

Request for Proposal  
Pension Administration System  
Release Date: February 5, 2018

The Maryland-National Capital Park and Planning Commission  
Employees' Retirement System  
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Riverdale, Maryland 20737  
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**SECTION I - INTRODUCTION**

**A. PURPOSE**

This Request for Proposal (“RFP”) is issued by the Board of Trustees (“Board”) of the Maryland-National Capital Park and Planning Commission Employees' Retirement System (“ERS”) seeking proposals from qualified firms (“Firms”) to provide a comprehensive pension administration system. The ERS will select the most qualified firm (“Firm”) with a demonstrated experience in implementing pension administration systems for defined benefit retirement plans similar in size and complexity.

**B. BACKGROUND**

The ERS covers employees of the Maryland-National Capital Park and Planning Commission (“Commission”), a body corporate of the State of Maryland, established by the Maryland General Assembly in 1927. The ERS was established as a single defined benefit plan July 1, 1972, in accordance with the Trust Agreement between the Commission and the ERS’ Board. Today, the ERS comprises five contributory defined benefit pension plans. Three of the plans, Plan A, B, and D are closed to new members. Two of the plans, Plans C and E are open to park police and general employees, respectively.

As of July 1, 2017, membership in the ERS was as follows:

	<b>Plan A General</b>	<b>Plan A Police</b>	<b>Plan B</b>	<b>Plan C</b>	<b>Plan D</b>	<b>Plan E</b>	<b>Total</b>
Retirees/ Beneficiaries	307	17	967	63	106	1	1,461
Vested Members	--	--	250	9	1	--	260
Active Members	2	--	1,371	198	5	526	2,102
Total	309	17	2,588	270	112	527	3,823

All plans provide normal and early retirement benefits determined by application of a benefit formula utilizing the average annual earnings and credited service up to a plan maximum. Credited service may include transferred service and earned and unused sick leave. Joint and survivor options are available. Disability retirement benefits were prospectively discontinued in August 1982, with income replacement provided to employees through a long-term disability (LTD) insurance program administered by the Commission. Members on LTD receive free credited service until their normal retirement date. Spouse and child survivor benefits, ordinary death benefits, and a post-retirement lump sum death benefit are available in all plans. Annual cost-of-living adjustments are provided to retirees and beneficiaries based on two tiers with different maximums. The ERS provides Annual Benefit Statements that project benefits at normal retirement. An actuarial valuation is conducted annually and requires preparation of a data file for the actuary. The ERS receives demographic and salary data via an interface process from the plan sponsor.

The plan document and summary plan descriptions are available on the ERS' website at <https://ers.mncppc.org> for more detailed benefit information. Please reference Attachment A for information on the ERS' Current Environment. The ERS has identified the following as the key outcomes to be achieved by this project:

1. Improve member service and streamline business processes
2. Replace outdated technology with new, possibly web-based technology
3. Provide members online access to information
4. Reduce redundant data entry
5. Incorporate a document imaging solution
6. Improve reporting features for staff

C. MINIMUM REQUIREMENTS

In order to be considered, the firm must meet the following minimum qualification requirements:

1. Firm must have 5-years' experience installing pension administration solutions.
2. Firm must have successfully installed the proposed software at 5 other public employee retirement systems of a similar size.
3. Firm must have successfully integrated outside applications and data functionality into the proposed solution.
4. The recommended product must satisfy the requirements stated in this RFP with its off-the-shelf product offering. The ERS realizes customization to the core software and integration with third party products may be required to completely satisfy functional requirements.
5. All key project personnel must have performed similar functions on successfully completed implementations of the software being proposed.

## **SECTION II - SCOPE OF SERVICES**

The ERS is seeking proposals from firms to provide the Scope of Services that encompasses the tasks necessary to make fully operational a software system which satisfies the functional requirements in Attachment E. The Scope of Services includes three separate phases as outlined below:

1. Pension Administration System - The primary objective and first phase is to establish the database environment; populate the database by converting data from the current database; develop the core system to upload bi-weekly payroll and contribution information; perform benefit calculations and handle the key business line processes; generate an actuarial file; produce annual benefit statements; provide for ad hoc reporting; and provide user support (including training) and system maintenance. Please refer to Attachment E – Functional Requirements Matrix for the system requirements.

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2. Document Imaging Solution - The primary objective of the second phase is to implement a document imaging system to both prospectively save key member documents and scan approximately 3,700+ member files. Each active member file contains 25-50 pages and each retired member file contains approximately 75 pages. The document imaging system must contain the capability to scan, save and view documents by member within the pension administration system.
3. Employee Self Service Module - The primary objective of the third phase is to establish a web-enabled portal to provide Internet access for members to view account information and perform benefit estimate calculations and projections.

Note: The Scope of Services to be performed shall be with minimal use of ERS staff and minimal disruption of daily and ongoing operations. ERS staff are flexible regarding the order of phase 2 and 3.

**SECTION III - ADMINISTRATIVE INFORMATION**

A. CONTACT PERSON

The contact person, identified below, is the sole point of contact regarding the RFP from the date of issuance until selection of the successful firm.

Ann McCosby, Software Manager  
M-NCPPC ERS  
6611 Kenilworth Avenue, Suite 100  
Riverdale, Maryland 20737  
[ERS-RFP@mncppc.org](mailto:ERS-RFP@mncppc.org)  
(301) 454-1420 – facsimile

B. SCHEDULE

The following schedule has been set for informational and planning purposes; however, the ERS reserves the right to change these dates:

RFP Release Date	February 5, 2018
Submission of Questions	February 19, 2018
Response to Questions	February 26, 2018
Proposal Responses Due	March 12, 2018
Evaluation of Proposals	April 9, 2018
Finalist Presentations	May 2018 – Dates to be Determined
Site Visit of Finalists, as needed	TBD
Contract Award Date	TBD
Estimated Start of Project	TBD

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C. QUESTIONS

Questions concerning this RFP must be received by 5 p.m. EST on February 19, 2018. Questions should be emailed to [ERS-RFP@mncppc.org](mailto:ERS-RFP@mncppc.org). Staff will consolidate all questions and answers into a single Q&A document which will be posted on the ERS website <https://ers.mncppc.org> by February 26, 2018.

D. PROPOSAL SUBMISSION

The ERS must receive the firm's proposal before 5:00 p.m., EST, on March 12, 2018.

Firms should send proposals as follows:

Ann McCosby, Software Manager  
M-NCPPC ERS  
6611 Kenilworth Avenue, Suite 100  
Riverdale, Maryland 20737  
[ERS-RFP@mncppc.org](mailto:ERS-RFP@mncppc.org)

Proposals received after the deadline will not be accepted. Firms mailing proposals must allow ample time for delivery. It is the firm's responsibility to ensure that the proposal is received prior to the deadline. Post marking by the due date will not substitute for actual receipt of the proposal.

The costs of preparation and delivery of the proposal are the sole responsibility of the firm.

The Board reserves the right to waive or permit cure of nonmaterial variances in a bid proposal, if in the Board's judgment, it is in the ERS' best interest to do so. No such waiver or permission to cure shall modify the RFP requirements or excuse the firm from full compliance with the RFP specifications or other contract requirements if the firm is awarded the contract.

