CITY OF AUSTIN
EMPLOYEES' RETIREMENT SYSTEM

Request for Proposal (RFP)

Financial & Accounting System

Plus Implementation, Training, and Support

Deadline for Submission of Questions	5:00 PM, Central Time, December 18, 2026
Pre-Proposal Conference (Scoping/Discovery)	Noon, Central Time, January 8, 2027
Deadline for Submission of Proposals	5:00 PM, Central Time, January 29, 2027
Bid Opening	Noon, Central Time, February 1, 2027

RFP Website	www.coaers.org/RFP
Proposal Submission Email Address	rfp@coaers.org

Contact for Inquiries

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INTRODUCTION

Purpose
The objective of this solicitation is to seek proposals for a Financial Management System provided and supported by qualified firms. The successful solution will fully replace the organization's existing **Microsoft Dynamics GP (Version 18.8)** solution currently in use.

Contract Term
COAERS anticipates entering into an agreement for software licensing, maintenance, support, and related services for an initial term of five (5) years, beginning upon contract execution or system go-live, as specified in the final agreement.

COAERS desires the option to renew the agreement for up to five (5) additional one-year renewal terms, or other mutually agreed renewal periods, subject to satisfactory vendor performance, continued availability of funding, and approval by COAERS.

How to Find Important Documents Related to this RFP
Important information related to this RFP can be found at **www.coaers.org/RFP**.

How to Submit a Proposal
Respondents shall complete and submit Exhibits A, B, and C. Respondents shall acknowledge and respond to each item in the Requirements Response Spreadsheet, Exhibit C, and should organize their proposals in the following order to facilitate a consistent and efficient review process:

- **Cover Sheet**
- **Exhibit A**
- **Exhibit B**
- **Exhibit C**
- **Pricing**
- **Project Plan(s)** – include the number of hours you estimate COAERS employees will need to contribute during each phase of the project.
- **Licensing Agreements** - all agreements necessary to contract for the proposed services
- **Post-Implementation Support Contract**
- **Sales Deck/Solution Material** – provide your organization's sales deck addressing all the RFP requirements and providing additional context as the bidder sees fit. The narrative and presentation materials should provide sufficient detail to demonstrate your understanding of COAERS' requirements and easily communicate the value of the proposed solution to COAERS.

Timeline for Submitting a Proposal

Deadline for Submission of Questions	5:00 PM, Central Time, December 18, 2026
Pre-Proposal Conference (Scoping/Discovery)	Noon, Central Time, January 8, 2027

Deadline for Submission of Proposals 5:00 PM, Central Time, January 29, 2027

Pre-Proposal Conference (Scoping and Discovery)
A pre-proposal conference is scheduled for Noon, Central Time, January 8, 2027. Attendance at the pre-proposal conference is not mandatory but recommended for Respondents to get an understanding of scope and discover more about COAERS. The pre-proposal conference will be held virtually. Instructions for remote participation will be posted to the COAERS website at www.coaers.org/RFP. Questions about the RFP shall be submitted in writing by email to rfp@coaers.org on or before 5:00 PM Central Time, December 18, 2026. COAERS will officially respond to all questions in writing after the pre-proposal conference.

Bid Opening
COAERS will conduct a public bid opening meeting at Noon, Central Time, February 1, 2027. At the bid opening, firm names that responded to this RFP will be read aloud. This meeting will be held virtually. Information about the public bid opening meeting will be posted at www.coaers.org/RFP.

Presentations to COAERS
After bids are provided, shortlisted Respondents shall participate in one, all-day, structured product demonstrations utilizing the functional, technical, and business requirements contained in Exhibit C. Bidders are required to send least one representative to attend the structured product demonstration in Austin, Texas. COAERS will provide a specific demonstration script prior to the product demonstration. Additional interactions may be conducted virtually at COAERS discretion. Respondents are expected to commit the necessary personnel, preparation time, travel, and related expenses required to support this evaluation process. All costs associated with participation in demonstrations, meetings, presentations, travel, and other evaluation-related efforts shall be borne solely by the Respondent and will not be reimbursed by COAERS.

Prohibited Communications/No Contact Period
From the RFP release date until COAERS formally selects the successful Respondent, Respondents shall not contact COAERS Trustees and/or Staff (listed below) concerning this RFP or the resulting contract. All communications must be directed to rfp@coaers.org. Any other communication could be considered attempts to lobby or market services and is therefore prohibited. Firms will be disqualified from contractual consideration if this prohibition is not honored. This section does not prohibit communications that are part of a COAERS Board or Committee meeting or pertain to an existing business relationship between COAERS and the Respondent.

- Ms. Diana Thomas, Chair
- Mr. Dick Lavine, Vice-Chair
- Mr. Michael Benson
- Ms. Krista Laine
- Mr. Kaz Wojtewicz
- Mr. Kennard Wright
- Mr. Anthony B. Ross, Sr.
- Mr. Christopher Hanson

- Ms. Kelly Crook
- Ms. Jie Li
- Mr. Ed Van Eenoo
- Ms. Katy Zamesnik
- Ms. Yun Quintanilla
- Ms. Candace Nolte
- Ms. Lisa Le
- Mr. Blake Lemen

SECTION ONE - ADMINISTRATIVE MATTERS

Type of Entity
The City of Austin Employees' Retirement System (COAERS) is a single employer governmental defined benefit retirement system originally established in 1941 by City ordinance and governed since 1991 by Texas statute (Tex. Rev. Civ. Stat. Ann. art. 6243n (Vernon). COAERS is qualified under Section 401(a) of the Internal Revenue Code.

COAERS Board of Trustees
The COAERS Board of Trustees is vested with the statutory power and responsibility for the proper and effective general administration, management, and operation of the retirement system for the exclusive benefit of its present and future members and beneficiaries. The Board consists of eleven members comprised of City of Austin officials, employees, retirees, and citizens.

Key Staff
The key COAERS staff members for this relationship are identified below:

- Executive Director, Mr. Christopher Hanson
- Deputy Executive Director, Mr. Russell Nash
- Chief Financial Officer, Ms. Yun Quintanilla
- Controller, Ms. Candace Nolte
- Accountant, Ms. Ardiana Adil
- Accountant, Ms. Lisa Le
- IT Manager, Mr. Blake Lemen

Number of Users
COAERS anticipates a solution that allows for the following user populations at a minimum:

- **Core Financial System**
  - Administrators: 2 users
  - Users (Access data, change data, run reports): 10 users
  - Limited Users (View Only): 15
- **HR/Payroll**
  - Administrators: 2 users
  - Users (Access data, change data, run reports): 10 users
  - Employee Self Service (Timesheets/HR Dashboard/Benefits Enrollment): 50 users
- **Expense Management**
  - Administrators: 2 users
  - Users (Access data, change data, run reports): 15 users

COAERS users may overlap with access to different modules. **Also, some users may have limited roles such as an approver for a workflow.**

Fiscal Year
Our fiscal year is January 1 through December 31.

GASB Compliance
COAERS produces financial reports in accordance with the authoritative guidance issued by the Governmental Accounting Standards Board (GASB). As a public-sector organization, we rely on accurate, transparent, and auditable financial information to support sound fiscal management, regulatory compliance, and public accountability.

GAAP Compliance
COAERS is committed to maintaining accounting practices and financial reporting processes that comply with Generally Accepted Accounting Principles (GAAP) applicable to governmental entities.

IRS Reporting
COAERS is responsible for preparing and filing a variety of federal tax forms and informational returns required by the Internal Revenue Service (IRS). Accordingly, the proposed financial and payroll software solution must support the accurate collection, maintenance, reporting, and export of tax-related data necessary to meet these obligations.

