

State of Connecticut  
Office of the State Comptroller  
Request for Information  
For  
**Consulting Services to Implement the PeopleSoft  
Pension Module**

**Issue Date:**

**May 24, 2012**

**Vendor Questions Cut-Off Date:**

**June 11, 2012 1:00 pm**

**Question and Answer Publish Date:**

**No later than June 18, 2012 1:00 pm**

**RFI Response Due Date:**

**July 9, 2012, 1:00 pm**

**Oral Presentations:**

**July/August 2012**

**Issued by:**

**State of Connecticut  
Office of the State Comptroller  
55 Elm St.  
Hartford, CT 06106**

## 1. Requirements and Deadlines for Inspections, Questions and Responses

This Request for Information (RFI) outlines the information being solicited from vendors and includes guidelines for content and format of responses.

### Questions:

All questions must be in written form, submitted using electronic mail and addressed to: **Osc.rfp@po.state.ct.us**

Written questions must be submitted no later than 1:00 PM Eastern Daylight Time on June 11, 2012

Questions and answers will be published no later than 1:00 pm on June 18, 2012 on the OSC website <http://www.osc.state.ct.us/vendor/>

### Responses:

**All RFI Responses are due July 9, 2012, no later than 1:00 PM Eastern Daylight Time**

The postal address for RFI responses is:

State of Connecticut  
Office of the State Comptroller  
Business Services Office  
Attn: Sarah Ormerod  
55 Elm St.  
Hartford, CT 06106

Vendors desiring to respond to this RFI must do so in writing, providing one original and ten copies of the submitted response. All vendors responding to the RFI must provide contact information (name of contact, title, phone number, email, address). Responses will be reviewed by the agency and, depending on the results of that review, additional information or product/service demonstrations may be requested. Late responses may or may not be considered, and it will be up to the Comptroller's Office discretion to accept or reject late responses.

No contract will result directly from this RFI. Following the review of submitted information, the Comptroller's Office (OSC) will determine the best course of action. This RFI process is intended to help OSC research a variety of available services so that OSC can determine the best strategy for a PeopleSoft Enterprise Pension Administration for Public Sector implementation.

Costs of developing the information package, oral presentations, software and hardware demonstrations, site visits, or any other such costs are entirely the

responsibility of the respondent and shall not be reimbursed in any manner by the State of Connecticut. The State of Connecticut is not liable for any cost incurred by the respondent.

## **2. Freedom of Information Act**

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

## **3. General Systems Requirements**

### **3.1 Background**

Core-CT is the State's enterprise-wide integrated financial, human resource and payroll system. The system's Financial modules are used to perform the following functions: purchasing, eProcurement, accounts payable, accounts receivable, billing, asset management, inventory management, general ledger, commitment control and financial reporting, as well as to manage capital projects and bill for appropriate reimbursements.

The Human Resource Management System (HRMS) modules of the system are used to conduct the following functions in all executive branch agencies – human resources, time and attendance, benefits administration, and to pay all State employees in all three branches of government and in the State's institutions of higher education. There are approximately 3,000 State employees engaged in performing these functions along with another 6,500 employees who directly enter their time and attendance data into Core-CT each pay period. There are approximately 65,000 employees spread across 88 State agencies, paid over 4 frequencies. Core-CT implements contract language for 70 bargaining units, resulting in over 200 time and labor rules.

The EPM application provides approximately 80 Financial and HR reporting tables and 70 staging tables from which end users can query using the EPM PS Query tool. The reporting tables are denormalized and based on information from over 300 other Financial and HR staging tables. Data is extracted, transformed and loaded on a nightly basis via a combination of materialized views and table views using custom Ascential Data Stage ETL maps (150+).

There are approximately 3,800 statewide users with access to EPM with over 10,000 private and public queries run at various intervals over the last fiscal year.

### **3.2 Scope of this RFI**

The State of Connecticut is interested in implementing the PeopleSoft Enterprise Pension Administration for Public Sector Module in its Core-CT PeopleSoft ERP system. The Retirement Services Division currently serves approximately 44,600 retirees and approximately 54,000 active employees. The Retirement Payroll System (RPS) is currently scheduled for implementation into Core-CT March 2013. Each month over 9,800 checks and 34,800 direct deposits are issued.

The Vendor will be responsible for converting the OSC custom written COBOL State Employee Database System into Core-CT. The Retirement Payroll System (RPS), pays monthly benefits to retired members, and their annuitants, for the State Employees Retirement System (SERS), the Probate Judges and Employees Retirement System, the States Attorney's Retirement System, the Public Defenders Retirement System, retired Family Support Magistrates and Compensation Commissioners and the spouses of deceased State Judges as well as State Police Supplemental Disability and Survivors benefits. Retired State Judges are currently paid on a semi-monthly basis from a separate Judges Retirement Payroll System also maintained in the Retirement Services Division; retired Municipal Employees Retirement System (MERS) members are paid on a monthly basis from another separate Municipal Retirement Payroll System also maintained in the Retirement Services Division.

It is important to note that a single individual can and on occasion does receive more than one benefit check. For example, a retired SERS member may also receive a benefit as the spouse of a deceased SERS member. A SERS member can accrue a SERS benefit, and then leave state service to work for a Probate Court and accrue a separate benefit under the Probate Judges & Employees Retirement System. Both benefits are payable through the current RPS.