The ERS reserves the right to contact a firm after the submission for the purpose of clarifying a proposal to ensure mutual understanding.

All timely proposals become the property of the ERS. All proposals, except as noted below, are considered to be public records and shall be available for viewing and reproduction as state and federal law provides.

Firms that wish to protect portions of their proposals from public disclosure must make a written request that those records be kept confidential at the time of submission of records. In addition, the firms must specifically and conspicuously identify any portion of the proposals that are deemed by them to constitute confidential or proprietary information or trade secrets. Those portions must be readily separable from other portions of the proposal. Firms' identification of material as being exempt from disclosure are not conclusive, and firms submitting such requests acknowledge the possibility that such material may be determined by a reviewing court not to be protected from disclosure under the laws governing the ERS and the resulting contract. The ERS will provide firms with notice as soon as possible of any request for disclosure of confidential information. The burden is solely on firms to take such

actions as they deem necessary and appropriate to shield such materials from disclosure. Unless the ERS has been notified in writing that firms have initiated the legal actions necessary, the ERS may release such information without liability.

If for any reason the ERS determines this Request for Proposal should be cancelled, any and all expenses incurred by the potential bidders will not be considered the liability of the ERS and the solicitation process will cease.

**E. EVALUATION OF PROPOSALS**

The ERS intends to conduct a comprehensive, fair and impartial evaluation of proposals received in response to this RFP. The Pension Administration Committee (the "Committee"), which includes the Administrator, staff, and legal counsel will evaluate proposals received in response to this RFP and make a recommendation to the full Board. The Board will make the final decision as to which firm's proposal will be accepted.

**F. FINALIST PRESENTATIONS**

If the Committee and/or the Board requests presentations by finalists, each finalist will have a scheduled time to meet. At that time, the firm may present additional written information. It is highly recommended that the lead consultant or consultants be present at the finalist's presentation.

**G. SELECTION CRITERIA**

Firms' proposals will be evaluated on four categories: Organization, Personnel, Technical and Fees. The purpose of the evaluation process is to determine which firm can provide the best solution for the ERS' current and future needs. During the evaluation process, the ERS reserves the right to request additional information or clarification from firms submitting proposals. The ERS may do site visits and require demonstrations for firms that pass the preliminary review. Finalists may be asked to present to the Committee and/or Board. The criteria that will be used to evaluate proposals are listed below:

- Qualifications and experience of firm and key personnel
- Ability to meet functional requirements
- Capabilities of proposed software and computing environment
- Proposed installation and implementation plan, including training
- Price proposal, including one-time and recurring costs

**SECTION IV – FORMAT AND CONTENT OF PROPOSALS**

**A. FORMAT**

These instructions prescribe the format of the proposal and are designed to facilitate a uniform review process. Failure to adhere to the proposal format may result in the disqualification of the proposal.

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1. Six (6) completed proposals shall be timely submitted to the contact person. In addition, an electronic version of the proposal in either Microsoft Word or “pdf” format shall be provided to the contact person via e-mail.
2. If the firm designates any information in its proposal as confidential the firm must also submit one (1) copy of the proposal from which confidential information has been excised. The confidential material must be excised in such a way as to allow the public to determine the general nature of the material removed and to retain as much of the proposal as possible. In addition, an electronic version of the excised proposal shall be provided to the contact person in either Microsoft Word or “pdf” format on a compact disc or flash drive or via e-mail transmission.
3. Proposals shall not contain promotional or display materials.
4. Attachments shall be referenced in the proposal.

**B. CONTENT**

The following documents and responses shall be included in the proposal in the order given below:

1. Cover Letter - An individual authorized to bind the firm shall sign the cover letter. Include the firm’s mailing address, electronic mail address, fax number and phone number.
2. Representations and Warranties - An authorized signatory shall sign the Representations and Warranties (Attachment B).
3. Annual Financial Statements - Please attach the firm’s latest Annual Financial Statements.
4. Questionnaire - The proposal must include a complete response to the questions in Attachment C - Questionnaire. The questions and/or requests made in Attachment C should be repeated in their entirety before the response.
5. Technical and Security Supplement - Firms must complete Attachment D – Technical and Security Supplement. The questions and/or requests made in the Attachment D should be repeated in their entirety before the response.
6. Functional Requirements Matrix - Firms must complete Attachment E - Functional Requirements Matrix. The functional requirements represent functionality that is both required now or may be required in the future. Some requirements are simply “wish list” items. Firms must indicate for each requirement whether it is included in the base product price or a customization with an additional fee. Fees for all customizations should be provided in the fee proposal. Failure to provide certain requirements will not eliminate a firm from contention.



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7. Price Proposal - Provide a Price Proposal -Attachment F identifying one-time and recurring fees for the services identified in the Scope of Services. The proposal should clearly identify and break out cost components to cover all services, including but not limited to the following areas:
- a. Infrastructure costs (hardware and network)
  - b. Software costs
  - c. Total costs of services with breakdown for phases, including but not limited to: system design and planning, implementation, data conversion, interfaces, training and customization.
  - d. Costs of ongoing annual licenses, maintenance, support and help desk services, patches and upgrades.
  - e. Additional fee information for data hosting, if applicable.
  - f. Separate fee schedule for any additional services not requested in the Scope of Services.

The ERS understands estimating costs and effort required to provide customizations is difficult given the amount of information in this Request for Proposal. The ERS understands these numbers may need to be revised at a later stage in the process, but asks the firm to try to identify customizations now.

8. Sample Documents - Please attach the firm's standard agreement, software licensing agreement, software hosting agreement, maintenance agreement, service level agreement and implementation services agreement, if applicable.

**CURRENT ENVIRONMENT**

**A. NUMBER OF USERS**

<b>Type of User</b>	<b>Total Users</b>	<b>Estimated Number of Users</b>
ERS Staff	9	9
Inquiry Users (active employees and retirees) for Proposed Employee Self Service Module	4,000	Unknown

**B. INTERFACES**

1. Inbound from HR/Payroll system:
  - a. Definition Files, like Jobs, Positions.
  - b. Employee Demographics
  - c. Weekly Payroll information needed for calculation, like contribution amount and hours worked.

**C. DATA CONVERSION**

1. Oracle

**D. CURRENT APPLICATIONS**

1. NextGen by High Line Corporation
2. Microsoft Word and Excel are used for document processing and reporting.

**E. HARDWARE/SOFTWARE ENVIRONMENT**

1. Network Servers: Windows 2012
2. Database: Oracle 12c
3. Software: Oracle WebLogic

**FUTURE ENVIRONMENT**

**A. PROPOSED EMPLOYEE SELF SERVICE**

**B. INTERFACE WITH CUSTODIAN BANK**

**ATTACHMENT B**

**REPRESENTATIONS AND WARRANTIES**

All firms are required to submit an executed Representations and Warranties statement with the proposal.

Section I

In connection with submission of this RFP, the firm represents and warrants the following:

1. The firm certifies the contents of the proposal are true and accurate, and that the firm has not made any knowingly false statements in its proposal.
2. The firm warrants that it meets all of the minimum criteria as outlined in Section I of the RFP.
3. The firm warrants that it maintains an errors and omissions insurance policy providing an adequate amount of coverage for negligent acts or omissions, and that such coverage will be applicable to the firm's actions, responsibilities and obligations.
4. The firm warrants that the person submitting the responses to this RFP and executing these Representations and Warranties is duly authorized by the firm to do so.