Specifically, COAERS must produce the following:

- **Form 941, Employer's Quarterly Federal Tax Return**, including the reporting of employee wages, federal income tax withholding, Social Security taxes, Medicare taxes, and other payroll tax information required for quarterly IRS filings.
- **W-2, Wage and Tax Statement,** including the preparation and issuance of employee wage and tax statements, reporting of wages, tips, and tax withholdings, distribution of employee copies, and generation of electronic filing data.
- **Forms 1099 (including Form 1099-NEC and Form 1099-MISC, as applicable) for vendors, contractors, and payees**, including the identification of reportable payments, maintenance of taxpayer identification numbers (TINs), year-end reporting, and generation of electronic filing data and recipient copies.

Payroll Law Compliance
COAERS complies with all applicable federal and Texas laws and regulations governing employee compensation, payroll tax withholding, wage payments, benefits administration, recordkeeping, and reporting. Accurate payroll processing is essential to maintaining legal compliance, ensuring employees are compensated correctly and timely, and supporting sound financial management practices.

SOC 1 / SOC 2 reports
COAERS places significant importance on information security, internal controls, and the protection of sensitive financial, payroll, and member data. Therefore, we expect any Respondent providing a hosted, cloud-based, Software-as-a-Service (SaaS), to maintain current, independent System and Organization Controls (SOC) 1 and SOC 2 audit reports covering the services proposed under this solicitation, now and into the future.

Financial System
Microsoft Dynamics GP (Version 18.8) is the current accounting application used by COAERS to track all general ledger activity, produce financial statements, and create reports.

Budget size and transaction volumes
COAERS operates with an annual administrative operating budget of approximately **$9 million** and seeks a financial and human capital management solution that is appropriately scaled to support a mid-sized public-sector organization. Here are our average annual transaction volumes:

3,600 Journal entries, broken out by origination source:
- 1,500 bank transactions (Chase bank only)
- 700 AP vendor invoices
- 700 AP vendor payments
- 100 payroll transactions
- 400 fixed asset transactions (by asset)
- 200 general journals (direct to GL - not through separate module)

Pension Administration System
PensionGold Version 3, a product of **Levi, Ray, and Shoup**, is the pension administration application used for actuarial census data, participant recordkeeping, benefit claims, and benefits payroll. Support for the pension administration system is provided by Levi, Ray, and Shoup.

Operating Bank
COAERS uses **JPMorgan Chase** as the banking institution for operating expenses and the primary disbursement vehicle for substantially all operational cash transactions, including payments to retirees, vendors, employees, taxing authorities, and benefit providers. As such, COAERS requires robust payment processing, cash management, reconciliation, and audit capabilities to ensure the secure and accurate administration of these funds.

Custodial Bank
COAERS utilizes **The Bank of New York Mellon (BNY)** as its custodial banking institution for investment assets. BNY provides safekeeping, settlement, custody, and reporting services for COAERS' investment portfolio and related financial activities.

Financial Statement Auditor
Audit services are currently provided to COAERS by **CliftonLarsonAllen** (CLA).

Annual Comprehensive Financial Report
COAERS prepares an Annual Comprehensive Financial Report (ACFR) each year by internal staff. COAERS staff prepares the Financial Statements, Management's Discussion and Analysis, Notes to the Financial Statements, and Schedules. COAERS is not included in any other governmental "reporting entity" as defined by the Governmental Accounting Standards Board (GASB). The System has no component units and is not a component unit of any other entity.

Historic ACFR documents can be found at www.coaers.org/annual-financial-reports.

Locations
The COAERS administrative office is located at 4700 Mueller Boulevard in Austin, Texas.

SECTION TWO – SCOPE OF SERVICES

2.1 Project Goals

COAERS seeks a modern, integrated financial management solution that will transform the organization's financial, payroll, accounts payable, and human resources operations from largely manual, transaction-focused processes into a highly automated, workflow-driven environment. Our objective is to reduce reliance on manual data entry, spreadsheet-based processes, paper routing, and time-consuming approval and reporting activities by leveraging automation, configurable workflows, system integrations, and real-time access to information.

The successful solution should streamline routine administrative tasks, strengthen internal controls, improve data accuracy, and increase operational efficiency across the organization.

Most importantly, we seek a platform that enables staff to shift their focus from processing transactions and producing reports to providing strategic financial analysis, business insights, and decision support that enhance organizational performance and stewardship of public resources.

Respondents should demonstrate how their proposed solution will support this transformation through automation, process optimization, improved reporting capabilities, and user-friendly tools that empower employees, managers, and executives to make informed decisions.

2.2 In-Scope Services

The selected solution will be a secure, cloud-based enterprise financial system and accounting software that provides integrated capabilities to support COAERS' core financial statement reporting and accounting operations. The solution should include comprehensive financial management functionality, including general ledger, journal entry processing, period-end and year-end closing, account reconciliations, financial statement generation, and standard and ad-hoc reporting. The solution should integrate with the COAERS operating bank, custodial bank, and pension administration system. The solution should support accounts payable, vendor management, invoice processing and workflow, payment processing, expense management, travel reimbursement, fixed asset accounting and depreciation, payroll processing, and human resources recordkeeping through a secure employee self-service portal. Additionally, the solution should provide robust budgeting capabilities, including budget development, workflow routing, monitoring, and performance tracking, with flexible reporting tools that enable users to create customized analyses and reports to support operational, financial, and strategic decision-making.

COAERS strongly prefers solutions that maximize automation, streamline business processes, automate workflow, and reduce reliance on manual data entry and other labor-intensive, or inefficient activities. Respondents should demonstrate how their solution improves data accuracy, minimizes duplicate data entry, reduces processing errors, and incorporates configurable workflows grounded in the best accounting practices and strong internal control frameworks. Preference will be given to solutions that provide automated approvals, exception

management, system-enforced controls, and demonstrable integration across functional areas to eliminate inefficiencies and improve operational effectiveness. COAERS' objective is to modernize and optimize its business processes so that staff spend less time performing transactional and administrative activities and more time analyzing information, providing actionable business intelligence, and supporting informed decision-making by management and the Board.

Respondents should clearly describe how their solution enables this shift from transaction processing to strategic, value-added business intelligence.

2.3 Exhibit C

The exact scope of services we are requesting is detailed in Exhibit C. Respondents will use Exhibit C to provide their response to the core scope of services as described. While the spreadsheet will serve as the primary tool for documenting compliance with the requested scope of services, Respondents shall also submit their standard solution presentation or proposal materials that describe how the proposed system and implementation approach will deliver the services and functionality identified in the spreadsheet. The narrative and presentation materials should provide sufficient detail to demonstrate the Respondent's understanding of COAERS requirements and the value of the proposed solution.

2.4 Out of Scope Services

The following functional areas are **not within the scope** of this procurement and should not be included as part of the proposed solution. COAERS is not seeking software functionality for pension/benefits administration, procurement or sourcing activities, real estate operations, purchasing card management, Annual Comprehensive Financial Report design, accounts receivable, project and investment portfolio management, contact or customer relationship management (CRM), position classification administration, or compensation management.

SECTION THREE - TECHNICAL REQUIREMENTS

3.1 Technical Architecture and Hosting Requirements

COAERS seeks a secure, modern, cloud-based Software-as-a-Service (SaaS) solution that provides high availability, scalability, reliability, and performance while minimizing the need for COAERS-managed infrastructure and technical support. The proposed solution shall employ industry best practices for cloud computing, cybersecurity, data management, disaster recovery, and business continuity. Respondents shall clearly describe their technical architecture, hosting environment, security controls, service levels, and operational support model. The requirements set forth in this section represent COAERS' minimum expectations.

