



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER
CPR11001

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF
KRISTA FERRELL 804-558-2596

RFQ COPY
 TYPE NAME/ADDRESS HERE

VENDOR

SHIP TO

CONSOLIDATED PUBLIC RETIREMENT BOARD
 BUILDING 5, ROOM 1000
 1900 KANAWHA BOULEVARD, EAST
 CHARLESTON, WV
 25305-0720 558-3570

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
05/17/2011				

BID OPENING DATE: 06/21/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 2						
THIS ADDENDUM IS ISSUED TO:						
1.) PROVIDE ANSWERS TO TECHNICAL QUESTIONS SUBMITTED IN ACCORDANCE WITH THE PROVISIONS OF THE ORIGINAL RFP (CPR11001),						
2.) PROVIDE REVISIONS TO THE SPECIFICATIONS PER THE ATTACHED,						
3.) EXTEND THE TECHNICAL OPENING DATE						
TECHNICAL OPENING DATE IS EXTENDED TO:					06/21/2011	
TECHNICAL OPENING TIME REMAINS:					1:30 PM	
***** END ADDENDUM NO. 2 *****						
0001	1	LS		920-49		
FULLY INTEGRATED RETIREMENT SYSTEM FOR CPRB						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

GENERAL TERMS & CONDITIONS REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)

1. Awards will be made in the best interest of the State of West Virginia.
2. The State may accept or reject in part, or in whole, any bid.
3. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125 fee.
4. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods this Purchase Order/Contract becomes void and of no effect after June 30.
5. Payment may only be made after the delivery and acceptance of goods or services.
6. Interest may be paid for late payment in accordance with the *West Virginia Code*.
7. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
8. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
9. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
10. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern the purchasing process.
11. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
12. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, the State may deem this contract null and void, and terminate such contract without further order.
13. **HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, is available online at www.state.wv.us/admin/purchase/vrc/hipaa.htm and is hereby made part of the agreement. Provided that the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.
14. **CONFIDENTIALITY:** The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admin/purchase/privacy/noticeConfidentiality.pdf>.
15. **LICENSING:** Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, and the West Virginia Insurance Commission. The vendor must provide all necessary releases to obtain information to enable the director or spending unit to verify that the vendor is licensed and in good standing with the above entities.
16. **ANTITRUST:** In submitting a bid to any agency for the State of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the State of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder.

I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, or person or entity submitting a bid for the same material, supplies, equipment or services and is in all respects fair and without collusion or Fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division. Complete all sections of the quotation form.
2. Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
3. Unit prices shall prevail in case of discrepancy. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
4. All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130
5. Communication during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited (W.Va. C.S.R. §148-1-6.6).

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NUMBER	RFP SECTION	RFP PAGE	QUESTION
Q1	n/a	n/a	Hosting - - would WVCPRB consider using a vendor provided Hosting and application support solution?
A1			No.
Q2	3.2.5.5.1	255	Would WVCPRB be willing to enter into separate contracts with software vendor(s) for the software licenses and software support, with hardware vendor(s) for hardware and hardware support, and with an implementation vendor for services?
A2			As noted in Section 3.2.2.2.2, while WVCPRB would prefer to execute a single contract with the prime contractor, the agency recognizes that (multiple) third party sources are likely to be utilized. WVCPRB is willing to execute contracts with third party sources for hardware maintenance and commercially available software licenses, but hold the prime contractor responsible should any third party provider go out of business or otherwise become unable to fulfill its contractual obligations to WVCPRB with respect to this procurement.
Q3	4.1.1	371	In Section 4.1.1 – Technical Proposal Format, vendors are instructed to follow the outline, including numbering . However, within 4.1.1 – Technical Proposal Format, the description for the contents of Section II – Vendor Response to Project Scope direct vendors to respond to all of the sections of Part 3, numbered identically . So for example, Section II-1 is supposed to be Response to Mandatory Requirements which is Section 3.2.1.3 of the RFP or should that refer to section 3.2.1 Mandatory Qualifications and Requirements. Do we need to respond to 3.1 General Requirements? The next heading on page 371 is Section II-2 – Response to Business Functional Requirements; however, this is Section 3.2.4 of the RFP. Where do we respond to the content in between 3.2.1.3 and 3.2.4? Please advise.
A3			As an example: Section II-1 Response to Mandatory Requirements. 3.2.1.1 Vendor Minimum Qualifications (vendor's response to these mandatory items) 3.2.1.2 Project Manager Minimum Qualifications

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NUMBER	RFP SECTION	RFP PAGE	QUESTION
			<p>(vendor's response to these mandatory items)</p> <p>3.2.1.3 Mandatory Requirements</p> <ol style="list-style-type: none"> 1. (vendor's response to these mandatory items) 2. (vendor's response to these mandatory items) ... 44. (vendor's response to these mandatory items) <p>3.2.2.1 Nature of Desired Solution (vendor's response)</p> <p>3.2.2.2 Single Source of Responsibility (vendor's response) Etc.</p> <p>Section II-2 Response to Business Functional Requirements</p> <p>II-2.1.1 Activity Tracking</p> <p>3.2.4.4.2 Functional Requirements for Activity Tracking (table to be completed by vendor with regard to Compliant, Customize, or Non-Compliant columns)</p> <p>(Narrative Description of the vendors approach to features for this function)</p> <p>II-2.1.2 Annuity Payroll and Other Payments</p> <p>3.2.4.4.3 Functional Requirements for Annuity Payroll and Other Payments (table to be completed by vendor with regard to Compliant, Customize, or Non-Compliant columns)</p> <p>(Narrative Description of the vendors approach to features for this function)</p>

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NUMBER	RFP SECTION	RFP PAGE	QUESTION
			...
Q4	3.2.13.3.1	354	3.1 General Requirements - No direct response is required for this section. Does the 25% offshore clause in the RFP pertain to the total hours related to development (i.e., technical spec, development, and unit testing) or total project hours?
A4			Total Hours related to development.
Q5	3.2.4.4.1	75	Throughout this section, there are several requirements that do not contain a dot in the "highly desire" or "desire" column (for example, requirements #33 and 35 on page 99 of RFP). How should these requirements be treated?
A5			Both requirements are Highly Desire. An addendum will be issued to revise Section 3.2.4.4.6 and the Functional Requirements document.
Q6	2.2.4.1	30	The RFP mentions that a staff of two programmers is currently responsible for supporting the current VSAM legacy environment; two questions (1) what will be the availability of these programmers for project related activities; and (2) please elaborate on WVCPRB's vision regarding the future organization(s) responsible for hosting, operating and maintaining of the new LOB system.
A6			(1) WVCPRB will ensure the appropriate personnel are available to support the project. (2) What knowledge transfer that can occur during the project, enhanced by post implementation knowledge transfer as described in the RFP.

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NUMBER	RFP SECTION	RFP PAGE	QUESTION
Q7	3.2.4.4.6	96	It is our understanding, from the RFP, that "exposed via web" refers to functionality that will be made available to members/retirees/and employers for Internet self-service. However, the benefit processing and calculation section some of the requirements marked are generally for internal use, such as #4, 6, 11, 15, 19, 26, 30, 41, 43, 44, etc. Can you please clarify?
A7			The items listed above should not be marked as "exposed via web." In addition, the following requirements should not be marked as "Exposed Via Web:" 73, 75, 76, 77, 79, and 82.
Q8	3.2.4.4.5 (6)	93	An addendum will be provided to revise Section 3.2.4.4.6 and the Functional Requirements Excel document. Please define what is meant by "...display estimates in both a summary and detailed view" and provide an example of each.
A8			Summary view is basic estimated retirement benefit. Detailed view includes the full benefit calculation and backup documentation.
Q9	3.2.4.3	72	The RFP states "(see Section 3.2.1.3 for a discussion of the implications of not responding in the affirmative to a highly desired requirement)". We are unable to locate any reference to highly desire in this section or discussion of such. Please clarify the intention and impact of the highly desire and desire columns in the functional requirements matrices.
A9			Vendors are instructed to ignore the parenthetical phrase referenced in this question. An addendum will be provided for Section 3.2.4.3.
Q10	3.2.6.3.1.1	309	The RFP states "WVCPRB requires that all documents also be delivered in the appropriate Microsoft Office suite" and several requirements also refer to Microsoft Office suite of products. Page 34 of the RFP describes Lotus and Word Perfect as workstation software. Please confirm that project related deliverables and solution output, such as correspondences, will be in MS Office supported formats.
A10			Lotus and Word Perfect are artifacts of a previous regime - only. Project related deliverables and solution output, such as correspondences, will be in Microsoft Office supported formats.

