



STATE OF TENNESSEE
TREASURY DEPARTMENT

**REQUEST FOR PROPOSALS # 30901-58424
AMENDMENT # 3
FOR TENNESSEE CONSOLIDATED RETIREMENT
SYSTEM NEW PENSION ADMINISTRATION SYSTEM**

DATE: May 2, 2024

RFP # 30901-58424 IS AMENDED AS FOLLOWS:

1. This RFP Schedule of Events updates and confirms scheduled RFP dates. Any event, time, or date containing revised or new text is highlighted.

EVENT	TIME (central time zone)	DATE	UPDATED OR CONFIRMED
1. RFP Issued		March 5, 2024	CONFIRMED
2. Disability Accommodation Request Deadline	2:00 p.m.	March 8, 2024	CONFIRMED
3. Pre-response Teleconference	11:30 a.m.	March 11, 2024	CONFIRMED
4. Notice of Intent to Respond Deadline	2:00 p.m.	March 12, 2024	CONFIRMED
5. Written "Questions & Comments" Deadline	2:00 p.m.	March 15, 2024	CONFIRMED
6. State Response to Written "Questions & Comments"		April 4, 2024	CONFIRMED
7. Second & Final Round of Written "Questions & Comments" (Follow-Up Questions & Comments) Deadline (See RFP Section 1.4.4.)	2:00 p.m.	April 18, 2024	CONFIRMED
8. State Response to Second & Final Round of Written "Questions & Comments"		May 2, 2024	CONFIRMED
9. Technical Response and Cost Proposal Deadline	2:00 p.m.	May 9, 2024	CONFIRMED
10. State Completion of Technical Response Evaluations		May 31, 2024	CONFIRMED
11. State Schedules Respondent Oral Presentations (Respondent Finalists Only)		June 3, 2024 – June 14, 2024	CONFIRMED

12. Respondent Oral Presentations (Respondent Finalists Only)	8:00a.m. – 4:30 p.m.	June 17, 2024 – June 21, 2024	CONFIRMED
13. State Opening & Scoring of Cost Proposals (Finalists Only)	2:00 p.m.	June 24, 2024	CONFIRMED
14. Negotiations (Optional to the State)		June 25, 2024 – July 1, 2024	CONFIRMED
15. State Notice of Intent to Award Released <u>and</u> RFP Files Opened for Public Inspection	2:00 p.m.	July 8, 2024	CONFIRMED
16. End of Open File Period		July 15, 2024	CONFIRMED
17. State sends contract to Contractor for signature		July 16, 2024	CONFIRMED
18. Contractor Signature Deadline	2:00 p.m.	July 22, 2024	CONFIRMED

2. State responses to Second & Final Round of Written “Questions & Comments” (Follow-Up Questions & Comments) in the table below amend and clarify this RFP.

Any restatement of RFP text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFP document.

FOLLOW UP QUESTIONS	STATE RESPONSE
<p>1 <u>AMENDMENT 1 QUESTION #32</u></p> <p>Contract Attachment 3 Cybersecurity Requirements - Page 4</p> <p>The Instructions to Vendors states, “for all requirements, indicate the degree of customization required in the applicable field.”</p> <p>Please clarify “applicable field.” Is the State looking for Vendors to add a column to the tables provided in the PDF and submit as part of our Technical Response?</p> <p><u>FOLLOW UP QUESTION</u></p> <p>The table provided in Attachment 3 Cybersecurity Requirements does not provide adequate space to add two more columns and insert into Question C.7. From our understanding, we will need to add a column for ‘Degree of Customization’ and ‘Comments’ to address if/how the desired requirements will be met.</p> <p>Can TCRS provide guidance on how this information should be incorporated into Question C.7? (e.g.</p>	<p>Responses should be provided as directed in RFP attachment 6.2 Section C for this question.</p> <p>The Respondent must address all items and provide, in sequence, the information and documentation as required (referenced with the associated item references).</p> <p>The Respondent must also detail the response page number for each item in the appropriate space in RFP Attachment 6.2., Section C. If there is not enough room, you may provide your response in an attachment and reference the attachment number in the response to Question C.7.</p> <p>Information included in the technical response narrative attachment may be customized as needed to clarify the response.</p>

