



CCCERA – PAS RFP Respondent Questions and Answers

No.	RFP SECTION	RFP PAGE	RESPONDENT QUESTION	CCCERA RESPONSE
Q1	E.2.1	43	One of the Evaluation Criteria is Warranty and Maintenance Support. It is unclear where the response for the Respondent's Warranty and Maintenance Support should be provided in the Proposal.	Include a detailed description of your Warranty and Maintenance Support in Tab 3 Solution Overview, Hosting and Ongoing Support/Maintenance.
Q2	B.1.5.1	18	What are the model numbers of the two existing Fujitsu scanners?	Fujitsu - fi-7600
Q3	C.5	23,24	Roughly how many documents and pages will be scanned each day/month during normal operations?	Daily: On average of <u>800 - 1000 PAGES</u> Monthly: On average of <u>10,300 PAGES</u>
Q4	C.5.3	25	Are images stored in the current Imaging System as separate page tiff's or as a multi-page (one file) tiff for each document?	Single page TIFF
Q5	C.5.8	26	It is anticipated that 'Image Quality Enhancement' during the Migration will be necessary. Please describe what enhancements might be required.	During the image migration (if the vendor can fix, enhance, adjust or clarify) any images that are of poor quality, resolution, etc., the vendor should attempt to fix such items so as to improve their quality.
Q6	E.1	30	Given the challenges of printing a large job while our offices are closed due to the pandemic, would OP&F be willing to waive the 8 hardcopy responses due to Covid-19 and allow for a completely digital submission?	CCCERA would prefer printed copies of the submissions.
Q7	F.3	15	Are there any external stakeholders that will require training? (Employers, for example.) If so, please provide the requirements for that audience.	Employers will need training. The training to be provided will be as described in the Training Plan provided by the successful Respondent and approved by CCCERA.



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Q8	C.4	22	When does CCCERA expect the data services vendor to begin work?	Approximately September 24 th .
Q9	C.4	23	What will be the required turnaround time for providing the respondent to provide Support, as described in Table 8?	Turnaround time will be as established in the project workplan that is reviewed and approved following contract execution.
Q10	Part F.1	8	Regarding requirement #321: Does CCCERA have an existing CRM solution which requires integration, or is the expectation the vendor provides a CRM solution / functionality?	No, CCCERA does not have an existing CRM solution.
Q11	B.1.5 Current Information Systems – OpenText ApplicationXtender	17-18	Can you provide the current indexing information used with the OpenText solution? Do the index values change based on the “File Type” identified in Table 6?	Here is the current indexing information used with the OpenText solution: SSN#, EMPLOYEE#, LAST NAME, FIRST NAME, DOC TYPE, STATUS, SCAN DATE AND RECEIVED DATE. The index values are entered when the documents are scanned.
Q12	B.1.5 Current Information Systems – OpenText ApplicationXtender	17-18	Can you provide the version of the (2) Fujitsu scanners? These will most likely be supported, however we would like to confirm.	Fujitsu - fi-7600
Q13	B.1.5 Current Information Systems – OpenText ApplicationXtender	17-18	How many end-users do you envision performing the scanning, indexing and verification of documents once you go live with the system?	5
Q14	B.1.5 Current Information Systems – OpenText ApplicationXtender	18	Can you provide the current total storage used by the OpenText solution to store the approximate 245,000 pages?	458 GIG



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Q15	C.5.3 Image Migration Approach Manual	26	Can CCCERA currently export images from OpenText in their native format along with associated metadata (index information) and annotations for each?	Currently CCCERA has not exported any images. CCCERA's current vendor (Portford Solutions) can provide a specialize tool to do this in bulk (DocuNECT for AX solution).
Q16	Multiple	N/A	Can CCCERA provide the following Part F Attachments in Microsoft Excel Format? F.1 CCCERA Functional Requirements F.2 CCCERA Technical Requirements F.3 CCCERA Project and Service Requirements F.8 Respondent Cost Proposal Template	They are on the CCCERA website where the RFP is located.
Q17	Part F.1 Functional Requirements	7 (Reqs. 264-277)	The functional area for these requirements is classified as Business Rules. Does CCCERA currently have a business rules engine that is required for integration?	No.
Q18	Part F.1 Functional Requirements	7 (Req. 278)	There are multiple requirements that refer to the integrating, capturing, and/or archiving of telephone calls. Are you looking for the PAS to be integrated directly with your existing phone system? If so, which IP phone system do you currently use?	CCCERA is open to the idea of integrating the phones. The current phone system is Mitel.
Q19	Part F.1 Functional Requirements	10 (Req. 405)	Could CCCERA provide more details in regard to the type of web utility they are expecting to provide outside organizations and the information that would be submitted?	It is possible that CCCERA may elect to allow physicians, hospitals, employers, etc. the ability / access to upload disability information into the new PAS solution / web portal directly vs. mailing such information to CCCERA.
Q20	Part F.1 Functional Requirements	13 (Req. 505)	What services is CCCERA expecting to integrate with	CCCERA expects the PAS to be able to generate files in



