



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

Solicitation

NUMBER
CPR12026

PAGE
1

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

VENDOR

RFQ COPY
 TYPE NAME/ADDRESS HERE

SHIP TO

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

DATE PRINTED
11/09/2012

BID OPENING DATE: 12/11/2012 BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 5						
THIS ADDENDUM IS ISSUED TO AMEND THE ORIGINAL SOLICITATION (CPR12026) PER THE ATTACHED.						
0001	1	LS		920-49		
NEW LINE OF BUSINESS SOLUTION FOR CPRB						
***** THIS IS THE END OF RFQ CPR12026 ***** TOTAL: _____						

SIGNATURE		TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE	

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

SOLICITATION NUMBER: CPR12026**Addendum Number:** 5

The purpose of this addendum is to modify the solicitation identified as ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

- | Modify bid opening date and time
- | Modify specifications of product or service being sought
- | Attachment of vendor questions and responses
- | Attachment of pre-bid sign-in sheet
- | Correction of error
- | Other

Description of Modification to Solicitation:

To extend the bid opening date from 12/04/2012 to 12/11/2012. Bid opening time remains 1:30 PM EST.

To provide amended functional requirement table per the attached.

To provide copies of vendor questions and responses submitted prior to the deadline for technical questions per the attached

To correct error in issuance of Addendum No. 4: Answers to questions submitted prior to the pre-bid meeting and revised requirements were omitted by inadvertent error and are added via this addendum to correct.

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ATTACHMENT A

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CPR12026

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

- | | |
|-----------------------------------------|------------------------------------------|
| <input type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Company

Authorized Signature

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.
 Revised 6/8/2012

Received questions:

- 1.) We would like to request a copy of the RFP in Word. We are unable to convert the pdf file.
 - a. To protect the integrity of the document(s) issued, document(s) is/are available in pdf or locked Excel files with limited entry cells only.
- 2.) We noted that the PRISM website referenced 12/4 in place of 11/7 as the deadline for receipt of proposals. Will WVCPRB be issuing an extension for the due date to 12/4?
 - a. See Addendum No. 2
- 3.) Would WVCPRB please provide copies of the RFP files in Word format?
 - a. See Question 1
- 4.) Would WVCPRB please provide the file of the Functional Requirements in Excel format?
 - a. We will prepare a document of the Functional Requirements in Excel format. The document will be locked with regard to the RFP narrative, but editable for the columns in which the vendors should supply their responses.
- 5.) We would like to request a MS Word/Excel version of the RFP Appendices A, B, C, D, and E in order to be able to complete our response. All of these documents are secured and we are unable to use these documents as a base for our response. Re-typing the response would create mistakes and tedious amount of manpower.

At the very lease we request

1. Unsecured (be able to copy out of) pdf documents for all Appendices
 - a. See question 1
2. Word version of requirements table so that we are able to enter our answers into the tables.
 - a. We will prepare a document of the Functional Requirements in Excel format. The document will be locked with regard to the RFP narrative, but editable for the columns in which the vendors should supply their responses
3. Unlocked copy of Appendix D so that we are able to enter information into the cells.
 - a. See question 1
4. Word version/unsecured pdf of any forms which need to be completed
 - a. See question 1
- 6.) RFP Section 4.2.4.2.3 indicates that the version of Application Xtender in use is 6.5 while Section 4.2.5.4.2 indicates that the version application Xtender in use is 5.4. Can you please confirm the version of Application Xtender and Web Xtender in use at WVCPRB?
 - a. The current version of Application Xtender in use at CPRB is 6.5. RFP Section 4.2.5.4.2 will be revised to correct that information.
- 7.) Can you please clarify that WVCPRB does not own EMC Application Xtender Workflow Manager currently?
 - a. WVCPRB does not currently own EMC Application Xtender Workflow Manager

- 8.) Can you please clarify how the technical scores will be determined based on the evaluation factors provided? For example for the Solution Features (35 points possible), how will the breakdown of scoring be determined?
- a. The technical score evaluation criteria is provided in Section 6.2. No further elaboration will be provided.

4.2.4.2.3 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 2008 R2 Standard. Although located at WVCPRB, the server is completely managed (remotely) by WVOT
- Microsoft Dynamics Server: Windows Server 2003, and SQL Server 2008 Standard. Application software is Microsoft Dynamics, version 2010
- Documentum ApplicationXtender (Imaging) Image Server (Production): Windows Server 2008, SQL Server 2008 Standard. Application software is Documentum ApplicationXtender, Version 6.5, SP 2
- Documentum ApplicationXtender Image Server (Test): Windows Server 2003, SQL Server 2005 Standard. Application software is Documentum ApplicationXtender, Version 6.5, SP 2
- ExpressStor (Image Storage) Server: Windows Storage software
- Firewall at WVCPRB: CISCO PIX 515E Firewall
- User workstations and laptops: WVCPRB's current desktop devices are Hewlett-Packard (HP) as 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.

4.2.5.1.2 Application Software

Application software found on standard WVCPRB workstations is presented in Table 8 below:

Table 8 WVCPRB's Standard Workstation Software

SOFTWARE NAME	DEVELOPER	VERSION	PURPOSE
Adobe Reader	Adobe Software	10	Provide PDF Reader capability
Bluezone	Seagull Software	V34	Used to access mainframe applications via the web. WVOT maintains licenses
Office 2007 <u>2010</u>	Microsoft	SP1	Documents, spreadsheets, and email
Communicator 2007	Microsoft	2007	Interoffice instant messaging
WebX	Web based	5.4	Image retrieval
Anti-virus	MS Forefront Endpoint Protection	2010	Virus protection

4.2.5.4.1 ECM Hardware and System Software

The Imaging Application (**Production**) server, along with the Hard Drive Storage Server, is located at 4101 MacCorkle Avenue in the secured server room. It is a dedicated server housing the ApplicationXtender Software, additional modules for Mainframe reports, Annuity Payroll books dating back fifty years, and .pdf files, and modules for automatic import and indexing of miscellaneous reports and letters. Data tables and databases utilize SQL Server and are also stored on the server.