We are looking for the following functionality:

#### **Employer Capabilities**

- Employer Portal
- Employment Verification Check
- Enrollment
- Wage and Contribution Reporting
- 1099R Processing
- Refunds
- Internal Revenue Code Section 415 Limits
- Excess Benefit System
- Disability Retirements

#### Member Capabilities

- Member Portal
- Self-Service Estimate
- Service Purchase
- Annual Benefit Statements
- Demographic Data

#### Retiree Capabilities

- Retiree Portal
- Retiree Pay Check
- Direct Deposit

#### Administrator Capabilities

- Administrator Portal
- Case Management
- Pension Calculation
- Service Credit

#### Business Intelligence/Analytics

- Director's Dashboard
- Sample Interactive Reports

### **3.3 Current Technical Environment**

The State Employees Retirement Data Base System (SEDB) is currently used by a staff of 80; of which over 75% rely on the SEDB to support their job functions. The current SEDB data processing system is a mainframe based, in-house written system developed in COBOL/CICS. The SEDB currently tracks employee identification, employment, demographic including retirement plan membership, retirement beneficiary, earnings and contributions, service purchases and contribution refunds for members of all the retirement systems administered by the Retirement Services Division (RSD) except for the Municipal Employees Retirement System. The SEDB subsets produce employee contribution refunds, track purchases of service, provide employee data to the Retirement Payroll System and produce data files for the actuarial valuations of the retirement systems administered by RSD and for annual benefit and contributions statements. The IBM/IMS database infrastructure is hierarchical in nature and contains approximately 40 databases and indices comprised of nearly 200 million segments. The system has been in the production environment since 1986. Outside of the SEDB, the RSD relies heavily on a document management system that provides an imaging solution to the RSD. Currently, the SEDB and document imaging system are two separate systems, which are not fully integrated. RSD would like to look for a possible solution to facilitate seamless sharing of information between these two systems. Additionally, the SEDB is

supplemented by the use of many side systems for performing calculations and preparing benefits for payment. The side systems are not integrated into the SEDB and there are several Excel workbooks, Access databases, and reporting tools used to support the operating needs of the Division. In addition, the RSD currently utilizes a document management system from OpenText for all of imaging of retirement records.

### **3.4 OSC Licensed PeopleSoft Pension Modules**

The following modules have been purchased by the State of Connecticut and are available to be considered as part of this RFI:

PeopleSoft Enterprise Benefits Administration – Implemented July 2010  
PeopleSoft Enterprise Payroll – Implementation date March 2013  
PeopleSoft Enterprise Human Resources – Implementation date March 2013  
PeopleSoft Enterprise Pension Administration - TBD  
PeopleSoft Enterprise HRMS Portal Pack - TBD  
PeopleSoft Enterprise HelpDesk for Employee Self Service – TBD  
PeopleSoft Enterprise HelpDesk for Human Resources - TBD  
PeopleSoft Enterprise CTI Integration - TBD  
PeopleSoft Enterprise Multichannel Communications - TBD  
PeopleSoft Enterprise CRM Portal Pack- TBD  
PeopleSoft Enterprise OBIEE - TBD  
Oracle Policy Automation - TBD  
Oracle Policy Modeling - TBD

### **3.5 Technical Infrastructure**

The Core-CT technical infrastructure consists of the following technologies; geographically dispersed clusters, multiple EMC storage arrays, multiple SAN fabrics, coarse wavelength-division multiplexing and 10GB Ethernet switching. The application, web and process scheduler servers are hosted on a (4) node VMware virtual infrastructure 5 cluster running a combination of Oracle Linux 5 and Microsoft Windows 2008 Server. The database tier including multiple Oracle Linux 5 64 bit clusters running Oracle 11g R2 Real Application Clusters. The primary datacenter is located in East Hartford, CT and the mirrored alternate datacenter is located in Storrs, CT.

### **3.6 Requested Information**

Respondents are invited to respond to all of the following areas. Respondents are also invited to provide additional related information not specifically addressed below. Information is requested regarding the following:

- Project Implementation Methodology

- Fit Gap Analysis Methodology
- Design, Build and Configuration Methodology
- Testing Methodology
- Deployment Strategy and Approach
- Regression Testing Strategy and Approach
- Performance Testing and Tuning Strategy and Approach
- End User Training - including all suggested methodologies for development and delivery
- Project Team Size, Experience Level and Project Duration
- Approximate Costs - broken out by project phase
- Approach to effectively utilize State project team members, incorporating knowledge transitioning
- Contract Modifications - including procedures to assess and quantify
- Experience with successful implementation of similarly sized Public Sector Oracle/PeopleSoft ERPs – Pension Module
- Experience w/ highly customized Oracle / PeopleSoft ERP systems

## **4. Responses to RFI**

### **4.1 Scope of RFI**

Responses to this RFI will be used by OSC to assess the viability of various alternatives. No contract will result directly from the RFI process. The responses to this RFI may be used to determine whether an RFP should be issued.

### **4.2 Quality of Responses**

Well-organized and concise responses are encouraged in order to facilitate the State's assessment. Each RFI response will be reviewed for completeness and conformance to the minimum requirements of the Project. The Office of the State Comptroller has the option of requesting vendors to submit missing information or to clarify those issues deemed incomplete, or to disqualify the RFI response.

### **4.3 Product and Service Availability**

The State expects that the services described in response to this request for information are generally available as of the date that responses are due. Responders must explain any exceptions.

### **4.4 Oral Presentations**

Oral presentations from each responder are expected and will be scheduled at the convenience of the State during the months of July and August 2012.

## **5. References: Existing Customers**

The respondent must provide at least three references similar in size to the scope of the work being proposed. For each reference, provide:

- The reference organization's name
- Contact person name
- Address
- Telephone number
- Electronic mail address
- A brief description of the project