



RSCD

Retirement System City of Detroit

Retirement and Pension Administration System

Request for Information

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I. OVERVIEW and OBJECTIVES

UHY Advisors (UHY) is currently engaged with Retirement System City of Detroit (RSCD) to fully redesign their business processes and implement new systems and services. On behalf of RSCD, we are issuing your company this Request for Information (RFI) as an invitation for you to compete for a website redesign services selection.

The purpose of the requested service is to completely redesign the RSCD website to be a seamless, user-friendly interface for both internal employees and external retirees to receive announcements, stay updated on current information pertaining to the city retirement system, and provide a landing page in which members are able to log in to RSCD's member benefit portal.

The primary objectives for this RFI include the following:

- 1) Improve discovery and access to retirement information, resources, and content via internal search tools and external search engine optimization (SEO)
- 2) Provide a single entry gateway into 2 separate websites specific to each retirement fund
- 3) Provide integration with externally and internally hosted websites and tools using various API's
- 4) Provide a clean and elegant user interface which is easy to use and intuitively navigated
- 5) Provides for current best practices in encryption and data security

II. QUALIFICATIONS

- 1) 5 – 10 Years' experience designing interactive websites with a primary focus on governmental agencies
- 2) Experience developing websites that utilize current design best practices which include dynamic designs that accommodate desktop, mobile, and tablet displays

Providers are asked to send information supporting the objectives listed above and the request for information in the following sections. After receipt of the responses, UHY and RSCD will assess specific services, tools, and pricing models for vendor selection.

III. RESPONSE DUE DATE

Providers must submit the responses to the RFI Coordinator no later than **Friday, November 17th at 5:00 PM, Eastern Standard Time**. Only one copy needs to be submitted.

Responses submitted via e-mail are the preferred method of delivery. Responses are to be sent to:

Sara Cross, RFI Coordinator
UHY Advisors
Retirement and Pension Administration System
Six Concourse Parkway
Suite 1700
Atlanta, GA 30328
E-mail: scross@uhy-us.com

Questions should be directed to the RFI Coordinator by e-mail and must include the words "Pension Website RFI" in the subject line.

NO phone calls will be accepted or returned. A bidder's conference will be held on Wednesday, November 8th. Please contact the RFI coordinator for conference information

Attempts by providers to communicate with any other party including RSCD employees may result in disqualification.

IV. BACKGROUND

RSCD manages an annuity and pension funds for public services which consists of over 20,000 active participants that are either contributing to or withdrawing from the system. There are two separately managed pension funds that service distinct groups of retirees, who will use the new RSCD website to stay updated on current information, view announcements, search for explanations of retirement policies within digital member handbooks, book appointments or chat with a member service representative, and securely log in to personal portals to view and maintain any and all personal and financial information pertaining to pension services.

V. REQUIREMENTS SUMMARY

The pension website services must be able to support the following high level requirements:

- 1) **Integrate existing content from RSCD.org and PFRSdetroit.org into new website**
- 2) **Create intuitive design that leads people quickly and easily to key information**
- 3) **Designed to maximize SEO activities**
- 4) **Meets all ADA requirements and adheres to section 508**

The requested information is outlined in sections VI and VII shown below. The content in these sections is representative of areas under consideration, but is not meant to be all-inclusive.

Please provide information regarding what your product and services will offer relative to these defined areas. **Also, provide any additional product information for which specific information is not requested but which you think is essential, provides a benefit, or is a product differentiator.**

VI. DEMONSTRATION OF EXPERIENCES

- 1) Provide examples of your work with organizations that are comparable to the City of Detroit
 - a. Description of work
 - b. Hyperlink to work product
- 2) Provide examples of your work with non-profit or public sector organizations.
 - a. Description of work
 - b. Hyperlink to work product

VII. GENERAL REQUIREMENTS

A primary objective for any implementation is to deliver a set of capabilities. With this in mind, please discuss the strengths of your products and services as follows:

A. *Technical*

Describe the technical requirements for your service, including but not limited to:

- a) Interface capabilities
- b) Recommended and required software; types, capacities, etc.
- c) Data conversion utilities
- d) Standards employed

B. *Security*

- a) Describe the security capabilities of the service product and certifications.
- b) If your service product has roles for security administration, what are the roles?
- c) Is the service product designed to meet any specific security standards? If so, which ones?

C. *Support and Maintenance*

Please describe your support programs and include:

- a) Hours of service
- b) Response time for service calls
- c) Online services
- d) Issue resolution escalation process

D. *Implementation*

Professional Services

- a) Describe the typical professional services engagement for a new customer. What are the typical deliverables? What is the typical timeframe for a website build?
- b) Describe your method of integrating with an existing ERP/CRM solution to provide a seamless user interface.
- c) Do these engagements typically provide knowledge transfer to the customer organization? Please explain how this is done.
- d) Describe your User Acceptance Testing (UAT).

Training

- a) How much and what type of training is typically required for different roles?
- b) What type of training documentation is provided to be retained by the Client?

E. *Costs*

Please give an overview of your cost model showing list prices and how you configure your services and arrive at a price. Include all license, transactional, implementation, support, and annual fees.

VIII. PROVIDER INFORMATION

- 1) Please provide your most recent annual report including financial data.
- 2) Please provide the following information if it is not included in your annual report:
 - a) A short history of your company and its services and products (length of time in business, origin of major services, etc.).
 - b) Your market position; in what sectors are you strongest?
 - c) Independent research about your company from companies such as Meta, Gartner, Forrester, etc.
 - d) Description of formal partnerships with other companies.
 - e) Reference accounts, major pension and retirement clients.
 - f) Number of employees currently and one year ago.
 - g) Percentage of revenue spent on research and development.