The former production Imaging Application server has been repurposed as a Test server. This server is also housed at 4101 MacCorkle Avenue. CPRB also intends to use this server for the ApplicationXtender Reports Management application.

Scanning employees connect to the server via an ODBC driver connection. There are currently two different models of scanners (using USB connectivity to PC) in use: a Canon DR4010 C and a Canon DR5010 C. Both scanners can do duplex and color scanning; neither of these latter functions is currently used, but the capability exists should it be required.

Current ECM capabilities are described in Table 17 below.

Table 17 WVCPRB's Existing File and Image Storage Server Configuration

IMAGE SERVERS DETAILS			
SERVER ROLE	ApplicationXtender Image Server (Production)	Image Storage Server	ApplicationXtender Image Server (Test)
SERVER LOCATION	4101 McCorkle Avenue		
HARDWARE CONFIGURATION			
SERVER BRAND	HP	Express-Stor	HP
SERVER MODEL	SB DL180 G6 E5606	ES 250	ML150 G5
CPU TYPE	Xeon E5620	Xeon	Xeon E5205
CPU NUMBER	2	1	2
DISK SPACE	4 TB (4 x 1 TB)	1 TB (4 x 250 GB)	640 GB (4 x 160 GB)
MEMORY	16 GB	2 GB	4 GB
SOFTWARE CONFIGURATION			
OPERATING SYSTEM	Windows Server 2008 R2 with SQL Server 2008	Microsoft Windows 2003 storage software	Windows Server 2003 R2 with SQL Server 2005
PATCH LEVEL	Service Pack 1	Service Pack 1	Service Pack 2
SECONDARY APPLICATIONS			
None			

4.2.5.4.2 ECM Application Software

The specific Documentum software modules used include:

Table 18 ECM Application Software

MODULE	REVISION	PURPOSE
ApplicationXtender Document Manager	5.4 6.5	Used for document indexing, scanning QA, storage, and retrieval management
ApplicationXtender Image Capture	5.4 6.5	Used for scan batch creation and scanning
WebXtender	5.40.100 6.5	Browser-based viewer

The Documentum application is currently supported by ImageServ, a Documentum implementation partner.

4.2.5.4.3. ECM Sub-System-Specific Data

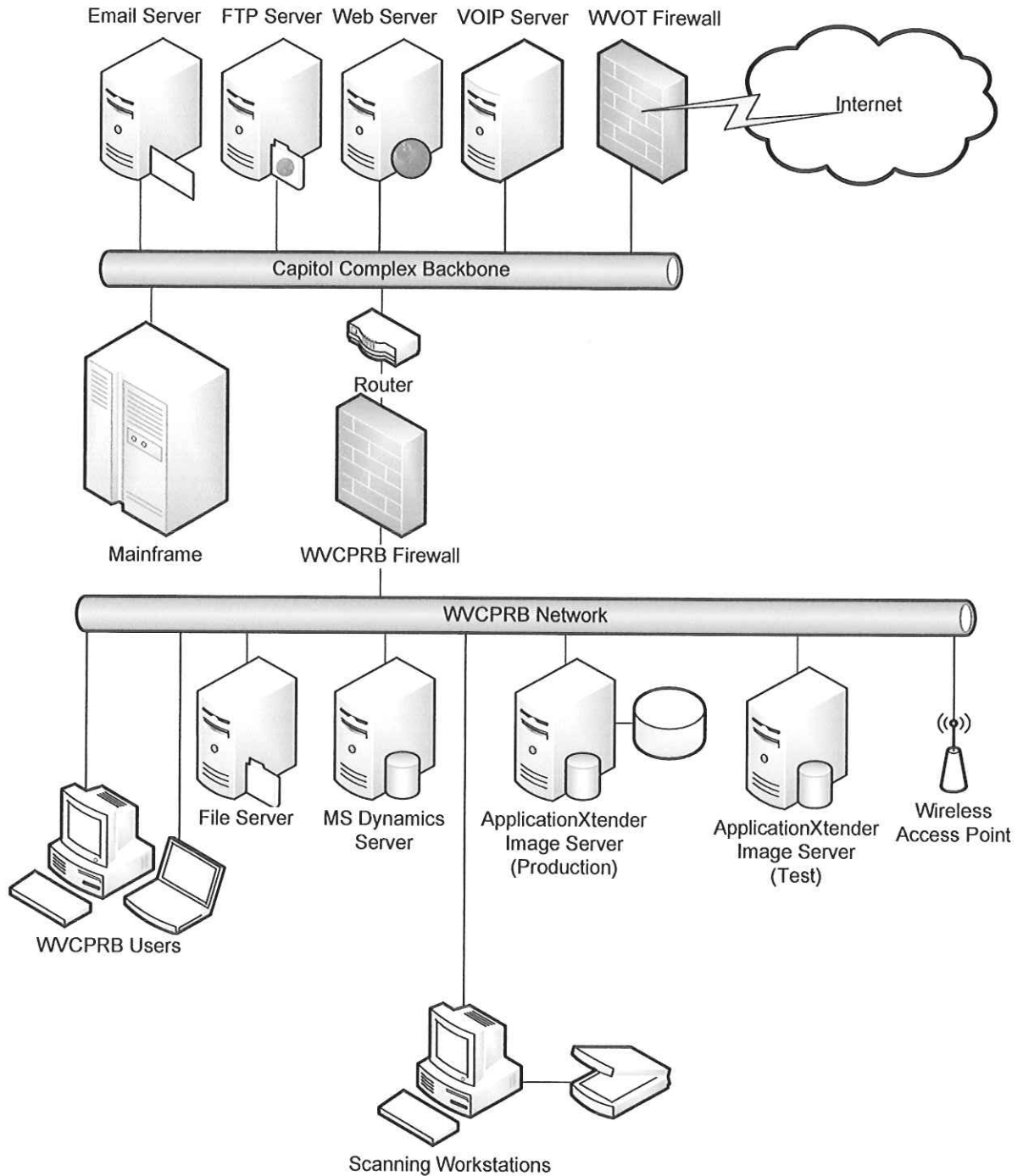
There are 24 20 classes (applications in the parlance of ApplicationXtender) of documents currently stored in the system. The classes are:

- Accounting (i.e., employer records)
- Actuary
- CPRB Reports
- CPRB Board Books
- Executive correspondence
- Film – Microfilm
- FilmBkup – Microfilm
- Finance 1099 – Vendor Files 1099
- Finance B Notices – Vendor Files B Notices
- Finance W8 – Vendor Files W8
- Finance W9 – Vendor Files W9
- Guest Register – Guest Register
- Internal Audit – Internal Audit
- ~~IT Purchases – IT Purchases~~
- Loan Reports – Loan Reports
- PERS 1961-1963 – From ScanTrax
- Personnel – Human Resources
- Refund Books – From ScanTrax
- Retire (i.e., member records)
- Retire Contributions – Retirement Contributions
- **Retire Term (members on the Term file)**

EXH 6 Network Infrastructure Diagram

The network infrastructure diagram appears below

Figure 1 WVCPRB Network Infrastructure Diagram



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Pre-Bid Questions

NUMBER	RFP SECTION	RFP PAGE	QUESTION
Q1	4.2.4.2.1	29	Does WVCPRB intend to have the same relationship with WVOT (i.e., hosting the server, supporting the server, supporting the app)?
A1			WVCPRB has the same relationship with WVOT as during the previous cancelled procurement.
Q2	4.8 Invoices, Progress Payments & Retainage	61	The 11 payment points described in this section result fewer competitors and more expensive cost proposals. Is the WVCPRB willing to accept deliverable or milestone based payment points in lieu of the mandatory 11 payment points?
A2			No.
Q3	4.8 Invoices, Progress Payments & Retainage	63	This section, as well as other sections, suggests that WVCPRB prefers a phased production deployment approach. Is WVCPRB open to alternatives such as big bang, if significant cost savings can be demonstrated?
A3			Given the overall amount of change WVCPRB staff will be required to endure, and embrace, WVCPRB prefers a phased approach so that change can be introduced to staff in manageable amounts. The vendor should note that the Technical proposal score is determined prior to the Cost proposal opening. WVCPRB will evaluate a big bang approach on its technical merit without knowledge of, or regard to, any potential cost savings.
Q4	4.8 Invoices, Progress Payments & Retainage	62	A 30 day <u>minimum</u> review of contractual deliverables makes it difficult to submit a fixed price bid or schedule. Is the WVCPRB open to defining maximum review periods with much shorter time frames (e.g., 10 days)
A4			As noted in the RFP, the thirty day minimum reference will not apply in all cases. The WVCPRB Project



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Pre-Bid Questions

NUMBER	RFP SECTION	RFP PAGE	QUESTION
			Manager will make every effort to provide written acceptance of a contractual deliverable expeditiously.
Q5	3.38 HIPAA Standards		Is it accurate to assume WVCPRB will be responsible for (1) articulating specific business rules, including Federal rules, and (2) testing to confirm the rules are accurately implemented?
A5			WVCPRB expects the vendor to be fully conversant with the business rules associated with current federal standards (of which HIPAA is one) and the RFP clearly states that the vendor is responsible for the development of test cases to ensure that individual requirements are met by the vendor's solution
Q6	4.4.3 Integration of Services		Can you please describe the background of the WVCPRB staff who will be responsible for training employers. We need to ascertain whether 'train-the-trainer' will require training in basic training concepts.
A6			The WVCPRB staff who will be training the employers in the use of the new solution will be plan administration employees, who will likely need to be taught basic training concepts.
Q7	4.6.1 Temporary Office Space		Can you please describe the roles, availability, and skills of the WVCPRB key resources that will assigned to this project.
A7			WVCPRB anticipates assigning eight staff to the project. The assigned staff will include FTE business users/subject matter experts, one to two FTE technical staff and the Project Manager. With regard to the availability of staff, Appendix D, Section 2.6.1.9.1 identifies the busy times for the agency staff.
Q8	2.1 Training and Knowledge Transfer		Most projects of this size benefit from a formal organization change management program. Is WVCPRB open for vendors to propose such an option?



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Pre-Bid Questions

NUMBER	RFP SECTION	RFP PAGE	QUESTION
A8			A change management program will not be a part of this RFP.
Q9	I 1.1 Vendor Certifications and Affirmations	69	Is it accurate to assume we will rely on WVCPRB exclusively for (1) articulating specific business rules, and (2) testing to confirm the rules are accurately implemented?
A9			No, it is the vendor's responsibility to work with WVCPRB staff to document the business rules and to develop the test cases that prove the business rules are met
Q10			We assume you want vendors to host development/test and DR environments. Are you open to us also hosting the production environment?
A10			The RFP specifically states that one of the physical environments will be in Charleston, WV and the other at a state-supported back-up site. There is no expectation of a vendor hosting environment
Q11	Application Software	33	Does Sagitec need to provide an updated solution for going from Communicator 2007 to another solution?
A11			Yes
Q12	Hardware and Software	30	Where are the servers going to live, they have some servers local and some at WVOT, the local servers look to be pedestal and it says that they do backups to WVOT? Do they have the cooling and power and rack space needed?
A12			Both environments are WVOT-supported sites with sufficient cooling and power. Vendors are to identify in their Technical proposals the number of racks needed for the recommended