3.2 Cloud Architecture

The proposed solution shall be delivered through modern cloud-based architecture designed to provide scalability, reliability, security, and performance. The solution shall:

- Utilize a secure, multi-tier architecture separating application, database, and presentation layers.
- Support scalability to accommodate future growth in users, transactions, and data volume.
- Employ redundant infrastructure components to minimize service interruptions.
- Support secure integration with third-party applications and external data sources through APIs, file transfers, or other industry-standard methods.
- Provide regular software updates and enhancements without requiring significant COAERS staff involvement.
- Utilize industry-standard security practices to protect data in transit and at rest.

3.3 Hosting Environment

The solution shall be hosted in a professionally managed cloud environment operated by the Respondent or an approved subcontractor. The hosting environment shall:

- Be located within the United States; COAERS data must reside in the U.S and shall not be transferred or stored outside the U.S.
- Utilize secure and professionally managed data centers.
- Maintain appropriate physical, environmental, and cybersecurity controls.
- Provide redundant network connectivity, power, and infrastructure components.
- Support compliance with applicable regulatory and industry standards.
- Maintain current SOC 1 Type II and SOC 2 Type II audit reports.

3.4 Software-as-a-Service (SaaS) Requirements

COAERS prefers a fully managed SaaS solution that minimizes COAERS responsibility for software maintenance and infrastructure management. The solution shall:

- Provide software licensing, hosting, maintenance, upgrades, and technical support as a fully managed service.
- Deliver software updates, patches, and enhancements as part of the subscription service.
- Avoid requiring COAERS-installed client software except where specifically identified.
- Provide configurable workflows, business rules, notifications, dashboards, and reporting capabilities.
- Support role-based security and administrative configuration without vendor intervention whenever possible.
- Provide separate production and testing environments.

3.5 Database Platform

The solution shall utilize a secure, enterprise-grade relational database platform. The proposed database environment shall:

- Support high availability and data integrity.

- Include backup, recovery, and monitoring capabilities.
- Maintain complete audit trails for financial and administrative transactions.
- Permit retention and retrieval of historical data in accordance with applicable records retention requirements.
- Support reporting and data extraction capabilities for authorized users.
- Employ encryption and access controls to protect COAERS data.

3.6 Mobile Access
COAERS requires secure mobile access for authorized users. The solution shall:

- Support access from smartphones and tablets.
- Provide responsive design or native mobile application functionality.
- Support employee self-service activities, including timesheet entry, leave requests, approvals, and access to payroll information.
- Support multi-factor authentication (MFA) for mobile users.
- Maintain the same security controls applicable to desktop access.

3.7 Browser Compatibility
The solution shall support current versions of widely adopted web browsers. At a minimum, the solution shall support:

- Microsoft Edge
- Google Chrome
- Mozilla Firefox
- Apple Safari

The solution shall not require specialized browser plug-ins, browser emulation, or deprecated technologies.

3.8 Performance Requirements
The solution shall provide responsive system performance under normal operating conditions. The solution shall:

- Deliver acceptable response times for transaction processing, inquiries, workflows, and reporting.
- Support concurrent users without significant degradation in performance.
- Efficiently process payroll, accounts payable, general ledger, procurement, budgeting, and reporting transactions.
- Support scheduled and ad hoc reporting functions.
- Provide monitoring and tuning processes to maintain performance standards.

3.9 Availability and Service Levels
COAERS requires a highly available solution supported by documented service-level commitments. The solution shall:

- Maintain a minimum system availability of 99.9%, excluding scheduled maintenance periods.
- Provide advance notice of scheduled maintenance activities.
- Maintain a documented incident management and escalation process.
- Define service-level targets for issue response and resolution.
- Provide a mechanism for tracking system performance and service-level compliance.

3.10 Disaster Recovery

The Respondent shall maintain documented disaster recovery capabilities designed to restore service following a significant disruption. The disaster recovery program shall include:

- Regular data backups.
- Geographic redundancy or alternate recovery infrastructure.
- Documented recovery procedures.
- Periodic testing of disaster recovery plans.
- Defined Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO).

At a minimum, COAERS prefers:

Recovery Time Objective (RTO): 24 hours or less.
Recovery Point Objective (RPO): 4 hours or less.

3.11 Business Continuity

The Respondent shall maintain and regularly test a comprehensive business continuity program to ensure ongoing operations during disruptions affecting facilities, personnel, infrastructure, or third-party services. The business continuity program shall:

- Address operational continuity for critical services.
- Include continuity procedures for technical and customer support operations.
- Identify key personnel and escalation procedures.
- Be reviewed and updated periodically.
- Include testing and validation activities.

3.12 System Monitoring

The Respondent shall continuously monitor the hosted environment to identify and address availability, performance, security, and operational issues. Monitoring capabilities shall include:

- Infrastructure monitoring.
- Application monitoring.
- Database monitoring.
- Security event monitoring and alerting.
- Capacity and performance monitoring.

- Automated alerting and incident response procedures.
- Logging and audit capabilities sufficient to support troubleshooting, security investigations, and compliance activities.

SECTION FOUR – INTEGRATIONS

4.1 Integration Generally
For each integration point, Respondent shall provide documented integration architecture supporting REST APIs, secure file transfer, event-based integrations, and integration monitoring capabilities. Respondent shall identify whether each integration is native, partner-supported, custom-developed, or customer-maintained.

4.2 Pension Administration System - SmartConnect Data Integration by eOne Solutions
PensionGold Version 3, a product of Levi, Ray, and Shoup, is the pension administration application used for actuarial census data, participant recordkeeping, benefit claims, and benefits payroll.

COAERS currently uses SmartConnect, an integration platform that automates the transfer of data between business applications. SmartConnect serves as a middleware solution between the Pension Administration System and Microsoft Dynamics GP (Microsoft GP Version 18.8), extracting approved financial and contribution data (general ledger posting files, check file) from the pension administration database and securely importing the information into Microsoft GP. The integration can be configured to run on a scheduled, event-driven, or on-demand basis and includes validation, error handling, and audit tracking to help ensure data accuracy and consistency between systems.

The successful solution will have the same or better capabilities to allow for the transfer of data from the Pension Administration System.

4.3 Operating Bank
COAERS seeks a fully automated integration with JPMorgan Chase to streamline treasury management, cash management, and accounting processes. The proposed solution should support the automated retrieval and import of daily bank activity, including prior-day and intra-day bank feeds where available, directly into the organization's financial systems. The integration should facilitate the secure transmission and receipt of ACH payment files, positive pay exception files, check issue files, and other fraud prevention or cash management services provided by JPMorgan Chase. The solution should also support automated bank reconciliation processes through the import of bank transactions, cleared checks, ACH activity, wire transfers, and related banking data, minimizing manual intervention and data entry. COAERS prefers a solution that provides secure, reliable, and auditable data exchange using industry-standard methods such as APIs, secure file transfer (SFTP), direct bank connectivity, or equivalent technologies. Respondents should describe their proposed integration architecture, security controls, error handling and notification capabilities, reconciliation functionality, implementation approach, ongoing support model, and any licensing or third-party

requirements. Preference will be given to solutions that provide near real-time or daily automated processing and exception management workflows.