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NUMBER	RFP SECTION	RFP PAGE	QUESTION
Q11	2.2.5.1.7	40	The RFP states "WVEIS provides a master file of state board of education payroll information for our use." Please elaborate on the processing requirements for this file.
A11			The county payroll clerks using the WVEIS system "submit" data which is appended to a flat file on the WVOT mainframe. The WVCPRB contribution staff uses a CLIST (aka REXX) to pull out data county by county using payroll run numbers provided by the counties for that pay period. The jobs in the CLIST perform edits, print reports, and load the contribution data into a transaction accumulation file.
Q12	3.2.11.3.3	344	The RFP states in the first paragraph "... (LCT) will be conducted prior to the final cutover to the new solution" and also states "LCT will immediately follow the successful completion of Business Process testing during the rollout of each phase. " Please clarify how often LCT is to occur.
A12			The word "Complete" was omitted from the first sentence of this section. Since the solution will not be complete until the final rollout, complete LCT cannot be run prior to that point in the project. However, the prudent vendor will ensure that those portions of the member life cycle delivered in prior phases are tested prior to the release of that phase.
Q13	2.2.4.3.3	32	An addendum will be issued to revise Section 3.2.11.3.3. MS Dynamics server and Documentum server indicate SQL Server 2003. Given there is not a 2003 version of SQL Server, it is assumed this is SQL Server 2005. Please confirm.
A13			In Section 2.2.4.3.3, replace the Microsoft Dynamics-related reference to SQL Server 2003 with SQL Server 2008 Standard. Additionally, replace the ApplicationXtender-related reference to SQL Server 2003 with SQL Server 2005 Standard
Q14	2.2.5.1.7	38	An addendum will be issued to revise Section 2.2.4.3.3. Does WVCPRB plan to keep all of these interfaces or will the new system replace some of the existing interfaces?
A14			Yes we will need to keep these interfaces, but we would want to change from check to EFT payment where appropriate and possible.

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NUMBER	RFP SECTION	RFP PAGE	QUESTION
Q15	3.2.4.4.3	78	How does WVCPRB process annuity payments for those individuals who are receiving benefits from more than one plan? For example, can a teacher receive a retirement benefit from TRS and also a retirement benefit from PERS? If so, are those benefits paid as separate benefit payments or are they combined into a single payment?
A15			Yes, there are annuitants that are receiving benefit payments from multiple plans. In those instances, individual payments are made from the respective plans, but we would be open to combining the payments into a single one.
Q16	3.2.4.4.3	79	Requirement 5 – Could you provide an example of what is meant by the account level and person level when referring to payment statuses?
A16			The account level would be the fund account associated with the particular plan. Person level would be the individual annuitant.
Q17	3.2.4.4.5	93	Could WVCPRB share their preliminary vision on how they want the new member web self-service feature to accommodate those members with participation in multiple plans (funds)? For example, should they be allowed to have a single sign-on to all funds with which they are members? Would WVCPRB expect the member to select the plan with which they wish to work? Would all requests, estimates, etc. be performed on a per-fund basis?
A17			The member should have one login, but should have access to all plans in which they participate once logged in. The information for each plan should be kept separate, and the member would be expected to select the plan for which they are seeking information. All estimates, requests, statements, etc., would be performed on a per-fund basis.
Q18	3.2.4.4.5	93	Requirement 8 – Is it WVCPRB's vision to be able to produce a single estimate for a member that lists all benefits or all plans for all payment options for which the member may be eligible? Or, would there be a single estimate on a per-plan basis each of which lists the payment options available to the member?
A18			Estimates should be on a per-plan basis.

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NUMBER	RFP SECTION	RFP PAGE	QUESTION
Q19	3.2.5.2	243	Based on the requirement of having two physically separate environments and the ability to have the development environment server as a possible recovery location with the two physical environments split between the primary and secondary data centers, what is the network connectivity between the two data centers and between the Disaster Recovery site and the WVCPRB office?
A19			Fiber.
Q20	3.2.5.3.6	251	Are you requesting a physical environment that will utilize technologies which will replicate production environment to the replication site? Do you have a preferred solution (clustering, virtualization, etc)? Is there an existing shared storage solution in place that will need to be leveraged or integrated with?
A20			(1) Our goal is that if the production system fails, we will be able to pick up operations using the second system within the period of time specified in the RFP. (2) Virtualization is an option but our performance requirements are primary. Oracle database servers cannot be virtualized. (3) The RFP describes the OT-managed shared storage environment, but the solution is not required to use it. It may use OT-supplied storage but not if that use has a negative impact on the required two-second response time.
Q21	3.2.5.5.1	255	Please clarify where the hardware for development, test, training, QA, and query environment for both the Microsoft Dynamics Accounting solution and the Documentum ApplicationXtender ECM solution will be hosted. Also, please clarify who will be responsible for the licensing and installation of the Microsoft Dynamics Accounting and the Documentum ApplicationXtender ECM software for these environments.
A21			Housed with the LOB development, test, etc., system. The successful vendor will be responsible for the licensing and installation of the MS Dynamics and ApplicationXtender solutions.
Q22	3.2.5.5.2	256	During the 10 year period identified in this section, is the vendor responsible for failures due to maintenance issues with the hardware or third party software?
A22			No.

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NUMBER	RFP SECTION	RFP PAGE	QUESTION
Q23	3.2.5.6.5.2	261	Does WVCPRB have an existing method for end users to connect to the network and access resources on it (i.e. VPN) that would be leveraged for connectivity to the new pension administration application?
A23			(1) When in the office, end users connect via Fiber to the backbone. (2) Remote users us VPN / Citrix.
Q24	3.2.5.8.1.1	270	During the 10 year period identified in this section, is the vendor responsible for failures due to maintenance issues with the hardware or third party software?
A24			Reference response provided in A 22.
Q25	3.2.6.3.10	309	This section states that the vendor should provide a list of the top ten risks they currently foresee with this project. However, on page 380, a list of the top twenty risks is required. Is the vendor required to list ten or twenty risks?
A25			Twenty.
Q26	3.2.7.1	310	An addendum will be issued to revise Section 3.2.6.3.10. Will an exception be made to the requirements regarding data not being transferred to, or reviewed from, an off-site location for the vendor work facility required by Section 2.1?
A26			The temporary office space referenced in Section 2.1 will be considered the vendor's primary work facility for this project and therefore not an off-site location.
Q27	3.2.13.2.2 & 3.2.13.2.3	353	Will the vendor need to provide off site space for post-implementation support staff including IT Support and Operations Support staff?
A27			WVCPRB could provide space for up to four post-implementation support staff for the time required.
Q28	3.3.1	368	Will you accept a fiduciary bond for the coverage regarding protection from fraudulent conduct or breach of fiduciary responsibility?
A28			Yes.

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NUMBER	RFP SECTION	RFP PAGE	QUESTION
Q29	I-1.4	375	Should vendors place any exceptions they have throughout their proposal as they arise or should they be restricted to a separate section of the proposal?
A29			The proposal response format does not include a section for exceptions. Exceptions to any mandatory provisions will result in the disqualification of the vendor's proposal.
Q30	2.2.1	25	The RFP states that 'WVCPRB is embarking on a project to evaluate and upgrade its pension administration capabilities through the possible procurement and implementation of a new LOB solution.' Can you confirm that WVCPRB intends to award a contract based on responses to this RFP?
A30			Yes.
Q31	2.2.5.1.6	38	Please describe the difference between the Member Annual Statement and the Individual Annual Statement.
A31			There is no difference.
Q32	2.2.5.3 3.1	44 56	Section 2.2.5.3 states, 'Eventually, the automated interface to MS Dynamics may have to be changed so that it feeds into the State's ERP solution of choice instead of MS Dynamics.' Section 3.1 states a general requirement 'Integration of the LOB solution with the statewide Tier 1 ERP solution that is currently in procurement.' Can you clarify whether our fixed cost bid is to include costs for integration with Dynamics and/or some yet to be determined ERP package?
A32			The fixed cost bid should include costs for integration with MS Dynamics.
Q33	3.1	56	Can you provide an example of an 'appropriate third party' that may be provided access to your systems?
A33			Yes. Access Systems and Intellipoint.

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NUMBER	RFP SECTION	RFP PAGE	QUESTION
Q34	3.2.1.3	61	Regarding mandatory requirement #38, does WVCPRB have existing metrics regarding the current user and customer satisfaction upon which to gauge whether the new solution offers improvement? If not, does WVCPRB intend to study and benchmark these attributes for the purposes of determining if the new solution complies with the requirement?
A34			There are no existing metrics regarding the current user and customer satisfaction with the legacy system. WVCPRB is planning to conduct a survey of internal users to establish benchmarks which can be used to measure improvement provided by the new solution.
Q35	3.2.1.3	61	Regarding mandatory requirement #44, does WVCPRB expect to be able to purchase the source code without any limitations to its resale or redistribution? Or would the purchase of source code be limited to use only by WVCPRB for the purpose of maintaining and extending the solution?
A35			WVCPRB expects the purchase of source code be limited to use only by WVCPRB for the purpose of maintaining and extending the solution.
Q36	3.2.4.4.17	152	For requirement #12, what is the format of the data sent to the third party for generating the Member Statements? Is it a printable PDF file or a data file that can be merged with a template?
A36			Currently we send a data file, but we are open to the use of PDF.
Q37	3.2.5.5.1	255	The RFP refers to a 'Disaster Recovery Site,' at which the vendor must install equipment. Can you provide the location of the site and details regarding that environment? If not, can you tell us if it is located within the State of West Virginia?
A37			The Disaster Recovery Site is planned to be fully conditioned (air, power, fire suppression, etc.) within a two-hour drive of Charleston in the state of West Virginia.
Q38	3.2.5.5.4	257	Does WVCPRB have an estimate of the expected growth in the number of calls it expects annually (currently 425 daily calls). Can WVCPRB provide the average length of each call?
A38			Approximately the same rate of growth as the increase in membership. The average length of an inbound call is 142 seconds.