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Pre-Bid Questions

NUMBER	RFP SECTION	RFP PAGE	QUESTION
			configuration. The cost for the racks is to be included in the Cost proposal only.
Q13	Hardware and Software	30	What OS do the workstations run?
A13			Windows XP and Windows 7, in approximately equal numbers
Q14	Hardware and Software	30	Are we expected to setup hardware and software?
A14			Yes, please reference Appendix D, Sections 2.3, 2.5.5, 2.5.6, and 2.5.7.
Q15	West Virginia Office of Technology (WVOT)	213	What type of switches are they using and do they have enough free ports?
A15			Cisco Fabric Extenders. We do not know how many free ports are required, but free ports are available.
Q16		177	What are your existing types of annotations along with approximate count? This information is necessary if conversion is required.
A16			While we have the capability of annotations, they are not being utilized at this time. The count is 0.
Q17		178	Can you describe what you mean by web "self-service" in this scenario?



Pre-Bid Questions

NUMBER	RFP SECTION	RFP PAGE	QUESTION
A17			WVCPRB is concerned that an instance of the web form into which data was entered must be captured into the image archive so that it can be retrieved and viewed "for the record." Web "self-service" refers to any data that was entered via an electronic form
Q18		180	Can you please provide existing indices for each document class?
A18			See Section 4.2.5.4.3
Q19		181	In what scenarios do you envision re-indexing will be needed? Do you have security in place currently?
A19			Re-indexing will be required if a user determines that a document has been assigned incorrect index values. WVCPRB has security in place currently.
Q20		183	This functionally is not typically available. Are you open to removing this requirement?
A20			In that the vendor has not specifically identified which requirement it wishes to remove, no answer can be provided.
Q21		175	Can we assume barcode will be limited to 2D?
A21			Yes
Q22		NA	Can you define standard/consistent document types?



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Pre-Bid Questions

NUMBER	RFP SECTION	RFP PAGE	QUESTION
A22			See Table 22 in Section 4.2.5.4 and the accompanying text
Q23		NA	What are the existing business rules for document validation and classification?
A23			See Section 4.2.5.4
Q24		NA	What are the different document dimensions to be scanned?
A24			Almost entirely 8½" x 11" – see Section 4.2.5.4
Q25		NA	What is the existing volume of documents to be scanned if migration is considered along with Annotations count?
A25			See Table 19 in Section 4.2.5.4
Q26		NA	What is the average document size to be ingested?
A26			See Table 19 in Section 4.2.5.4
Q27		N/A	Is there any future requirement to view the images through web?
A27			That depends on how correspondence sent to members is stored. If members are to later view that correspondence, they must view through the web

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Pre-Bid Questions

NUMBER	RFP SECTION	RFP PAGE	QUESTION
Q28		172	What is the frequency of web-posting? Should this be batch processing? More details required.
A28			The frequency depends on the adoption rate of this approach. This should not be batch processing. The details will come from the vendor implementation
Q29		NA	Can you provide more details about packets of information / business process?
A29			Considering the vendor did not provide sufficient reference to a particular section of the RFP, no answer can be provided.
Q30	2.7.2 Data Conversion and Bridging	261	To scope the data conversion effort, can we assume WVCPRB will provide legacy data to us in a specified format?
A30			WVCPRB will work together with the vendor to provide data in the jointly agreed-upon format
Q31	2.7.2 Data Conversion and Bridging	261	Can we assume WVCPRB will provide legacy analysts and developers who will be responsible for making legacy program changes and performing ongoing reconciliation activities if bridging is required?
A31			Yes, but due to resource limitations and the state of the current application(s), WVCPRB plans on making as few changes to the legacy system as possible.
Q32	2.6.3.7.2 Legislative Changes		We find it impractical to build in an extensive contingency budget to address unknown legislative changes. Will WVCPRB allow vendors to use conventional change control processes to deal with undefined and unknown requirements such as this one – or assumption to otherwise allow us to pre-

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Pre-Bid Questions

NUMBER	RFP SECTION	RFP PAGE	QUESTION
			establish a budget?
A32			As noted in the RFP, the vendor is responsible to ensure the LOB application software is current with regard to legislation that is in effect at the time of award. The vendor could assume that any legislation that will be in effect at the time of award is either in effect or under consideration at the moment – and it is the vendor’s responsibility to understand same
Q33	n/a	n/a	<p>We would like to request a MS Word/Excel version of the RFP Appendices A, B, C, D and E in order to be able to complete our response. All of these documents are secured and we are unable to copy from or use these documents as a base for our response. Re-typing the response would create mistakes and tedious amount of manpower.</p> <p>At the very least, we request</p> <ol style="list-style-type: none"> 1. Unsecured (be able to copy out of) .pdf documents for all Appendices 2. Word version of requirements tables so that we are able to enter our answers into the tables 3. Unlocked copy of Appendix D so that we are able to enter information into cells. 4. Word version/unsecured .pdf of any forms that need to be completed
A33			An Excel document of the functionality matrices contained in Appendix D will be provided in a future addendum. The format of the document will allow the vendors to add their response to the requirements in the tables.
Q34	Perpetual, Non-Exclusive, Irrevocable License & Right to Purchase LOB Source Code (RFP Section	RFP Page 61; Appendix B Page 1	<p>Regarding the request for <i>the right to purchase the source code of the LOB application software, for purposes of maintaining and extending the solution</i>; would WVCPRB consider the following response as acceptable?</p> <ol style="list-style-type: none"> 1) A perpetual, non-exclusive, irrevocable license to the Commercial-Off-The-Shelf (COTS) LOB application software would be granted 2) The object code for the COTS LOB application software would be released



