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1.	Template E	Attachment B	10	"Copies of your firm's latest certified financial statement or audit reports for the last five (5) years (2014-2018) must be included with your proposal and labeled as indicated above.": Can bidders provide these documents as part of the electronic submission only?	Yes.
2.	RFP	F.2.2	81-82	"...if a Respondent chooses to name specific individuals to any given supporting roles, those individuals will be subject to the same requirements and terms that apply to named individuals in Key Personnel.": Are bidders required to include resumes and references for named supporting roles, or would a resume/experience summary suffice?	Yes.
3.	RTM	REP		Can NYCERS provide an inventory count of number of letters/correspondence and number of metric/operational reports? This will enable more accurate level of effort estimates to be provided in the response.	NYCERS generates approximately 500K written correspondences to Clients on an annual basis and averages approximately 1K reports relating to performance management and exception handling. NYCERS would expect this number to change based on new business processes associated with the new solution.  Regardless of the estimate above, the selected Respondent is responsible for developing and implementing all reports, including letters/correspondence, for the new solution that are required by NYCERS (refer to Appendix 2). Assumptions are not permitted (refer to RFP I.19).
4.	Cost Proposal	Summary Tab – Multiple Areas		In working through the Cost Proposal, we have discovered some potential calculation errors. Would the State please review the below items and provide clarification / correction? <ul style="list-style-type: none"> <li>• ECM Only – Breakdown by Progress Payments (cells E68-G68): <i>Current cell reference seems to reflect the incorrect total and should instead reference total in cell B68.</i></li> <li>• ECM Only – One-Time Non-Services Costs and Breakdown by Category (cells B95-G95): <i>Should the SUMIF formulas include an additional criterion in which Column I on Tab 4 must say "Yes", so that it only pulls the "One-Time Non-Services Costs" for ECM instead of pulling all of the One-Time Non-Services Costs?</i></li> <li>• ECM Only – Ongoing Costs-Support (cells E102-I102): <i>Yearly breakout is linked to incorrect cells. Shouldn't it be linked to D5-D9?</i></li> <li>• ECM Only – Ongoing Costs-Warranty (cells B108): <i>Should this be linked to cell D13 instead?</i></li> <li>• One-Time Services Without Offshore Resources, without ECM – Breakdown by Progress Payments (cells E193-G193):</li> </ul>	An updated Cost Proposal template has been published with this Addendum that resolves the identified items. To download the revised template, please visit the NYCERS Procurement Portal ( <a href="https://nycers.procureport.com">https://nycers.procureport.com</a> ).

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				<p><i>Current cell reference seems to reflect the incorrect total and should instead reference total in cell B193.</i></p> <ul style="list-style-type: none"> <li>• One-Time Services without Offshore Resources, ECM Only – Breakdown by Progress Payments (cells E221-G221): <i>Current cell reference seems to reflect the incorrect total and should instead reference total in cell B221.</i></li> </ul> <p>One-Time Services Without Offshore Resources, Total (Pension Admin Solution w/ ECM) – Breakdown by Progress Payments (cells E249-G249): <i>Current cell reference seems to reflect the incorrect total and should instead reference total in cell B249.</i></p>	
5.	LRP_RFP_Appendix_02_Future State Reference Model	1.2.1.2	37-43 Step 2 e/f	Can NYCERS clarify why the membership service and pensionable compensation amount calculations need to be suspended for unpaid leaves?	Membership service is determined by the number of hours worked and paid in a calendar year. 1 year of Membership is based on having completed 1820hrs (worked and paid) in a given year. Therefore, unpaid leave is considered a break in service.
6.	Consolidated RTM	RTM	ACT006	What circumstances would reduce membership service?	Refer to # 5 for response.
7.	Consolidated RTM	RTM	ACT043	What circumstances would cancel contribution rates?	Each individual retirement plan establishes requirements around rate cancellations. In general, a contribution rate would be canceled upon reaching the maximum time set by the plan (e.g. 10 years of Membership Service). Respondents should review plan rule information available on <a href="http://www.nycers.org">www.nycers.org</a> (e.g., Summary Plan Description documents).
8.	Template - RTM	Tab 9 – Core Processes Use Cases	USC028 – Schedule and Manage Appointments	The requirements state that the LRP should provide this functionality. However, we have in our experience seen this functionality driven by the CRM solution. Can NYCERS confirm that this requirement should be provided by the LRP?	Certain business processes may require a trigger to create an appointment through the CRM. NYCERS expects this to be accomplished as part of the integration between the pension administration system and the CRM.