4.4 Custodial Bank

COAERS seeks a solution that provides automated integration with BNY Mellon or alternatively supports the automated import of monthly summarized accounting entries and processing of BNY Mellon custodial data files, to facilitate the timely recording and reconciliation of investment activity. The proposed solution should support the receipt and import of monthly custodial reports and data extracts containing investment holdings, market values, cash balances, realized and unrealized gains and losses, income activity, fees, and other relevant portfolio accounting information. Imported data should be mapped and summarized as necessary to support financial reporting, general ledger entries, investment accounting, and reconciliation processes. The solution should minimize manual data entry and spreadsheet manipulation while maintaining a complete audit trail of imported information. Respondents should describe their experience integrating with custodial banking platforms, including BNY Mellon, and explain how their proposed solution will validate imported data, manage exceptions, support automated reconciliation of investment balances, and provide reporting capabilities. Preference will be given to solutions that support direct connectivity through APIs, secure file transfer mechanisms, or other automated methods that reduce operational risk, improve data accuracy, and provide timely access to investment and custodial information for accounting, reporting, and audit purposes.

4.5 Adobe InDesign Reporting, Visualization

COAERS seeks a solution capable of generating professional-quality financial reports, dashboards, charts, graphs, and infographics from data maintained within the system. The solution should support the automated creation and distribution of visual reporting content for use in management reports, board and committee meeting materials, annual financial reports, actuarial reports, investment performance reports, and member communications. In addition to standard reporting capabilities, COAERS desires the ability to export or integrate data and visual assets into Adobe InDesign to support the production of our Annual Comprehensive Financial Report. The proposed solution should allow financial data, investment data, membership statistics, key performance indicators, and other operational metrics to be easily transformed into presentation-ready charts, tables, and infographics with minimal manual intervention. Respondents should describe available reporting tools, dashboard capabilities, data visualization options, customizable report templates, and methods for exporting content to Adobe InDesign or other professional publishing platforms. Preference will be given to solutions that provide automated report generation, scheduled report distribution, dynamic dashboards, graphical trend analysis, and the ability to produce consistent branding and publication-ready materials suitable for board reporting, public disclosures, annual comprehensive financial reports, and stakeholder communications.

SECTION FIVE - COMPLIANCE

5.1 GASB Compliance
COAERS seeks a financial software solution that enables and supports compliance with current Governmental Accounting Standards Board (GASB) reporting requirements, facilitates efficient financial statement preparation, and provides the controls, reporting capabilities, and audit support necessary to meet governmental accounting and financial reporting standards.

5.2 GAAP Compliance
The proposed solution should provide the functionality necessary to comply with Generally Accepted Accounting Principles (GAAP) and ensure the integrity, reliability, and auditability of COAERS' financial information throughout the financial reporting lifecycle.

5.3 IRS Reporting
The proposed financial and payroll software solution must support the accurate collection, maintenance, reporting, and export of tax-related data necessary to meet these obligations.

Specifically, COAERS requires support for the following:

- **Form 941, Employer's Quarterly Federal Tax Return**, including the reporting of employee wages, federal income tax withholding, Social Security taxes, Medicare taxes, and other payroll tax information required for quarterly IRS filings.
- **W-2, Wage and Tax Statement,** including the preparation and issuance of employee wage and tax statements, reporting of wages, tips, and tax withholdings, distribution of employee copies, and generation of electronic filing data.
- **Forms 1099 (including Form 1099-NEC and Form 1099-MISC, as applicable) for vendors, contractors, and payees**, including the identification of reportable payments, maintenance of taxpayer identification numbers (TINs), year-end reporting, and generation of electronic filing data and recipient copies.

5.4 Payroll Law Compliance
COAERS seeks a solution that allows compliance with all applicable federal and Texas laws and regulations governing employee compensation, payroll tax withholding, wage payments, benefits administration, recordkeeping, and reporting.

5.5 SOC 1 / SOC 2 reports
Any proposer providing a hosted, cloud-based, Software-as-a-Service (SaaS), or otherwise outsourced solution shall maintain current, independent System and Organization Controls (SOC) 1 and SOC 2 audit reports covering the services proposed under this solicitation.

5.6 Internal Controls and Audit Compliance
The proposed solution shall support and enforce internal accounting controls consistent with generally accepted financial management practices and the expectations of independent external auditors. For all financial workflows, including but not limited to general ledger,

accounts payable, budgeting, cash management, fixed assets, payroll integrations, journal entries, and financial reporting, the system shall provide configurable controls that facilitate segregation of duties, approval workflows, authorization limits, audit trails, change tracking, exception reporting, and access security. Respondent shall describe the control framework embedded within the solution, identify the specific controls available for each applicable workflow, and explain how those controls support audit readiness, compliance, fraud prevention, and management oversight. Respondent shall also identify any workflows where compensating controls outside the system would be required to satisfy commonly accepted external audit requirements.

Respondent shall demonstrate how the proposed solution implements preventive and detective controls and shall provide evidence that the system's control environment has been successfully used by organizations subject to annual independent financial statement audits. COAERS reserves the right to evaluate the adequacy of the proposed controls as part of the proposal review and demonstration process.

SECTION SIX - PROJECT PLAN – MEASURED NOT ACCELERATED

COAERS recognizes that its annual financial reporting and audit cycles place significant constraints on system implementation activities. **January through March** is dedicated to year-end close and financial reporting activities, while **March through June** is heavily committed to the annual audit and preparation of the Annual Comprehensive Financial Report (ACFR). **As a result, COAERS anticipates that the primary implementation, testing, conversion, training, and go-live activities for the core financial system should occur between July and December.**

6.1 Provide an Implementation Plan

Respondents shall provide a realistic and comprehensive implementation plan that accommodates the availability of COAERS' five-member Finance team and emphasizes thorough requirements validation, system configuration, data conversion, user acceptance testing, parallel processing, staff training, and post-implementation support. Respondents may provide multiple alternative plans for all phases of implementation to provide COAERS choices for implementation.

6.2 Implementation Plan Timeline

The proposed timeline should allow sufficient time for the Finance staff to validate results, reconcile balances, test integrations, and perform parallel processing to ideally be available from the new solution as of December 31, 2027 COAERS prefers a measured implementation approach rather than an accelerated deployment that could increase operational or financial reporting risk.

Respondents should also recognize that while the Finance and General Ledger components are expected to be prioritized to support year-end financial reporting, other modules and functional areas, including Accounts Payable, Payroll, Human Resources Information Systems

(HRIS), workflow automation, and related administrative functions, *may* need to be implemented in phased releases during 2028 and subsequent years.

COAERS values solutions that provide a thoughtful, phased deployment strategy that balances organizational capacity, project risk, and staff readiness while ensuring adequate end-user training and change management.