Pre-Bid Questions

NUMBER	RFP SECTION	RFP PAGE	QUESTION
	4.6.4)		<p>3) The source code for the COTS LOB application software would not be released</p> <p>4) The source code for all work products modified or developed by the project team and delivered to WVCPRB would be released</p> <p>5) All components will be maintainable and extendable</p> <p>6) All components of the system will be free from software or hardware locks, traps, dongle keys, or similar security measures that would in any way deny WVCPRB full and complete access</p> <p>7) Additional 3rd party software components will include a provision for source code, either in escrow or for actual delivery, to WVCPRB</p>
A34			As we understand the above proposed answer, the vendor cannot provide WVCPRB with the Oracle-owned source code for the COTS LOB application software, but will provide appropriate licenses and object code as well as source code developed specific to WVCPRB's needs. We believe this is sufficient to meet our requirements
Q35	4.2.5.4 - 4.2.5.4.2	RFP 47-48	It is stated that ApplicationXtender is currently supported by ImageServ. Should we assume that CPRB will contract directly with ImageServ for any ApplicationXtender related services or should we include these services within our proposal? Examples would include development of workflows that extend into Application Xtender based on designs provided by our project team, the development of the ApplicationXtender side of interfaces based on designs provided by our team, etc."
A35			While WVCPRB will contract with ImageServ directly for the necessary services, WVCPRB will expect the successful vendor to direct and coordinate the work of ImageServ in implementing the solution.
Q36	2.13.3.5	Page 309 - Appendix	Need clarification on exactly what connectivity WVCPRB will provide between the vendor facility and their office. Will general access to the WVCPRB network be provided via VPN for all project-related



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NUMBER	RFP SECTION	RFP PAGE	QUESTION
		D	environments?
A36			Yes.
Q37	4.2.5.1.7	RFP Page 39 - Interfaces	Does WVCPRB expect that the list of manual interfaces continue to be processed in a similar manner in the new solution or that the interfaces be automated in coordination with each 3rd-party provider?
A37			WVCPRB desires a much greater degree of automation than currently exists; that automation may require coordination with each 3 rd part (primarily other state agencies) – coordination with which WVCPRB will assist.
Q38	2.13.3.1	Page 305 - Appendix D	Regarding the first bullet at the top of page 305 in Appendix D, does CPRB define the term "overall effort" to mean the "development effort hours" or does CPRB define the term "overall effort" to mean the "total project hours"? Would CPRB like to have a ratio of "offshore hours" to both the "development effort hours" as well as "total project hours"? Would CPRB also like to simply have the number of "offshore hours" be provided?
A38			Overall effort is intended to mean the total project hours
Q39	RFP Section 4.2.4.2.3	30	Please provide the hardware specifications (CPU model, number of processors, RAM, etc.) for the Microsoft Dynamics Server.
A39			See Section 4.2.5.3.1. Also, WVCPRB recently installed service pack 3 for Microsoft Dynamics.
Q40	RFP Section 4.2.4.2.3	30	Please provide the exact edition, modules and licenses type of MS Dynamics in use by WVCPRB. Also provide the total number of end users that access MS Dynamics.
A40			The edition is 11.0.2044. The license type is 15 concurrent. The modules are Bank Reconciliation, Explorer, General Ledger, Payables Management, Receivables Management, System Manger, and Integration Manger
Q41	RFP Section	30	Please provide the hardware specifications (CPU model, number of processors, RAM, etc.) for the



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Pre-Bid Questions

NUMBER	RFP SECTION	RFP PAGE	QUESTION
	4.2.4.2.3		ApplicationXtender Server.
A41			See Section 4.2.5.4.1. Information concerning an additional server will be included in an addendum for Section 4.2.5.4.1.
Q42	RFP Section 4.2.4.2.3	30	Please provide the hardware specifications (CPU model, number of processors, RAM, etc.) for the ExpressStor Server. Please provide the exact model of the ExpressStor device.
A42			See Section 4.2.5.4.1.
Q43	Appendix D - Section 2.5.3.4	198	The hyperlink to the WV Systems Management Guidelines does not appear to work. Can you please provide an updated url address?
A43			The correct address is: http://www.technology.wv.gov/security/Pages/policies-issued-by-the-cto.aspx
Q44	Appendix D - Section 2.5.3.6	199	Software: Is Linux a preferred server environment?
A44			Only Red Hat Linux.
Q45	Appendix D - Section 2.5.8.1.2	219	According to uptime calculations, WVCPRB requires less than 5 minutes of unscheduled downtime per month. Please confirm.
A45			By our calculations, 99.9% uptime means no more than 10 minutes of unscheduled down time per week. We believe that is a reasonable request.
Q46	Appendix D – Section 2.5.5		In terms of hardware and 3rd-party software can the vendor assume the following? <ul style="list-style-type: none"> ▪ WVCPRB/WVOT has network components (Switches, routers, firewalls, etc.) to support the solution and therefore should not be included in the hardware architecture/configuration and cost. ▪ WVCPRB/WVOT has equipment racks to support the solution and therefore should not be included in the hardware architecture/configuration and cost. ▪ WVCPRB/WVOT has a highly-available SAN platform to support the solution and therefore should not be included in the hardware architecture/configuration and cost. ▪ WVCPRB/WVOT has hardware devices to support backing up the required components and data

