Pension Assessment RFP Questions

1. Will KPERS consider waiving the requirement to provide one (1) original and (3) printed copies of the proposal and accept an electronic submission?

   KPERS' Response: Yes.

2. What is KPERS planning in terms of overall timing for the entire project once a management consultant is selected and completes its work and makes recommendations?

   KPERS' Response: KPERS expects to complete the assessment in three months and anticipate completing the projects identified as the result the assessment within the next three to five years.

3. In attachment B, question B-3, you refer to internal vs. external legal expertise. Is this legal expertise for contract negotiations and terms and conditions related to clients for whom we are consulting, or is there some other use you are referring to?

   KPERS' Response: This question asks whether or not you have in-house counsel or if you contract with an outside firm/attorney to provide work for your own business.

4. In attachment B, question B-6, you refer to our cybersecurity approach. Is this the approach by which we analyze security measures of our clients as part of our assessment, or are you referring to our own internal cybersecurity measures?

   KPERS' Response: This question refers to your own internal cybersecurity measures.

5. May we break our response into different documents and styles to best communicate our approach?

   KPERS' Response: KPERS requests that documents to be submitted as specified by the RFP. Additional documents may be submitted, but should adhere to the requirement of simple and economical preparation.

6. Is there an updated KPERS strategic plan since the publication dated 2016-2020?

   KPERS' Response: https://www.kpers.org/pdf/strategicplan.pdf for Fiscal Years 2021-2025.

7. What are your current learning management tools?

   KPERS' Response: KPERS requires staff complete Human Resources and Information Technology courses annually and offers other professional development courses to staff on a voluntary basis, all purchased from outside vendors (*e.g.,* LinkedIn Learning courses). Within the Benefits & Member Services Division, KPERS has an established technical/customer service skills training program for core content that relies on job instruction, coaching, shadowing or business simulation, and on-the-job progression.

8. What is KPERS expectation and capacity to participate in Phase 0 stages 1, 2 and 3? The scope of discovery is broad and the timeline is relatively short. What is your idea of resourcing on the KPERS side of the team?

   KPERS' Response: KPERS estimates that the selected firm would conduct six to eight two-hour meetings with business units and six to eight two-hour meetings with IT. As an outcome of the meetings, both functional and IT users may be asked to provide documentation.

9. Are there administrative barriers to involving and interviewing / completing surveys or other primary research regarding member and employer experience?

   KPERS' Response: Member and employer surveys will take a few weeks to develop and distribute. As with surveys in general, we cannot control participation. We have no real way to control demographics beyond size and type of employer. Interviews and/or focus groups would require identifying participants, planning the logistics and executing the interviews/focus groups. With both members and employers across the state, focus groups would require travel to multiple locations. Phone or virtual interviews are an option.

   KPERS does not have an automatic, system-generated survey program. We use SurveyMonkey as part of our ad hoc survey process. KPERS' preference would be for the vendor to organize and execute member and employer input. KPERS can provide contact information for participation query.

10. Could you clarify which aspects of the diagram are Sagitec and if there are important boundary systems?

    KPERS' Response: All aspects of the diagram are Sagitec except Entrust, a security software; and LexisNexis, which is not pictured on the diagram, but an additional security software that is currently being implemented.

11. Are the systems captured in the RFP complete to handle the variety of plans and services KPERS administers? Which systems are supporting which of the plans (KPERS, KP&F, Judges, Defined Benefits, Life, and 457)? Are all plans in scope?

    KPERS' Response: KPERS, KP&F and Judges plans are in scope and are housed in the Sagitec system. Data transfers to and from our 457 provider and our optional group life insurance company are in scope. The KPERS 457 plan is administered through a third-party vendor, but information sharing is key to measure retirement readiness success and provide KPERS staff with the appropriate information to administer the plans.

12. Are member service teams pooled or dedicated across defined benefit and 457? Across middle and back office functions?

KPERS' Response: KPERS' member services are provided directly by KPERS employees. KPERS 457 participant services are provided by Empower (vendor). KPERS' employees provide oversight, some administrative functions and marketing/education support.

13. Use of offshore or global networks - Does KPERS have any issue with the respondent(s) using offshore resources as part of our delivery team?

    KPERS' Response: KPERS would need more information before making this determination.

14. COVID-19 specific - Does KPERS have a certain expectation of resources to be on site for in person interviews, status updates, steering committee readouts?

    KPERS' Response: KPERS understands that in-person meetings and on-site visits will be subject to the rules in place at the time regarding keeping people safe during the pandemic.

15. Current customer experience – How many members and clients from the three groups should be included in the sample? (KPERS, KP&F, Judges, Public employers?) How do you gather stakeholder satisfaction today? Are there any administrative hurdles to interacting with members and employers?

    KPERS' Response: KPERS anticipates submitting firms will advise us with regard to the recommended number of members or employers to be included in any sample. Currently, we survey members following certain types of transactions (incoming calls to customer service center, applications for retirement benefits, attendance at seminars or webinars, etc.). The most significant administrative hurdle to interacting with members is that home addresses for active, contributing members are only stored in our information system when individual members choose to submit the information. Otherwise, members may be reached through their employers.

16. Benchmark KPERS - Which elements of benchmarking should be included? Financial? Staffing/Demographics? Technology? Ease of Use? This ties into the 'what is current health of the system' deliverable.

    KPERS' Response: The purpose of the benchmarks is to enable KPERS to understand standards in the pension, financial and employee benefit industries and to see how well the agency is performing. The most important benchmarks would focus on business process, staffing levels and allocation, the state of KPERS technology, and the quality of the customer technical experience.

17. Should benchmarking be against current environment, or should be on where customer and member expectations are planned to be in 5-10 years?

    KPERS' Response: Both current and future benchmarks would be valued, but current environment is the priority of the two.

18. Regarding the deliverable to determine cost of ownership. Is KPERS focused on the 5 years/10 year model? IT only? Do you envision including lost opportunity costs? Employee costs?

    KPERS' Response: The total cost of business should focus on current costs and what the total costs would be if we were to make technology investments. Parameters that should be considered are the technology spend and the people spend (including both functional and technical personnel). Where possible, opportunity cost would be valuable.