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NUMBER	RFP SECTION	RFP PAGE	QUESTION
Q39	3.2.5.6.1	258	Instead of using a third party escrow to the source code, would WVCPRB accept having the source code delivered to them under the same guidelines as described for delivering code to the escrow custodian?
A39			Yes, as long as there is no additional cost to WVCPRB.
Q40	3.2.5.6.4	260	Many pension administration (LOB) solutions have been developed or maintained offshore. Since WVCPRB 'will initially look most favorably on solutions that do not include software packages developed offshore' are we to conclude that if any vendor's core LOB solution was developed or is maintained offshore that it will not score as well as one completely developed and maintained in the United States?
A40			Not necessarily.
Q41	3.2.6.1.9.1	288	The RFP states that, 'In developing their work plans, vendors much (sic) be sensitive to the fact that the months of January through March (annuity payroll and legislative session); July, August, September (TRS and annuity payroll), and October through January (PERS) are periods of high levels of business activity for WVCPRB.' This leaves just April, May and June without high levels of business activity. Can you quantify what this means to vendors with respect to participation by WVCPRB staff? For example, can you provide, on an FTE basis, the amount of project time available by staff level per month? This information is required in order to accurately create the detailed staffing charts required in section 3.2.8.1.
A41			WVCPRB provided "busy time" estimates to assist vendors in scheduling system releases, etc. We plan to commit the resources necessary to complete the solution implementation regardless of busy time.

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NUMBER	RFP SECTION	RFP PAGE	QUESTION
Q42	3.2.6.2.3	292	<p>Given the importance, and risk, attached to the requirement for Retirement Design Topics discussions why is this missing as a Major Deliverable in 'Table 25 Delivery Due Dates for Major Deliverables?'</p> <p>Given the consequences of overlooking a design topic, we would expect that these topics will take several sessions to complete. Are we misunderstanding the requirement, or does WVCPRB believe that a significant amount of time must be devoted to satisfying this requirement?</p>
A42			<p>We have not included this as a "Major Deliverable" in order to permit the vendor multiple options in providing their response, that is, during one or more Conference Room Pilot sessions, as a standalone discussion or set of discussions, etc. In that context, we agree that a vendor may take several sessions to completely satisfy the requirement.</p>
Q43	3.2.6.2.3	292	<p>Does WVCPRB acknowledge that the Retirement Design Topics discussions as described in the RFP, may actually lead to change orders at the very beginning of the project?</p> <p>For example, one of the example topics listed states 'Should system tables be maintainable via a user screen or only via a system tool?' However, there is already a requirement in section 3.2.4.5.6 that states 'As part of their response, the vendor should provide a detailed discussion as to how they will meet the parameterization requirement related to data elements, values, and business rules.' The answer to this question would, in our view, set the scope of this requirement and any changes coming from these 'topics' discussions would immediately lead to a change order.</p>
A43			<p>We do not understand the conflict between providing a hypothetical example and a specific requirement such as that provided in 3.2.4.5.6. Nor do we understand how the answer to the question so set the scope that changes would lead directly to a change order. Therefore, no, we do not so acknowledge.</p>
Q44	3.2.6.3.7.2	304	<p>Is WVCPRB aware of any pending legislation that, in your judgment, would have a material impact on the scope as defined in the RFP?</p>
A44			<p>No, not at this time.</p>
Q45	3.2.6.3.11	309	<p>Will access to the deliverables repository be allowed from remote locations via VPN?</p>
A45			<p>Yes.</p>

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NUMBER	RFP SECTION	RFP PAGE	QUESTION
Q46	3.2.7.1	310	Is the Information Security Awareness Training provided by WVOT available on a regular basis? If we chose to attend what would be the cost to us, per person?
A46			The training is available online, on demand. There will be no charge for the training.
Q47	4.1.1 1.1.8.1	375 5	The RFP states that 'Failure to meet or agree to the mandatory items shall result in disqualification of the Vendor's proposal and the evaluation process will be terminated for that vendor.' Additionally the format of the proposal includes a section for Assumptions, but not a section for Exceptions. Are we correct in our understanding that WVCPRB will not consider a response that takes an exception to any requirement(s) of the RFP?
A47			Yes.
Q48	1.1.15.1 1.15.1.2	8 9	WVCPRB has asked for a great deal of sensitive information, yet indicates that all submitted documents are available to the public. WVCPRB indicates that trade secret information is exempt, but puts all risk on the vendor. If a vendor elects not to provide confidential information, but advises that it is available to WVCPRB at BAFO or on inspection, will the vendor be considered non-responsive and excluded from evaluation and consideration?
A48			The only exemptions to disclosure of information are listed in West Virginia Code §29B-1-4. Any information considered a trade secret must be separated from the Vendor submission and clearly labeled as such in the original technical proposal only. The courtesy copies should not have the trade secret information separated. Primarily, only trade secrets, as submitted by a bidder, are exempt from public disclosure. The submission of any information to the State by a Vendor puts the risk of disclosure on the Vendor. The State does not guarantee non-disclosure of any information to the public. In the event the vendor wishes to segregate and protect trade secrets, you will need to submit the following: a) one original proposal separated into three sealed parts clearly labeled "Technical Proposal", "Trade Secret" and "Cost"; and b) twelve courtesy hardcopies of the proposal separated into two (2) sealed parts clearly labeled "Technical Proposal including Trade Secret" and "Cost". The twenty CD courtesy copies should be separated and labeled similar to the hardcopy courtesy copies.

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NUMBER	RFP SECTION	RFP PAGE	QUESTION
Q49	1.1.19.14	14	WVCPRB has proposed a pricing plan that means the vendor is expected to bankroll the front end of the project. This increased risk means an increased cost. Is WVCPRB willing to entertain an alternative payment schedule or an upfront licensing fee?
A49			WVCPRB is willing to entertain an alternate payment schedule, but that schedule must be based on the principle that payment will be made only for delivered, accepted product and that at no time will WVCPRB have paid more than the delivered portion of the to be delivered total functionality.
Q50	2.2.5.6.2	54	WVCPRB indicates that first checks are always paper checks. Does WVCPRB intend for that to be the case still after installation of the new LOB system?
A50			Yes.
Q51	3.2.6.3.6 3.2.6.3.8	302 304	In 3.2.6.3.6, WVCPRB indicates that in the event that it removes a requirement and later decides to reinstate that the requirement, 'the cost of the CCR cannot exceed the value of the credit memo that was earlier issued by the vendor for eliminating the requirement.' In section 3.2.6.3.8 WVCPRB acknowledges that interjecting a requirement later in the process 'generally will involve greater expense and/or effort than would have been.' Will WVCPRB accept a deadline for reintroduction of a removed requirement, after which the cost may be increased due to the late return of the requirement?
A51			No, we believe that the reintroduction of a previously planned deliverable is different from the introduction of a new one.

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NUMBER	RFP SECTION	RFP PAGE	QUESTION
Q52	3.2.10	322	<p>WVCPRB indicates that the vendor must train WVCPRB staff on all changes to the use of existing applications (i.e. Dynamics or Great Plains). Later it is indicated that 'all trainers must be certified by the developer of any of the third party products on which WVCPRB staff is being trained.' Does WVCPRB expect the trainers to be certified by the developers to train for Dynamics, Great Plains, the selected RDBMS, etc?</p>
A52			<p>No, the training we seek for MS Dynamics and ApplicationXtender is how to use the products in the context of the LOB solution – as opposed to training on a new third-party product such as Crystal Reports in which WVCPRB has no in-house expertise.</p>
Q53	3.2.5.3.2	247	<p>Section 3.2.5.3.2 states that "Vendors shall provide in their proposal the data structure / logical data model utilized in the solution being proposed" and further that "the data schema diagram must be provided for review and evaluation by WVCPRB's technical staff." We consider our database schema and data model to be confidential and proprietary. Since all information submitted will be public record and at risk of disclosure, can WVCPRB suggest a way to submit the information to reduce the risk of disclosure?</p>
A53			<p>See response A48.</p>
Q54	3.2.5.3.3	248	<p>Section 3.2.5.3.3 states that, "the solution must maintain terminal emulation capability to provide access to WVCPRB's mainframe-based, legacy application during the phased implementation." Is WVCPRB asking that the new LOB solution include an integrated terminal emulator with direct access to the legacy mainframe application?</p>
A54			<p>No, we are merely pointing out that until final rollout of the complete solution, users will need to use their workstations to access both the existing legacy system (using terminal emulation) AND the initial phase(s) of the new solution (via a web browser). Therefore the vendor should do nothing that precludes such access.</p>

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NUMBER	RFP SECTION	RFP PAGE	QUESTION
Q55	3.2.5.3.3	248	Section 3.2.5.3.3 states that "External partners must be able to interact with the proposed calendar and scheduling system." Is WVCPRB requesting that external partners have the capability to access the scheduling system from outside of the new LOB solution?
A55			Certain external partners, given the appropriate security, via the Web should be able to access the scheduling system. An example would be in Hearings Administration in Section 3.2.4.4.13.
Q56	3.2.5.5.2	256	Section 3.2.5.5.2 states, " <i>the proposed solution must include an appropriately sized, fully redundant development, test, training, QA, and query environment</i> ". Section 3.2.5.5.2 requests a redundant production environment. Can you confirm that WVCPRB also desires redundant development, test, training, QA, and query environments?
A56			Section 3.2.5.2 notes that there will be, at a minimum, "two physical environments." Each of those physical environments is to support one or more logical environments. We do not foresee more than one of any of the listed logical environments, but we want a configuration that allows us to continue to operate (possibly at a limp) should either of the two physical environments fail for whatever reason.