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			<p>(Tape Devices, Disk Backup Devices, or Deduplication Devices) and therefore should not be included in the hardware architecture/configuration and cost.</p> <ul style="list-style-type: none"> ▪ WVCPRB/WVOT has data center space to house the solution's hardware and therefore should not be included in the hardware architecture/configuration and cost. ▪ WVCPRB/WVOT has UPS and Air Conditioning devices to support the solution and therefore should not be included in the hardware architecture/configuration and cost. ▪ Architecture/configuration and cost will not include hardware and software elements to support disaster recovery at a secondary site. ▪ WVCPRB/WVOT has printers, scanners and desktops to support the solution and therefore should not be included in the hardware architecture/configuration and cost. ▪ WVCPRB/WVOT is open to using virtualization within the solution.
A46			<p>As noted in Section 2.5.5.1 of Appendix D, the "...vendor should provide in its technical proposal a List of Required Hardware, including the specification and configuration of all of the hardware components required to support the proposed solution, including an appropriately sized development, test, training, QA, and query environment for use during the phased implementation. The list should also include any additional hardware required to provide a development, test, training, QA, and query environment for both the Microsoft Dynamics Accounting solution and the Documentum ApplicationXtender ECM solution."</p> <p>This Section also notes "...WVCPRB's current processing infrastructure includes workstations (desktop PCs) and associated equipment as well as imaging and MS Dynamics servers, some of which is likely to be suitable to support proposed solutions. The vendor should include existing WVCPRB hardware components, to the degree they are suited to support the proposed solution, in the recommended hardware configuration – WVCPRB anticipates that some of the existing hardware is acceptable in the new solution, some require upgrade, and some require replacement and/or augmentation with additional components. In providing its recommended hardware configuration, the vendor should clearly delineate existing hardware components that are usable as is vs. existing hardware that requires upgrade vs. new hardware components that WVCPRB needs to</p>



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			<p>purchase to support the proposed solution. Since any hardware components proposed for re-use are currently in production use, any hardware components proposed for reuse should have a clearly defined migration path and timeframe defined.”</p> <p>WVCPRB/WVOT is open to using virtualization with the new solution, as long as the vendor accepts responsibility for any performance issues that may arise as a result of the virtualization.</p>

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Q47	Appendix D – Section 2.5.5		Please confirm that WVCPRB/WVOT will be providing all server level virus software and updates for servers and therefore should not be included in the hardware architecture/configuration and cost.
A47			Correct
Q48	Appendix D – Section 2.5.5		Please clarify if WVOT currently uses network analysis and monitoring software that could be leveraged for the solution and if so, what is it?
A48			What's Up Gold and Solarwinds
Q49	Appendix D – Section MS Dynamics	45	Please confirm that the vendor is not responsible for MS Dynamics and ApplicationXtender installation and configuration in the non-production environments?
A49			See Section 2.5.5.1 of Appendix D.
Q50	Appendix D – Section MS Dynamics	45	Please provide the amount of storage used by MS Dynamics to house WVCPRB' accounting database.
A50			Combined space for all Companies/Databases (including Primary data files and transaction log files) is 22GB
Q51	Appendix D – Section 4.2.5.4.1	47	Please provide the amount of storage used by ApplicationXtender to house WVCPRB's imaging database.
A51			Primary Data File 7GB and Transaction Log File is 4GB
Q52	Appendix D – Section 4.2.4.2.3	30	Please provide the amount of storage used by ExpressStor to house WVCPRB's document images.
A52			1TB
Q53	Appendix D	205 and	Section 2.5.5.2 p. 205 and Section 2.5.8.1 p. 218 - WVCPRB is requesting that the solution should

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	Section 2.5.5.2 Section 2.5.8.1	288	support sessions and performance for a period of 10 years after the new systems implementation. Is WVCPRB expecting the original recommended hardware and 3rd-party software to not be replaced or upgraded during the 10-year period?
A53			No, WVCPRB will update server hardware as part of our standard rotation practice and software as appropriate
Q54	CPR12026 3.21	12	Does Vendor from outside of WV state require completing Vendor Preference Certificate? Is it optional or Mandatory for Vendor to get qualified for final bid of this RFP?
A54			Vendors qualifying for Vendor Preference must submit the Vendor Preference Certification form with their bid submission to qualify for the applicable preference. As noted in Section 3.14, registration with the WV Purchasing Division is required before contract award.
Q55	CPR12026 3.51	17	Understanding 2.13.3.1 Offshore Development restrictions and concerns, does WVCPRB allow for employees to work remotely if present in United States? If so, under what conditions and does existing technology support, e.g., VPN, Citrix Sessions etc., for this remote work including offshore work? What is the type of Background check that is required on remote employees?
A55			With regard to the vendor's Project Manager, see Section 2.8.3. As noted in Section 2.7.1, vendors are prohibited "from accessing the on-site data via an external device connected over the web or otherwise." The temporary office space referenced in Section 2.1 of Appendix D will be considered as the vendor's primary work location and therefore not an off-site location. Reference Sections 2.13.3.3 and 2.13.3.6 regarding background checks.
Q56	CPR12026 4.1	21	Since setting up a temporary office depends on infrastructure and other logistics, is there a limitation on the distance of this temporary office from main location at "4101 MacCorkle Ave SE, Charleston, WV 25304?"
A56			The temporary office should be in the Charleston area.