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			from their banking supplier? What type of payments is CCCERA expecting to receive for deposit?	format consistent with ACH system, under National Association Clearing House Association (NACHA) banking rules, necessary to accommodate direct deposit of benefit payments to members. The type of payments CCCERA expects to receive for deposit relate to member purchase of additional service credit time, return of benefits payments, and/ or adjustment of previously paid benefit payments.
Q21	Part F.1 Functional Requirements	14 (Req. 558)	Can CCCERA provide the existing rules, procedures, and codes in use today?	Yes. The Procedures and Codes in use today will be provided following contract execution.
Q22	Part F.1 Functional Requirements	16 (Req. 638)	To provide an accurate license count for products related to providing electronic access to external entities, how many users does CCCERA anticipate will be accessing via the Web?	Approximately 25k.
Q23	Part F.3 Project and Service Requirements	5 (Req. 79)	Can CCCERA further define the “deliverable expectation document (DED)” which is to be provided with each written deliverable?	The DED is to be provided to CCCERA for approval in advance of the written deliverable. The DED describes the deliverable, providing a Table of Contents and a description of the content for each section.
Q24	RFP Section A.1.4 RFP Organization	7	<u>Schedule B, Specifications</u> - Can you say more about this document and the expected content? Does CCCERA already have a template, or will creating this schedule be a part of the 2-week contract negotiation period?	This will be the RFP Requirements, Part F.1 Functional Requirements, Part F.2 Technical Requirements and Part F.3 Project and Service Requirements.
Q25	RFP Section A.1.4	7	<u>Schedule C, Statements of Work</u> - Section 4.1 of the	Yes, this refers to SOW that will be created as part of the



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	RFP Organization		Agreement states that the initial SOWs “are attached hereto as Section C.” Can Respondent assume this is referring to those Statements of Work that will be created as part of the implementation, making these binding parts of the Agreement? Does CCCERA have a template or other requirements for the SOW(s)?	implementation, making them binding parts of the Agreement. Minimally, the SOW should contain a high level description of the work effort, a detailed description of the work and a breakdown of the hours/cost for the effort, including the CCCERA resources that will be needed.
Q26	RFP Section A.1.4 RFP Organization	7	<u>Schedule F, Implementation Plan</u> - Can Respondent assume this is referring to Respondent's provided Implementation Plan (and not the High-Level Workplan provided in Attachment 5) making this a binding part of the Agreement?	Yes.
Q27	RFP Section A.1.4 RFP Organization	7	<u>Schedule K, CCCERA Policies</u> - When will these become available?	During negotiations.
Q28	RFP Section A.1.4 RFP Organization	7	<u>Schedule L, Termination Assistance</u> - Does CCCERA intend to create this schedule as part of the 2-week contract negotiation period?	Yes.
Q29	RFP Section A.1.4 RFP Organization	7	<u>Schedule M, Escrow Agreement</u> - Can Respondent assume this is referring to Respondent's provided Escrow Agreement making this a binding part of the Agreement?	Yes, subject to review and approval by CCCERA.
Q30	RFP Section A.1.4 RFP Organization	7	<u>Schedule N, Key Personnel</u> - Can Respondent assume this is referring to Respondent's provided list of Key Personnel as provided in Tab 2?	Yes.
Q31	RFP Section A.1.4 RFP Organization	7	<u>Schedule P, RFP Response Extract</u> – Please describe the	Schedule P will include portions of the winning bidder's



