



## Procurement Department

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*The School District of Greenville County*

### **Addendum No. 1**

Date: **December 2, 2022**

Re: **Automated Employee Benefit Enrollment Services (AEBES) Program**

IFB No.: **522-79-12-13**

The following information becomes part and parcel of Invitation for Bid (IFB) #522-79-12-13 effective this date. Firms must acknowledge receipt of this addendum in their solicitation response.

The listed items add to, modify, or otherwise alter the specifications and become part of the solicitation documents. Where a portion of the original specifications are added to, modified, or also altered, the portion not so affected shall remain. Firms may have the right to protest this addendum.

#### **Inquiries/ District Responses**

Before the solicitation inquiry deadline, the District received inquiries regarding this solicitation. The District's response to each inquiry follows in **bold** font.

1.) What are your HR/Benefits Administration Strategic objectives?

**This is subjective. See Specifications section provided in the original Request for Proposal (RFP). The scope of the services requested should be focused in proposer's response.**

2.) What areas are working best with your Benefits Administration today?

**This is subjective. See Specifications section provided in the original RFP. The scope of the services requested should be focused in proposer's response.**

3.) Are you open to a partnership with a broker that works alongside your benefit administration and counselor vendor?

**The scope for this RFP is limited to benefits enrollment services.**

4.) What are your current voluntary products offered, policy count, and carriers?

**Voluntary insurance policy participation figures are noted below by policy type. In-force policies:**

**Trustmark Universal Life – 9,868**

**Trustmark Short Term Disability – 6,521**

**Trustmark Cancer/Critical Illness (Combination) – 4,565**

**Trustmark Accident Plan-5,982**

**Allstate Cancer Plan-562**

5.) What is the average number of annual new hires?

**See Page One (1) of the Program Specifications in the original RFP.**

6.) What are the expected number of on-site days per year for the enrollment counselors?

**The District expects the counselors to be on-site the same number of days as our staff, which is 245 Days.**

7.) What are the specific business drivers causing you to evaluate Benefits Administration vendors?

**The current solicitation for these services is set to expire in 2023.**

8.) Are you looking for a fully outsourced high-touch solution that will be an extension of your HR team or more of a self-service option for your benefits administration?

**See Specifications section of the RFP. The Specifications section defines the scope of needs.**

9.) What percentage of employees have an email address?

**100-percent (100%).**

10.) How well do you think your employees are equipped to enroll in the right plans and navigate their benefits within the healthcare environment?

**This is subjective. See Specifications section provided in the original Request for Proposal (RFP). The scope of the services requested should be focused in proposer's response.**

11.) Does your current solution provide mobile capabilities? If so, can employees enroll through the app? Do you see mobile capabilities as an important feature of benefits access?

**The District's current vendor's capabilities will not be disclosed. The Specifications section in the RFP defines the mandatory services. Any "Value-added" service enhancements should be clearly defined by the proposer in their proposal response.**

12.) Are there any major plan design or carrier changes expected for 2023/2024?

**The District's vendors are primarily controlled by the State of South Carolina. For the voluntary benefits, there would only be a change if the vendor selected had a different voluntary carrier(s).**

13.) Please confirm how many eligibility classes/groups and cost share scenarios exist today for your active employees?

**There are two pay cycles for our employees. All voluntary products are 100% employee paid.**

14.) Are there any union groups? Do these union groups have differing eligibility? Please describe.

**There are no union groups.**

15.) How many employees are covering at least one dependent on the medical plan? How many total dependents are being covered on the medical plan?

**This information is not applicable to the RFP.**

16.) Do you verify life event documentation during the year?

**This service is not in the scope of the RFP.**

17.) What are your goals pertaining to closed loop payroll? Are there a large amount of employees that are missing deductions or is deductions/credit accountability the priority?

**This is subjective. See Specifications section provided in the original Request for Proposal (RFP). The scope of the services requested should be focused in proposer's response.**

18.) Approximately how many benefits related calls/employee emails are you receiving monthly?

**The District is not able to quantify this as inquiries come to the District, as well as the current vendor and carriers.**

19.) Is there an interest in premium payment/eligibility discrepancy resolution services?

**No.**

20.) How is Customer Services [*sic*] provided today?

**Customer service is currently provided via phone, email and in-person.**

21.) Which carriers currently receive eligibility/enrollment files?

**See Specifications section provided in the original Request for Proposal (RFP).**

22.) Active or passive open enrollment?

**The District requires employees to meet annually.**

23.) Please confirm how many eligibility classes/groups and cost share scenarios exist today for your active employees?

**See answer to Inquiry Number Thirteen (13).**

24.) Do you have a benefits eligible retiree population? If so, do you offer benefits to Medicare and non-Medicare retirees? What types of plans are offered to your Medicare retirees (Medicare supplement, EGWP, Medicare Advantage, etc.) Please confirm how many eligibility classes/groups and cost share scenarios exist today for your Retirees? How do you calculate retiree pricing?

**Not applicable. This service is not in the scope of the RFP.**

25.) How many participants are currently enrolled in COBRA?

**Only initial COBRA support is requested in the RFP. The District is not soliciting for full COBRA administration services in this RFP.**

26.) How many participants do you currently have in an unpaid status (unpaid leave, FMLA, etc.) that are being direct billed for coverage (excluding COBRA)?

**The District does not have a number to disclose specific to the voluntary plans.**

27.) [*Vendor Name*] - Choice Accounts is an integrated reimbursement account platform supporting FSA and HSA benefits (if applicable). Should we include a proposal for those services in our response? If so, can you provide the current participant counts for those products?

**No. Flexible Spending Accounts administration is covered under the State of South Carolina Benefits Program.**

28.) As it relates to ACA is there a significant part-time population? Is there interest in Employer Mandate (look back) tracking and reporting?

**If a proposer's solution is at no cost, a proposer may supply any additional information they would like to provide in their proposal response.**

**End of Section – Inquiries/District Responses**

All other terms and conditions remain unchanged and in force.

Thank you for your interest in the District.

*Tonya A. Stroud*

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Senior Buyer