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NUMBER	RFP SECTION	RFP PAGE	QUESTION
Q57	CPR12026 4.2	22	Does each plan constitute dedicated member or employer staff? How many employers or members does a staff member serve? Do you separate member staff from employer staff?
A57			The WVCPRB Organization Chart is included as Figure 1 in Section 4.2.2. The vendor may assume Staffs designated as Retirement Advisors work primarily with members. Other staffs work both with members, employers and retirees, as needed. There is no designated number of members or employers a staff member serves.
Q58	CPR12026 4.2	22	Is there a third party for Actuarial Services? Currently, how do Actuary Staff get engaged in Actuary or internal validation process? Do they have their own tools (e.g., Spreadsheets, Access Databases)? Is there an expectation to migrate or convert these tools into a single integrated solution?
A58			Actuarial processes are initiated and performed in-house. Reference Section 4.2.5.1.7 regarding other actuarial services. Reference Section 4.2.5.1.2 for the actuarial software used by the Actuary staff. Appendix D, Section 4.2.5.1.2 will be revised to note additional software used by the actuarial staff. There is no expectation to migrate or convert the actuarial tools into a single solution.
Q59	CPR12026 4.2.2	24	What is Actuarial Services team size? Will this in-house Actuarial Services be outsourced in the future?
A59			Two and No
Q60	CPR12026 4.2.3	28	Is there documentation on business rules and logic embedded in Spreadsheets and Access Databases? If so, can this be shared to understand the complexity of these rules for development and estimation?
A60			No
Q61	CPR12026 4.2.3	28	What is the name of automated check posting application? Even though it is officially "dead", does the current functionality make use of this application in any way?
A61			The check posting functionality is a mainframe application which was developed in-house. The application is still being used.
Q62	CPR12026 4.2.4.2	29	The high level summary of solution environment (Table 5) does not show any web environment. Is this true? If not, could you specify the supporting technology and its role?
A62			There is no web environment.

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NUMBER	RFP SECTION	RFP PAGE	QUESTION
Q63	CPR12026 4.2.4.2.1	29	Is WVOT responsible for migrations of code from one environment to another environment? If so what are the current procedures to make a change request to the server? If necessary there is a need to add one or more two resources as part of WVOT to support new technology or new way of doing things? Can this be assumed in our response?
A63			WVCPRB programmers are currently responsible for migrating code from the development and test environment into the production on the mainframe. The new solution will not be mainframe based and the support and migration will depend on the vendor's proposed solution.
Q64	CPR12026 4.2.4.2.3	30	Does the current system support WEBSERVER TO HOST different user interfaces or web portals per retirement system?
A64			No.
Q65	CPR12026 4.2.4.2.3	30	If web portals exist, are these managed by external IT vendor?
A65			No web portals exist
Q66	CPR12026 4.2.4.2.3	30	If external IT vendor supports these web portals, does that vendor technology need to be replaced or enhanced? If it needs to be enhanced, does that vendor technology support open standards?
A66			Please reference Question 65.
Q67	CPR12026 4.2.4.2.3	30	Do you have any web standards such as font type, skins and etc.? If so can you share with us? If not, can you define them and share with us?
A67			Fonts used are in the group of Arial, Helvetica (both san serifs). Skins are not used. A specific color scheme/background is used.
Q68	CPR12026 4.2.4.2.4	30	Has CPRB refreshed its end user systems? If so, what is the current configuration? If not what is the expected configuration, what is the anticipated date to complete the system refresh.
A68			All end users have pc's less than 2 years old. We replace pc's every 4 years. Currently we have a mix of Windows XP and Windows 7, approximately half and half. Standard software load: Virus SW, Microsoft Office 2010, MS Communicator, 2 Web-Based apps for mainframe and imaging system access. Specialty software determined by user role or duties and necessity.
Q69	CPR12026 4.2.5.1.1	31	It is not clear in section 4.2.5.1.1 (Hardware and System Software) what is the WVOT supported server and how it is used compared to Mainframe?

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NUMBER	RFP SECTION	RFP PAGE	QUESTION
A69			The CPRB File Server is the WVOT supported server that is physically located at the WVCPRB headquarters. The File Server is used for file storage only and is not used as an application server.
Q70	CPR12026 4.2.5.1.1	31	What is current Authentication and Authorization mechanism for WVCPRB? Is it centralized across 8 different plans? Do you use any specific IAM (Identity Access Management Solution)?
A70			Active Directory is used throughout. It is our expectation that this requirement will remain.
Q71	CPR12026 4.2.4.1		What is the technology behind employer specific web-based reporting system? In addition to reporting, what other employer functions does it support? Is this website hosted by employer or WVCPRB or WVOT?
A71			The Web Contribution System (WCS) is programmed through the use of ColdFusion. The WCS only supports the electronic reporting of contribution data. The employers access the Web Contributions system through the WVCPRB website.
Q72	CPR12026 4.2.5.1.2	32	Are you using Bluezone as a terminal emulator from Web? Are you envisioning this functionality will be replaced through single integrated solution? How many user interfaces screens or functionalities are exposed to the end user through this web emulator?
A72			BlueZone is a terminal emulator used to access the mainframe over the internet (?). WVCPRB will still need to use BlueZone for administrative processes which are not within the scope of this procurement. We do not have a count on how many screens are exposed to the end user.
Q73	CPR12026 4.2.5.1.2	32	Does CPRB need to renew any software licenses to manage the current system? In section 4.2.5.1.2 (Application Software) Bluezone software is installed on Standard Workstations, does CPRB go through annual maintenance plan to get this software supported till the integrated solution is in place?
A73			The licenses for BlueZone are maintained through WVOT.
Q74	CPR12026 4.2.5.1.2	33	Table 8 - WebX - Is this custom software or COTS package? What is the technology and who is the provider of this software? Does this package has any maintenance releases or patches pending? Does this support SOA?
A74			As noted in the RFP, the entire current imaging solution is Documentum's ApplicationXtender. This includes WebXtender.