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NUMBER	RFP SECTION	RFP PAGE	QUESTION
Q57	3.2.5.6.5.2		<p>Section 3.2.5.6.5.2 states that vendors should propose appropriate version network system software, including:</p> <ul style="list-style-type: none"> • Network analysis and performance evaluation and monitoring software • Full-time on-line virus protection software for all servers and clients, along with a three-year update subscription • Ability for non-WVCPRB personnel (such as visitors, vendors, and trainers) to use the WVCPRB network for Internet access only. <p>Other sections of the RFP state that WVOT administers the current network. Does WVOT currently supply and administer the above? If so, does WVCPRB intend for the winning vendor to replace the existing solutions or will WVOT continue to administer the network?</p>
A57			<p>WVOT will continue to administer the network. Therefore the first two bullets above are not the responsibility of the LOB vendor. The network management software used by WVOT is What's Up Gold and Solarwinds and the on-line virus protection software is Forefront Endpoint Protection 2010.</p> <p>An addendum will be issued to revise Section 3.2.5.6.5.2.</p>
Q58	3.2.5.6.5.3	262	<p>Section 3.2.5.6.5.3 requests that vendors propose a network management package that supports all proposed platforms and PCs.</p> <p>Does WVCPRB envision that the winning vendor will take over management of all network assets?</p>
A58			<p>No. In addition, the vendor need no longer propose a network management package.</p> <p>An addendum will be issued to eliminate Section 3.2.5.6.5.3 from the RFP.</p>

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NUMBER	RFP SECTION	RFP PAGE	QUESTION
Q59	3.2.5.8.1.7	272	<p>The scope of the network vulnerability assessment is to include "a scan of external entry points into the network, a review of ALL devices on the network with static IP addresses and a random 10% sample of the DHCP devices and, to the extent they apply, a review of server, firewall, and IDS configurations."</p> <p>Will the winning vendor be responsible for existing network entry points or only entry points configured to support the new LOB application? Also, will the winning vendor be responsible for ALL devices on the network, including firewalls and servers?</p> <p>Additionally, what is WVOT's role in the network vulnerability assessment?</p>
A59			<p>WVOT retains responsibility for the network. The winning vendor is responsible only for entry points configured to support the new LOB application and advice on network devices where that advice conflicts with WVOT current practice. The vendor will not be held responsible for repair of vulnerability issues that are network- as opposed to solution-specific.</p>
Q60	3.2.14.5	362	<p>Section 3.2.14.5 states "vendor will be asked to replace one or more of the interfaces between the LOB and an existing state system with an interface to the ERP solution." The section further requests an estimate of the number of hours required to implement each of the listed interfaces, along with an agreement to implement each of the above listed interfaces.</p> <p>Based on the high-level information provided about the interfaces, and the fact that WVCPRB can not name the ERP supplier, the estimates provided can only be accurate to within a rough order of magnitude (ROM). Does WVCPRB understand that the lack of clarity for this requirement means that once details are known, project change requests may arise, which can affect both timeline and cost.</p>
A60			Yes.

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NUMBER	RFP SECTION	RFP PAGE	QUESTION
Q61	3.2.6.2.1	290	<p>Section 3.2.6.2.1 requests that vendors "guarantee that requirements set forth in this RFP will be reflected appropriately in the COO – i.e., vendors should discuss in detail how they will establish the "traceability" of RFP requirements to the COO document."</p> <p>This section also limits the COO document to 20 pages. Does WVCPRB envision that ALL requirements from each of the 35 functional areas to be reflected in the COO? Or is the COO expected to provide summary information at which point can WVCPRB explain the value of traceability between the RFP requirements and the COO document?</p>
A61			<p>WVCPRB envisions all requirements from the 35 functional areas to be addressed in the COO. The COO is intended to give the end users an understanding of the changes that will be taking place in their work environment. Having some understanding of these impending changes will likely help staff be more receptive to that change. The value of traceability between the RFP requirements and the COO is to ensure the new concepts for each of the functional areas is presented to the end users. For example, we suggest that such traceability might be established through a column in the RTM that links the RFP requirement and the area in the COO – without explicit statement of linkage within the COO itself – but we leave the method of linkage to the vendor.</p>
Q62	3.2.4.4.26	181	<p>For Requirement 29, can WVCPRB provide an example of the 'system-wide change' described here?</p>
A62			<p>As an example, in the event Fringe Benefit Management Corporation (FBMC) is replaced by another company providing the same service, a system-wide change would need to be made to replace FBMC in the individual accounts with the new vendor's name.</p>
Q63	3.2.4.4.26	181	<p>For Requirement 32, will there be a standard file format for all third parties?</p>
A63			<p>Yes, there will be a standard file format.</p>

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NUMBER	RFP SECTION	RFP PAGE	QUESTION
Q64	3.2.4.5.2	186 191	Requirement 50 on page 186 and requirement 31 on page 191 seem to conflict. Can WVCPRB please provide clarification?
A64			The requirements are consistent. Both involve locking an account with regard to the changing of electronic data or images. Either the account is locked to prevent the addition or deletion of new images or data, or, the account is locked to prevent the deletion of existing images or data.
Q65	3.2.4.5.3	193	Can WVCPRB provide an example of how it envisions requirement #50 to work for a browser-based application? For example, Microsoft Internet Explorer offers this capability; does WVCPRB expect the LOB solution to provide functionality beyond what already exists in the browser?
A65			No, WVCPRB does not expect the vendor to expand upon the browser's functionality.
Q66	3.2.4.5.3	196	Requirement #96 indicates that WVCPRB requires the 'ability to provide all services (correspondence, counseling, Call Center, IVR, etc.) in language(s) other than American English, e.g. Spanish.' Can WVCPRB explain what its expectations relating to the LOB system are for this requirement? For example, what is required within the LOB system to consider this requirement as satisfied?
A66			An addendum will be provided to delete this requirement and revise Section 3.2.4.4.6 and the Functional Requirements Excel document.
Q67	3.2.7.3	314	What percent of legacy refunds do not have the necessary details in the legacy system? Is the detailed information available in any electronic format?
A67			Entries for 1988 and prior (approximately two-thirds of all refund data) are suspect. Data entered since 1988 are reliable. Reliable detailed information prior to 1988 is not available in electronic format.
Q68	3.2.7	310	Other than legacy refund data, are there any other areas that WVCPRB is aware of that may require a large cleanup/re-creation process?
A68			No.
Q69	CPR11001.pdf	n/a	Where should vendors place pages such as the addendum acknowledgement, vendor preference certificate, and purchasing affidavit within our responses?
A69			Wherever is most logical in the assembly of the response.

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NUMBER	RFP SECTION	RFP PAGE	QUESTION
Q70	4.1.1	371	a) Where should vendors list any exceptions to the RFP requirements if there are any exceptions a vendor wishes to take? b) If vendors cannot list exceptions, will WVCPRB allow an additional question period?
A70			a) The proposal response format does not include a section for exceptions. Exceptions to any mandatory provisions will result in the disqualification of the vendor's proposal. b) No.
Q71	4.1.1	371	a) For confirmation and clarity purposes, can WVCPRB provide a detailed outline of the section structure required for Section II? b) What is expected for response to RFP Section 3.3? Please confirm if a basic confirmation of acceptance is being requested.
A71			a) An example of the format for Section II is included in response A3. b) Confirm acceptance of the items reference in this Section.
Q72	2.2.4.2.1	31	a) Please confirm that WVOT will be providing all server level virus software and updates for servers at the WVOT as consistent with the 2 nd to last bullet point. b) Does the WVOT have any particular SAN standards or specifications that vendors need to be aware of?
A72			a) Yes, WVCPRB will purchase the anti-virus software and provide it to the vendor to install. The current WVOT standard for server level virus software is Forefront Endpoint Protection 2010. b) HP servers and EMC storage.
Q73	2.2.4.2.4	32	Please confirm that vendors are not responsible for any costs that can be attributed to a system and/or server refresh policy.
A73			So confirmed, except with regard to the performance warranty.

