State of Connecticut, Enterprise Wide Technical Architecture (EWTA) requirements. EWTA standards may be accessed at www.ct.gov/doit , select State Technical Architecture. All third party or proprietary hardware or software should be identified with respective technical specifications. If services such as application development, product installation and training are also available these should be identified. Any and all rates for these services, if not part of the purchase price, should be identified.

9. DEMONSTRATIONS

RFI responses will be reviewed by TRB staff. Respondents providing clear, concise information may be invited to give demonstrations to staff members. Web-based demonstrations are preferred.

10. DISCLAIMERS

This RFI is issued solely for information and planning purposes and does not constitute a solicitation. All information in response to this RFI that is marked Proprietary will be handled accordingly and in accordance with the Connecticut Freedom of Information Act (§1-210 of the CT General Statutes). Responses to the RFI will not be returned. Responses to this notice are not an offer and cannot be accepted to form a binding contract. This solicitation of information should not be considered an opportunity to "market" to the TRB or to any entity for the State of Connecticut. Responders are solely responsible for all expenses associated with responding to this RFI.

FREEDOM OF INFORMATION ACT

Due regard will be given for the protection of proprietary information contained in all proposals received; however, vendors should be aware that all materials associated with the procurement are subject to the terms of the Freedom of Information Act (FOIA) and all rules, regulations and interpretations resulting therefrom. It will not be sufficient for vendors to merely state in general terms that the proposal is proprietary in nature and, therefore, not subject to release to third parties. Any proposal that makes such a general or overarching claim may be subject to disqualification. Those particular sentences, paragraphs, pages or sections which a vendor believes to be exempt from disclosure under the Act must be specifically identified as such.