



Board of Retirement Regular Meeting

Sacramento County Employees' Retirement System

Agenda Item 13

MEETING DATE: February 19, 2025

SUBJECT: Technology Services

SUBMITTED FOR: X Action Information

RECOMMENDATION

Authorize the Chief Executive Officer to engage QualApps for technology development services in an amount not to exceed \$280,000 and execute all necessary documents.

PURPOSE

This item supports the Strategic Management Plan to leverage technology to continuously improve performance, productivity, and efficiency in fulfillment of the SCERS' mission.

DISCUSSION

SCERS has embarked on an iterative approach to modernizing its IT environment in the near term, informed by past lessons learned and validated through a recently completed proof of concept (PoC) engagement with QualApps. The PoC was initially scoped to develop an online retirement application (ORA) to streamline the retirement filing process for SCERS members. However, during development, it became clear that members needed a way to securely upload sensitive files as part of the retirement application process. Recognizing that this functionality had broader applicability beyond ORA, the PoC scope was expanded to include the development of a secure file upload (SFU) system.

The SFU enhancement allowed for seamless integration with ORA while also providing SCERS staff the ability to initiate secure file upload invitations whenever sensitive data collection was required, not just for retirement applications but across various SCERS processes. Additionally, the PoC facilitated the development of an online death reporting functionality on the SCERS public website, offering a streamlined way for individuals to report a death. The SFU system complements this feature, allowing SCERS staff, when processing a death notification, to invite the reporting user to securely upload necessary supporting documents. These enhancements reinforced the value of small-scale, high-impact engagements, proving that SCERS' modular, agile development strategy could deliver meaningful, flexible solutions.

The total cost of the PoC, including these enhancements, was \$210,000. This included the original \$147,000 allocated for ORA development, an additional \$40,000 for ORA scope expansion, \$15,000 for secure file upload, and \$8,000 for online death reporting. These investments were reported in SCERS' most recent quarterly IT report, ensuring transparency

and accountability to the Board. The success of this PoC validated SCERS' approach and informed the Board's decision to allocate \$1.75 million in the FY 2024-25 budget for digital transformation initiatives.

While the ORA was developed as scoped, it has not yet been launched due to necessary refinements following external constraints impacting the integration with the MySCERS portal. Additionally, SCERS has chosen to modestly enhance ORA's functionality, further expanding its scope. These refinements do not alter the original success of the PoC but instead demonstrate the value of an agile, iterative approach—allowing SCERS to adapt to evolving circumstances while ensuring measurable progress in its digital transformation strategy.

Given the success of this approach, SCERS seeks to continue incremental, modular technology development through a new engagement with QualApps, a Sacramento-based technology vendor with a strong history of serving public sector organizations. QualApps has provided technology solutions for government agencies such as CalPERS, the California Board of Equalization, and the California Department of Justice, demonstrating expertise in secure, scalable, and user-centric application development. Their local presence and familiarity with public retirement systems make them a highly qualified partner in SCERS' ongoing digital transformation efforts.

Scope and Approach

Under this next engagement, SCERS will initially focus on modernizing and automating key internal processes, with an emphasis on:

- Deprecating inefficient, complex Excel-based workflows and re-platforming them into internal web-based applications, starting with the Retirement Processing workstream.
- Introducing member self-service functionalities, including a preliminary service purchase estimator and enhancements to commonly used forms for more efficient data collection and backend processing.

As with the Proof of Concept, the specific scope and sequencing of initiatives will be refined through detailed planning and discovery, ensuring each engagement delivers maximum value while preserving SCERS' ability to adjust priorities as needed. This measured, highly agile approach allows SCERS to remain responsive to operational needs, emerging opportunities, and evolving strategic priorities.

To ensure transparency and ongoing Board oversight, updates on engagement scope, deliverables, budget, and timelines will continue to be provided as part of SCERS' Quarterly IT reports. These reports will offer insight into progress and any necessary refinements to the engagement roadmap, allowing SCERS to remain adaptable while maintaining accountability.

Financial Impact

This engagement will be funded from the pre-approved \$1.75 million Digital Transformation budget allocation included in the FY 2024-25 SCERS administrative budget. No additional funding is being requested.

Conclusion

SCERS is committed to a strategic, flexible approach to technology modernization, balancing measured investment, risk mitigation, and agility. The previous PoC engagement confirmed the viability of this methodology. Board approval of this engagement with QualApps will allow SCERS to continue executing its technology roadmap efficiently and effectively, improving operational processes and enhancing member services.

ATTACHMENT

- Board Order

Prepared by:

/S/

Timothy Taylor
Chief Technology Officer

Reviewed by:

/S/

Eric Stern
Chief Executive Officer



Retirement Board Order

Sacramento County Employees' Retirement System

Before the Board of Retirement
February 19, 2025

AGENDA ITEM:

Technology Services

THE BOARD OF RETIREMENT hereby accepts the recommendation of staff to Authorize the Chief Executive Officer to engage QualApps for technology development services in an amount not to exceed \$280,000 and execute all necessary documents.

I HEREBY CERTIFY that the above order was passed and adopted on February 19, 2025 by the following vote of the Board of Retirement, to wit:

AYES:

NOES:

ABSENT:

ABSTAIN:

ALTERNATES:

(Present but not voting)

James Diepenbrock
Board President

Eric Stern
Chief Executive Officer and
Board Secretary