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NUMBER	RFP SECTION	RFP PAGE	QUESTION
Q74	2.2.5.1.7, 2.2.5.2,	38, 42,	<p>a) Would WVCPRB please confirm the total number of unique Employer Reporting file formats that it imports into the current legacy system, including those that come from WCS, WVEIS, and EPICS?</p> <p>b) When WVCPRB processes data from the WCS, WVEIS, and EPICS systems, are there individual files created for each of the employers, or are multiple employers' data within the same extract files from each of these systems?</p> <p>c) Where does (what application is used by) CPRB key employer reporting data for employers not reporting electronically? If not directly within the legacy system, how does the data get to the mainframe?</p> <p>d) For non-electronic submissions, are there a standard paper reporting formats that are used, and how many?</p>
A74			<p>a) Five (Paper, WCS, WVEIS, EPICS, CD).</p> <p>b) Multiple employers' data within the same extract file.</p> <p>c) Input manually by CPRB staff.</p> <p>d) Nine - for each plan there is a unique format.</p>
Q75	2.2.5.2	42	Can WVCPRB provide vendors with a sense of the extent of errors within the existing Employer Reporting mechanisms in terms of a % of reports with 1 or more errors within a 30 day timeframe?
A75			50%.
Q76	2.2.5.3	44	Is an interface extract required to WVFIMS for the financial data that is now manually keyed?
A76			Yes.
Q77	2.2.5.6.3	54	Are WVOT's backup services capable of "bare-metal" or similar type of backups and/or restores?
A77			The Tivoli backup services are described in detail in Section 2.2.5.6.3 of the RFP.

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NUMBER	RFP SECTION	RFP PAGE	QUESTION
Q78	3.2.3, Table 25 Delivery Due Dates for Major Deliverables 3.2.5.5.1	65 255	On page 65 it stipulates that HW/SW must be configured in 120 days, though on page 255 it requests vendors to provide the number of days from project start that the HW/SW will be installed, configured, tested and ready to use. Please confirm these are 2 different targets or if there is a conflict in requirements.
A78			There is no conflict. The vendor must provide a number of days equal to 120 or fewer within which the HW/SW will be configured.
Q79	3.2.4.4.10 #11, 3.2.4.4.17 #24	117, 152	a) Does WVCPRB track service credit by type in its existing system(s)? b) Is service credit computed and stored within the legacy LOB system? Or an external spreadsheet?
A79			a) Yes. b) Within the legacy LOB system.
Q80	3.2.4.4.10 #9	117	Would WVCPRB please clarify whether it presently charges interest and/or penalties for delinquent employer reports?
A80			Yes, WVCPRB presently charges interest and/or penalties for delinquent employer reports.
Q81	3.2.4.4.16 #19	150	Does WVCPRB have any sort of OMR capability today? Please provide details on the current and planned capability.
A81			No.
Q82	3.2.4.4.20	158-163	When a member purchases service credit and payments are made as a payroll deduction, how are these payments indicated by the employer and how do installment payments come in on the work report?
A82			Currently the employer reports service purchase payments being deducted from member monthly pay separately from the regular monthly payroll report. The employer sends one payment along with a listing of member names, member account numbers, and the amount to be posted to each member's account.

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NUMBER	RFP SECTION	RFP PAGE	QUESTION
Q83	3.2.5.2	243	Would it be acceptable to WVCPRB if all environments were virtualized across one set of physical hardware (i.e., Can Production, Test and Dev all share one set of physical servers as virtual machines)?
A83			No.
Q84	3.2.5.2	243	Is WVCPRB comfortable with solutions that utilize virtualization providing that it meets all other technical requirements? If yes, is WVCPRB comfortable with leveraging virtualization technology within the production environment?
A84			With the exception of Oracle database servers, yes as long as there is no impact on the interactive performance and response time of the system as specified in the RFP.
Q85	3.2.5.3.6	251	Please clarify whether HP-UX is strongly preferred over Windows Server 2008?
A85			No it is not.
Q86	3.2.5.4.1, 3.2.9.1.2	252 320	While we understand we are responsible for keeping to WVCPRB branding, will WVCPRB staff be available to assist vendors with the WVCPRB "brand"?
A86			Yes.
Q87	3.2.5.6.5.2, 3.2.5.6.5.3	261, 262	Please clarify if WVOT currently uses network analysis and monitoring software that could meet these requirements, and if so, what is it and can it be leveraged for this project?
A87			Yes, see our answer A57.
Q88	3.2.5.5.1	255	What type of connectivity and bandwidth exists or will exist between WVOT's primary server facility and the DR facility?
A88			Once the DR site becomes available, the connectivity will be fiber and it will initially have a 100MB bandwidth.

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NUMBER	RFP SECTION	RFP PAGE	QUESTION
Q89	3.2.5.5.1	255	<p>a) The minimum server requirements indicate Hewlett-Packard in section 3.2.5.5.2 Servers yet the current server that for Microsoft Dynamics is Dell. Should the vendor list HP or Dell for Dynamics?</p> <p>b) Would WVCPRB be open to virtualizing the ECM and Accounting applications?</p> <p>c) Can vendors expect that once the HW for the ECM and Accounting servers for the "second physical environment" are installed with their operating systems and core network connectivity tested, that WVCPRB/WVOT are responsible for all other application component installation and configuration?</p>
A89			<p>a) HP.</p> <p>b) Yes, as long as there is no impact to the required interactive performance.</p> <p>c) No.</p>
Q90	3.2.5.5.1	255	<p>Would you please confirm that vendors are not held accountable for any sort of performance or growth warranty/guarantee for the "second physical environment" ECM and Accounting servers, given that we are to list duplicates of those server and storage environments.</p>
A90			<p>WVCPRB so confirms.</p>
Q91	3.2.5.5.4	257	<p>a) Would you please confirm that vendors are to include specific storage equipment (SAN) for both sites (Primary and DR) in their proposed solutions?</p> <p>b) Would you please confirm whether vendors should propose SAN space in DR for the Accounting and ECM applications?</p>
A91			<p>a) So confirmed.</p> <p>b) So confirmed.</p>
Q92	3.2.5.6.1; 3.2.3 #32	258; 70	<p>These 2 sections list 2 different escrow update frequencies. Can we assume WVCPRB meant the frequency of no less that quarterly as listed in Section 3.2.5.6.1?</p>
A92			<p>WVCPRB requires a frequency of no less frequently than every quarter.</p> <p>An addendum will be issued to revise Section 3.2.3.</p>

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NUMBER	RFP SECTION	RFP PAGE	QUESTION
Q93	3.2.5.6.5	261	What specific software is the vendor expected to include for the Accounting and ECM/Imaging applications within the second physical environment, with the assumption that MS Dynamics and Documentum ApplicationXtender licensing is WVOT/WVCPRB responsibility?
A93			So that we can do a true apples-to-apples comparison of the various responses, WVCPRB is expecting the vendor to tell us the number of licenses (and the associated cost) that are necessary in the second physical environment. Based on the configurations that different vendors recommend, we believe that the number of licenses may differ from one proposal to another.
Q94	3.2.6.1.3	277	What is the expected level of and amount of staff to be provided by the OPM/QA consultant? Are there caps / limits of any sort on the staffing levels or quantities to be provided by the OPM/QA consultant?
A94			This statement of work and contract are yet to be negotiated.
Q95	3.2.10	322	Relative to training requirements, can estimates be provided as to: a) How many subject matter experts / business users will be assigned to the project, b) How many technical staff will be assigned to the project and what are their roles (i.e. data analyst, DBA, system administrator etc.), c) Does the WVCPRB Org chart (listed on p26) indicate the accurate count of WVCPRB staff?
A95			a) Approximately two to three FTE business users/subject matter experts will be assigned to the project. b) One to two FTE technical staff will be assigned. Programmers will be utilized for data extractions and data conversion. c) Yes.

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NUMBER	RFP SECTION	RFP PAGE	QUESTION
Q96	3.2.10.3	330	Would WVCPRB kindly outline its expectations for its employer training delivery responsibilities (e.g., print and distribute training materials, organizing and scheduling employers, training facilities scheduling and setup, training desktop setup, training environment setup, presentation of training, gather and evaluating feedback, etc.)?
A96			The vendor is responsible for the tasks outlined in the referenced Section 3.2.10.3.
Q97	4.5	386	Can WVCPRB please clarify what is meant by "contractor support services"? Is this meant to be all implementation services or something different?
A97			Please substitute the word vendor for contractor in the above reminder.
			An addendum will be issued to revise Section 4.5.
Q98	ATT 19 (Schedule 1 Hardware) & ATT 20 (Schedule 2 Software)	Attachm ents – 131, 132	How should vendors account for hardware and software manufacturer maintenance/support prior to go-live? Should vendors add a row for each year of support/maintenance, or should vendors use a single row to summarize the maintenance/support totals?
A98			Vendors are to use their discretion in providing the amount and format of information that can best inform WVCPRB as to the costs of ownership of the proposed solution.

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NUMBER	RFP SECTION	RFP PAGE	QUESTION
Q99	ATT 19 (Schedule 1 Hardware) & ATT 20 (Schedule 2 Software)	Attachm ents – 131, 132	Should vendors list costs for hardware and software manufacturer maintenance/support after go-live, and how many years should be listed for?
A99			As noted in Section 3.2.13.2.3, vendors are required to propose and price post-implementation operations support for the 12- month period beginning immediately after final system cutover and acceptance and ending 12 months later.
Q100	1.8.8.1	5	What is meant by the phrase, "Decisions regarding compliance with any mandatory requirement shall be at the sole discretion of the State?"
A100			The State reserves the right to say that the vendor does not meet the mandatory requirement, based on the technical merit of their proposal response. Decisions about whether or not a vendor meets any of the mandatory requirements listed in the RFP are made at the agency level.
Q101	1.8.8.1	5	If a vendor states it does not meet a mandatory, will the vendor be automatically disqualified?
A101			Yes.
Q102	N/A	N/A	Is this the room in which oral presentations will be made?
A102			Yes.

