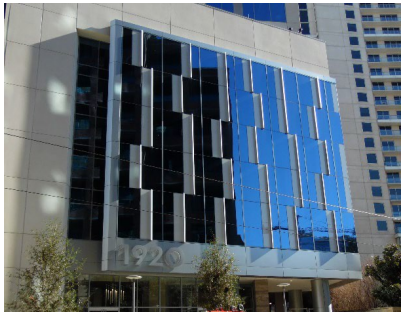
Employees' Retirement Fund of the City of DALLAS ®



ERF PENSION ACCOUNTING & BENEFITS SYSTEM

September 8, 2020

System Change Overview

Project Objective

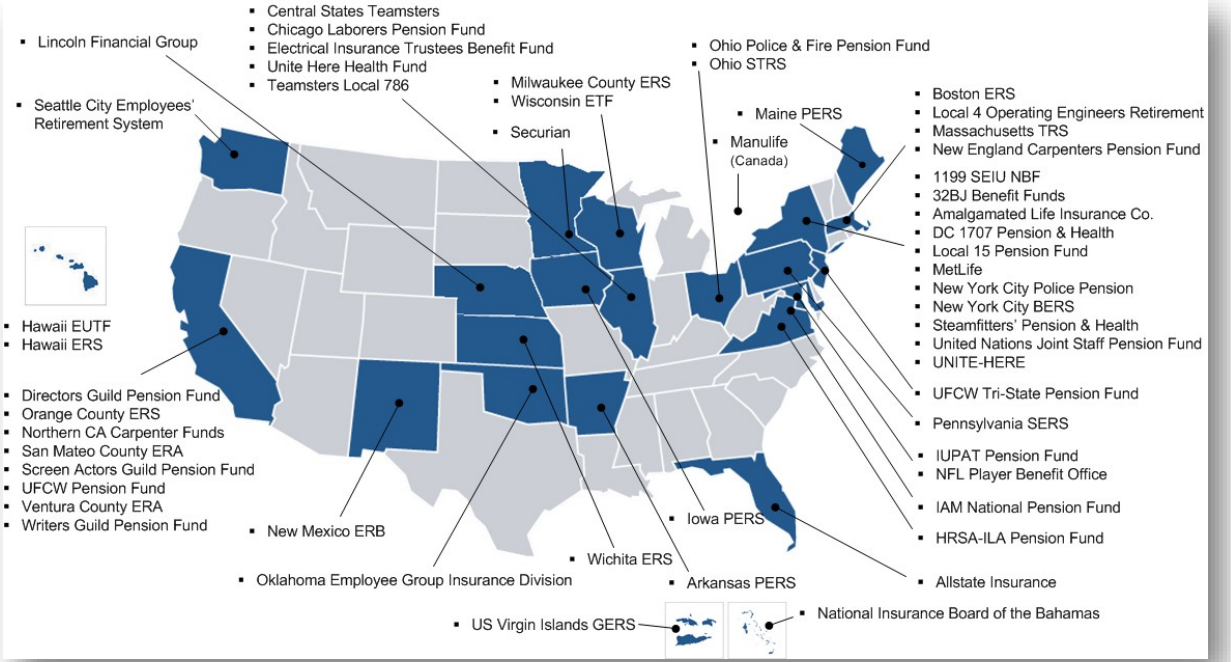
The Employees' Retirement Fund of the City of Dallas ("ERF" or the "Fund") issued a Request For Proposals ("RFP") from vendors that can provide pension accounting software system and services to the Fund with knowledge, experience, and past performance in providing public sector, defined benefit plan software and services and the administration thereof. The vendor will provide pension accounting software to include features that implement Dallas City Code Chapter 40A including but not limited to the following:

- Provides a pension accounting software system that processes enrollments across a broad array of product offerings in a summary while applying case-specific eligibility and election rules;
- Maintains member accounts and work history, transactions, records that track work periods, job classifications, hours, repayments, etc.;
- Manages the retirement/survivor application process from initial estimate through approved benefit - including estimates, follow-up correspondence, application generation, waivers, approval processing, and more; rule-based automation and self-service capabilities supporting straight through processing and administration;
- Provides for buyback and buy forward purchases of service.
- On January 18, 2018, the ERF Board selected Vitech as the vendor of choice to replace CPAS, ERF's pension software system.