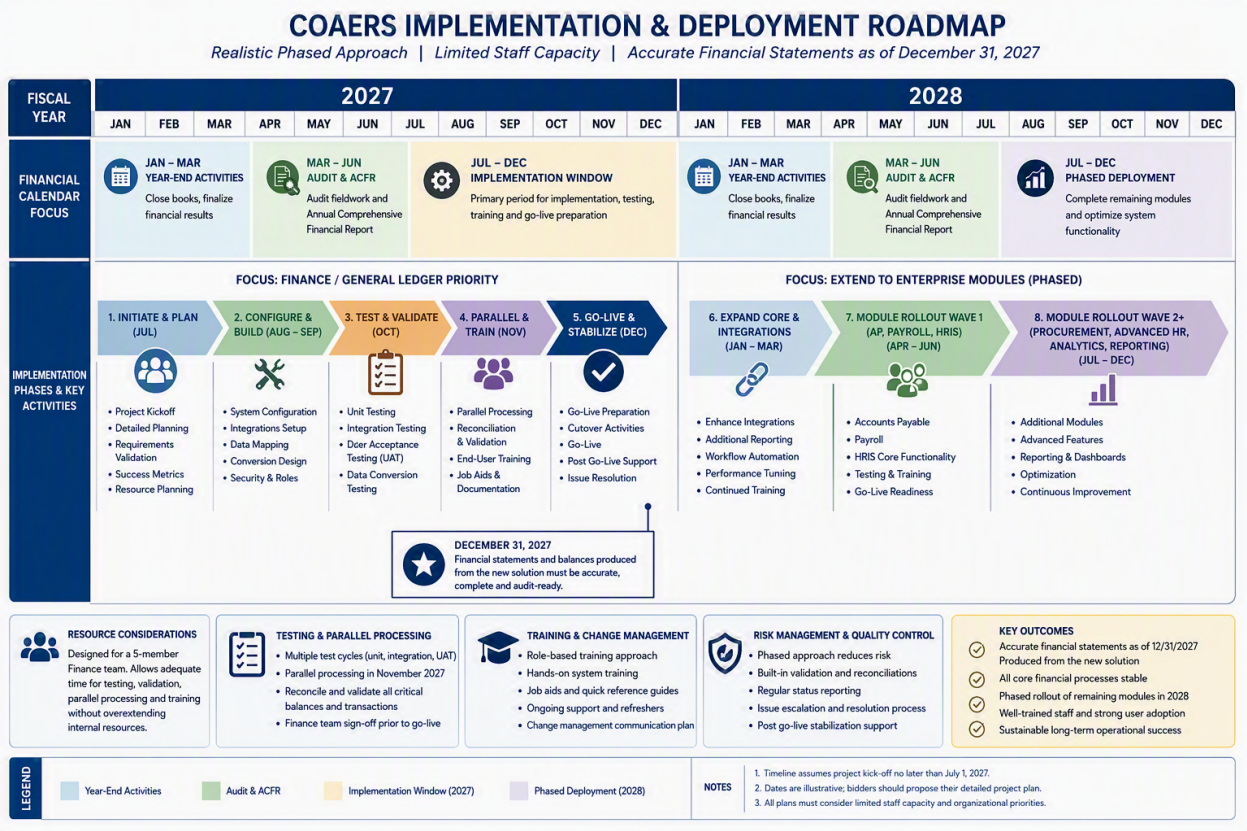
6.3 Estimated Hours of Effort for COAERS

For each project phase, identify the estimated number of hours COAERS personnel will need to dedicate to supporting and participating in project activities.

6.4 Implementation Plan Example

Proposed project plans should clearly identify milestones, resource requirements, testing periods, parallel processing durations, training schedules, cutover activities, and post-go-live stabilization support to ensure successful adoption of the solution and long-term operational sustainability. Below is an example of your deliverable for this requirement.

EXAMPLE PLAN



SECTION SEVEN - IMPLEMENTATION SUPPORT

7.1 Minimum Implementation Services

COAERS expects the successful Respondent to provide comprehensive implementation services and dedicated project support throughout the implementation lifecycle. Respondent shall be responsible for leading, managing, and supporting all activities necessary to achieve a successful deployment of the proposed solution while minimizing operational disruption and project risk.

Respondent shall provide experienced implementation personnel with expertise in financial systems, governmental accounting, business process analysis, system configuration, integrations, data conversion, testing, and project management. The implementation team should work closely with COAERS staff to ensure that system design, configuration, and deployment activities align with business requirements and organizational objectives.

7.2 Implementation Success Criteria

The implementation shall not be considered complete until:

- Configured functionality meets approved business requirements.
- Required integrations are operational.
- Converted data has been successfully reconciled.
- Testing has been completed and accepted by COAERS.
- Parallel processing results have been validated.
- Critical business processes operate successfully within the new solution.
- Financial reporting outputs are verified and accepted.
- Go-live readiness has been formally approved by COAERS.

Respondents shall clearly identify all implementation services included in their proposal, the level of effort associated with each activity, any assumptions regarding COAERS staff participation, and any services considered optional or out of scope. COAERS places significant value on solutions and approaches that provide hands-on implementation support, proactive project management, experienced subject matter experts, and sufficient resources to ensure a successful and low-risk implementation.

SECTION EIGHT - USER TRAINING

Because COAERS has a limited staff and operates within a demanding financial reporting calendar, Respondents should propose a practical and achievable training plan that allows staff sufficient time to learn the system, participate in testing and parallel processing activities, perform their regular duties, and build confidence before go-live. COAERS places significant value on solutions and implementation approaches that emphasize user adoption, operational readiness, and long-term self-sufficiency. Successful implementation will require demonstrated knowledge transfer to COAERS staff so that routine administration, reporting, and day-to-day operations can be effectively managed with minimal reliance on Respondent resources following implementation.

8.1 User Training
COAERS considers training and user readiness to be critical success factors for the implementation of any proposed financial management solution. Respondents shall provide a comprehensive training approach that ensures Finance, Payroll, Human Resources, Budget, and Accounts Payable staff are proficient in the use, administration, and support of the system prior to the go-live of each implemented module.

8.2 Training for 10 Users
COAERS anticipates training groups of up to ten (10) users and expects Respondents to include all costs associated with training, course development, documentation, workshops, knowledge transfer activities, and post-implementation support. Training should incorporate hands-on exercises using COAERS-specific business scenarios, data, workflows, and reporting requirements whenever feasible.

8.3 User Training Function Areas
The proposed training program shall include all applicable functional areas, including but not limited to:

- General Ledger and Financial Reporting
- Fixed Assets
- Accounts Payable
- Budget Development and Budget Management
- Payroll Administration
- Human Resources Information System (HRIS)
- Cash Management and Bank Reconciliation
- System Administration and Security
- Audit Trail, Workflow, and Approval Processes
- Reporting, Dashboards, and Ad Hoc Queries

SECTION NINE - IMPLEMENTATION BILLING & PAYMENT MILESTONES

COAERS prefers payment structures that align vendor compensation with successful project outcomes and measurable deliverables. Proposals that place a significant portion of implementation compensation at risk until successful completion of testing, validation, parallel processing, and go-live activities are strongly preferred.

9.1 Milestone-based Pricing Schedule
COAERS requires that implementation services be billed on a milestone-based basis tied to the successful completion and acceptance of defined project phases and deliverables. Billing shall not be based solely on the passage of time, percentage of work claimed as complete by the vendor, or execution of project activities that have not been formally reviewed and accepted by COAERS.

9.2 Completion Documentation

Prior to invoicing for any milestone, the vendor shall provide documentation demonstrating completion of the applicable deliverables and achievement of the milestone objectives. COAERS shall review the deliverables and either approve the milestone or identify deficiencies requiring correction. Milestones shall not be considered complete until written acceptance is provided by COAERS.

9.3 Withholding Payment Acknowledgement

Respondent acknowledges that COAERS reserves the right to withhold payment for incomplete, deficient, or unaccepted deliverables until such deficiencies have been corrected and the applicable milestone has been formally approved.

9.4 Change Orders

No additional implementation fees shall be invoiced for services that are within the contracted scope of work. Any request for additional compensation resulting from scope changes must be documented through a mutually approved written change order before work is performed.

9.5 Invoicing Requirements

Each invoice shall clearly identify:

- The applicable project phase or milestone.
- Deliverables associated with the milestone.
- Date of milestone completion.
- COAERS acceptance date.
- Amount invoiced.
- Remaining contract balance.

SECTION TEN – POST IMPLEMENTATION SUPPORT AND MAINTENANCE

COAERS considers post-implementation support and maintenance services to be a critical component of the success of the proposed solution. COAERS seeks a long-term, high-touch support relationship that extends beyond traditional help desk services and includes proactive customer success, system optimization, knowledge transfer, periodic system reviews, and assistance with evolving business requirements. Bidders shall describe in detail how post-implementation support will be delivered and how COAERS will be supported throughout the lifecycle of the solution.