Section II

If retained to provide consulting services, the firm agrees the following representations and warranties and other contract terms will be incorporated into the Software Services Agreement ("Agreement").

1. Contingent Fees. The firm has not employed or retained any person or selling agency to solicit or secure this Agreement under any agreement or understanding for a commission, percentage, brokerage, or contingent fee, except for bona fide employees of the firm and the firm's affiliates or bona fide established commercial or selling agencies maintained by the firm for the purpose of securing business. If the firm in any way breaches or violates this warranty, the Board shall have the right to immediately terminate this Agreement for default and, in the Board's sole discretion, to deduct from the firm's compensation under this Agreement, or otherwise recover, the full amount of such commission, percentage, brokerage or contingent fee.
2. Gratuities. The firm has not offered or given any gratuities in the form of gifts, entertainment or otherwise, to any officer, fiduciary, or employees of the firm, ERS or the Commission with a view toward securing this Agreement or securing any favorable determination made concerning the award of this Agreement. The firm covenants that no such gratuities will be given to any such person with a view toward securing any favorable treatment concerning the performance and/or continuation of this Agreement. If it is found that the firm has offered or

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given such gratuities, the Board may terminate this Agreement upon one (1) calendar day's written notice.

3. Conflict of Interest. The firm shall not knowingly employ in any capacity: (1) any ERS or Commission employee or fiduciary who either could influence the award of this Agreement or any competing agreement, or who does or will have any direct or indirect financial interest in this Agreement ("Interested Person") and (2) any spouse or economic dependent of any Interested Person. The firm shall promptly notify the ERS of any actual or potential conflict of interest arising from the firm's relationship.
4. Intellectual Property. In connection with its performance under this Agreement, the firm shall not knowingly develop, provide or use any program, process, composition, writing, equipment, appliance or device, or any trademark, service mark, logo, idea, or any other work or invention of any nature, or any other tangible or intangible assets, that infringe on any patent, copyright, or trademark of any other person or entity, or is or will be a trade secret of any other person or entity.
5. Annual Financial Statements. The firm shall provide the Board each year with a copy of its Annual Financial Statements.
6. Changes. The firm shall notify the Board in writing within five (5) business days of any of the following changes: (1) the firm becomes aware that any of its representations, warranties and covenants set forth herein cease to be materially true at any time during the term of this Agreement; (2) there is any change in the firm's senior personnel assigned to perform services under this Agreement, or in the firm's key personnel within their organization; (3) there is any change in ownership or control of the firm; or (4) the firm becomes aware of any other material change in its business organization, including without limitation the filing for bankruptcy relief.
7. Non-appropriation of Funds. The complete Scope of Services is contingent on budgetary funding from the annual ERS Operating Budget. Funding may be allocated in phases over several fiscal years. In the event sufficient funds are not appropriated for the contract payments required to be made in future fiscal years then the ERS at its sole discretion may terminate the Agreement at the end of the then current fiscal year, as the case may be, without penalty or additional expense of any kind whatsoever. If non-appropriation occurs, the ERS agrees to deliver written notice to Firm of such early termination at least 30 days prior to the end of the then current fiscal year.

Notwithstanding anything in the Agreement to the contrary, this Non-appropriation provision shall survive termination of the Agreement.

8. Termination for Default. If the ERS terminates this Agreement for cause, the ERS may, by written notice of default to the Firm, terminate the Agreement in whole or in part if the Firm fails to: (i) Maintain the staffing levels as outlined in the RFP, deliver the deliverables or to perform the services within the time specified in the Agreement or any amendment thereto; (ii)

Make progress, so that the lack of progress endangers performance of the Agreement; or (iii) Perform or observe any of the other provisions of the Agreement. The ERS' right to terminate the Agreement may be exercised if the failure constitutes a material breach of the Agreement and if the Firm does not cure such failure within the time frame stated in the ERS' Notice to Cure, which in no event will be less than thirty (30) days.

- a. Party Obligations. If the Agreement is terminated for cause, the ERS may require that the Firm deliver to the ERS, as directed by the ERS, any (i) completed deliverables; (ii) partially completed deliverables related to the terminated portion of the Agreement; and (iii) any plans, working papers, forms, documentation formats, etc. necessary for understanding of the deliverables of services. Upon direction of the ERS, the Firm shall also protect and preserve property in its possession in which the ERS has an interest. The ERS shall pay Agreement prices for completed deliverables delivered and accepted. Failure to agree will constitute a dispute under the "disputes" clause. The ERS may withhold from these amounts any sum it determines to be necessary to protect the ERS against loss because of outstanding liens or claims of former lien holders.
- b. Remedies. The rights and remedies of the ERS in this clause are in addition to any other rights and remedies provided by law or under the Agreement. If, after termination, it is determined by a final ruling in accordance with the "disputes" clause that the Firm was not in default, the rights and obligations of the parties shall be the same as if the termination had been issued for the convenience of the ERS.
- c. Termination of Convenience. The Agreement may be terminated in whole or in part, by the ERS whenever it is determined that such termination is in the best interests of the ERS, which termination shall be effective 11:59 p.m. on the intended date of termination (the "Termination Date"), after the ERS shall have delivered to the Firm a notice specifying the extent to which provision of services under the Agreement are terminated ("Notice of Termination for Convenience"), and the date upon which such termination will become effective.
  - i. Obligations. After receipt of a Notice of Termination for Convenience, and except as directed by the ERS, the Firm shall immediately proceed with the following obligations, as applicable, regardless of any delay in determining or adjusting any amounts due under this clause. The Firm shall: (i) Stop work as specified in the Notice of Termination for Convenience; and (ii) Place no further subcontracts for materials, services, or facilities, except as necessary to complete any continuing portion of the Agreement; and (iii) Terminate all subcontracts to the extent they relate to the work terminated; and (iv) Settle all outstanding liabilities and termination settlement proposals arising from the termination of subcontracts.
  - ii. Remedies. In the event of all or any partial termination of the Agreement under this section, as its sole remedy, the Firm shall be entitled to the unpaid compensation for services actually rendered up to and including the applicable termination date, on a

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time and materials basis, at an hourly rate not to exceed the rate set forth in the Agreement, for each of the Firm's personnel that performed the unpaid services in connection with the deliverables that were delivered and the tasks that were performed under the RFP. The ERS shall retain and pay at contracted price for all deliverables in its possession at time of termination of convenience.

iii. The ERS shall also return any sums held back as retainage from the compensation previously paid to the Firm within 30 days of the termination date. If within 60 days following the termination date, the parties have not agreed upon the amount of services rendered as of the termination date or the amount of such additional payments, then the issue will be treated as a dispute under the Agreement.

9. Source Code. If a hosted system is selected and implemented, the ERS shall have access to source code. If not made directly available to the ERS, the Firm agrees that the program source code shall be in escrow with a firm that meets or exceeds industry standards for software escrow agents. The terms of the escrow agreement shall be in a form acceptable to ERS legal counsel and shall permit the escrow agent to release the source code to the ERS only by agreement of both parties, or in the event that the Firm ceases to remain in business, otherwise as determined by a court of competent jurisdiction. All costs of said escrow shall be borne by the Firm. The escrow agreement shall be in a form acceptable to ERS legal counsel.