<p>remove columns from original table, provide as an attachment in another format such as excel).</p>	
<p>2. <u>AMENDMENT 1 UPDATE QUESTION #300</u></p> <p>Attachment 2 – Non Functional Requirements Page 7, SYS.0121</p> <p>Provide the list of the software applications and tools, including versions for each, that are available and should be considered by the Bidder for re-use and integration as noted in the following requirements.</p> <p>The system will at a minimum:</p> <ul style="list-style-type: none"> • Integrate with existing software applications and tools (e.g., have the ability to consume/ provide APIs in real-time and through batch jobs). • Re-use existing software applications and tools where applicable. • Provide the capability to deploy new modules and/ or additional enhanced functionality. <p><u>FOLLOW UP QUESTION</u></p> <p>For the second, bullet we are trying to understand what software, hardware, tools are already in place, to prevent including in our cost unnecessarily.</p> <p>A couple in a question were called out specifically in other questions. Can TCRS confirm if licensing for SharePoint Online already exists, or if the respondent needs to include in our cost.</p>	<p>Please define all software requirements for your proposed solution. Treasury will review that against tooling and licensing that the State has in place.</p>
<p>3 <u>AMENDMENT 1 UPDATE QUESTION #283</u></p> <p>Attachment 2 – Non Functional Requirements - DAT.01.01 through DAT.01.31</p> <p><u>FOLLOW UP QUESTION</u></p> <ul style="list-style-type: none"> •Please confirm if all the nonfunctional requirements under sections DAT.02,DAT.03. are only applicable to the PAS Database. •In the referenced requirements, please clarify if the terms BI Repository, Data warehouse database, reporting data store refers to the one single repository or distinct data store with different purpose? •We understand there is another requirement INT.04.01 requires near real time replication of all system data to BI platform. Please confirm if the replication / pipes are to be set up to two different data stores or these terms refer to a single repository. 	<ul style="list-style-type: none"> • Yes • BI Repository, data warehouse database, reporting data store refers to the one single repository. • The respondent will be responsible for setting up and managing data pipes from the data source to the data warehouse/data lake. The Data Warehouse will be managed by the State, the respondent will be responsible for detailing any changes on the production data source and coordinating

<ul style="list-style-type: none"> •Please confirm if the vendor is responsible for managing the replication to the data stores? 	<p>those changes to be implemented in the data pipes as well as the data warehouse.</p> <ul style="list-style-type: none"> • Yes, the respondent is responsible for the replication to the data warehouse.
<p>4 <u>AMENDMENT 1 UPDATE QUESTION #284</u></p> <p>Attachment 2 – Non Functional Requirements - DAT.01.01</p> <p><u>State Response:</u></p> <p>The response to the question says that PAS system allows data pipes to be set up between PAS datastore to reporting store.</p> <p><u>FOLLOW UP QUESTION</u></p> <ul style="list-style-type: none"> •We understand that Snowflake is used as BI data repository, is vendor responsible for setting up pipes from PAS to snowflake? •Please confirm if the vendor is responsible for setting up the data pipes or ETL pipelines from the PAS Datastore to data warehouse / reporting data store? Please confirm. •Please confirm if the vendor is responsible for day-to-day management and maintenance of the data pipes required for Data Warehouse/Business Intelligence capabilities? 	<p>See response to question 3 above.</p>
<p>5 <u>AMENDMENT 1 UPDATE QUESTION #289</u></p> <p>Attachment 2 – Non Functional Requirements - DAT.01.01</p> <p><u>FOLLOW UP QUESTION</u></p> <p>Please share your vision of the expected hosting model for the BI Platform and the Data warehouse (cloud vs on prem).</p>	<p>The data warehouse will be hosted in the cloud.</p>
<p>6 <u>AMENDMENT 1 UPDATE QUESTION #14</u></p> <p>Attachment 2, Section INT.04.01, Page 27, states "The system will replicate all system data to the target business intelligence platform at near real-time, but not longer than 60 minutes."; What Business Intelligence platform does TCRS prefer?</p> <p><u>State Response:</u></p> <p>Treasury would need data pipes setup to Snowflake (our BI data repository) depending on the report needs, we will use PowerBI or Tableau for data analytics reporting.</p> <p><u>FOLLOW UP QUESTION</u></p> <ul style="list-style-type: none"> •Is the vendor responsible for managing the replication to the business intelligence platform? 	<ul style="list-style-type: none"> • See response to question 3 above.

