



Maine State Retirement System (MSRS)

46 State House Station
Augusta, Maine 04333-0046



Dates of Engagement
2001 – Present

Purpose / Objectives

- Business needs analysis
- Implementation of an electronic imaging storage and retrieval system, including backfile conversion
- Development of a line-of-business RFP and procurement assistance for a new system
- Oversight project management and quality assurance during the new system implementation

Nature of LRWL Services

During the implementation phase of the new benefits solution system, LRWL has been providing oversight project management and quality assurance (OPM/QA) activities.

LRWL assisted MSRS in identifying business needs for, and developed an RFP to support, the procurement of a new comprehensive line of business solution. A key issue in the procurement was the need to interface the solution with the FileNet Imaging solution; subsequent tasks included procurement assistance, vendor selection, scope and contract negotiation.

In a prior project, LRWL assisted the MSRS in procuring an electronic imaging system for storing and retrieving member records. Responsibilities included:

- Assisted MSRS with understanding imaging technology and defined MSRS imaging requirements
- Developed a membership record imaging system technology plan and budget
- Developed a Concept of Operations document
- Prepared an RFP to solicit proposals for a membership record imaging system from appropriate systems integrators
- Evaluated the proposals
- Assisted with the implementation oversight project management and quality assurance.

Although the purpose of this project was specifically to change the storage media for new membership records from updateable microfiche to electronic imaging, the technology selected had to be sufficiently robust so that it could be the foundation upon which future workflow and process re-engineering efforts can take place. Project deliverables included:

- High level documentation of MSRS current business processes as related to the storage and retrieval of member paper and microfiche records
- A detailed membership record imaging system technology plan and budget that served as the framework for the phased imaging system development and implementation
- An RFP which solicited the necessary hardware and software for an electronic imaging based storage and retrieval system for member records to replace the existing updateable microfiche system
- A list of candidate imaging system vendors who could be expected to compete for the system award
- RFP evaluation/selection criteria, methodology of applying the criteria and assistance in the evaluation process
- Oversight of the implementation after award for the imaging implementation (i.e., hardware, software, services, training, quality assurance processes and procedures, etc.) as well as the management and control of the backfile conversion.