West Virginal Consolidated Public Retirement Board
RFP CPR 11001
Addendum 2
Section 2.2.4.3.3

2.2.4.3.3 Hardware and Software

As indicated above, WVCPRB houses its file and application (MS Dynamics, ApplicationXtender) servers and infrastructure in the agency's headquarters building. Backup hardware is co-located with the servers. There is currently no failover capability for the file and application-servers. The server configurations include:

- **File Server:** Windows Server 2003. Although located at WVCPRB, the server is completely managed (remotely) by WVOT
- **Microsoft Dynamics Server:** Windows Server 2003, and SQL Server 2008. Application software is Microsoft Dynamics, version 10
- **Documentum ApplicationXtender (Imaging) Server:** Windows Server 2003, SQL Server 2005. Application software is Documentum ApplicationXtender, Version 5.4
- **ExpressStor (Image Storage) Server:** Windows Storage software
- **User workstations and laptops:** WVCPRB currently has a mix of desktop devices including desktops from Dell, Lenovo/IBM, and Hewlett-Packard (HP); the current statewide support contract is with HP. All workstations and laptops have at least 1 GB RAM and 80 GB or higher hard drives.

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RFP CPR 11001
Addendum 2
Summary Document

Document Name	Description
CPR11001 Pre-Bid Questions - Final	Vendor questions asked before and during the April 27, 2011 pre-bid conference.
Addendum 2 - Section 2.2.4.3.3 Hardware and Software	This section is being revised in response to pre-bid question # 13.
Addendum 2 - Section 3.2.3 Project Timetable - Major Deliverables	This section is being revised in response to pre-bid question # 92.
Addendum 2 - Section 3.2.4.3 Specific Information about this Portion of the RFP	This section is being revised in response to pre-bid question # 9.
Addendum 2 - Section 3.2.4.4.6 Benefit Processing and Calculations	This section is being revised in response to pre-bid questions # 5 and 7.
Addendum 2 - Section 3.2.4.5.3 General	This section is being revised in response to pre-bid question # 66.
Addendum 2 - Section 3.2.5.6.5.2 Network Software	This section is being revised in response to pre-bid question # 57.
Addendum 2 - Section 3.2.5.6.5.3 Network Management Software	This section is being revised in response to pre-bid question # 58.
Addendum 2 - Section 3.2.6.3.10 Risk Management	This section is being revised in response to pre-bid question # 25.
Addendum 2 - Section 3.2.11.3.3 Life Cycle Testing	This section is being revised in response to pre-bid question # 12.
Addendum 2 - Section 4.5 Cost Proposal Format-Bid Sheets	This section is being revised in response to pre-bid question # 97.
Addendum 2 - CPR1101_01functionalrequirements	This section is being revised in response to pre-bid questions # 5, 7, and 66.
Addendum 2 - WV CPRB Cost Proposal 20110504	Cells G14 – G16 and G21, were unlocked to allow for data entry.
Addendum 2 - Section 3.2.2.2 Single Source of Responsibility	To allow further clarification with regard to existing WVCPRB contractors.

West Virginal Consolidated Public Retirement Board
RFP CPR 11001
Addendum 2
Section 4.5

4.5 COST PROPOSAL FORMAT/BID SHEETS

The cost proposal shall identify the costs of each phase, such that the total project cost will be the total of Phases 1 - 3 (as defined in Section 3.2.6.1.8 on Project Phasing) plus all of the functional rollout phases to be defined by the vendor (Phase 4) plus support costs during the warranty period (Phase 5). The total cost of all phases must be consistent with the details of each phase, and must be clearly discernible (see the cost spreadsheets which follow).

Adherence to and consistency with the work plan are considered critical acceptance criteria for any phase.

The vendor should bear in mind the specific terms and conditions presented in Part 4 when preparing its cost schedules. In addition, WVCPRB provides the following reminders:

- Vendors must include in the cost proposal a summary, by staff position, of the number of hours and the hourly rate for all vendor support services included in the proposal.
- The vendor must include its "D-U-N-S®" (Dun and Bradstreet) number on the cover page of the proposal.
- Vendor's cost information will be evaluated on the basis of its consistency with the information provided in the vendor's technical proposal. All calculations in vendor's cost schedules will be verified for correctness.
- Although the lowest overall price may not necessarily be the primary determining factor for award, WVCPRB shall make every effort to substantiate prices for products and services to ensure that those prices are considered fair and reasonable.
- Any proposal that does not meet the requirements outlined in Section 4.1.1 and in the points above, or for which a fixed-dollar proposal amount cannot be precisely determined may be considered a non-responsive proposal and may be rejected by WVCPRB.

Although it is understood that many project deliverables will be submitted to WVCPRB by the selected vendor, only 11 payments will be made under the contract to be awarded. Each payment will be tied to one of **11 contractual deliverables payment points** as defined by WVCPRB. Invoices for the 11 contractual deliverables may be rendered only after each has been completed and formally accepted by WVCPRB.

For terms relating to invoicing and payments, please refer to Section 1.1.19.14 Invoices, Progress Payments, & Retainage.

Schedules for presenting the vendor's cost bid are provided as Attachments to this RFP. Vendors shall add line items to the cost schedules as necessary to include all project costs and suitable breakdowns. The Excel spreadsheets are provided as a single Excel workbook downloadable from the RFP website:

<http://www.state.wv.us/admin/purchase/newbul.htm>

For the vendors' convenience, all subtotals and totals will be computed automatically.

Following is a list of the cost schedules that must be completed and a description of the information to be provided in each:

WVCPRB Bid Summary

On this worksheet, fill in the vendor name. All other entries will be automatically populated based on the vendor entries in Schedules 1 through 4. Copies of the spreadsheet tables are included in this RFP as Attachments ATT 18 through ATT 22.

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Schedule 1 – Hardware Costs for Functional Project Elements

For each item on the Hardware list provided with the Technical Proposal (see Attachment III-1 List and Specifications of Required Hardware), enter all hardware components required to effect the functional requirements portion of the proposed solution. Distinguish components that already exist at WVCPRB versus upgrades required to existing equipment versus new components. Include servers, hubs, routers, workstations (desktop PCs), cables, connectors, labels, and equipment racks. For each required item, provide the manufacturer, model, a description, the quantity, and the unit cost. Cost extensions and totals will be computed automatically.

Schedule 2 – Commodity Software Costs for Functional Project Elements

For each item on the Commodity Software list provided with the Technical Proposal (see Attachment III-2 List of Required Commodity Software), enter all commodity software products required to effect the functional requirements portion of the proposed solution. Distinguish software that already exists at WVCPRB versus upgrades required to existing software versus new software products. Include all required products such as operating systems, network software, database management software, software tools, and office suite software. For each required item, provide the manufacturer, model, a description, the number of copies required, and the unit cost. Cost extensions and totals will be computed automatically.

Schedule 3 – Services (Functional Project Elements)

This schedule consists primarily of service related costs to implement the functional requirements portion of the proposed solution. For each area of service section (e.g., Requirements Analysis, Software Modifications Development), list the applicable staff positions, number of hours, and hourly rates. Hourly rates must be fully loaded to capture all direct and overhead expenses, travel, per diem, and any other travel-related expenses. WVCPRB's expectation is that the project can be completed within three years of contract execution. (If the vendor believes that a longer schedule is indicated, the vendor should expand this and the other cost schedules appropriately.)

For most service categories, therefore, it is expected that hours will be entered only for years 1 through 3, and no entries will be made in the columns designated "12 Mo Warranty Period." The only exception is the *LOB Application Software Warranty* section, for which the only entries should be in the "12 Mo Warranty Period" columns.

When filling in the Training section of the spreadsheet, be sure to include the cost for WVCPRB staff travel if any training will be conducted outside the Charleston, WV area (see Section 3.2.10.2.1).

As indicated, vendors shall also enter on this schedule the cost of the LOB License Fee (if any) and of the LOB Application source code as discussed in Section 3.2.5.6.3.

At the bottom of the schedule, enter the following incremental costs where indicated:

1. Customization (if necessary) of scripts, etc (Section 3.2.5.7)

Schedule 4 – Cost for Option 4: Data Cleansing

Under Services, enter applicable staff positions, number of hours and hourly rates for services related to data cleansing for the project years. Under Hardware, Commodity Software, and Miscellaneous Costs, indicate the name and purpose of the item and the cost per year of that item. Costs from Schedule 4 will carry automatically to the Bid Summary schedule. For more information on Option 4, the vendor is referred to Section 3.2.14.4 Data Cleansing.