9.	RFP 07152019-LRP	E.2 Phased Implementation Table 8	45	Table 8 states that phases should not overlap. Please clarify whether that means that design and development activities cannot overlap.	<p>Overlaps are discouraged, however, as the RFP states, it is the responsibility of Respondents to provide a detailed explanation of the purpose of any phase overlaps, including describing the benefits to NYCERS. The explanation should be consistent with, and supported by, other information in the proposal (e.g., project plan task dependencies).</p> <p>NYCERS expects every phased approach to provide predictable incremental solution releases and high probability of on-time delivery of the complete scope as proposed. As such, Respondents are</p>

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					<p>encouraged to design their phasing to achieve this with minimal risk, complexity and dependencies. For instance:</p> <ul style="list-style-type: none"> <li>• Focusing the approach on facilitating NYCERS adoption of as many leading aspects of the proposed solution as possible, so that presumably the Respondent's proven prior work can be greatly leveraged (e.g., design documentation, test scripts), as opposed to a more complex ground-up bespoke build or configuration.</li> <li>• Showing how the Respondent is staffing the project with enough experienced resources in key areas to handle and be fully accountable for overlap areas (e.g., mapping resources to tasks in the project plan).</li> <li>• Considers NYCERS staffing with regard to overlapping work streams, for example it is unlikely SMEs from the same core service or functional area will be able to effectively support multiple phases at the same time.</li> </ul>
10.	RFP 07152019-LRP	E.2 Phased Implementation Figures 12 and 13	50	Please identify any other activities NYCERS is expecting will not overlap as depicted in Figures 12 and 13.	Refer to # 9 for response.
11.	RFP 07152019-LRP	E.2 Phased Implementation Figures 12 and 13	50	Regarding activities that may not overlap (Figure 12 and 13): as an example, User Acceptance Testing may be underway for one phase while Design is underway on another phase. Will that type of overlap of activities be acceptable?	Refer to # 9 for response.
12.	RFP 07152019-LRP	3.1.1.5.2.		The question in this section refers to a use case Manage Employer Account in Appendix 2. However, Appendix 2 does not have that use case. Please provide the referenced use case.	This was included in error. As stated in the RFP, the front-end user interface for employers will be the Salesforce CRM. The Selected Vendor will be responsible for creating interfaces to enable employer use of Salesforce CRM. An updated Template E is provided with this Addendum. To download the revised template, please visit the NYCERS Procurement Portal ( <a href="https://nycers.procureport.com">https://nycers.procureport.com</a> ).
13.	RFP 07152019-LRP	B.4.2 Infrastructure and Operational Technologies		Does NYCERS have any preference for Landing Zone – On-premises or Cloud?	No.
14.	LRP SI RFP Question Responses FINAL	Q#153, Q#154	24	We understand that AD is running on Azure. Kindly share the region details.	This will be discussed with the Selected Vendor after project start.
15.	LRP SI RFP Question Responses FINAL	Q#153, Q#154	24	Is it correct to assume that the same AD can be leveraged for the new workload migration?	No, Respondents should not assume this. Any opportunities to leverage existing capabilities and environments will be discussed with the Selected Vendor after project start.

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16.	LRP SI RFP Question Responses FINAL	Q#153, Q#154	24	Can we leverage the existing foundation setup for the workloads if they are to be hosted in public cloud?	Refer to # 15 for response.
17.	RFP 07152019-LRP	General	General	Kindly share specific security, compliance, and regulatory requirements on the landing zone.	As NYCERS is a government organization, Respondents should assume strict security and regulatory requirements apply.
18.	RFP 07152019-LRP	B.4.2 Infrastructure and Operational Technologies	24	Can we use the existing Hardware and VM environment to be built for the On-prem solution?	Respondents should not assume all net-new hardware, environments, etc. for their proposed solution in both their technical and cost proposals. Any opportunities to leverage existing hardware and environments will be discussed with the Selected Vendor after project start.
19.	RFP 07152019-LRP	B.4.2 Infrastructure and Operational Technologies	24	What is the monitoring and alerting tool currently being used?	Manage Engine's Opmanager. In the coming months NYCERS will be moving to Service Now for monitoring and alerting.
