



**State of North Carolina
Department of State Treasurer
Retirement Systems Division
(DST/RSD)**

325 N. Salisbury St.
Raleigh, NC 27603



Dates of Engagement
2002 – 2004, 2006 - Present

Purpose / Objectives

- Assist in the procurement of a new line of business retirement solution (project planning, RFP development, review and evaluation of proposals, vendor selection and contract negotiations, and identification of information technology strategies / options to be utilized)
- Assist in implementation of the new retirement solution

Nature of LRWL Services

LRWL is assisting DST in the implementation of its new ORBIT pension system. Our activities include:

- Facilitating site visits and product demonstrations
- Reviewing implementation process concerns, including the incorporation of industry best practices and plans for implementing employer reporting functionality
- Review and recommendations pertaining to training and documentation services
- Workflow and scanning review and assessment
- Review and analysis of operating efficiencies
- Review and analysis of organizational issues
- Review and recommendations relating to the post-rollout period (Phase V).

Previously, LRWL provided the following assistance:

- Identified, reviewed, and documented DST's current business processes and workflows
- Recommended new reengineered business processes
- Identified and inventoried the IT environment at a high level
- Defined how a new system should/would be implemented, i.e., phases, timeframes, etc.
- Identified the challenges / opportunities that existed with the current systems
- Identified the major strengths, weaknesses, and issues related to the current IT environment
- Identified and documented system specifications, including process, function, data, security, etc.
- Provided a "build or buy" recommendation for the new Integrated Retirement Information Systems
- Reviewed and made recommendations regarding quantitative technical issues such as system response time, system sizing and growth, upgradeability, etc.
- Prepared an RFP that would design and implement DST's new integrated information system
- Provided a list of potential vendors
- Developed a standard format that vendors were required to follow in preparing their proposals.
- Developed RFP evaluation / selection criteria and the methodology of applying the criteria
- Developed a high level Risk Analysis / Mitigation Strategy for the proposed project
- Developed an estimated budget for the Implementation Phase of the project to include initial costs, customization, recurring maintenance costs, hardware, and software licenses
- Developed a high-level project implementation plan identifying the necessary phases of the project
- Developed a cost benefit analysis for the Integrated Retirement Information Management System
- Facilitated the evaluation, scoring, and selection processes
- Assisted in the negotiation of project scope and the actual contract
- Supported DST in providing needed information to support the requests of various oversight entities.