Schedule 5 – Cost for Option 5: Integration with Future ERP Solution

Under Services, enter applicable staff positions, number of hours and hourly rates for services related to ERP integration (if any) for the project years. Under Hardware, Commodity Software, and Miscellaneous

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Costs, indicate the name and purpose of the item and the cost per year of that item. Costs from Schedule 5 will carry automatically to the Bid Summary schedule. For more information on Option 4, the vendor is referred to Section 3.2.14.5 Integration with Future ERP Solution.

Schedule 6 – Cost for Option 6: Vendor Delivery of Employer Training

Under Services, enter applicable staff positions, number of hours and hourly rates for services related to vendor delivery of Employer Training for the project years. Under Hardware, Commodity Software, and Miscellaneous Costs, indicate the name and purpose of the item and the cost per year of that item. Costs from Schedule 6 will carry automatically to the Bid Summary schedule. For more information on Option 4, the vendor is referred to Section 3.2.14.6 Vendor Delivery of Employer Training.

Schedule 7 – Cost Estimate by Project Phase

Enter cost figures for the project phases assuming functional project elements only. The first three preliminary phases have been defined in the RFP. Vendors shall add the functional rollout phases they propose and enter costs accordingly. Please note that the total of Schedule 7 should be equal to the total of the Bid Summary.

The cost proposal worksheets are presented in picture format in Attachments ATT 18 to ATT 25 of this RFP for information purposes only. Vendors must use the accompanying Excel workbook for compiling and submitting their bids.

In addition to the Excel workbook, we note that Option 3 – LOB Application Source Code and Option 5 – Integration with Future ERP Solution as described in Section 3.2.14.3 and Section 3.2.14.5, respectively, have tables that must be completed and incorporated into the vendor's Cost Proposal.

If applicable, sign and submit the attached Resident Vendor Preference Certificate with the proposal (see Attachment ATT 3 West Virginia Vendor Preference Certificate).

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3.2.3 PROJECT TIMETABLE – MAJOR DELIVERABLES

Vendors must provide a detailed listing of deliverables that will be produced for the project with estimated completion dates. This section consists of a list of the minimum set of high-level deliverables required for the project. The due dates for the minimum set of deliverables fall into two categories: those with delivery dates contingent on the contract start date or the start date of the phase or work unit and those with delivery dates dependent on the proposed structure of the project plan.

Table 25 below lists those deliverables with delivery dates predicated on the contract start date or start of a phase or work unit. These deliverables as well as all the others listed in this section must all appear in the vendor's Detailed Project Work Plan, some of them (e.g., 19 – Phase Roll-Out Plan) multiple times since they are Implementation Phase-related. Ultimately, all of the plans indicated herein (and elsewhere in this RFP) must be developed by the vendor and reviewed and approved by WVCPRB.

Table 25 Delivery Due Dates for Major Deliverables

NBR	DELIVERABLE	DAYS POST PROJECT START DATE	DAYS PRIOR TO START OF PHASE OR WORK UNIT
1	Detailed Phase I (Ninety-Day) Work Plan	0	
2	Detailed Project Work Plan	90	
3	Concept of Operations Document	90	
4	Development Methodology Overview	60	
5	Installation/Configuration of Hardware	120	
6	Installation/Configuration of Software	120	
7	Statements of Work		30
8	Risk Management Reporting Methodology	90	
9a	WVCPRB's Original Requirements Traceability Matrix (RTM)	90	
9b	Vendor Update of RTM	120	
16	Change Control Plan with defined approval process	120	
17	Problem Incident Reporting Methodology	120	
18	System Security Plan	120	
19	Phase Rollout Plan		45

The following section further identifies the minimum set of high-level deliverables required of the project. The list includes deliverables identified above (i.e., those with dates predicated on project start date or task or work unit start date) as well as deliverables due on a schedule dictated by the project plan developed by the vendor:

1. DETAILED PHASE I (NINETY-DAY) WORK PLAN

The vendor must provide a complete, detailed plan covering all activities to be undertaken during the first ninety days of the project (Phase I) at the time of contract signing. This plan forms the basis for the next deliverable, the Detailed Project Work Plan, but also provides WVCPRB with information about what is

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happening during the first two months of the project (Phase 1 – see Section 3.2.6.1.8 Phasing the Project), when personnel will have to be available for consultation, for document review, etc. The plan must include all deliverables due before or at the end of Phase 1, complete with start dates, completion dates, hours to complete, dependencies, vendor and WVCPRB resources assigned (responsibilities) and project milestones. The work plan will be reviewed at weekly meetings between WVCPRB and the vendor.

2. DETAILED PROJECT WORK PLAN

The vendor must provide a complete, detailed plan of all activities required to meet all of the project requirements including: system design; development (to meet custom requirements); user, administrator and developer training; testing; conversion; and post-installation warranty. Building on the initial Ninety-Day Work Plan, the plan must include all project deliverables, all detailed tasks with start dates, completion dates, hours to complete, dependencies, vendor and WVCPRB resources assigned and project milestones. The work plan must reflect the phasing of the project as described in Section 3.2.6.1.8 Phasing the Project. This plan must be established and maintained by the vendor throughout the life of the project using Microsoft Project. It will be reviewed at weekly meetings between WVCPRB and the vendor. The detailed plan must be presented to WVCPRB within the time period indicated in Table 25; it is to be updated whenever any changes are made to the plan but no less frequently than quarterly.

3. CONCEPT OF OPERATIONS DOCUMENT

The vendor must provide a top-level Concept of Operations (COO) document, described in detail in Section 3.2.6.2.1 of this RFP. The COO is to describe in user-oriented English (without technical terms) how the new solution will operate from the user's perspective. It must explain what the users should expect in terms of the new system's functionality and graphical user interface – e.g., screens, processes, calculations, and workflow. The COO must be presented to WVCPRB no later than the time period indicated in Table 25.

4. DEVELOPMENT METHODOLOGY OVERVIEW – END USER DOCUMENT

The vendor must provide a top-level Development Methodology Overview – End User (DMO) document, described in detail in Section 3.2.6.2.2 of this RFP. The DMO must describe, at a high level, how the system will be defined, designed, tested, and deployed, i.e., the vendor's development life cycle for the project – aimed at end-users. The DMO must be presented to WVCPRB no later than the time period indicated in Table 25.

5. INSTALLATION AND CONFIGURATION OF PROPOSED HARDWARE ON SITE

All hardware specified for the solution must be suitably installed and configured. Hardware installation and configuration must be completed no later than the time period indicated in Table 25. See Section 3.2.5.5 for detailed requirements in this regard.

6. INSTALLATION AND CONFIGURATION OF PROPOSED COMMODITY SOFTWARE ON SITE

All commodity software specified for the solution must be suitably installed and configured on the specified hardware. This includes not only operating system and database management software and various software tools, but also all required commodity software associated with integrated imaging and workflow management capabilities. Software installation and configuration must be completed no later than within the time period indicated in Table 25.

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7. STATEMENTS OF WORK (SOWs)

All work to be done under the contract to be awarded will be covered by written Statements of Work (SOW) authorized by WVCPRB, which define reasonably sized components of work. Refer to Section 3.2.6.3.2 for additional requirements relating to SOWs. As indicated in Table 25, a SOW must be submitted prior to the start of the tasks or activities identified in the SOW. Vendor acknowledges and agrees that in no way shall SOWs diminish responses to the requirements as articulated in their RFP submission. **At minimum the SOW must articulate responsibilities and deliverables for WVCPRB and the vendor. Addenda will be used to document changes to the SOWs (if any – the goal of one or more SOWs per phase is to make them sufficiently small to avoid the need for changes).**

8. COMPLETION OF RISK MANAGEMENT REPORTING METHODOLOGY

Within the time period indicated in Table 25, the bidder must deliver a detailed Risk Management Reporting Methodology for use throughout the project in reporting risks identified during the course of the project. See Section 3.2.6.3.10 for details.

9. UPDATED REQUIREMENTS TRACEABILITY MATRIX

WVCPRB will develop and provide to the vendor the Requirements Traceability Matrix within the time period indicated in Table 25. The vendor must update and return it to WVCPRB also within the time period indicated in Table 25. Refer to Section 3.2.6.3.1 on the Requirements Traceability Matrix for additional information.

10. DETAILED REQUIREMENTS DEFINITION

Prior to the installation, design, and construction of each major phase, a detailed requirements definition document will be submitted to WVCPRB for review and approval. This document will describe, for each phase, the requirements to be met by the particular phase. When all of the phases are viewed *in toto*, ALL requirements defined in the RFP will have been defined at a detailed level.

11. COMPLETION OF DETAILED SYSTEM DESIGN SPECIFICATION

The Detailed System Design Specification must include all components of the system. It shall include use cases, use case models, site map(s), data element dictionary, logical data models, physical data model, deployment diagrams, activity diagrams, integration build plans, design packages, design models, interface design models, process flowcharts where appropriate, and supplementary specification documents. The method of implementing security in each application element must also be defined in this specification. The vendor must conduct walkthroughs of the Detailed System Design with appropriate members of WVCPRB's project team and provide demonstrations to enhance WVCPRB's understanding and to facilitate review and approval by WVCPRB.

12. INSTALLATION OF AND CONFIGURATION OF LINE-OF-BUSINESS APPLICATION

The line-of-business (LOB) application software must be delivered, installed, and configured on the proposed hardware in a phased approach.