<ul style="list-style-type: none"> •If the vendor is responsible for managing the replication, is there any specific toolset we must use, like ETL tools or Snowflake? •Confirm if the replica on the BI platform has the same schema / structure as the PAS line of business database. •Please confirm if the vendor responsible for day-to-day management and maintenance of the data pipes required for replication of data in Data Warehouse / Business Intelligence repository? 	<ul style="list-style-type: none"> • Informatica is preferable but not required for ETL, Snowflake is required for the data warehouse. • No, the data schema / structure is not required to be the same. • See response to question 3 above.
<p>7 AMENDMENT 1 UPDATE Question #19:</p> <p>RFP Attachment 2, Page 15, states "Performance testing must validate sub-second response times for transactions during acceptance testing and at scale identical to production environments", while DAT.03.18 states "2 seconds for standard operation and 5 seconds for complex queries", Can you please reconcile these conflicting requirements?</p> <p><u>State Response:</u></p> <p>On network, performance testing of the application must meet sub-second response times. Jobs that run, that may be large, periodic (monthly/quarterly/annual) jobs, must meet the performance requirements defined in DAT.03.18.</p> <p><u>FOLLOW UP QUESTIONS:</u></p> <p>Q1: Please provide the details and examples of the transactions expected to return sub-second responses and the transactions expected to return responses in 2 to 5 seconds, and how these 2 types of transactions or the environments they are in are different.</p> <p>Q2: In the answer to the question, it mentioned "on network". Please confirm all response times are measured off network without having to consider network latency.</p>	<ul style="list-style-type: none"> • Batch jobs and ad hoc reports can take up to 5 seconds. Data queries within normal operations of the application must respond sub-second. • Sub-second response time: Querying data based on an ID. Example: Pulling member or case information from the database. • Under 2 seconds: Search for matching records based on attributes. Example: searching for members by name. • 2-5 seconds: Bulk results used in batch processing. Example: employer contribution history. • Yes, the response time would be measured within the database.
<p>8 AMENDMENT 1 UPDATE Question #34</p> <p>RFP Section 3.1.1.2 Page 12</p> <p>Please clarify if text included in tables (as part of our response) is required to be 12 pt.</p> <p><u>State Response:</u></p>	<p>It is permissible for text in tables added by a Respondent as part of their response to be in 10 pt font.</p>

<p>See response to Question 21 above.</p> <p>Response to question 21: The copied tables may remain at 9-point font. However, the responses to the questions in those tables are to be 12-point font text.</p> <p><u>FOLLOW UP QUESTION:</u></p> <p>Please clarify if the text in tables added by the Respondent as part of their response (not the tables copied from the RFP) is required to be 12 pt font or if 10 pt font is permissible?</p>	
<p>9 <u>AMENDMENT 1 UPDATE Question #46</u></p> <p>RFP Attachment 6.2 - Section A, No. A16 Page 27</p> <p>Pertaining to the State’s private government cloud, please provide the following details:</p> <ul style="list-style-type: none"> •Implementation Status: <ul style="list-style-type: none"> oIs the private government cloud implemented? oIf implemented is it based on a public cloud infrastructure (i.e. AWS, Azure) •Continuity and Disaster Recovery <ul style="list-style-type: none"> oLocation and datacenter rating (Tier Rating) of primary datacenter oLocation and datacenter rating (Tier Rating) of secondary data center oConnectivity type and connectivity redundancy between both sites including speed and bandwidth. oConnectivity to support vendor services. oSupport for off-site immutable backups •Architecture Overview: <ul style="list-style-type: none"> oOverview of the cloud architecture. •Hardware Resources: <ul style="list-style-type: none"> oList of hardware resources used including those to support redundancy, scalability, and resiliency. •Software Stack: <ul style="list-style-type: none"> oList of supported operating systems and other relevant software. •Services Utilized: <ul style="list-style-type: none"> oKey services available including and not limited to autoscaling and automated failover. •Future Plans and Expansion: <ul style="list-style-type: none"> oAny plans for future changes or expansions. •Additional Information: <ul style="list-style-type: none"> oAny other relevant details 	<p>The State utilizes both AWS and Azure. Further details of the cloud environment can be provided once a contract is signed.</p>