20.	RFP 07152019-LRP	B.4.2 Infrastructure and Operational Technologies	24	Do you want to extend the same monitoring and alerting tool to the cloud in a hosted cloud scenario?	Appropriate monitoring and alerting tools should be proposed by the Respondent.
21.	RFP 07152019-LRP	Scope of Services E2.4	55	What is the frequency for getting the archival data back to NYCERS new platform?	The need for archival data will be based on the need to complete a certain business transaction and therefore, we expect the retrieval of the archival data will be real-time.
22.	RFP 07152019-LRP	Scope of Services E2.4	55	What is the percentage of active and inactive data in the current NYCERS legacy platform?	At present, approximately 52.5% of 952,408 records are inactive.
23.	RFP 07152019-LRP	Scope of Services E2.4	55	What is NYCERS definition of inactive records other than deceased category?	NYCERS definition of inactive records is any member or pensioner that has been withdrawn or terminated.
24.	RFP 07152019-LRP	Scope of Services E2.4	55	Can NYCERS provide a few scenarios for an active record becoming inactive and vice versa?	<p>Scenario 1: Active Member leaves City Service and returns within 5 years.</p> <p>A member in active pay status is classified as an Active Member until an event has occurred, such as a separation from City Service. By law, a NYCERS membership shall remain active for a period of 5 years after separation from City Service. A member that returns to City Service within the 5 years may resume as an Active Member without further action. However, if their return occurs after 5 years, the member is required to rejoin NYCERS as the prior membership will have been terminated by operation of law. The member retains the right to reinstate their prior NYCERS membership.</p> <p>Scenario 2: NYCERS pre-membership.</p>

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					NYCERS retains certain payroll records for City employees in a NYCERS eligible title that are not a current member of NYCERS. The inactive payroll records serve as a point of reference for NYCERS when a member elects or is mandated into membership and/or when a member chooses to purchase service rendered while a non-member.
25.	RFP 07152019-LRP	Scope of Services E2.4	55	Does NYCERS want to have stringent SLA for bringing back the Archival record into the new PAS?	Refer to # 21 for response.
26.	RFP 07152019-LRP	Scope of Services E2.4	55	Is NYCERS willing to cleanse the inactive data which could make the reinstatement simpler and real-time?	Respondents should propose inactive data be treated differently as described in the RFP. If a Respondent proposes cleansing inactive data as part of their proposal, the Respondent will be responsible for carrying out such work.
27.	RFP 07152019-LRP	B4.1.1 PROD	22	"PROD runs on a mainframe computer...There are approximately 1,100 COBOL and 700 Vision Report programs supporting NYCERS business divisions, with data stored in approximately 800 VSAM files." Does this mean the two-way integration data flow will involve interaction with mainframe VSAM files?	NYCERS acknowledges during the phased implementation data bridging with VSAM files will likely be required.
28.	RFP 07152019-LRP	B.4.1.2	16	What are the current pain points for FileNet content management?	NYCERS current FileNet version (5.2.1) did not provide sufficient functionality around document upload/management and collaboration for CRM.
29.	RFP 07152019-LRP	B.4.1.2	16	How many FileNet environments exists in NYCERS (like PROD, DR, DEV, SIT, etc.)?	4 (Development, Integration, User Testing, Production).
30.	RFP 07152019-LRP	D.2.1.1	36	Please provide reasons behind introducing box in between FileNet and CRM.	See response to question # 28. As stated in the RFP, Box was introduced as an interim solution to enhance CRM functionality in the short-term. NYCERS wants to understand from Respondents the optimal ECM solution for their proposed solution before committing to fully replacing the current ECM solutions (e.g., the eventual ECM solution may not necessarily include Box or FileNet).
31.	RFP 07152019-LRP	B.4.1.2	16	Which is the FileNet database server and its version?	SQL Server 2008 R2.
32.	RFP 07152019-LRP	B.4.1.2	16	Please provide operating system details on which FileNet 5.2.1 is installed.	Windows Server 2008 R2.
33.	RFP 07152019-LRP	B.4.1.2	16	Please provide the details of Application server (WebSphere server) with its version on which FileNet is installed.	IBM WebSphere Application Server, 7.0.0.33.
34.	RFP 07152019-LRP	B.4.1.2	16	Is migrating FileNet historic or completed workflow details in scope?	Yes.

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35.	RFP 07152019-LRP	B.4.1.2	16	Is there any documents related code modules configured in FileNet 5.2.x?	No.