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			contents of the extract and, specifically, whether it includes Assumptions and Exceptions.	RFP response that are relevant to the parties' rights and duties in the agreement, and these may include assumptions and exceptions where applicable.
Q32	RFP Section B.1.5 Current Information Systems	17	Does CCCERA have a preference to remain on Oracle or are you open to alternative databases?	CCCERA is open to alternative databases.
Q33	RFP Section C.4 Project and Service Requirements	22	What is the timetable for the RFP for the Data Services vendor?	The Data Services vendor is expected to begin work on approximately September 24 th
Q34	RFP Section E.1.1 Tab 9 Technical Proposal	38	Can Respondent assume that any items identified in Section E.1.1, Tab 9, will be resolved in a good-faith negotiation effort that could result in a change to the Agreement?	Yes.
Q35	RFP Section D.5 Ownership of Work Product and Intellectual Capital	29	Schedule A defines the Escrow Agreement as being with Iron Mountain. Respondent has a relationship with an existing 3rd party escrow vendor. Is CCCERA agreeable to using this vendor (along with the terms of their use) or are you requiring the successful vendor to engage with Iron Mountain?	This is subject to CCCERA's review of the escrow terms and vendor.
Q36	RFP Section E.1 Format of Respondent Proposals	30	The current pandemic restrictions limit access to offices, copying resources and to reliable delivery systems. Given the environment, is CCCERA willing to modify your requirements for paper delivery by either eliminating it entirely or by allowing that as long as the electronic copies arrive timely that the paper copies can follow (timely postmarking, etc.)?	CCCERA would prefer printed copies of the submissions.



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Q37	RFP Section E.1.1 Technical Proposal Format Tab 9 Issues List	38	<p>Please confirm that this section is intended to address high-level issues only and that detailed language changes will be addressed during contract negotiations.</p> <p>Can Respondent assume that any items identified in this Issues List will be resolved in good-faith negotiations that could result in a change to the Agreement?</p>	Yes.
Q38	Schedule E: Change Control Procedures Section 6.2 Pre- Agreed Changes	4	<p>Respondent agrees that Pre-Agreed Changes for normal business processing adjustments like the examples given do not rise to the Change Control Process. It is also clear that CCCERA has made provisions for functional enhancements and does not include functional enhancements in the category of Pre-Agreed Changes. However, the general statement “Such changes include those relating to calculations, recording formats and business rules...” is broad and could be misconstrued later. Would CCCERA be agreeable to refining this language during contract negotiations?</p>	Yes.
Q39	Schedule E: Change Control Procedures Attachment B Enhancements	8	<p>The Agreement refers to New Services which, if agreed upon, are executed using the Change Control Procedures in Schedule E. Are these Enhancements the same as the New Services listed in the Agreement?</p>	<p>They could be the same or other new services.</p> <p>Enhancements that are not in scope based on the RFP, i.e. requested and agreed later, will be New Services. But, customizations (regardless of what they are called) that ARE in scope are NOT New Services.</p>



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Q40	Part F.1 Functional Requirements Activity Tracking ID #38	1	<p>‘Ability to easily access all pertinent information on any stakeholders (member, retiree, beneficiary, third party payee, other retirement system, etc.) when a contact occurs.’</p> <p>Can CCCERA clarify what information will need to be made accessible regarding the 3rd party payees?</p>	Any information stored in the system regarding the 3rd party payee.
Q41	Part F.1 Functional Requirements Activity Tracking ID #40	1	<p>‘Ability to provide the same activity tracking features applicable to organizations (employers, banks, 3rd parties, etc.) as those that are applicable to people (members, beneficiaries, etc.)’</p> <p>Is CCERA requiring that organizational accounts be treated similarly to member accounts, or only the equivalent tracking of communication?</p>	Only the equivalent tracking of communication.
Q42	Part F.1 Functional Requirements Audit & Security ID #84	2	<p>‘Ability to support data classification levels to include but not be limited to secret, confidential, private, restricted, public and unclassified.’</p> <p>What impact are these data classification levels expected to have on the system? Are the classification levels tied to external benchmarks or regulatory requirements regarding confidential information?</p>	<p>These data classification levels are listed so that the system has the ability to ‘classify’ data into various levels / groupings.</p> <p>There is no set requirement(s) on the ‘impact of these on the system’; nor any ties to benchmarks or regulatory requirements.</p>
Q43	Part F.1 Functional Requirements Employer Reporting	12	‘Ability to reverse the processing of wage and contribution reports that were	It is envisioned that in the event where an employer-submitted contribution file was later found to contain errors,