10.1 Post Implementation Support/Maintenance Agreement

As part of its proposal, the successful Respondent shall provide a separate and clearly defined support and maintenance agreement, either directly through the software publisher/vendor or through an authorized affiliate, implementation partner, or managed services provider. The agreement shall clearly identify all services included, service levels, escalation procedures, pricing structure, and support personnel assigned to the COAERS account.

10.2 Support Team Qualifications and Due Diligence
COAERS reserves the right to perform due diligence on the proposed support organization and personnel. As part of the proposal, Respondents shall provide:

- The organizational structure of the support organization.
- Identification of the primary support provider, whether the software manufacturer, affiliate, reseller, implementation partner, or subcontractor.
- Resumes, biographies, or professional profiles for key personnel expected to support the COAERS account.
- Relevant certifications, credentials, product accreditations, and technical qualifications of support staff.
- Years of experience supporting the proposed software solution.
- Public sector, pension system, governmental, or financial system support experience.
- Average tenure of support personnel.
- Geographic location of support staff.
- Availability of dedicated account management resources.
- Availability of named technical contacts and escalation managers.

10.3 Post Implementation Support/Maintenance Agreement – Software Updates & Training
The support agreement shall address the planning, testing, communication, and deployment of all software updates, patches, enhancements, and version upgrades throughout the contract term. Additionally, Respondent shall provide ongoing training and knowledge transfer services for COAERS staff whenever significant software updates, new functionality, or system changes are introduced.

SECTION ELEVEN - CYBERSECURITY & BUSINESS CONTINUITY

COAERS seeks a modern, cloud-based financial management solution that incorporates industry-leading cybersecurity controls, resiliency measures, business continuity capabilities, and regulatory compliance practices. The proposed solution must be designed, operated, and maintained using recognized information security frameworks and best practices that protect the confidentiality, integrity, and availability of COAERS data and business operations.

Respondents shall provide a detailed description of the security architecture, controls, governance processes, monitoring capabilities, and compliance certifications applicable to the proposed solution.

COAERS places significant value on solutions that demonstrate a mature cybersecurity program, transparent security governance, annual independent assurance reporting, proactive customer communication, and a commitment to protecting critical financial, payroll, human resources, and pension administration information.

11.1 Cybersecurity Minimum Requirements
The proposed solution shall include, at a minimum:

- Multi-factor authentication (MFA) for all privileged users and administrative accounts.
- Role-based access controls and least-privilege security principles.
- Secure user provisioning and deprovisioning capabilities.
- Single Sign-On (SSO) integration with Microsoft Entra ID (Azure Active Directory) or equivalent identity management solutions.
- Encryption of data in transit and at rest using current industry-standard encryption protocols.
- Security event logging and audit trail capabilities.
- Continuous vulnerability management and patch management processes.
- Endpoint, infrastructure, network, and application security controls.
- Secure software development lifecycle (SDLC) practices.
- Segregation of customer data within multi-tenant environments.
- Protection against ransomware, malware, denial-of-service attacks, and unauthorized access attempts.
- Continuous security monitoring and threat detection capabilities.
- Independent penetration testing performed on a regular basis.

The proposed solution shall provide:

- Comprehensive audit trails for all financial transactions and administrative activities.
- Data retention and archival capabilities.
- Data export capabilities in industry-standard formats.
- Backup monitoring and validation procedures.
- Protection against unauthorized deletion or modification of records.
- Administrative controls governing privileged access.
- Support for legal hold and records retention requirements, where applicable.

11.2 Incident Notification Requirements

Respondent shall maintain documented incident response procedures and shall notify COAERS promptly of any actual or suspected security incident affecting COAERS data, systems, or services.

The proposal shall include:

- Incident response time commitments.
- Escalation procedures.
- Communication protocols.
- Breach notification procedures.
- Forensic investigation support.
- Customer responsibilities and vendor responsibilities during an incident.

11.3 Compliance and Independent Audit Reports

Respondent shall maintain current independent third-party audits of its control environment and security program.

At a minimum, Respondent shall:

- Maintain a current SOC 2 Type II audit report covering the services proposed to COAERS.
- Provide the most current SOC 2 Type II report upon request during the procurement process and throughout the contract term.
- Provide the SOC 2 Type II report, management response, and remediation status for any identified findings at no additional cost to COAERS.
- Not require COAERS to execute a separate Non-Disclosure Agreement (NDA), Confidentiality Agreement, or other restrictive agreement as a condition for receiving the SOC 2 Type II report.
- Provide updated SOC 2 Type II reports annually upon issuance.
- Disclose any material audit findings, exceptions, qualified opinions, or significant deficiencies identified during the audit period.

In addition, Respondents shall identify any other applicable certifications, attestations, or compliance frameworks, including but not limited to:

- ISO 27001
- ISO 27017
- ISO 22301
- CIS Controls
- NIST Cybersecurity Framework
- NIST 800-53
- PCI DSS (if applicable)
- Other relevant security, privacy, or cloud compliance certifications

11.4 Future Compliance Requirements

The successful Respondent shall maintain security controls and compliance practices consistent with evolving industry standards and regulatory requirements throughout the life of the agreement and shall notify COAERS of any material changes to its security posture, hosting environment, ownership structure, compliance status, or service delivery model that could affect cybersecurity, privacy, availability, or operational risk.

SECTION TWELVE - HISTORIC DATA CONVERSION, VALIDATION, RECONCILIATION

COAERS requires the successful Respondent to extract, convert, migrate, validate, and reconcile historic financial data from the current Microsoft Dynamics GP (GP) environment into the proposed solution.

12.1 Migrate Two Years of Historic Financial Information

At a minimum, the successful Respondent shall migrate two (2) full fiscal years of historic financial information, including the current fiscal year-to-date activity and the immediately preceding fiscal year. The proposal should identify any recommended additional conversion periods that may benefit reporting, auditing, trend analysis, or operational requirements.

12.2 Minimum Historic Data Requirements

Respondent shall convert and reconcile, as applicable:

- General Ledger account structure and chart of accounts.
- Historic trial balances.
- Financial transactions and journal entries.
- Budget and budget-to-actual information.
- Accounts Payable vendor records and transaction history.
- Cash management and bank reconciliation information.
- Fixed asset records and depreciation history.
- Payroll-related financial transactions.
- Mapping current and historic reporting structures.
- User-defined fields and financial dimensions required for reporting.
- Open transactions, balances, and outstanding items at the time of conversion.

12.3 Validation and Reconciliation Requirements

At a minimum, Respondent shall:

- Conduct trial conversions prior to production migration.
- Reconcile all converted balances to the source system.
- Validate beginning balances, ending balances, and transaction detail where applicable.
- Reconcile General Ledger balances by account and reporting period.
- Validate subsidiary ledgers to the General Ledger.
- Verify financial statements generated from the new system against reports produced from the existing Microsoft Dynamics GP Version 18.8.
- Document all reconciliation results and exceptions.
- Correct identified conversion errors and repeat testing as necessary.
- Support COAERS during user acceptance testing and financial validation activities.

12.4 Completion Acceptance

No historic data conversion shall be considered complete until COAERS has reviewed, tested, and formally accepted the converted information. The conversion effort shall be considered successful only when:

- Historic data is fully accessible within the new system.
- Financial reports generated from the new solution reconcile to the existing Microsoft Dynamics GP Version 18.8.
- Converted balances are materially accurate and complete.
- All critical financial reporting requirements can be satisfied using converted data.
- User acceptance testing has been completed successfully.
- COAERS provides written acceptance of the converted information.