Vitech Firm Overview

Vitech

- 850+ Employees
- 100+ Clients
- 25+ Years of Successful Operations
- 3 US Development Centers
- 1 Off Shore Development Center
- 2 Data Centers
- 1 Product… The V3 System

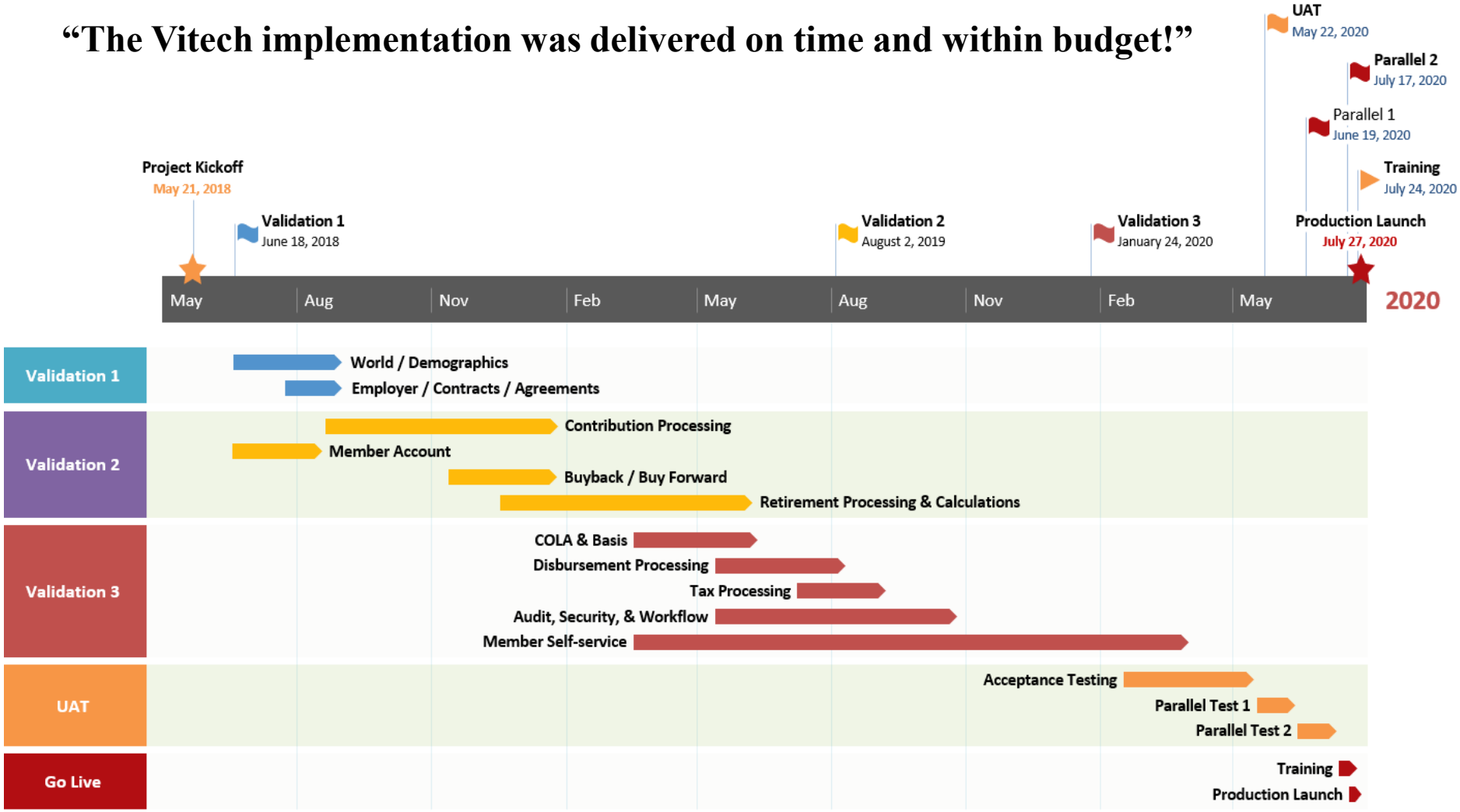


Key Factors the Project Team Endured

- In 2017, the Vitech project schedule was concurrent to the City's Workday implementation plan.
- The project was negotiated to occur within a record time frame of twenty-six months using oracle as a platform.
- In May of 2019, Laserfiche, ERF's imaging software, announced its plan to eliminate the support of oracle as an integrated solution.
- The pandemic required the Vitech Project team to implement remotely beginning in March 2020.