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	ID #468		<p>submitted by an employer in error.'</p> <p>Please describe the extent to which these reversals will be needed (i.e., how far back), the impact on invoicing and on the general ledger, and other downstream implications of the reversal.</p>	<p>CCCERA expects the ability for the PAS to allow a reversal of the incorrect contribution file and accept a replacement with a corrected version. While this may not be a typical situation, as this RFP requests functional requirements to identify and validate file errors in advance, a reasonable timeframe would be going back at least 3 months (90 days). It is expected the PAS would generate reversal reports back to Accounting GL.</p> <p>CCCERA expects the PAS to generate report for contribution receivable differences after payments have been applied, and any under payments owed can be built into Accounting invoices back to employers.</p>
Q44	Part F.1 Functional Requirements Employer Reporting ID #477	11	<p>'Ability to report and record job position, union code and bargaining unit from the transmittal file.'</p> <p>How does CCCERA intend for Union Code and Bargaining Unit to be used in the Pension Administration System?</p>	As an identifier.
Q45	Part F.1 Functional Requirements Funds Management ID #535	14	<p>'Ability to run the interest posting process on a per-individual basis due to various timing issues.'</p> <p>Please define 'timing issues' in this context?</p>	This could be contribution adjustments received after the interest has been applied.
Q46	Part F.1 Functional Requirements Funds Management	14	'Ability to support all CCCERA systems / plans and all of their accounting funds, journals, chart of accounts, general ledger (GL) transactions, etc.'	Correct.



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	ID #556		Please confirm that the expectation of this requirement is to support the GL activities necessary for the 14 existing tiers and their associated trust funds.	
Q47	Part F.1 Functional Requirements General ID #581	15	‘Ability to provide adequate security as defined by CCCERA.’ Schedule I has detailed security requirements. How is this requirement related to Schedule I? if the requirement is unrelated to Schedule I, please define ‘adequate’ more fully.	Schedule I defines necessary security requirements for CCCERA.
Q48	Part F.1 Functional Requirements General ID #594	15	‘Ability to navigate through screens using Hot Keys and retain the key identifier throughout.’ Does this request refer to the Hot Key navigation standard in most/all web browsers, or is it request for the creation of additional hot keys for specific tasks within the PAS?	CCCERA would like the use of hot keys, specifics to be determined during design.
Q49	Part F.1 Functional Requirements Imaging ID #683	17	‘Ability to manage CCCERA defined user security features that control whether a given user can print documents.’ Is CCCERA requiring that printing permission be separated from viewing permission (i.e. some users can view but not print a document) or would a combined view/print permission satisfy this requirement?	CCCERA requires the ability to identify the permissions separately.



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Q50	Part F.1 Functional Requirements Imaging ID #727	18	‘Ability to support classes of documents beyond those used just in the retirement system.’ What classes of documents not used in the retirement system is the imaging system required to support?	Identification documents and Marriage/Divorce documents.
Q51	Part F.1 Functional Requirements Imaging ID #729	18	‘Ability to temporarily assign one or more documents in the member archive to one or more “Case” folders or “virtual paper clips” in order to assist in subsequent retrievals.’ Would indexing tags satisfy this requirement?	Yes.
Q52	Part F.1 Functional Requirements Insurance ID #740	18	‘Ability to generate insurance discrepancy report.’ What information and format are required for the insurance discrepancy report?	This will be discussed during the building of the new PAS system.
Q53	Part F.1 Functional Requirements Interfaces and Integrations ID #757	ph18	‘Ability to integrate calendar events generated out of PAS with Microsoft Office.’ Please describe the required integration.	These calendar events could be for internal / external follow-up, scheduled counselling sessions, upcoming meetings, seminars, etc. The ability to establish those calendar dates / meetings within the PAS and integrate them with the user’s Outlook calendar is the requirement.
QA54	Part F.1 Functional Requirements Member Portal ID #799	19	‘Ability for any and all portal functionality to be “turned on” and “turned off” per CCCERA policy.’ Please provide more details (perhaps by example) about	Here are a few examples - Print, view, calculations, Member Portal functions to create estimates, update member demographics and submit forms. The functionalities will be discussed further during the build.



