



## New York State and Local Retirement System (NYSLRS)

Office of the State Comptroller  
Financial Administration  
110 State Street  
Albany, NY 12236-0001



**Dates of Engagement**  
2007 – Present

### **Purpose / Objectives**

- Documentation of “as is” business processes
- Best practices peer analysis
- Business process reengineering
- Requirements definition
- Development of RFP for a replacement retirement information system
- Assistance in the evaluation of vendor proposals

### **Nature of LRWL Services**

LRWL is providing consulting services involving the comprehensive redesign of NYSLRS business processes in anticipation of the implementation of a new retirement information system.<sup>1</sup>

LRWL staff members share with the project team their expertise, experience, and judgment relating to pension industry best practices, pension administration information system solutions available in the marketplace, and the process for procuring, in an objective fashion, the solution representing the best fit with NYSLRS' functional requirements. As requested, LRWL provides its views and advice based on more than 20 previous pension solution procurements supported by LRWL. Additional participation in other project activities may take place as mutually agreed upon by NYSLRS, the prime contractor, and LRWL.

LRWL efforts are focused on the preparation of the following project deliverables:

- Identifying pension industry best practices, as well as lessons learned from similar projects by comparable retirement systems, that are most relevant to NYSLRS
- Recommending improvements in customer service, taking into account cost/benefit analysis, impact analysis, and risk assessment
- Developing “to be” business process recommendations
- Developing appropriate metrics to gauge the success of improved business processes
- Developing detailed “to be” business requirements based on LRWL expertise in pension industry best practices
- Assessing data cleansing requirements, technical environment considerations, agency organization and staff skill sets relative to the “to be” business process recommendations, and knowledge transfer requirements
- Developing a phased replacement system procurement strategy aimed at minimizing development time and implementation risk
- Development of one or more RFPs for a comprehensive, integrated replacement system, including evaluation criteria and vendor product demonstration scripts
- Assisting the Evaluation Committee, in an advisory capacity, in the review of bid proposals received.

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<sup>1</sup> This effort is being performed on a subcontract basis.