10. Confidentiality. The parties mutually agree to hold in confidence, whether written in text, data or electronic form, or verbally exchanged, all technical data and know how, financial and customer information, reports, drawings, specifications, proposals, computer systems, formulae, processes, software (source or object code), flow charts, studies, techniques, compilations, prototypes, methods of doing business, trade secrets and drafts of any of the foregoing which are proprietary to one party and disclosed to the other (the "Confidential Information"). Each party shall protect the disclosed Confidential Information by using the same degree of care, but not less than a reasonable degree of care, to prevent the unauthorized use, dissemination or publication of the Confidential Information as it uses to protect its own Confidential Information of a like nature. Neither party will reproduce in any form or provide, disclose, or give access to such Confidential Information to any third party or to any of its employees or affiliates not having a need to know the Confidential Information, nor use the Confidential Information for any purpose other to provide the services contemplated under this Agreement. In addition, either party may designate as confidential any information it needs to disclose to the other party whether or not the disclosing party is the owner of the Confidential Information.

This Agreement imposes no obligation upon the parties with respect to Confidential Information that: (a) was in the recipient's possession before receipt from the discloser; (b) is or becomes a matter of public knowledge through no fault of the recipient; (c) is rightfully received by the recipient from a third party without a duty of confidentiality; (d) is disclosed by the discloser to a third party without a duty of confidentiality on the third party; (e) is independently developed by the recipient; (f) is disclosed under operation of law, including but

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not limited to, disclosed pursuant to the Maryland Public Information Act; or (g) is disclosed by the recipient with the discloser's prior written approval.

11. Indemnification. The Firm shall indemnify and hold harmless the ERS from and against all legal actions, liability, claims, damages, costs or expenses of any kind or property arising from the Firm's negligence or failure to perform any of its obligations under this Agreement.
12. LGTCA Provision. Any liability of the ERS arising in any manner from any part of the Agreement is subject to, limited by, and contingent upon the appropriation and availability of funds as well as the types of liability, damage limits and notice requirements stated in the Local Government Tort Claims Act, under the Maryland Code Annotated, Courts and Judicial Proceedings Article, §5-301, et seq, as amended from time to time. This indemnification does not create any rights in third parties.
13. Cross Default. Upon the occurrence of a material breach of Firm's obligations, due performance, representations, warranties, or other agreements under this Agreement, the ERS shall be entitled to exercise, in its sole and absolute discretion, any and all rights and remedies available under this Agreement and any other contract the Firm has with the ERS, including, but not limited to the right to terminate this Agreement and/or any other contract the Firm has with the ERS, whether now existing or arising in the future. Firm expressly understands and acknowledges the ERS' rights and remedies created by this provision.
14. Insurance. The Firm shall maintain, at the Firm's sole expense, during the term of this Agreement, insurance which shall protect the Firm and any subcontractor(s) performing work under this Agreement, from claims, liability, legal actions, costs, expenses and damages, which may arise from performance of services or work under this Agreement. The Firm shall furnish a certificate of insurance to the ERS with this signed Agreement, which has the types of coverage and limits required by the ERS. The Certificate shall name the ERS as an additional insured and shall provide that the Insurer shall provide forty-five (45) days advance written notice to the ERS in the event of termination, modification or cancellation of coverage.  
  
Certificate(s) of the Firm's insurance, shall be filed with the ERS to be held by it for the duration of the Agreement, and shall be subject to its approval for adequacy of protection. No work shall be commenced or performed at the site until the appropriate certificates of insurance are filed with and approved by the ERS. The ERS shall have the absolute right to terminate this Agreement if the policy of insurance is cancelled at any time for any reason and a new policy is not promptly obtained by the Firm and approved by the ERS.
15. Compliance. The Firm agrees that it shall comply with all applicable laws pertaining to the payment and withholding of wages, worker's compensation, equal opportunity employment, and the subject matter and performance of this Agreement. Further, the Firm hereby represents and warrants that:

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- a. It is qualified to do business and is in good standing in the State of Maryland and that it will take such action as, from time to time hereafter, may be necessary to remain so qualified and in good standing.
  - b. It is not in arrears with the respect to the payment of any monies due and owing the State of Maryland, or any department or unit thereof, including but not limited to the payment of taxes and employee benefits, and that it shall not become so in arrears during the terms of this Agreement.
  - c. It shall comply with all federal, state, and local laws, regulations, and ordinances applicable to its activities and obligations under this Agreement; and
  - d. It shall obtain, at its expense, all licenses, permits, insurance, and governmental approvals, if any, necessary to the performance of its obligations under this Agreement.
16. Applicable Law. This Agreement was made in the State of Maryland, and shall be governed by, construed, interpreted and enforced in accordance with the laws of the State of Maryland. All suits, proceedings and other actions relating to, arising out of or in connection with this Agreement shall be submitted to the in personam jurisdiction of the courts of the State of Maryland and venue for all such suits, proceedings and other actions shall be in Prince George's County, Maryland. The Firm and the ERS hereby waive any claim against or objection to in personam jurisdiction and venue in the courts of Prince George's County, Maryland. The Firm warrants that it is in good standing with its home/incorporating State and in the event of a legal dispute, it will 1) submit itself to the in personam jurisdiction of the State of Maryland; 2) accept service of all legal documents from the ERS; and 3) waive any defense of non-jurisdiction.
17. Non-Discrimination. The Firm shall not discriminate against any employee or applicant for employment because of age, sex, race, creed, disability, or national origin. If the Firm is determined by a final order of an administrative agency or a court to be in violation of Federal, State, or County non-discrimination laws, the Agreement may be terminated or suspended in whole or in part by the ERS, and the Firm may be declared ineligible for any future contracts with the ERS.
18. Audit. The Firm shall retain and maintain all records and documents relating to this Agreement for three years after final payment by the ERS hereunder or any applicable statute of limitations, whichever is longer, and shall make them available for inspection and audit by authorized representatives of the ERS, including the procurement officer or designee, at all reasonable times.
19. General IT Hosting Provisions.
- a. The Firm represents and warrants that any [Program] that is software shall be free of harmful or illicit code, trapdoors, viruses, or other harmful features.