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			which types of functionality needs to be toggle-able.	
Q55	Part F.1 Functional Requirements Member/Employer Education ID #803	20	‘Ability to create intuitive, personalized and customized information prior to and/or as a result of any face-to-face or telephone member encounter.’ Please describe CCCERA’s vision for the types of materials being created and how they will be used.	Here are a few examples – Estimates, Letters, notifications, etc.
Q56	Part F.1 Functional Requirements Member/Employer Education ID #804	20	‘Ability to design information and/or educational material specifically for use on the web portal.’ Please clarify how this ability relates to the PAS. Is CCCERA asking whether material designed externally can be imported to display on the web portal?	As the requirement states, CCCERA wants the ability to include design and educational material on the member / employer web-portal. The Respondent should indicate in their Proposal how this will occur.
Q57	Part F.1 Functional Requirements Member/Pensioner Maintenance ID #863	21	‘Ability to determine whether changed information was verified, especially for those cases where this information is changed back and forth multiple times, including supporting documentation.’ Is this supporting documentation in addition to audit trails?	Yes.
Q58	Part F.1 Functional Requirements Payroll & Other Payments ID #887	22	‘Ability to generate Pension Exception Report.’ What is included in the ‘Pension Exception Report’	At a minimum, Payroll items that do not pass the edits and Payroll items that staff should be alerted to.



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Q59	Part F.1 Functional Requirements Portal Management ID #943	24	<p>'Ability for CCCERA Web (not IT) staff to customize any portion of the portal screen through integration of widgets, links, etc.'</p> <p>Please confirm that customization in this context is limited to the addition of images, text and links and not the rearrangement of data fields in the screen.</p>	Yes.
C60	Part F.1 Functional Requirements Report Management ID #1076	27	<p>'Ability to capture and archive any of the print streams generated by the PAS application and make it immediately available; and ability to redact PII information.'</p> <p>Is it CCCERA's intent that the e-documents resulting from the print stream are able to be redacted? Is there a specific tool/method that CCCERA prefers for redacting?</p>	<p>Yes.</p> <p>CCCERA does not have a specific tool/method preferred for redacting.</p>
Q61	Part F.1 Functional Requirements Reporting & Querying ID #1096	27	<p>'Ability to track and report on staff performance (e.g., quantity and quality) individually and as a group on a daily, weekly, monthly and calendar year basis'.</p> <p>What sort of staff quality measures is the system expected to capture?</p>	The exact statuses will be defined during requirements and/or design sessions; however items that report on approved work, rejected work, item where errors occurred, rework required, etc. would be possible quality measures.
Q62	Part F.1 Functional Requirements Reporting & Querying ID #1098	27	'Ability to list, generate, track and report against various types of errors made by various entities that interact with CCCERA (employers, members, staff, etc.)'	Here is an example - Reporting errors from upload.



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			Can CCCERA provide one or more examples of an error type? In what context are these errors occurring?	
Q63	Part F.1 Functional Requirements Reporting & Querying ID #1101	27	'Ability for the reporting tool (if applicable) to support unlimited CCCERA user licensing.' What sort of licensing is expected to be provided? Does 'unlimited' mean simply that all CCERA pension administration staff are expected to have access to reporting tool or that the reporting tool is expected to be made accessible outside of that context?	The licensing is to cover the use for all CCCERA staff. Correct, all pension administration staff are expected to have access.
Q64	Part F.2 Technical Requirements ID #35	2	'The PAS provides a capability to import and process standard transactions generated by other systems.' Please provide an example of this type of standard transaction	Here is an example - Employer contribution reports.
Q65	Part F.2 Technical Requirements ID #75	3	'The PAS solution is configurable which allows the user or developer to configure the system to meet changing requirements without change code.' Please describe the extent to which CCCERA envisions this configurability (by example is fine).	To the maximum extent possible. Respondent should describe in their Technical narrative in Tab 5 the configurations that CCCERA will be able to do.
Q66	Part F.3 Project and Service Requirements ID #8	1	Given the current environment, will CCCERA be flexible in its onsite requirements subject to interstate travel restrictions?	Yes, if the CCCERA office is closed due to circumstances beyond their control, such as COVID, it is expected the