<p><u>State Response:</u></p> <ul style="list-style-type: none"> •Yes, the State’s Gov Cloud is implemented. •Yes, it is based on a public cloud <p>The State does not believe the remaining requested information is necessary to enable respondents to respond to this RFP. These are items that we would expect the respondent to provide.</p> <p><u>FOLLOW UP QUESTION:</u></p> <p>Can the State please share the name of this public cloud service provider, the services currently being used by the State, the Regions of the cloud selected by the State including the primary and secondary region?</p>	
<p>10 <u>AMENDMENT 1 UPDATE Questions #47 & #96</u></p> <p>47. RFP Attachment 6.2 - Section A, No. A16 Page 27</p> <p>Would TCRS consider a fully managed SaaS solution offered solely in a public cloud as the one and only option provided it full satisfies the Organizational Principles detailed in Section 1.1.1?</p> <p>96. Attachment 6.6 (Pro Forma Contract) A.5(a)(8)(iv), A.5(b)(1), A.5(b)(12)(ii), A.19 Pages 70, 72-74</p> <p>Respondent does not provide any hardware as part of its SaaS offering, other than for the hosting services through its public cloud provider, will the State agree to Respondent’s position that Respondent is not responsible for any hardware, software, network components, or other items required by the State or its users to access and utilize Respondent’s software?</p> <p><u>State Response:</u></p> <p>47. Yes, as long as this is the winning bid.</p> <p>96. The State will determine, as its sole discretion, as to whether the solution will be fully hosted by the successful vendor in the public cloud or by the State in the State’s private government cloud. In the event the State elects for the solution to be hosted by the State, the State will pay for the cloud hosting fees directly. Assistance may be required from the Respondent to in the setup and configuration process of this State hosted cloud environment.</p> <p><u>FOLLOW UP QUESTION:</u></p> <p>Please clarify the response to Question 47, “Yes, as long as this is the winning bid” as it seems to conflict with the State’s response to No. 96.</p>	<p>For clarification, the solution must be able to be hosted in both the public cloud (managed by the Respondent), or in the State’s cloud (AWS or Azure, whichever is preferred by the Respondent).</p> <p>If the Respondent’s solution is a SaaS solution and the Respondent can run a copy of that solution in a private environment (State AWS or Azure cloud), this will meet that requirement. The State will decide where the solution is hosted based on security, visibility, ability for the Respondent to provide support, ability to meet SLAs, cost, and other relative factors.</p>
<p>11 <u>AMENDMENT 1 UPDATE Question #53</u></p> <p>RFP Attachment 6.2 - Section C, C.70, 4) Page 58</p>	<p>Yes, this solution sounds acceptable. The State would expect additional detail in the response that identifies things like notification</p>