12.5 Data Conversion Costs

Respondents shall include all costs associated with data extraction, mapping, conversion, reconciliation, testing, correction of conversion errors, user validation support, and final data migration within their proposal pricing. Any limitations regarding historical data conversion must be clearly disclosed and explained**.**

12.6 Data Ownership
COAERS retains ownership of all data and may export all data and metadata at any time without additional licensing fees.

SECTION THIRTEEN - COAERS TERMS AND CONDITIONS

Any Contract awarded as a result of this RFP will contain the general terms and conditions listed below in this Section. Subcontractors are also obliged to comply with these provisions.

13.1 Contract Period
The services requested shall be provided for a term of five years with the ability to renew for additional terms.

13.2 Termination
This Contract may be terminated by either party if (1) the other party breaches any provision hereunder and fails to cure said breach within thirty (30) days after receipt of written notice thereof from the non-breaching party, or (2) upon at least thirty (30) days written notice. Notwithstanding anything contained herein to the contrary, COAERS may terminate this Contract without cause, which termination will be effective upon the thirtieth (30^{th}) day following written notice. Upon termination of this Agreement, Contractor will be entitled to payment of all non-cancellable, actually incurred expenses and costs incurred to the effective date of termination, and a pro rata portion of the compensation pursuant to the Services performed through the effective date of termination, and Contractor will return to COAERS all information (including confidential information) in its possession.

13.3 Confidentiality and Open Records
Contractor agrees to maintain the confidentiality of information received from COAERS during the performance of this Contract, including Protected Health Information, information that discloses confidential personal information, and information made confidential under Section 13, Article 6243n, Tex. Revised Civil Statutes. Notwithstanding any provisions of this Contract to the contrary, Contractor understands that COAERS will comply with the Texas Public Information Act, Government Code, Chapter 552 as interpreted by judicial opinions and opinions of the Attorney General of the State of Texas. COAERS agrees to notify Contractor in writing within a reasonable time from receipt of a request for information related to Contractor's work under this contract. Contractor will cooperate with COAERS in the production of documents responsive to the request. COAERS will make a determination whether to submit a Public Information Act request to the Attorney General. Contractor will notify COAERS General Counsel within twenty-four (24) hours of receipt of any third-party requests for information that was provided by the State of Texas for use in performing the Contract. This Contract and all data and other information generated or otherwise obtained in its performance may be subject to the Texas Public Information Act.

13.4 Indemnification
Contractor shall defend, indemnify, and hold harmless COAERS, its officers, and employees, and contractors, completely from and against all claims, actions, suits, demands, proceedings, costs, damages, and liabilities, including without limitation attorney fees and court costs, arising out of, connected with, or resulting from any acts or omissions of Contractor or any agent, employee, subcontractor, supplier, or service provider of Contractor in the execution or performance of this Contract. This paragraph is not intended to and shall not be construed to require Contractor to indemnify or hold harmless COAERS for any claims or liabilities resulting from the negligent acts or omissions of COAERS or its employees.

13.5 Applicable Law and Venue
This Agreement and all matters and claims arising out of or relating thereto shall be governed by, construed, and enforced in accordance with the internal substantive and procedural laws of the State of Texas as they presently exist or may hereafter be amended, without regard to conflict of laws principles. The venue of any suit arising under this agreement is fixed in any court of competent Jurisdiction of Travis County, Texas.

13.6 No Waiver of Sovereign Immunity
Nothing in this Contract shall be construed as a waiver of the sovereign immunity afforded an organization created by Texas state statute. This Contract shall not constitute or be construed as a waiver of any of the privileges, rights, defenses, remedies, or immunities available to COAERS. The failure to enforce, or any delay in the enforcement, of any privileges, rights, defenses, remedies, or immunities available to COAERS under this Contract or under applicable law shall not constitute a waiver of such privileges, rights, defenses, remedies, or immunities or be considered as a basis for estoppel. COAERS does not waive any privileges, rights, defenses, or immunities available to COAERS by entering into this Contract or by its conduct prior to or subsequent to entering into this Contract.

13.7 No Conflicts
Contractor represents and warrants that Contractor has no actual or potential conflicts of interest in providing services to COAERS under this Contract and that Contractor's provision of services under this Contract would not reasonably create an appearance of impropriety. See Exhibit B for a Conflict of Interest Questionnaire. Current trustees, local government officers, and employees involved in the review of proposals are as follows:

- Ms. Diana Thomas, Chair
- Mr. Dick Lavine, Vice-Chair
- Mr. Michael Benson
- Ms. Krista Laine
- Ms. Kelly Crook
- Ms. Jie Li
- Mr. Ed Van Eenoo
- Ms. Katy Zamesnik
- Mr. Kaz Wojtewicz
- Mr. Kennard Wright
- Mr. Anthony B. Ross, Sr.
- Mr. Christopher Hanson
- Ms. Yun Quintanilla
- Ms. Candace Nolte
- Ms. Lisa Le
- Mr. Blake Lemen

13.8 Financial Interests; Gifts

Contractor represents and warrants that neither Contractor nor any person or entity that will participate financially in this Contract has received compensation from COAERS or any agency of the State of Texas for participation in preparation of specifications for this Contract. Contractor represents and warrants that it has not given, offered to give, and does not intend to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor or service to any public servant or employee in connection with this Contract.

Texas law requires a person who contracts or seeks to contract with the local governmental entity to file a questionnaire disclosing the person's affiliation and business relationship with each member of the governing body and executive officers of the entity. You should review the rules regarding this disclosure. Then your organization will need to determine if you should complete and include Exhibit B with your proposal. You can find a listing of COAERS Trustees and staff in our Annual Comprehensive Financial Reports found on our website at www.coaers.org. COAERS will not be able to give you an opinion as to whether you should submit Exhibit B.

13.9 End of Contract Services

Within six (6) months of contract execution, and periodically thereafter as requested by COAERS, Contractor shall develop and maintain a documented Transition Plan that identifies transition activities, responsibilities, timelines, risks, deliverables, and data transfer procedures. The Transition Plan shall be updated throughout the contract term as needed.

Upon notice of termination or non-renewal, Contractor shall:

- Cooperate fully with COAERS, any replacement vendor, and related implementation or integration partners.
- Provide a detailed transition and knowledge-transfer plan.
- Transfer all COAERS data, metadata, configurations, audit logs, reports, interfaces, and related documentation in a secure, complete, and commercially usable format designated by COAERS.
- Support validation, reconciliation, and testing activities necessary to confirm the completeness and usability of transferred data.
- Maintain services and operational support during the transition period until COAERS authorizes final transition completion.
- Provide all system documentation, configuration information, workflow documentation, interface specifications, and other materials required to support continuity of operations.
- Identify and return any COAERS-owned information, records, or documentation in Contractor's possession.
- Conduct and document a transition risk assessment identifying potential operational, technical, security, and data migration risks and recommended mitigation measures.
- Certify in writing that all COAERS data has been securely removed, destroyed, or sanitized from Contractor's systems and environments following successful transfer and written authorization from COAERS.
- Participate in audit and verification activities requested by COAERS to confirm successful data transfer and data destruction.

Contractor shall not withhold, delay, or condition the transfer of COAERS data or transition services due to contract disputes, payment disputes, or proprietary system considerations. COAERS shall retain sole ownership of all data maintained within the solution.

Any additional costs incurred by COAERS as a result of Contractor's failure to meet agreed transition obligations, delivery schedules, or data transfer requirements may be recoverable.