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- b. Firm represents and warrants that all data shall not be stored, hosted, or archived outside of the continental United States of America. "Data" means all content or information provided or entered by the ERS, or others who are authorized to act on behalf of or through the ERS, into the [PROGRAM/SYSTEM] that are hosted by Firm pursuant to this Agreement.
- c. In the event of loss of any data, where such loss is due to the intentional act or omission or negligence of Firm or any of its subcontractors or agents, Firm shall be responsible for recreating such lost data in the manner and on the schedule set by the ERS. Firm shall ensure that all data is backed up and recoverable by Firm. Firm shall use its best efforts to assure that at no time shall any actions undertaken by Firm under the Agreement (or any failures to act when Firm has a duty to act) damage or create any vulnerabilities in data bases, systems, platforms and/or applications with which Firm is working hereunder.
- d. Firm represents and warrants that the [Program] will perform in accordance with the [Service Description/Materials].
- e. Firm represents, warrants, and agrees that with respect to its [Hosting Services], Firm shall implement reasonable security procedures consistent with industry standards, including ISO 27001, to protect Content from unauthorized access. Furthermore, Firm shall treat all Content as "confidential."
- f. Firm will promptly report to ERS any unauthorized access to the [Program] or data promptly upon discovery by Firm, and Firm will use diligent efforts to promptly remedy any breach of security that permitted such unauthorized access.
- g. Firm shall perform all services with that standard of care, skill, and diligence normally provided by, or required of, a contractor in the performance of services similar to the services provided hereunder.
- h. Firm shall not acquire any right, title and interest in and to the copyrights for goods, any and all data, software, technical information, specifications, drawings, records, documentation, data or derivative works thereof, or other work products provided by the ERS to Firm.
- i. Notwithstanding any review, approval, acceptance or payment for the services by the ERS, Firm shall be responsible for professional and technical accuracy of its work, design, drawings, specifications and other materials furnished by Firm under the Agreement.
- j. Firm agrees that if Firm fails to perform the services, or any part of the services, in conformance with the standard set forth above, and such failure is made known to Firm within two years after expiration of the Entire Agreement, it shall, if required by the ERS, perform at its own expense and without additional cost to the ERS, those services necessary

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for the correction of any deficiencies or damage resulting, in whole or in part, from Firm's failure.

- k. Firm agrees to not disclose any data for any purpose, except to comply with applicable law or legal process requirements and in such case Firm will give ERS written notice of any such requests within twenty-four (24) hours of receipt and will provide ERS an opportunity, as well as assist to the extent reasonable, to challenge such requests.

20. Entire Agreement. This Agreement constitutes the entire agreement between the parties with respect to the subject matter hereof, and supersedes all other prior and contemporary agreements, understandings, end-user license agreements, click-through agreements, and commitments between the parties regarding the subject matter of this Agreement. Click-through license agreements will be deemed void, even if affirmative acceptance of an agreement was clicked in the course of using the software. This Agreement may not be modified or amended except by a written instrument executed by the parties.

21. Authorization and Validity of Contracts. The Firm and its respective signatory warrant that they have the full right, power and authority to execute, acknowledge, seal and deliver this Agreement and to perform the transactions contemplated by this Agreement. The execution, acknowledgement, sealing and delivery of this Agreement by the Firm and the performance by the Firm has been duly and validly authorized by all necessary corporate action. This Agreement has been duly executed, acknowledged, sealed and delivered by the Firm and constitutes its respective legal, valid and binding obligations, enforceable in accordance with its terms, except as such enforceability may be limited by general principles of equity, bankruptcy, insolvency, moratorium and similar laws related to creditors rights generally.

22. Representations. The firm understands that the Board and the ERS have relied upon the foregoing acknowledgments, representations, warranties, covenants and agreements and that the same constitute a material inducement to the decision of the ERS to enter into this Agreement.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name of Firm

\_\_\_\_\_  
Name and Title

\_\_\_\_\_  
Date

**ATTACHMENT C**

**QUESTIONNAIRE**

**A. ORGANIZATIONAL SUMMARY**

1. Provide the firm's full name and address of the main office and address of the office that will service the ERS.
2. Briefly describe the firm's background, history, and ownership structure, including any parent, affiliate or subsidiary company, and any business partners or joint ventures.
3. List all owners of the firm and their ownership percentages. Describe any ownership changes that have occurred within the last three years, as well as, any significant developments in the organization such as restructuring, personnel reorganizations, terminations or investigations. Does the firm anticipate future significant changes in the organization?
4. Discuss all sources of firm revenues including any revenues generated from affiliates.
5. Please identify any lawsuits that the firm is a party to or has been a party to within the past five (5) years, even if such suits were settled out of court or by arbitration.
6. Explain in detail, any possible conflict of interest or perceived conflict that might be created if the firm is chosen for this engagement.
7. Provide a summary of the firm's client profile as follows:
  - Total number of clients and years as client
  - % of public clients, including size based on number of members
  - % of clients on pension module vs other modules
  - % of clients hosted vs on-premises installation
  - % of clients in production five (5) years or longer
  - % of clients with multiple plans
  - Provide a representative client list
8. Attach a copy of the firm's Disaster Recovery/Business Continuity, Privacy and Cybersecurity Policies.

**B. PERSONNEL**

1. Please provide a one-page biography of each key personnel to be assigned to the ERS project, including the following information:
  - Name
  - Title
  - Role
  - Total years of technical experience
  - Total years with the firm
  - Educational qualifications
  - Total current number of assigned clients
2. Please provide names of staff who will be assigned as on-going contact after initial installation. If not on the list above, please provide one-page biography.
3. Provide the number of staff involved in pension administration services and product support, including average years of experience for both service and support. Discuss staffing attrition and additions during the last three (3) years.
4. Describe the firm's backup procedures if key personnel in this assignment should leave the firm or be transferred off the ERS' project.
5. Describe the firm's human resources/staffing policies, including whether the firm requires criminal background checks for employees (U.S. and offshore personnel) and subcontractors?
6. Describe the usage of offshore personnel, including employees and subcontractors.

**C. TECHNICAL**

1. Describe the system in detail and the philosophy behind it.
2. Describe how the product, including all modules, will address the requirements outlined in Section II - Scope of Services.
3. Describe any extra features included in the base software, but not outlined in Section II- Scope of Services or Attachment E - Functional Requirements Matrix.
4. Describe the proposed reporting tools. How many standard reports are included in the base software?
5. Was the proposed software or any integrated component developed internally or externally? How is it supported?

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6. What are the resources dedicated to product research and development?
7. How are patches, updates and version upgrades provided to clients? Specify how often updates and version upgrades are provided to clients. What is the typical turnaround time for system changes? How much time are clients given to install/test? Include any software update/upgrade costs in the Price Proposal – Attachment F.
8. Describe the interface capability between the proposed system and other third-party applications, both inbound and outbound. Does the firm accept electronic file transmission as an input source? What file formats are compatible?
9. What are the most significant technological challenges the firm anticipates during this project, including installation, data migration and implementation?
10. Does the firm have any clients with different cost-of-living adjustment rules based on dates of service?
11. Provide the ERS with a detailed description (maximum of two pages) of the firm's approach to this project, including implementation, project management, data conversion, transition assistance, program testing and training.
12. Provide a description of the firm's quality control methodology that will ensure data capture, storage and processing is accurate, readable and complete. Should the firm consider its approach to be distinctive in any way, please describe those differences.
13. Provide an estimated timeline for this project from start to completion.
14. Discuss the system's performance metrics, including time to process one benefit/estimate, a batch of estimates, the monthly interest run, the actuarial valuation data file process and other key processes.
15. Describe the role of the ERS staff for the following:
  - a. Pension Administration System Phase
    - Data conversion
    - Testing
    - Customizations to software
    - Interface development
    - Custom Report Development
  - b. Document Imaging Solution Phase
  - c. Employee/Retiree Self Service Phase
16. Describe any post-implementation and on-going support provided by the firm.