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NUMBER	RFP SECTION	RFP PAGE	QUESTION
Q75	CPR12026 4.2.5.1.2	33	WebX - Even though its purpose is to retrieve Image. Is "Web Based" in this context is same as Web-based capability delivered to the employers?
A75			No
Q76	CPR12026 4.2.5.1.2	33	How many workstations have Specialty software installed (Table 9)
A76			There is a mix of configurations.
Q77	CPR12026 4.2.5.1.2	33	Fortran 95 based Actuarial Software from Lahey/Fujitsu - does this need to be replaced by or integrated with new system? If it requires integration, does it expose any APIs as web services for solution consumption? If requires replacement, do we have documentation on actuarial rules.
A77			No.
Q78	CPR12026 4.2.5.1.2	33	Multi-Edit Software - Does this need to be replaced by or integrated with new system? If it requires integration, does it expose any APIs as web services for solution consumption? If requires replacement, do we have documentation on actuarial rules.
A78			No.
Q79	CPR12026 4.2.5.1.2	33	1099 Express - It is our assumption that the new solution will provide the data to be compatible with this solution or can integrate with this application requirement, if it exposes any APIs based on industry standard protocols?
A79			WVCPRB expects the new solution to replace this application.
Q80	CPR12026 4.2.5.5	54	Telephony Sub-System - Do you have any challenges in using this package, UCCS? How is this product being supported? When does this contract expire? Do you have any plans to retire this? If not, are you open for better alternatives?
A80			WVCPRB does not plan to change telephone systems as part of this procurement. The current system is supplied and supported by the State.
Q81	CPR12026 - Appendix D 2.5.8.3.3	223	The section started with "The new pension system should interface with the external entities listed in Table 40". In the same section, while explaining Table 40, statement "Table 40. To be clear, WVCPRB desires the LOB solution to support multiple automated interfaces to various aspects of the ERP solution." Can you elaborate on this as it is not clear which one takes precedence?
A81			Section 2.5.8.3.3 will be revised to provide clarification.
Q82	CPR12026 -	12	Is this Chart of Accounts available as a reference data and exposed for other systems to consume?

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	Appendix E EXH7		
A82			The chart of accounts is an integral part of the MS Dynamics solution and is as accessible as that software package permits.
Q83	CPR12026 – Appendix E EXH9	32	Does WVCPRB have templates in word document to generate this correspondence? Is this correspondence functionality, the current system, centralized as one system or distributed across many systems?
A83			In some instances the correspondence is created from a template. The templates are stored on the file server.
Q84	CPR12026 – Appendix E EXH12	45	Who maintains content in these spreadsheets and databases? Is WVOT responsible in updating some of the contents used as a reference by these tools? How does the output from these tools go to the main system and who performs this job?
A84			WVCPRB staffs maintain the content of the spreadsheets and databases. WVOT has no involvement in the WVCPRB spreadsheets and databases. When necessary, CPRB staffs manually enter data from the spreadsheets into the mainframe applications.
Q85	CPR12026 – Appendix D 2.2.1	3	Does WVCPRB have plans to reuse its existing staff or increase it staffing capacity to meet potential needs of the current system and new solution? Does WVCPRB have plans to send these people for training, if necessary, before the project kicks off?
A85			Use existing staff without training prior to the project kick-off
Q86	CPR12026 4.2.1	23	Please confirm if the vision is to eventually retire the mainframe system.
A86			Yes
Q87	CPR12026 4.2.4	28	How many environments does WVCPRB typically use for enterprise application development, testing, and production?
A87			Two
Q88	CPR12026 4.2.4.2.2	30	Does WVCPRB have any plans for Infrastructure projects or changes that may impact this project?
A88			No

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Q89	CPR12026 4.2.4.1	28	Is the green screen portion of the application is accessible to any external users?
A89			No
Q90	CPR12026 4.2.4.1	28	Would WVCPRB please provide list of the existing business services, if any, from the existing application catalog? Are there any additional business services being developed that will be available for leveraging within the timeline of this project?
A90			We do not understand this question and the application catalog to which it refers.
Q91	CPR12026 4.2.4.1	28	Can WVCPRB provide information on the number of screens and approximate level of fields per screen in the legacy application?
A91			WVCPRB does not have a count of screens or the approximate level of fields per screen.
Q92	CPR12026 5.3.1.3	69	Will a parallel run of both the mainframe and the migrated system be desired in the transition phase? Is the intent to reuse mainframe business logic?
A92			There is no intent to reuse mainframe logic. The vendor should recommend the approach to transition
Q93	CPR12026 4.2.4.2.1	29	Based on the your more recent experience, please provide your best estimate of the time it will take to get the necessary servers set up from date of request to ready for production?
A93			We do not have this experience; the vendor is required to perform the set up.
Q94	CPR12026 4.2.4.2	29	Is the vendor expected to determine the current business rules through code analysis and meetings after the project start with WVCPRB?
A94			Yes
Q95	CPR12026 4.2.2	23	What is the expected attrition rate for WVCPRB employees during this project that would have key knowledge to make this project successful?
A95			WVCPRB does not keep track of this data.
Q96	CPR12026 4.2.4.1.2	34	Table 10 - Does WVCPRB expect to have any other initiatives that will impact the availability of WVCPRB employees?
A96			No
Q97	CPR12026 - Appendix D 2.4.6.2	168	What is the current User Interface/Interface screen response time on queries?

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A97			The response time varies based on the complexity of the queries.
Q98	CPR12026 4.2.4.2.3	30	Would WVCPRB prefer to leverage existing technology platforms? If so, does WVCPRB have enough licenses per technology to integrate with this project solution?
A98			We expect the vendor to recommend the best hardware and software environment appropriate
Q99	CPR12026 4.2.1	23	What is the estimated budget for this project? Will the agency share the budget with potential vendors?
A99			The State of West Virginia cannot disclose budget amounts prior to the award of the contract in accordance with WV State Code 5A-3.