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				Respondent will work remotely with CCCERA.
Q67	Part F.3 Project and Service Requirements ID #37	2	CCCERA has listed several roles in the Project and Service Requirements, specifically, Security Lead, Conversion Lead, Training Lead, etc. Does CCCERA require that each of these roles be a different person?	No.
Q68	Part F.3 Project and Service Requirements ID #51	3	Can we assume that the unexpected loss of personnel through resignation, illness or personal growth opportunity would not incur the \$25,000 penalty?	As stated in the System Integration Agreement - Section 10.2.2, Certain employee changes Outside of the control of the respondent are excused and hence would not incur the penalty.
Q69	Part F.3 Project and Service Requirements ID #85	5	Can CCCERA say more about your intended Quality Management Plan? What role does the oversight vendor have in this? <i>Is document management standards a generic term or are you requiring a specific standard?</i>	The minimum requirements for Quality Mgmt Plan are stated in the requirement. Document management standards is a generic term. PMBOK standards are expected to be used for the PAS Project Management per the RFP. Project and Services Requirements #5 and #6 describe the relationship with the OPM/QA consultant.
Q70	Part F.3 Project and Service Requirements ID #86	5	Can CCCERA say more about your intended Decision Management Plan? What role does the oversight vendor have in this? <i>Is document management standards a generic term or are you requiring a specific standard?</i>	The minimum requirements for Decision Mgmt Plan are stated in the requirement. Document management standards is a generic term. PMBOK standards are expected to be used for the PAS Project Management per the RFP. Project and Services Requirements #5 and #6 describe the relationship with the OPM/QA consultant.
Q71	Part F.3 Project and Service Requirements	13	Has the 3rd party vendor for the security assessment been	No.



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	ID #202		determined? If so, who is the vendor?	
Q72	Part F.3 Project and Service Requirements ID #218	14	Does CCCERA have any black-out dates (other than planned holidays) during which staff resources are unavailable for the project or during which no system releases can be made? If so, please provide those dates.	There are no specific black-out dates at this time.
Q73	Part F.3 Project and Service Requirements ID #229	15	Does CCCERA have an existing training library or system that they prefer to use? If so, what is that system?	No.
Q74	Part F.3 Project and Service Requirements ID #241	16	This requirement asks that the vendor coordinate with CCCERA to document the work processes that will be included in the training scope. For estimating purposes, should offerors assume that all work processes included in the implementation will be included in the training scope?	Yes.
Q75	Part F.3 Project and Service Requirements ID #242	17	Video training is cumbersome to update and could result in substantial maintenance. As video updates are not included in Schedule O, Support and Hosting Services, it is assumed that CCCERA will be responsible for updates to the videos after they are delivered. Is CCCERA open to alternatives that will achieve the training results while reducing their future maintenance burden?	Yes.
Q76	Part F.3 Project and Service Requirements	18	In terms of Personally Identifiable Information, Respondent would comply with whatever standards or	A complete list is expected as stated in the requirement.



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	ID #273		dictionary CCCERA directs. Would that be an acceptable response or does CCCERA require Respondent to provide a comprehensive list?	
Q77	Part F.3 Project and Service Requirements ID #283	19	Please confirm that CCCERA is requiring a separate Disaster Recovery environment identical to Production to which CCCERA can failover to directly if needed. What is the time objective for failover? (See also ID# 265, p. 18).	Yes; The time objective is 24 hours.
Q78	Part F.3 Project and Service Requirements ID #290	19	Please confirm that the uptime requirement is exclusive of time reserved for regularly scheduled maintenance.	Yes.
Q79	Schedule J: Audits Section 2 Financial Audits		Can the Respondent assume that such Financial Audit would only occur if the invoiced amount(s) exceed the contractually agreed-upon value of a milestone/payment point?	No.
Q80	Systems Integration Agreement – Issues List 5.1 Performance of Services	Applicable performance standards	The applicable Performance Standards in this section are undefined and are not further clarified in Schedule A. Rationale: Respondent has no objection to being held to specific Performance Standards. However, Respondent must fully understand the standards to which it is being held accountable to prepare an accurate project schedule and implementation plan. Benefit to CCCERA: CCCERA mitigates the risk of a Change Control Request.	The Issues List is to be provided in the Technical Response in Tab 9.