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17. Is there a User's Conference? If so, how often does it meet? How many members? Provide an agenda from the most recent conference.
18. Is the firm proposing use of any third-party products/vendors?
  - a. Describe the level of integration that exists between the proposed third-party product and the base software. For example, do the third-party applications share security, definitions and similar menu structures?
  - b. For each third-party product or service provider indicate whether the firm's contract will/will not encompass the third-party product/service or whether the ERS will have to contract on its own.
  - c. Firms must include the price for any third-party products, including software license, hardware (if applicable), implementation, training and maintenance in Attachment F – Proposed Fee Schedule.
19. Discuss the adequacy of the ERS' existing hardware environment and recommend any upgrades/improvements. The estimated cost should be included in Attachment F- Price Proposed Schedule.
20. The ERS has limited staff and will consider a hosted solution. Describe options for a hosted solution and how a hosted solution would impact the Scope of Services. Note: All fees (one-time and ongoing) for a hosted solution should be included separately in the fee proposal.  
\* Attachment F - Price Proposal
21. Complete Attachment D - Technical and Security Supplement.

**D. REFERENCES**

1. Provide three (3) references of current clients similar in size and nature to the ERS, for whom the firm is providing pension administration services. For each reference, please include client name, name of contact person, address, the telephone number, email and description of service provided.
2. Provide three (3) references for the third-party products/vendors, if applicable. For each reference, please include client name, name of contact person, address, the telephone number, email and description of service provided.

**E. PREVIOUS CLIENTS**

1. Provide names of at least two (2) pension administration clients lost over the past five (5) years. Provide contact name, address, telephone number, email and reason for the loss.

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2. Provide names of at least two (2) third-party service provider clients lost over the past five (5) years, if applicable. Provide contact name, address, telephone number, email and reason for the loss.

**F. INSURANCE AND LIABILITY**

1. What limitation on liability, if any, do you impose through your contract?
2. Please describe the levels of coverage for Error and Omissions insurance and professional liability your firm carries. Is the coverage on a per client basis, or is the dollar figure applied to the firm as a whole? Please provide a copy of your insurance certificates.

**G. ADDITIONAL INFORMATION**

1. Provide any additional information that the firm believes to be relevant to the RFP and the firm's capability to provide the services requested.
2. Do not include any promotional or display material to supplement your proposal.

ATTACHMENT D

TECHNICAL AND SECURITY SUPPLEMENT

Some of the questions below apply more to a hosted solution than on-premises. If the question does not apply to your solution, please respond "N/A".

A. TECHNICAL

1. Describe the System Architecture, including languages utilized, machines/servers used, firewalls, etc.
2. If the application is accessed via a web browser, who is responsible for updating the security certificate?
3. Are users able to use any browser (Microsoft Internet Explorer, Firefox, Chrome, Safari) to access the system? Please provide the minimum version required for each.
4. Describe the application architecture and methodology for security and updates on all hardware/software components.
5. Does the firm support a server colocation installation?
6. On what type of infrastructure does the firm host data (virtualization, on-demand, or multitenant environment)?
7. How many different locations are currently used to store customer data? Where are the locations and at what physical location will the ERS' data reside?
8. Is member data stored on a database server that resides behind a "hardware firewall" or directly on the Internet?
9. Does the firm utilize Redundant Network Systems? Describe the Redundancy for the application and all hardware/software used to deliver service.
10. Describe the methodology for maintaining virus protection on all hardware/software used to deliver service.
11. Is the server farm scalable to quickly meet a sudden increase in demand?
12. Does the firm escrow source code (deposit with a neutral third party)?
13. Does the firm provide a test environment?



B. SECURITY

1. What security measures are in place to safeguard member data? Is personally identifiable data encrypted at rest and in transit?
2. Have process management controls been instituted to prevent unauthorized users to various areas of the application?
3. What access controls are in place? Does the system support 'user Profiles' limiting access to areas of the system based on profiles?
4. Who can make changes to various user groups within the application and are those changes logged?
5. What level of data encryption is used to protect website transactions?
6. What controls and methods are in place to ensure password policy, account lock-outs, detailed log files that record unauthorized access?
7. Are passwords sent over the internet encrypted or clear-text?
8. Is there a process in place to notify clients in the event of a security breach?
9. Is security current against the latest threats? Are industry best practices used to protect against threats? Describe.
10. What kind of security vulnerability tests are in place? Is there a penetration test conducted by an external firm? Are the reports made accessible to the clients for their systems upon request?
11. What are the security arrangements for the facility? Are the arrangements in place 24 hours a day, 365 days per year? What system access controls are in place for the firm's employees? Are offshore resources used to access data and test systems?
12. Describe the firm's communication policies in the event of a security breach.
13. Have you had a security breach in the past 5 years? If so, please describe how was it detected, remediated, and communicated.

C. SERVICE LEVEL AGREEMENT

1. Does the firm provide Service Level Agreements on all services?

2. What are the consequences for clients not being able to access the system – refunds, credits, ability to exit contract? What remediation will be provided to the ERS for downtime, up to and including reduction of fees and/or reimbursement of payments?
3. Provide a copy of the firm's Service Level Agreement which stipulates protections.
4. What safeguards are in place to ensure near constant availability of the application?
5. What is the system up time? What is the average transaction response time? Is there uptime and performance guarantee?
6. Does the firm's Service Level Agreement include a provision to report all events of unauthorized access of data?

**D. LICENSING**

1. Describe your license pricing model and Usage Rights. Indicate if there is a minimum license purchase agreement.

**E. UPGRADE/CHANGE MANAGEMENT**

1. What change control processes are in place?
2. When can the system be brought down for scheduled maintenance or patches? Does it require client approval or is it determined by the service provider?
3. Describe how system enhancements are proposed, decided upon, and implemented.
4. What warranty is provided on changes and customizations?
5. How are changes/upgrades tested?
6. How are client customizations handled?

**F. BACKUP AND RECOVERY**

1. Describe the existing backup and recovery methods.
2. What is the firm's restoration process? Time to restore? How often is testing performed?
3. **What controls are in place to prevent accidental or malicious deletion of data?** Can this be tested before going live?
4. Can the firm provide security certifications from the provider's network engineers – CCIE, CCISP, or similar?

**5. Provide a copy of the firm's compliance with SOC 2.**

6. What mechanisms are in place to permit customers to restore/recover data?
7. Can the ERS obtain copies of backups on a routine basis?
8. How often is data backed up? Where are backups stored?
9. Are full hardware redundant power supplies such as battery and generator backups provided to avoid consequences from power failure?
10. Does the staff include a highly-qualified Operations Team that monitors the site 24 hours a day, 365 days per year?
11. In the event of an outage or major emergency, how would the firm respond? What personnel would be involved?
12. How long would the outage occur before a response?
13. What is the firm's Recovery Point Objective? What amount of data can be lost?
14. When was the firm's last system outage?

**G. DATA MANAGEMENT**

1. What database is used?
2. Will the ERS have its own database instance?
3. Are there user-defined data import capabilities?
4. Are there user-defined data export capabilities? Can the ERS export the data in a format that can be easily re-used?
5. Describe how the ERS can obtain any data on an as-needed basis.
6. Describe how a 'data fix' would be handled, that is a data correction outside the application.

**H. MISCELLANEOUS**

1. Does the firm provide user help desk services during normal business hours both by telephone and on-line? Is emergency assistance available 24 hours per day, 7 days per week?

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2. Please confirm the data will be owned by the ERS and that data can be accessed by third party tools.
3. What is the system's response time when accessed by ERS staff?
4. Does the system process the required interfaces without compromising the integrity of the ERS' firewall and network security systems?
5. Does the system provide access to the raw data on an ad hoc basis in a standard format such as Access or Excel?