36.	RFP 07152019-LRP	B.4.1.2	16	Which is the version of IBM Content Navigator used?	Content Navigator 2.0.2.4 is installed but NYCERS is not currently using it.
37.	RFP 07152019-LRP	B.4.1.2	16	Are there any custom plugins written and configured for IBM Content Navigator?	No.
38.	RFP 07152019-LRP	B.4.1.2	16	Please provide the details regarding what kind of content storage is used.	The current content types are: text, PDF, TIFF. NYCERS anticipates expanding the types of content in the future, which the Respondent's proposed solution must support (e.g., video and audio files).
39.	RFP 07152019-LRP	B.4.1.2	16	Please provide the details of Dispositions, Retention, and sweep jobs, if configured.	All content is currently retained indefinitely. The Respondent's proposed solution must support any retention policies that may be implemented in the future.
40.	RFP 07152019-LRP	D.2.5	41	Can Thycotic server be leveraged for admins who will manage and administer the infrastructure?	Thycotic is currently being used as a key vault and may be used for Privileged Access Management (PAM) escalation in future. The Selected Vendor will be permitted to leverage Thycotic functionality as deployed at NYCERS under NYCERS supervision.
41.	RFP 07152019-LRP	B.4.2 Infrastructure and Operational Technologies	17	Kindly confirm that the vendor will be provided permission to perform installation of infrastructure inside NYCERS' DC for an on premise model.	The Selected Vendor will be granted appropriate supervised access to the NYCERS' data center. The Selected Vendor will be expected to review and incorporate feedback on installation, coordinate specific access times and other details with NYCERS IT in advance with sufficient lead times.  Respondents are to account for this in their project plan. Respondents are not to assume they will have unlimited, unrestricted 24/7 on-demand access to NYCERS data center.
42.	RFP 07152019-LRP	B.4.3.1	20	What is the data retention period to be considered?	Refer to # 39 for response.
43.	RFP 07152019-LRP	D2.2	38	Is NYCERS expecting the vendor to propose systems monitoring tools as part of the proposal or can the existing tools at NYCERS be leveraged?	Refer to # 20 for response.
44.	RFP 07152019-LRP	E.2.11	69	Is the vendor expected to provide infrastructure support for an on premise hosted solution in NYCERS data centers?	No.
45.	LRP_RFP_Appendix_05_SLAs	3.3	3	Please confirm if the underlying network between NYCERS primary and DR/Secondary DC support for synchronous replication to meet the 1 Minute RPO	Yes.

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46.	LRP_RFP_Appendix_05_SLAs	6	5	Please confirm if the ITSM at NYCERS has the reporting modules to generate SLA reports as per Table 7.	NYCERS cannot guarantee its ITSM tools will complement any Respondent's specific proposed solution. NYCERS will be using ServiceNow. Respondents are free to propose how ServiceNow can be used for SLAs in concert with the proposed solution.
47.	RFP 07152019-LRP	B.4.2 Infrastructure and Operational Technologies	24	Does NYCERS already have any dedicated line connectivity to any cloud?	No.
48.	RFP 07152019-LRP	B.4.2 Infrastructure and Operational Technologies	24	If the response to the question above is yes, please specify to which cloud this connectivity exists and what is the bandwidth?	Not applicable.
49.	RFP 07152019-LRP	B	12	As per Table 2, we understand the total member count is 350,000. Can we consider this for licensing?	350,000 are external clients who will access client information using the CRM, which will integrate with the Respondent's proposed solution. In the event this is relevant to the Respondent's proposed solution licensing, this count can be used for purposes of the proposal. For project implementation, the Selected Vendor will be required to "right-size" licensing. This potentially could mean licensing for total counts less than original estimates. Any licensing discounts included in the vendor's proposal are expected to be honored in the event of such adjustments.
50.	RFP 07152019-LRP	B	12	As per Table 2, we understand the total member count is 350,000. What is the expected year-on-year growth?	The new member growth rate is approximately 16,000 per year. The average number of retirees per year is 7,000. Note: this is only an estimate which NYCERS cannot guarantee.
51.	RFP 07152019-LRP	E.2.3 Testing	51-52	NYCERS expects the proposed solution to function as designed in the top five (5) utilized desktop browsers and top five (5) utilized mobile browsers at any given time. It is assumed the underlying base pension administration product keeps current with web browser market changes. Please confirm if the proposed application is only internal and mobile devices is not scope.	Refer to Addendum 1 Respondent questions responses # 17, # 67 and # 229.