13. COMPLETION OF DATA CONVERSION AND MIGRATION PLAN(S)

A Data Conversion and Migration Plan must be provided for the project. The plan will include a detailed description of the conversion methodology and process, a description of the process for keeping new and old systems synchronized, a description of any parallel processing supported, and a description of the quality assurance process to assure that all records have been converted correctly and fully. WVCPRB anticipates the need for multiple Data Conversion and Migration Plans, corresponding to the project phases.

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14. COMPLETION OF DATA BRIDGING PLAN(S)

A detailed plan for bridging data between the legacy system and the new solution during the period when both systems will be in use must be provided. WVCPRB anticipates the need for multiple Data Bridging Plans, corresponding to the project phases.

15. COMPLETION OF TEST PLANS

The vendor will be responsible for the development of all test plans for the entire system to be implemented at WVCPRB, not just for the customizations implemented specifically for WVCPRB. This includes all unit tests, system tests, and User Acceptance Tests. The vendor will design and develop test scenarios, test variants, test cases, test data, and expected test results for each phase of the rollout. Test plans and related activities will be repeated for all phases.

16. COMPLETION OF CHANGE CONTROL METHODOLOGY

Within the time period indicated in Table 25, the vendor must deliver a detailed Change Control Methodology for use throughout the project. See Section 3.2.6.3.7 for details.

17. COMPLETION OF PROBLEM INCIDENT REPORTING METHODOLOGY

Within the time period indicated in Table 25, the vendor must deliver a detailed Problem Incident Reporting Methodology for use throughout the project in reporting production problems as well as problems identified during testing activities. See Section 3.2.6.3.9 for details.

18. COMPLETION OF SYSTEM SECURITY PLAN

Within the time period indicated in Table 25, the vendor must deliver a completed System Security Plan that provides an overview of **all** of the security requirements associated with the pension application throughout its life cycle. The plan must describe the processes and controls that are necessary to protect the application from loss, misuse, or unauthorized access to or modification of information as well as the protection of data, etc., during the life of the project.

19. COMPLETION OF ROLLOUT PLAN

A detailed rollout plan for each functional cutover phase must be provided for review and approval by WVCPRB within the time period indicated in Table 25. The plan must detail tasks, responsibility, duration, deliverables, and "ownership" among all project stakeholders (i.e., WVCPRB, the vendor, and all involved third parties). The plan must detail week-by-week, day-by-day, and in some cases hour-by-hour activities.

20. COMPLETION OF TRAINING PLAN AND TRAINING MATERIALS

A detailed training plan for each rollout phase must be delivered, specifying who will be trained, what subjects will be covered, and a schedule for all training sessions. Included in the training plan must be training for WVCPRB staff in the use of the Change Control Methodology and the Problem Incident Reporting Methodology. In addition, training materials must be developed and delivered to WVCPRB for review prior to the start of actual training activities. This deliverable must include, not only training in the use of screens and windows, pull-down menus, radio buttons, data entry, and the like, but also training in all of the functions, processes, and sub-processes that users will need to accomplish their role-specific work duties. Training must address WVCPRB users as well as employers (the latter in train the trainers mode); in addition, within WVCPRB, training must be aimed at two different cohorts – users involved in User Acceptance Testing (UAT) and the general user population.

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21. COMPLETION OF MODIFICATIONS TO LINE-OF-BUSINESS (LOB) APPLICATION

Modifications to the LOB application software to satisfy the specific functional requirements of WVCPRB must be implemented.

22. INTEGRATION WITH EXISTING FINANCIAL CAPABILITIES

The application must be seamlessly integrated with WVCPRB's existing financial system, Microsoft Dynamics. For additional information on this existing financial system capabilities refer to Section 2.2.5.3 Financial Management Sub-System.

23. INTEGRATION WITH EXISTING IMAGING CAPABILITIES

The application must be seamlessly integrated with WVCPRB's existing imaging capabilities (or a commercially available replacement imaging system recommended by the vendor). In addition, those imaging processes and indexing schemes may have to be changed to fully support the needs of the new solution. For additional information on ApplicationXtender from Documentum as it is currently used in WVCPRB, refer to Section 2.2.5.4 Enterprise Content Management (ECM) Sub-System.

24. DELIVERY OF SEPARATE DEVELOPMENT, TEST, TRAINING, QA, AND QUERY ENVIRONMENT

The vendor must implement a separate processing environment for development, test, training, QA, and query purposes. The vendor will be responsible for replicating the LOB application and database in this second environment, including any additional configuration activities that may be necessary. Refer to Section 3.2.5.2 for details.

25. COMPLETION OF TRAINING

The vendor must provide phased training for managers, users (including a train the trainer approach for employers), administrators and development personnel based on the training plan and training materials delivered earlier in the project (see #20 above). This training may be a combination of standard courses and customized, implementation-specific training.

26. DELIVERY OF DOCUMENTATION

The vendor must deliver a complete set of systems and user documentation, which must be specific to and approved by WVCPRB. All documentation delivered must be of the 'as-built' version of the system. User documentation must address not only the use of screens and windows, pull-down menus, radio buttons, data entry, and the like, but also all of the functions, processes, and sub-processes that users will use to accomplish their role-specific work duties, i.e., the Work Process Manual and on-line help facility discussed in Section 3.2.9.1.3.

27. COMPLETION OF UNIT TESTING BY THE VENDOR

Certification that the vendor's staff members have successfully completed all unit tests must be delivered to WVCPRB prior to the vendor commencing it's version of unit acceptance testing activities, i.e., Vendor Acceptance Test. Unit testing will be performed for each functional cutover phase of the project. Refer to Section 3.2.11 for details.

28. COMPLETION OF VENDOR ACCEPTANCE TEST PER PHASE

The Vendor Acceptance Test will demonstrate the successful testing and operation of the system by the vendor, ensuring that the new solution is functioning and processing data correctly and ready for WVCPRB User Acceptance Testing. Tests to be performed by the vendor herein include end-to-end application testing, stress tests, volume tests, and performance tests to assure that the solution will meet

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performance requirements under expected user loads, backup and recovery testing and installation testing. VAT must be performed for each functional cutover phase of the project. As part of VAT, the vendor will provide a written statement, signed by both the vendor's project manager and the vendor's test director (an individual separate and apart from the development staff charged with only test and quality assurance responsibility) that all tests have been completed satisfactorily (at a minimum 97%) and that the system is ready for User Acceptance Testing. The final output of VAT will be both hardcopy and electronic test materials including, but not limited to: test plans, test scripts, expected test results, and tangible proof that test results were produced and compared to expected test results. UAT will not begin until one week after all VAT material has been provided to WVCPRB. Refer to Section 3.2.11.2 for details.

29. COMMENCEMENT OF USER ACCEPTANCE TEST (UAT) PER PHASE

User Acceptance Test will commence after the vendor has certified the completion of vendor acceptance testing and readiness for UAT (including having 97 percent of major processes perform without major errors). Users will perform the testing utilizing test scripts developed and provided by the vendor. All issues will be documented according to a formalized issue tracking process. UAT will not be deemed complete until 99 percent of major processes within WVCPRB can be performed without errors or issues.

30. ACCEPTANCE OF THE SYSTEM BY USERS PER PHASE

After successful completion of the UAT, the system will be turned over to the users for production use.

31. COMPLETION OF THE CONVERSION PROCESS PER PHASE

Completion and verification of the conversion of all retirement system data in accordance with the Data Conversion Plan referenced in #13 above.

32. SOURCE CODE

As specified in Section 3.2.5.6.1, the vendor must deliver into an escrow account on WVCPRB's behalf the line-of-business (LOB) application source code as customized to meet WVCPRB-specific functional requirements upon the delivery of the system for use in each phase and no less frequently than every quarter thereafter.

33. WEEKLY STATUS REPORTS AND MEETINGS

The vendor must deliver weekly written project status reports and facilitate weekly status meetings throughout the life of the project.

34. MONTHLY STEERING COMMITTEE MEETINGS

The vendor must assist the WVCPRB Project Manager in the preparation for and subsequent attendance at monthly Executive and Steering Committee meetings throughout the life of the project.

35. LOB APPLICATION SOFTWARE LICENSE

The vendor will be required to deliver to WVCPRB a license for the use of the line-of-business (LOB) application software and all requisite support, development, third party, and additional software necessary to use and maintain the LOB application.

36. WARRANTY

The vendor must provide a warranty for the LOB application effective from the time of the first rollout through 12 months after final acceptance by WVCPRB of the last rollout.

Depending on the options selected and authorized by WVCPRB, additional deliverables will be required.

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Vendors are encouraged to identify additional project deliverables, as applicable, beyond the minimum set identified above.

Vendors are advised that the project deliverables discussed above are **not** related to payment points. Deliverables – termed herein “contractual deliverables” – that, upon their written acceptance by WVCPRB, will trigger vendor payments have been established by WVCPRB. There are 12 such contractual deliverables. For each, WVCPRB has established the percentage of the total project cost that is to be allocated to it (please refer to Section 1.1.19.14 Invoices, Progress Payments & Retainage).