SECTION FOURTEEN - PROPOSAL DEADLINES, MEETINGS, FORMAT & INFORMATION

14.1 Revisions to Event Deadlines & Dates
COAERS reserves the right, at its discretion, to change the dates and times in the schedule of events.

14.2 Proposal Submission
(a) Respondents shall submit **one electronic original of the Proposal**. Proposal pages should be numbered and contain an organized, paginated table of contents corresponding to the parts and pages of the Proposal.
(b) Respondents to this RFP are responsible for all costs of this Proposal including preparation, submission, demonstrations, and travel.
(c) COAERS will not consider any Proposal that bears a copyright. Proposals shall be subject to the Texas Public Information Act, Tex. Government Code, Chapter 552, and may be disclosed to the public upon request. Subject to the Act, Respondents may protect trade and confidential information from public release. Trade secrets or other confidential information, submitted as part of a Proposal, shall be clearly marked "Trade Secret" or "Confidential" on each page it appears. Such marking shall be in boldface type and at least 14-point font. It is Respondent's responsibility to appropriately mark the RFP.
(d) All Proposals shall be received via email with a received date on or before 5:00 PM, Central Time, January 29, 2027**. One electronic copy of Respondent's proposal shall be emailed to rfp@coaers.org**. It is the Respondent's responsibility to appropriately deliver the proposal to COAERS by the specified date and time. COAERS reserves the right to reject any proposal submitted after 5:00 PM, Central Time, January 29, 2027.

14.3 Proposal Format
Respondents shall complete and submit Exhibits A, B, and C. Respondents shall acknowledge and respond to each item in the Requirements Response Spreadsheet, Exhibit C. Respondents should organize their proposals in the following order to facilitate a consistent and efficient review process:

- **Cover Sheet**
- **Exhibit A**
- **Exhibit B**
- **Exhibit C**
- **Pricing**
- **Project Plan(s)** – include the number of hours you estimate COAERS employees will need to contribute during each phase of the project.
- **Licensing Agreements** - all agreements necessary to contract for the proposed services
- **Post-Implementation Support Contract**
- **Sales Deck/Solution Material** – provide your organization's sales deck addressing all the RFP requirements and providing additional context as Respondent sees fit. The narrative and presentation materials should provide sufficient detail to demonstrate

your understanding of COAERS' requirements and easily communicate the value of the proposed solution to COAERS.

14.4 Inquiries

(a) The Authorized Contact Person for this RFP is Russell Nash, Deputy Executive Director.
(b) Questions about the RFP shall be submitted in writing to rfp@coaers.org on or before 5:00 PM Central Time, December 18, 2026.
(c) COAERS will provide official and final responses to all questions in writing after the Pre-Proposal Conference.

14.5 Proposal Evaluation and Award Process

(a) All notices and communications from COAERS will be sent via email to the Respondent's provided addresses.
(b) COAERS may reject any proposal for any reason.
(c) COAERS reserves the right to cancel this procurement at any time.
(d) COAERS reserves the right to waive any irregularities or non-material errors contained in a proposal.
(e) COAERS can amend this RFP at any time at its discretion.
(f) The contract will be awarded to the Respondent that provides the services described herein at the best value for COAERS.
(g) During the evaluation, a COAERS representative may contact Respondent and ask for follow-up questions and/or clarifications to Respondent's proposal. To be eligible for a contract award, Respondent must respond to such requests within the time and manner specified in the request.
(h) COAERS will determine if Best and Final Offers are necessary. A request for a Best and Final Offer is at the sole discretion of COAERS and will be extended in writing.
(i) Award of a contract may be made without a Best and Final Offer.
(j) COAERS may, at its discretion, elect to visit the offices of the Respondents. Travel for COAERS staff will be at COAERS expense.
(k) Proposals received shall constitute a valid offer until a selection is made by COAERS.
(l) COAERS can award a contract upon a Respondent's proposal either in whole or in part.
(m) Proposals received become the property of COAERS.

14.6 Proposal Evaluation Criteria

(a) COAERS may consider any and all information related to the Respondent and its proposal in determining which Respondent provides the services at the best value for COAERS.

14.7 Presentations/Visits

There will be one virtual pre-proposal conference for scoping and vendor discovery prior to the proposal deadline. After bids are provided, shortlisted Respondents shall participate in one, all-day, structured product demonstrations utilizing the functional, technical, and business requirements contained in Exhibit C. **Bidders are required to send at least one representative to attend the structured product demonstration in Austin, Texas. COAERS will provide a**

specific demonstration script prior to the product demonstration. Additional interactions may be conducted virtually at COAERS' discretion. Respondents are expected to commit the necessary personnel, preparation time, travel, and related expenses required to support this evaluation process. All costs associated with participation in demonstrations, meetings, presentations, travel, and other evaluation-related efforts shall be borne solely by the Respondent and will not be reimbursed by COAERS.

14.8 Final Selection

COAERS will award a contract to the successful Respondent only after successfully negotiating all material terms to the contract(s) for products and services.

EXHIBIT A - CONFLICT OF INTEREST QUESTIONNAIRE

Texas law requires a person who contracts or seeks to contract with a local governmental entity to file a questionnaire disclosing the person's affiliation and business relationship with each member of the governing body and local government officers of the entity. You should review the rules regarding this disclosure. Then your organization will need to determine if you should complete and include this Exhibit with your proposal. You can find a listing of COAERS Trustees and staff on our website at www.coaers.org. COAERS will not be able to give you an opinion as to whether or not you should submit Exhibit B.

CONFLICT OF INTEREST QUESTIONNAIRE — **FORM CIQ**

For vendor doing business with local governmental entity

This questionnaire reflects changes made to the law by H.B. 23, 84th Leg., Regular Session.

This questionnaire is being filed in accordance with Chapter 176, Local Government Code, by a vendor who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the vendor meets requirements under Section 176.006(a).

By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the vendor becomes aware of facts that require the statement to be filed. *See* Section 176.006(a-1), Local Government Code.

A vendor commits an offense if the vendor knowingly violates Section 176.006, Local Government Code. An offense under this section is a misdemeanor.

OFFICE USE ONLY

Date Received

1 **Name of vendor who has a business relationship with local governmental entity.**

2 ☐ **Check this box if you are filing an update to a previously filed questionnaire.**

(The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date on which you became aware that the originally filed questionnaire was incomplete or inaccurate.)

3 **Name of local government officer about whom the information in this section is being disclosed.**

_____
Name of Officer

This section (item 3 including subparts A, B, C, & D) must be completed for each officer with whom the vendor has an employment or other business relationship as defined by Section 176.001(1-a), Local Government Code. Attach additional pages to this Form CIQ as necessary.

A. Is the local government officer named in this section receiving or likely to receive taxable income, other than investment income, from the vendor?

☐ Yes ☐ No

B. Is the vendor receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer named in this section AND the taxable income is not received from the local governmental entity?

☐ Yes ☐ No

C. Is the filer of this questionnaire employed by a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership interest of one percent or more?

☐ Yes ☐ No

D. Describe each employment or business and family relationship with the local government officer named in this section.

4

_____ _____
Signature of vendor doing business with the governmental entity Date

Adopted 8/7/2015

EXHIBIT B - RESPONDENT CONTACT INFORMATION

PRIMARY CONTACT

Name:
Address:
City, State, Zip:
Office Telephone:
Cell Phone:
Fax:
Email Address:

SECONDARY CONTACT

Name:
Address:
City, State, Zip:
Office Telephone:
Cell Phone:
Fax:
Email Address:

EXHIBIT C – SCOPE OF SERVICES ACKNOWLEDGEMENT

See the Microsoft Excel Spreadsheet, “Exhibit C Functional Requirements – Nov 2026”