

Presented by: TMRS PASA Project Team

Pension Administration System Assessment (PASA)

September 27, 2019



PASA Recommendations

TMRS should execute a singular PAS modernization program over a 48 month period that includes:

- Retaining NextGen as its core solution, but expanding NextGen and MyTMRS/City Portal functionality to address system gaps
- Replacing the City Contribution System with a customizable Commercial Off-The- Shelf (COTS) solution
- Implementing a commercially available Customer Relationship Management (CRM) solution

TMRS Project Team Response

- TMRS fundamentally concurs with the PASA recommendations and the proposed implementation roadmap.
- Staff intends to seek Board approval to secure the resources required to successfully execute the modernization program (via the annual budget process).

Budget Consideration

Estimates by fiscal year

Task	2020	2021	2022	2023	Total
Agile Training (Q1,2020 – Q2,2020)	\$80,000	\$0	\$0	\$0	\$80,000
Organizational Change Management (Q4,2019 - Q2,2020)	\$75,000	\$75,000	\$75,000	\$75,000	\$300,000
Project Oversight IV&V (2020-2023)	\$450,000	\$450,000	\$450,000	\$450,000	\$1,800,000
City Contribution System Replacement (Q2,2020 - Q4,2021)	\$830,000	\$1,670,000	\$0	\$0	\$2,500,000
Customer Relationship Management (CRM) (Q4,2021 - Q3,2023)	\$0	\$150,000	\$600,000	\$450,000	\$1,200,000
NextGen Refactoring Effort (Q1,2022 - Q2,2023)	\$0	\$0	\$200,000	\$200,000	\$400,000
Mobile App Needs Assessment (Q3,2022 - Q3,2023)	\$0	\$0	\$75,000	\$75,000	\$150,000
Full Time Project Manager	\$170,000	\$170,000	\$170,000	\$170,000	\$680,000
Backfilling of Temporary Staff - Member Services (3 Employees)	\$345,000	\$345,000	\$345,000	\$345,000	\$1,380,000
Backfilling of Temporary Staff - Information Resources (2 Employees)	\$415,000	\$415,000	\$415,000	\$415,000	\$1,660,000
Permanent Staff- Information Resources (1 Employee-Quality Assurance/Testing)	\$120,000*	\$120,000*	\$120,000*	\$120,000*	\$480,000*
Total	\$2,485,000	\$3,395,000	\$2,450,000	\$2,300,000	\$10,630,000
Total with 15% Contingency	\$2,857,750	\$3,904,250	\$2,817,500	\$2,645,000	\$12,224,500

*Estimate includes salary and benefits

Next Steps

Today: TMRS is providing our feedback regarding the PASA vendor recommendations

Next Month: TMRS will incorporate project costs into the proposed 2020 Budget for Board consideration

Next Year: With Board approval, TMRS will initiate vendor research and RFPs where applicable and begin implementation

Questions

