

City Council – Action Request Form

Date: December 12, 2022

To: Mayor, Mayor Pro Tempore, and Members of the City Council

From: Johnnie Taylor, Assistant City Manager
Thomas Kureczka, Chief Information Officer
Kelly Latham, Chief Finance Officer

Council Action Requested:

Resolution Awarding Contract to Replace Police Officer Retirement System with Pension Technology Group

Strategic Focus Area: Service Excellence

Strategic Objective: Ensure Service Delivery Efficiency and Effectiveness

Strategic Plan Action Item: No

Key Work Item: Implement a new Police Retirement System



Summary of Information:

Tyler Technologies, currently used by the City for the Winston-Salem Police Officers Retirement System (WSPORS), has announced its intent to discontinue support for its Retirement System as of June 30, 2023. WSPORS has served the City well; however, due to the vendor's decision, the City is now in need of a new system to support its Police Officer Retirement program.

Staff recommends Pension Technology Group (PTG) as the preferred vendor to meet the City's needs. PTG's solution provides a cloud-hosted pension management system capable of interfacing with the City's HR/Payroll system. This recommendation follows a needs assessment, Request for Proposals (RFP), vendor response evaluation, and vendor selection that was completed as a collaborative effort between the Information Systems and Finance Departments.

Committee Action:

Committee

Action

For

Against

Remarks:

Scope of Work

The Police Retirement System project scope includes:

- Installation and configuration of the new cloud-hosted Pension Administration System.
- Integrating the Pension Administration System with the City’s HR/Payroll System.
- Data conversion and migration.
- Business process analysis and process re-engineering.
- Staff training.

Selection

Staff released a Request for Proposals for a new solution based on the needs of the Payroll staff and the Winston-Salem Police Department. Responses to the RFP were accepted through September 27, 2022; see Exhibit A. Staff received one (1) valid response and, using the review and selection criteria defined in the RFP, invited this vendor for a product demonstration. The responding vendor does not have offices in North Carolina, nor did they receive credit in the response review for the M/WBE requirement.

PTG’s proposal and demonstration of their solution substantiated their high scores within the experience/methodology, functionality/architecture, and cost effectiveness/price value scoring categories. PTG has a 15-year history of providing pension technology solutions. The company’s solution is designed specifically for pension administration and is used by 130 plus customers, including the government and public sectors. PTG demonstrated that their solution satisfies 98.2% (163 out of 166) of the total requirements listed in the City’s RFP. The table below represents the combined scores from the evaluation panel.

Evaluation Criteria	Weight (%)	PTG
Cost Effectiveness / Price Value	10	50
Experience / Methodology	20	95
Functionality / Architecture	30	135
M/WBE	20	0
Local Vendor	20	0
Final Score		280

Exhibit B includes the Final Score Sheet for all valid vendor responses.

Financing

The proposal from PTG includes \$94,500 for the all-inclusive project management services and the first-year hosted subscriptions, and the maintenance, support and hosting subscriptions for years two through five, for a five-year total of \$283,500.

Year one Maintenance, Support and Hosting Fee and Project Services	Year two Maintenance, Support and Hosting Fee	Year three Maintenance, Support and Hosting Fee	Year four Maintenance, Support and Hosting Fee	Year five Maintenance, Support and Hosting Fee	Total Five-Year Cost
\$94,500	\$45,000	\$46,500	\$48,000	\$49,500	\$283,500

Approval is requested to enter into a contract with PTG for the first year of Maintenance, Support and Hosting Subscriptions and project management services. Funding is available in the FY 22-23 approved Information Systems budget. It is further requested that authorization be provided to renew the contract for four consecutive one-year terms.

Exhibit A includes workforce demographics for Pension Technology Group.