The Vitech Project Timeline

"The Vitech implementation was delivered on time and within budget!"

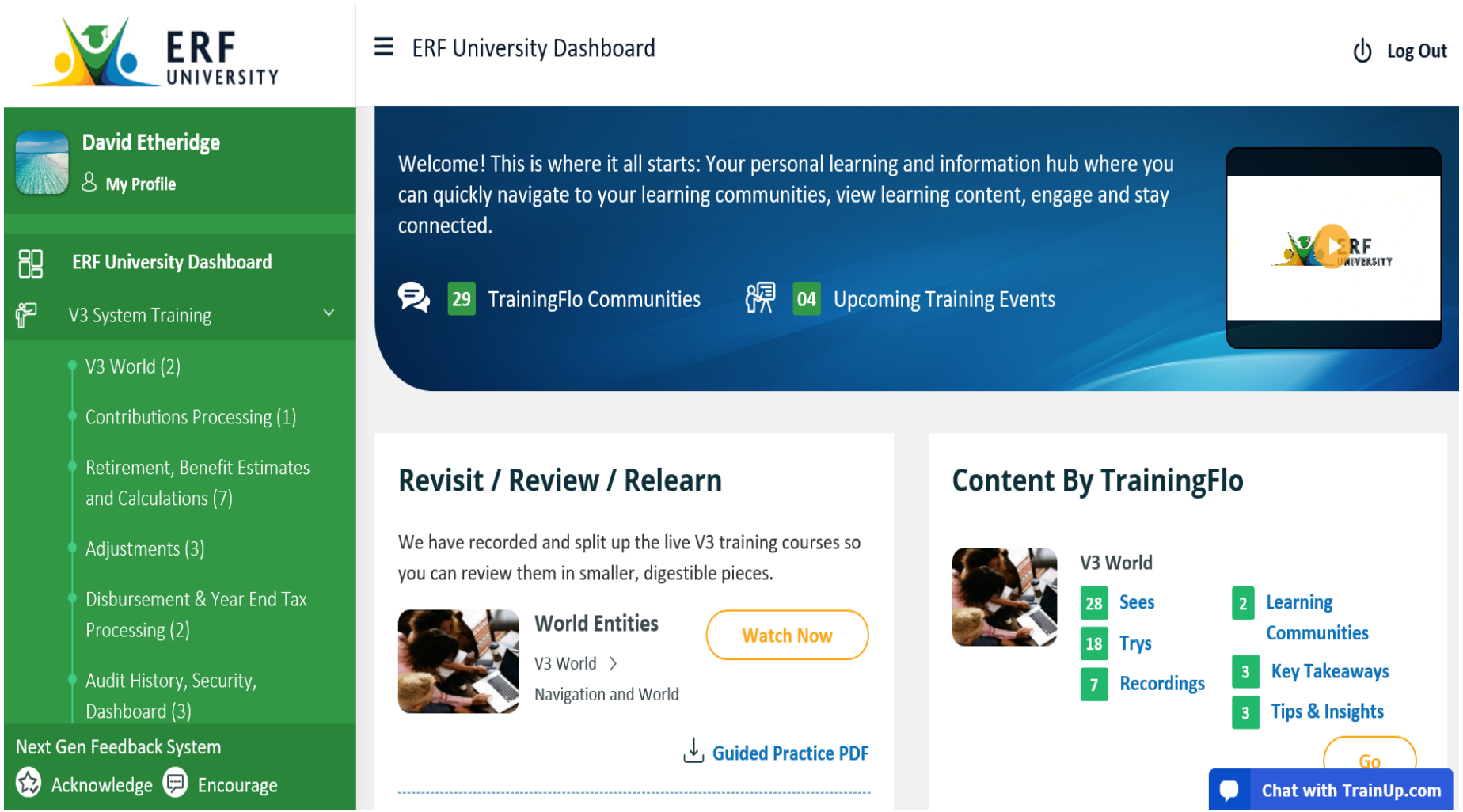


Vitech Project "GOLIVE" Results

Phase	Start Date	Stop Date	Areas	Test Scenarios	Data Files	Data Conversions	Staff Involved
Validation 1	6/18/2018	10/5/2018	9	104	12	2	11
Validation 2	8/20/2018	8/2/2019	18	451	8	4	18
Validation 3	3/18/2019	1/24/2020	12	402	8	6	16
UAT	1/27/2020	5/15/2020	39	957	28	8	15
Parallel Test	5/18/2020	7/10/2020	30	55	28	4	9
Training	7/13/2020	7/24/2020	16	85	28	3	32
Total			**124**	**2,054**	**112**	**27**	

ERF University Portal was Established

ERF staff was able to complete all Vitech training virtually



ERF UNIVERSITY

2020 TRAINING AND DEVELOPMENT PLAN OVERVIEW

VITECH SYSTEM MODULES

- Vitech System Training by Functionality
  - V3 Navigation, World, and CRM
  - Employer Reporting
  - Member Accounts
  - Service Credit Purchases (SCP)
  - Pension Overview
  - Pension Estimates, Retirements, Withdrawals & Disability applications
  - Pension Death Processing
  - Court Orders & QDROs
  - Pension Post-Retirement processing
  - Disbursements
  - Accounting/Financial reporting
  - End of year Tax Reporting
  - User Maintenance and Security
  - Member Self-Service
  - V3 Administration

PROFESSIONAL DEVELOPMENT MODULES

- Communication
- Change management
- Adaptability (similar to change management but distinct)
- Emotional intelligence
- Servant leadership
- Strategic/critical thinking
- Design Thinking
- Accountability
- Team building
- Customer service
- Time management
- Conflict resolution Unconscious bias

CONFERENCE TRAINING MODULES

- Each employee that attends a conference should consider factors of training. Those steps are:
  - Identify a clear business goal that the training supports;
  - Determine which learning paths can improve your skills and help reach the organization reach business goal(s);
  - Determine the training activities that will help you learn and/or perform the tasks;
  - Determine the learning characteristics from the conference that will make the training more effective.