<p>On the 4th bullet, “Describe the capability of continuous security monitoring of the solution or the capability to allow TCRS third-party to govern security monitoring”, given that security is an integral part of the SaaS solution and it’s fully managed by dedicated teams, is it obligatory to authorize TCRS third-party involvement in overseeing security monitoring? Alternatively, could we independently carry out continuous security monitoring under our own purview?</p> <p><u>State Response:</u></p> <p>In Question C.70.4), it asks you to “(d)escribe the capability of continuous security monitoring of the solution or...”. The State is trying to understand what security monitoring option is available in the solution and will then evaluate those against the State’s risk appetite.</p> <p><u>FOLLOW UP QUESTION:</u></p> <p>Contractor offers managed security services as a part of our system offering. This includes 24x7 monitoring, detection, investigation, and incident response. Our incident response procedures provide full visibility and involvement of our clients. Is this an acceptable option?</p>	<p>SLA’s, training and certification requirements for those monitoring the environment, etc..</p>
<p>12 <u>AMENDMENT 1 UPDATE Question #67</u></p> <p>RFP Attachment 6.6 - Pro Forma Contract Page 89</p> <p>Are Net Payment Terms (e.g. Net 30) acceptable to TCRS?</p> <p><u>State Response:</u></p> <p>TCRS is mandated by the Prompt Pay Act to make payment pursuant to the terms of the contract within no later than forty-five (45) days after receipt of the invoice covering the delivered items or services.</p> <p><u>FOLLOW UP QUESTION:</u></p> <p>Will TCRS accept the insertion of language regarding this into the Contract?</p>	<p>See Item 3 below for an amendment to Section C.5.c. of the <i>Pro Forma</i> Contract (RFP Attachment 6.6).</p>
<p>13 <u>AMENDMENT 1 UPDATE Question #187</u></p> <p>Contract Attachment 2, Non Functional Requirements ECM.03.13</p> <p>Could TCRS please provide detailed information or estimates on the size of these files and the rate at which they are uploaded/stored?</p> <p><u>State Response:</u></p> <p>The State does not believe the requested information is necessary to enable respondents to respond to this RFP.</p>	<p>TCRS receives emails from active and retired members and employers through various customer service mailboxes and employees’ business email. Currently, to preserve these within the member’s or employer’s record in the ECM tool, the email must be converted to a supported format type (.txt, .doc, .docx, .xls, .xlsx, and .pdf). We are requiring the ability to preserve emails and attachments without conversion to another format.</p>

<p><u>FOLLOW UP QUESTION:</u></p> <p>Could TCRS please provide clarification or business examples of when this may be required?</p>	
<p>14 <u>AMENDMENT 1 UPDATE Question #268</u></p> <p>Attachment 6.6, page 85, Contract, A.22.c</p> <p>Please elaborate on your expectation for general support in this requirement:</p> <p>a. The Contractor shall provide general support for the Solution (which includes the PAS and any third-party software, e.g., CRM solution, BI Solution, and ECM solution), including help desk, technical support, troubleshooting, analysis, and project management.</p> <p><u>State Response:</u></p> <p><i>The successful Respondent will ensure resources with the appropriate skillsets and knowledge of the system will be available to the State and provided the necessary support to ensure the system consistently functions as intended. Also, as technical issues arise, and/or certain changes needed to address legislative matters and functional enhancements are needed, the Respondent will be available to provide immediate assistance.</i></p> <p><u>FOLLOW UP QUESTION:</u></p> <p>In the event that the State prefers to host the solution on its private cloud, what level of support by the respondent is expected? How do these expectations differ when the State selects the respondent to host the solution?</p>	<p>The State would expect the same level of support if hosted in either environment. If the support model will be different between the two hosting options, please detail what support will be available under each. However, under either environment, the successful respondent must nevertheless provide general support for the Solution (which includes the PAS and any third-party software, e.g., CRM solution, BI Solution, and ECM solution), including help desk, technical support, troubleshooting, analysis, and project management.</p>
<p>15 <u>AMENDMENT 1 UPDATE Question #339</u></p> <p>Please approximate the volume of forms, letters and reports you believe you will need for the duration of the project.</p> <p><u>State Response:</u></p> <p>TCRS has in excess of 150 forms, 250 letter templates, and 600 reports available in Concord.</p> <p><u>FOLLOW UP QUESTION:</u></p> <p>Can the State/TCRS please elaborate on what you mean by “Form” within this context?</p>	<p>Forms within this context include applications such as retirement, service purchase, and refund. Forms also include items such as return-to-work forms, waiver of benefits forms, beneficiary designation/change forms, and address change forms.</p>

3. Delete Section C.5.c. of the *Pro Forma Contract (RFP Attachment 6.6)* in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):

- c. The timeframe for payment (or any discounts) begins only when the State is in receipt of an invoice that meets the minimum requirements of this Section C.5. An invoice meeting the minimum requirements of this Section shall be paid within the timeframe required in Tenn. Code Ann. § 12-4-703.

4. **RFP Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFP not expressly amended herein shall remain in full force and effect.