ATTACHMENT E

FUNCTIONAL REQUIREMENTS MATRIX

Firms must complete the Functional Requirements Matrix which represents functionality that is both required now or may be required in the future. Some requirements are simply “wish list” items. Failure to provide certain requirements will not eliminate a firm from contention. The ERS will evaluate the proposal as a whole including price/value comparison when evaluating proposals.

The following Response Codes must be used when completing the Matrix.

Response Code	Definition
B	The required functionality is satisfied by the <b>base</b> product.
CU	<b>Customization</b> to source code is required for the functionality.
SR	The required functionality is provided with a <b>Standard Report</b> or a Reporting Tool.
CR	<b>Custom Report</b> development is required for the functionality.
TP	<b>Third-party</b> software is required to fully provide the functionality. (Third-party software must be proposed.)
N	<b>Not included</b> in this Proposal.

Firms must use one code only per requirement and may provide additional information in the comments column explaining the response code. The Functional Requirements Matrix will become attached to the software license and implementation services agreement. Firms are expected to warrant all positive responses except N.

Firms must provide estimated costs and projected time to complete all responses marked CU or CR. If a functional requirement is not cost-efficient to include in the proposal, the firm should mark the requirement as N and indicate accordingly in the comment column that the requirement is not being included due to cost-efficiency.

If a functional requirement is not currently available, but expected in a future version of the software, Respond N, but put the words FUTURE with the expected release date in the comments column.

Attachment E is a separate Excel worksheet.

**ATTACHMENT F**

**PRICE PROPOSAL**

The proposed fees should include all costs and expenses for providing services to the Board as described in Section II - Scope of Services.

Attachment F is a separate Excel worksheet.

**ATTACHMENT G**

**OPTIONS AVAILABLE UNDER PLANS**

All retirement benefits provided by Employees' Retirement System are guaranteed for the lifetime of the member. Optional selections, which guarantee continuation of benefits to beneficiaries or contingent annuitants, may be chosen at the time of retirement.

**LIFE ONLY**

This option provides the maximum benefit payable, by giving up the Normal Benefit Guarantee (10-years certain in Plans A, C, and D) in exchange for a larger benefit payable only during the lifetime of the retiree. All benefits STOP when the retiree dies.

**10-YEARS CERTAIN**

(Normal Benefit Guarantee for Plan A, Plan C, and Plan D)

Benefits are guaranteed to continue for 10 years from the date of retirement, whether the retiree lives or dies. If the retiree dies in less than 10 years, the listed beneficiary will receive payments until the 10-year period is completed. The designated beneficiary may be changed at any time.

**RETURN OF CONTRIBUTIONS**

(Normal Benefit Guarantee for Plan B and Plan E)

If the Member dies before receiving benefits EQUAL TO his/her contributions and interest, the difference is payable to the listed beneficiary. The designated beneficiary may be changed at any time.

**100%, 75% or 50% CONTINGENT ANNUITY OPTION**

Benefits are guaranteed to the Member for his/her lifetime. A percentage of the monthly benefit (100%, 75% or 50% depending on the chosen option) will be paid to the surviving Contingent Annuitant after the death of the Member. The Contingent Annuitant cannot be changed after retirement.

**100%, 75%, or 50% CONTINGENT ANNUITY OPTION WITH POP-UP**

Benefits are guaranteed to the Member for his/her lifetime. A percentage of the monthly benefit (100%, 75% or 50% depending on the chosen option) will be paid to the surviving Contingent Annuitant after the death of the Member. However, if the designated Contingent Annuitant predeceases the Member, the Member's benefit shall revert to the unreduced amount originally calculated, adjusted for cost-of-living adjustments granted since benefit commencement. The Contingent Annuitant cannot be changed after retirement.

**ATTACHMENT H**

**EXPLANATION OF CREDITED SERVICE TIERS  
 AND COLA CALCULATION**

The Cost-of-Living-Adjustment (COLA) for members retiring after July 1, 2012 is based on when service and sick leave are earned. For service earned prior to July 1, 2012, there is a 5% cap on the COLA percent. For service earned after July 1, 2012, the COLA is capped at 2.5%. For the final conversion of sick leave balances, there are also two tiers, but the effective date is January 1, 2013.

A very simple chart is shown below to present how the COLA cap on service is applied, assuming an employee had 25 years of service at time of change and continued to work another 5 years. Service for sick leave is already included in the ‘years’ column. The calculated COLA value is 3%. The COLA % cap on service accrued before 7/1/2012 is 5%; the cap on service on/after 7/1/2012 is 2.5%. Multiplier of 2% implies pre-stepdown.

<b>Assumptions</b>	<b>Years</b>	<b>Multiplier</b>	<b>Average Wage</b>	<b>Initial Monthly Benefit</b>	<b>COLA</b>	<b>Benefit with COLA</b>
Service Before 7/1/2012	25	2.0%	\$60,000	\$2,500	3.0%	\$2,575
Service After 7/1/2012	5	2.0%	\$60,000	\$500	2.5%	\$513
Total Benefit				\$3,000		\$3,088

Please be aware there are scenarios that add complexity to this calculation such as:

1. Stepdown for those in plans B and E
  - a. Member
  - b. Survivor
    - i. Stepdown date for survivor of retiree – based on retiree’s stepdown date.
    - ii. Stepdown date for survivor of active employee – not stepped down.
2. Part-time service
3. Survivor benefits
  - a. Active member death – service related
  - b. Active member death – non-service

Note: values for initial benefit and yearly COLA need to be kept separate.



**ATTACHMENT I**

**STANDARD REPORTS**

ERS staff utilize this list of reports. Currently, reports are a combination of system generated, manually maintained or provided by an external source. Provided under Description is the minimum amount of information needed for each report. The goal is to run all reports from the new pension system, if possible. It is expected that reports can be run at any time and use a date range as a parameter where applicable.

<b>Number</b>	<b>Description</b>
1	Actuarial Valuation <ul style="list-style-type: none"> <li>• Report with exceptions</li> <li>• Creates file in Excel format according to the requirements of the Actuary.</li> </ul>
2	Outstanding Death Report <ul style="list-style-type: none"> <li>• Member Name</li> <li>• Date of Death</li> <li>• Survivor/Beneficiary Name</li> <li>• Death Benefit Type</li> <li>• Benefit Effective Date</li> <li>• Death Benefit Notification Mailed (date)</li> <li>• Death Benefit Forms Received (date)</li> <li>• Benefit Paid Date</li> <li>• Comments (updates entered with dates)</li> </ul>
3	Transfer Log <ul style="list-style-type: none"> <li>• Member Name</li> <li>• Transfer Request Received (date)</li> <li>• Agency Name</li> <li>• Agency Request Sent (date)</li> <li>• Agency Certification Received (date)</li> <li>• Check Received, if applicable (date)</li> <li>• Comments (updates entered with dates)</li> </ul>
4	New Hires by Fiscal Year <ul style="list-style-type: none"> <li>• Member Name</li> <li>• Enrollment Date</li> <li>• Adjusted Enrollment Date</li> </ul>
5	Pending Annuities <ul style="list-style-type: none"> <li>• Required for actuarial valuation.</li> <li>• Person code</li> <li>• Member name</li> <li>• Status (i.e. RETNORM)</li> <li>• Date of death</li> </ul>