Project Challenges

End-of-Life Milestones and Dates for the Laserfiche Oracle Support

Milestone	Definition	Date
End-of-Life Announcement Date	The date the document that announces the end-of-sale and end-of-life of a product.	May 1, 2019
End-of-Sale Date	Laserfiche will no longer accept sales orders of the product after this date.	November 1, 2019
End of Software Maintenance Date	After this date, Laserfiche will no longer develop, repair, maintain, or test the product software. Limited technical support for customers who remain on LSAP begins at this date.	May 1, 2020
End of Technical Support	The last date to receive limited technical support for the product. After this date, all support services for the product are unavailable, and the product becomes obsolete.	May 1, 2021

Laserfiche Functionality

ERF first contracted with DocuNav to implement with Laserfiche in 2006.

Laserfiche offers dynamic features that allow ERF staff the ability to manage documentation for board meetings both onsite and remote access.

Vitech Project Implementation Summary & Next Steps

- ERF was successful in implementing the new pension accounting system (Vitech: V3), on time within the budget limits.
- The V3 system maintains member accounts and work history, transactions, records that track work periods, job classifications, hours, repayments, etc.
- The system manages the retirement application process from initial estimate through approved benefit - including estimates, follow-up correspondence, application generation, waivers, approval processing, and more; rule-based automation and self-service capabilities supporting straight through processing and administration.
- The project requires a Phase II implementation including data exchange strategies with Workday, workflow, and replacing the antiquated imaging system.
- Based on Laserfiche's plan to eliminate support of oracle and the growing pandemic demands, staff will develop requirements to establish a competitive process and replace the current imaging system.