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Q81	<p>Systems Integration Agreement – Issues List</p> <p>10.4 Turnover and Replacement of Contractor Personnel</p>	<p>Definition of Turnover Rate</p>	<p>The Turnover Rate in this section is unclear and is not defined in Schedule A. Respondent requests that CCCERA either provide a specific rate or a reference to a 3rd party standard that can be followed.</p> <p>Rationale: Respondent has no objection to being held to a Turnover Rate and works diligently to retain its quality personnel. Nonetheless, Respondent must fully understand the Turnover Rate to which it is being held accountable.</p> <p>Benefit to CCCERA: By specifying the Turnover Rate, offerors can create more accurate resourcing plans and CCCERA provides parity among its bidders.</p>	<p>The Issues List is to be provided in the Technical Response in Tab 9.</p>
Q82	<p>Systems Integration Agreement – Issues List</p> <p>25.10 Priority of Documents</p>	<p>The priority of Schedule P in the order of precedence.</p>	<p>Assuming the RFP and Parts F.1, F.2 and F.3 (requirements), are included in 25.10 (ii), this Order of Precedence places the RFP and requirements above the Respondent’s response, which would negate any differences in delivery, approach or exceptions proposed in the Respondent’s RFP response. Please describe how the Order of Precedence accommodates the Respondent’s exceptions and assumptions. Alternatively, if the RFP and requirements are not included in the order of precedence, please state so and this is no longer an issue.</p> <p>Rationale: Clarification of the order of precedence is</p>	<p>The Issues List is to be provided in the Technical Response in Tab 9.</p>



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			necessary for the enforcement of the contract. Benefit to CCCERA: Clarification of this condition now simplifies the enforcement of the contract by the CCCERA PM and mitigates the risk of a change control request.	
Q83	E.2.2 Evaluation Methodology Summary; Demonstration Copy	44	Please clarify if CCCERA will accept a Demonstration Copy video. If not, please confirm if a non-video demonstration copy is a minimum qualification requirement and would exclude a respondent proposal from being fully evaluated by CCCERA.	CCCERA’s intent is to have access to a demonstration copy (i.e., sandbox) so that they can review and access the system themselves as part of their evaluation process. A video version does not accomplish that same objective. This item is not a minimum qualification nor a proposal compliance item and therefore would not exclude a respondent proposal from being fully evaluated by CCCERA.
Q84	F.1 Functional Requirements	2 and 18	Requirements #51, #56, and #758 refer to the ability to extract data for the generation of the annual statements outside the solution, requirements #57, #63, and #69 refer to the layout (annual statement in 8.5 by 11 presentation) and content (change layout/content/design) of the generated statements, and requirements #61 to both options. These annual statement requirements seem contradictory. Please clarify how these requirements would be related and consistent.	CCCERA would like the option to be able to create the statements in-house or send a file offsite.



CCCERA – PAS RFP Respondent Questions and Answers

No.	RFP SECTION	RFP PAGE	RESPONDENT QUESTION	CCCERA RESPONSE
Q85	F.1 Functional Requirements	26	<p>Requirement #1042: Ability for an authorized user to order the destruction of the indicated physical records, upon receipt of notification of retention period expiration.</p> <p>Please clarify why CCCERA does not destroy physical records at the time they are transferred into electronic documents/records.</p> <p>Requirement #1048: Ability to accommodate in the records management system multiple record types to include but not be limited to electronic documents in the imaging system, electronic reports captured in the electronic reports management system, emails, and physical documents such as paper.</p> <p>Please provide examples of physical document that need to be retained.</p> <p>Please clarify where and how these documents are currently stored and maintained by CCCERA.</p>	<p>This requirement is regulated by CCCERA's current business records retention policy.</p> <p>Records are stored offsite by CCCERA's records management administrator.</p>
Q86	F.1 Functional Requirements	8	<p>Requirement #307: Ability to retransmit correspondence to members by extracting from the archive (complete with appropriate watermark).</p> <p>Please provide the types of correspondence watermark(s) currently used on CCCERA's communications to members.</p>	CCCERA does not currently use watermark.
Q87	F.1 Functional Requirements	14	Requirement #572: Ability to process Notification of Change	Changes to members banking account information.



**CCCERA – PAS RFP
Respondent Questions and Answers**

No.	RFP SECTION	RFP PAGE	RESPONDENT QUESTION	CCCERA RESPONSE
			<p>(NOC) reports received from Banks and correct data in the PAS accordingly.</p> <p>Please provide a list of changes that currently originate on the NOC reports received from Banks.</p>	