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<b>Number</b>	<b>Description</b>
	<ul style="list-style-type: none"> <li>• Plan</li> <li>• Survivor name</li> <li>• Date of birth</li> <li>• Retirement/commencement date</li> <li>• Original monthly benefit</li> <li>• Stepdown date</li> <li>• Original stepdown benefit</li> <li>• Accrued benefit as of fiscal year-end</li> <li>• Total All Pending Annuities on Report</li>   <li>• Note: COLA increases may be included in accrued benefit, where applicable.</li> </ul>
6	Pending Withdrawals <ul style="list-style-type: none"> <li>• Required for actuarial valuation.</li> <li>• Person code</li> <li>• Member name</li> <li>• Plan</li> <li>• Status</li> <li>• Date of termination</li> <li>• Total contributions</li> <li>• Total interest as of fiscal year end</li> <li>• Total member account balance as of fiscal year-end</li> <li>• Total All Pending Withdrawals on Report</li> </ul>
7	Pending Death Benefits (Lump Sum) <ul style="list-style-type: none"> <li>• Required for actuarial valuation.</li> <li>• Person code</li> <li>• Member name</li> <li>• Plan</li> <li>• Status</li> <li>• Date of death</li> <li>• Total contributions</li> <li>• Total interest as of fiscal year end</li> <li>• 50% of average annual earnings, if applicable</li> <li>• Post retirement death benefit, if applicable</li> <li>• Pre-retirement death benefit, if applicable</li> <li>• Total All Pending Death Benefits (Post and Pre)</li> </ul>
8	Payments by Fiscal Year <ul style="list-style-type: none"> <li>• Required for accounting, data reconciliation and informational purposes.</li> <li>• Person code</li> <li>• Member name</li> <li>• Plan</li> </ul>

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<b>Number</b>	<b>Description</b>
	<ul style="list-style-type: none"> <li>• Status</li> <li>• Retirement/commencement date</li> <li>• Benefit amount</li> <li>• Type (i.e. Pending, Estimate, Final)</li> <li>• Assigned to (i.e. Staff person assignment)</li> <li>• Comments.</li> </ul>
9	Expiration of 10-Years Certain <ul style="list-style-type: none"> <li>• Member Name</li> <li>• Beneficiary Name, if applicable</li> <li>• Effective Date of Expiration of 10-years certain</li> </ul>
10	Vested Members Eligible for Normal Retirement <ul style="list-style-type: none"> <li>• Member Name</li> <li>• Normal Retirement Date</li> </ul>
11	Retirees Eligible for Stepdown <ul style="list-style-type: none"> <li>• Member Name</li> <li>• Survivor Name, if applicable</li> <li>• Retirement Effective Date</li> <li>• Stepdown Effective Date</li> </ul>
12	Conversion from Disability to Normal Retirement <ul style="list-style-type: none"> <li>• Member Name</li> <li>• Disability Retirement Date</li> <li>• Normal Retirement Date</li> </ul>
13	70 ½ Required Minimum Distribution <ul style="list-style-type: none"> <li>• Member Name</li> <li>• Date of Birth</li> <li>• Date Member is 70 1/2</li> </ul>
14	Maximum Service <ul style="list-style-type: none"> <li>• Member Name</li> <li>• Credited Service (excluding sick leave; including transferred service)</li> </ul>
15	Vested Members <ul style="list-style-type: none"> <li>• For year-end audit purposes.</li> <li>• Member Name</li> <li>• Normal Retirement Date</li> <li>• Credited Service Factor</li> <li>• Member Age @ Normal Retirement</li> <li>• Date of Birth</li> <li>• Total Eligible Credited Service</li> </ul>
16	Step-down Fiscal Year End Audit Report <ul style="list-style-type: none"> <li>• Member Name</li> <li>• Survivor Name, if applicable</li> <li>• Person Code</li> </ul>

**THE MARYLAND-NATIONAL CAPITAL PARK AND PLANNING COMMISSION  
EMPLOYEES' RETIREMENT SYSTEM  
Pension Administration System RFP**

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Number	Description
	<ul style="list-style-type: none"> <li>• Effective Date of Stepdown</li> <li>• Original Stepdown Benefit</li> </ul>
17	Report of Optional Contribution Repayments <ul style="list-style-type: none"> <li>• Member Name</li> <li>• Person Code</li> <li>• Post-tax optional contributions paid by pay period</li> </ul>
18	Bad Address – Mail Returned <ul style="list-style-type: none"> <li>• Member Name</li> <li>• Person Code</li> <li>• Survivor Name</li> <li>• Bad Address Date</li> </ul>
19	Interface Load Confirmation, Totals and Exceptions
20	Name and address, with filters by status (retirees, actives, etc.), department, date range, etc. Usage: mailings, BOT elections, workshops, etc. Excel format.
21	Statement source data for mail/merge. Format differs by status.
22	Estimate Statement for Members <ul style="list-style-type: none"> <li>• Member Name</li> <li>• Person Code</li> <li>• Plan</li> <li>• Proposed Retirement Date</li> <li>• Stepdown Date, if applicable</li> <li>• Estimated Average Annual Earnings</li> <li>• Credit for Unused Sick Leave</li> <li>• Member’s Initial Benefit under various options (i.e. Basic, 10-years certain, 100%, 75%, and 50% J&amp;S and 100%, 75%, and 50% J&amp;S with Pop Up)</li> <li>• Survivor’s Benefit under various options (i.e. Basic, 10-years certain, 100%, 75%, and 50% J&amp;S and 100%, 75%, and 50% J&amp;S with Pop Up)</li> <li>• Member’s Benefit at Stepdown (i.e. Basic, 10-years certain, 100%, 75%, and 50% J&amp;S and 100%, 75%, and 50% J&amp;S with Pop Up)</li> <li>• Survivor’s Benefit under various options (i.e. Basic, 10-years certain, 100%, 75%, and 50% J&amp;S and 100%, 75%, and 50% J&amp;S with Pop Up)</li> </ul>
23	Data comparison – System vs Custodian Bank (excel format) <ul style="list-style-type: none"> <li>• May not be required, if System sends files to custodian bank</li> </ul>
24	Data comparison – System vs Sponsor’s HR system (excel format)
25	Report of overrides in calculations. Cleanup before year-end if necessary.
26	Data cleanup: Report of extra evaluations
27	Data cleanup: Analyze Termination Date <ul style="list-style-type: none"> <li>• Active with termination date</li> <li>• Non-active without termination date</li> </ul>
28	Data cleanup: Ineligible salary history <ul style="list-style-type: none"> <li>• Seasonal</li> </ul>

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<b>Number</b>	<b>Description</b>
	<ul style="list-style-type: none"><li>• Beyond maximum service</li></ul>
29	Report of those with service factor $\leq$ 1.0 <ul style="list-style-type: none"><li>• Run in summary for all members</li><li>• Run in detail by person and pay period for review and cleanup</li></ul>
30	Report of active members whose last contribution is not the date expected.
31	Employee profile of all current information
32	Employee salary history
33	Employee contribution and service history
34	Confirmation reports for mass-update processes
35	System Tables (Covered Compensation, J&S, etc.)