



**SPECIAL ADMINISTRATIVE BOARD OF THE TRANSITIONAL
SCHOOL**

DISTRICT OF THE CITY OF ST. LOUIS

Purchasing Department
801 North 11th Street
Saint Louis, Missouri 63101

RFP 028-1819

**Enrollment & Eligibility Services, FSA/Section 125 Administration, COBRA
Administration and Dependent Audit Services**

ADDENDUM 1: QUESTIONS AND ANSWERS

1. On which system do you intend to conduct the 2019 annual enrollment (for the 2020 plan year)? Will it be on ADP or the new vendor's system? [ADP](#)
2. There are two questions deadlines listed; please confirm we can submit additional questions after the bidder's conference, prior to the second questions deadline (listed as April 12, 2019 at 4:00 P.M.). [You can submit questions until 04/12/2019 at 4:00 p.m.](#)
3. Will the questions answered in the bidder's conference be released in writing in an addendum shortly after the conference, or will those be received three days prior to the proposal deadline? [Yes, the questions and answers will be posted in an addendum before the proposal due date.](#)
4. Our standard practice is to provide 3-year contracts; will you consider our bid if we decline to provide one- and two- year options? [We will review all bids received by the stated deadline.](#)
5. We typically provide all services, using a single-source approach for all administration and implementation services; considering that, are we still required to make a good faith effort to include M/WBEs in our proposal? Would not making a good faith effort to include M/WBEs in our proposal result in disqualification, or will we only lose the (5) evaluation points? [M/WBEs are very important to St. Louis Public Schools. You will lose the 5 evaluation points.](#)
6. Can you please provide a sample of the 2013 enrollment materials referenced? [The 2019 enrollment guide can be found on the Districts website with the RFP posting](#)

7. What type of enrollment materials are expected? Please detail what we are expected to generate for fulfillment. [A sample enrollment guide, sample worksheet and samples of materials used to assist employees with making decisions while electing benefit plans.](#)
8. Please confirm you will consider bids that propose enrollment through the online portal or the Service Center (which do not include the option for paper enrollment). [SLPS does not currently use paper enrollment.](#)
9. Please further expand on the intent behind the following question: *Are you willing to lease your human resources software to SLPS for eligibility management, vendor billing, employee/COBRA billing, and payroll system integration? If so, indicate your proposed fees.* [N/A](#)
10. Will you accept and review an additional attachment (Services Proposal) that further details our proposed fees? [In addition to our requested documents, Yes.](#)
11. Please define reimbursable expenses (as mentioned in the Cost/Pricing Proposal section). [This would include expenses the vendor would expect to be reimbursed for postage, printing, etc.](#)
12. Does ADP handle your Medicare Part D administration and CMS reporting today? Please provide additional detail on this process and the expectations for administration. [No](#)
13. Please provide the 2019 Enrollment Book that includes the CIS Matrix. [Please refer to pages 7-11 in the 2019 Reference Guide.](#)
14. Please confirm FSA is on a 1/1 renewal. [Correct](#)

Scope of Services

1. Do you have a sample of your current Benefits Administration Manual referenced in the Scope of Services? [Please refer to the Benefits Reference Guide](#)
2. What is requested for "Eligibility and Calculations and Maintenance?" [N/A](#)
3. Can you provide a file specification that would be used when integrating with the SLPS Payroll system? [A file spec will be provided to the finalist.](#)
4. What is requested for "related reporting?" [N/A](#)
5. What types of calls are expected from vendors into the Member Call Center? [NA](#)
6. When are mailed confirmations needed? [Annual Enrollment, CIS as well as any changes made by the Call Center Reps.](#)

7. What information is provided on the confirmation statement sent between the 2 enrollment periods for Annual Enrollment? [Information on the plans the employee is enrolled in, the dependents enrolled in each plan as well as beneficiary information for life and supplement life plans.](#)
8. What do personalized enrollment books/worksheets entail? [Worksheet detail for employees the per pay period cost per benefit elected.](#) Would these still be needed with the option of employee self-service? [Yes, If yes, why? Not all employees will access the web for information.](#)
9. What types of payments are referenced in the following requirement: "Transmit related reporting and payments to SLPS, its designees, and its vendors." [This refers to direct billing for employees who are on leave and not receiving a paycheck from the District.](#)
10. What required SLPS meetings are vendors required to attend? [TBD](#) Is travel requested? [TBD](#)
11. What other benefit selections are referenced in "Flexible Spending Account administration services for health care and dependent care accounts and **other benefit selections.**" [None](#)

SLPS Plan Overview

1. What is The District moving to? [Business Plus](#) That sentence was not completed.
2. Is SLPS open to sending a full weekly employee eligibility file rather than a changes-only file? [TBD](#)

Attachment H

1. #7, Information Technology: What kind of payments systems are needed? [N/A](#)
2. #1, Customer Service: Is a dedicated Call Center team a requirement for this RFP? [Yes](#)
3. #2, Enrollment Processing: Is onsite support required as part of this RFP? [No](#) Please provide additional detail on expectations for travel. [N/A](#)
4. #4, Account Management: What communication materials are currently provided to program sponsors? Can you provide additional detail around this question? [Please clarify your question.](#)
5. #3, New Hire Benefits Orientation: What does the new hire enrollment timeline look like today for 10 and 12 month paid employees? [Employees are allowed 31 days from notification period to complete the enrollment process.](#) How many employees fall into each category? [90 % of our population falls into the 10 month category.](#)

Needed for Pricing

1. How many locations/schools are part of SLPS? 73
2. How many FEINs are SLPS responsible for reporting on? One
3. How many benefit eligible employees are there? 3360
4. How many total lives would we be loading into the system? 4300
 - a. How many part-time employees are included in this total? Approx. 200
 - b. Do you have any variable-hour employees? N/A
5. Are any ACA Services in scope? N/A
6. Who is your current ACA vendor? N/A process internally
7. How many 1095 forms were produced in 2018? N/A
8. How many QMCSO events occurred last year? 62
9. How many COBRA members are there currently? 21
10. Are any call statistics available? Are any dispositions available about what types of calls were received? This information is being requested and will be available soon.
 - a. Annual Call Total:
 - b. Total Annual Minutes:
 - c. OE Call Total:
 - d. OE Total Minutes:
 - e. Total email volume:
 - f. Any other provided call stats:
11. What coverages are provided by which vendor listed in the RFP?
 - a. UHC Medical
 - b. Delta Dental
 - c. VBA Vision
12. Are any other vendor integrations needed? N/A
13. Who is your disability vendor? Cigna Is this file in scope for the RFP? N/A
14. Are any SSO connections in scope? N/A
15. Are any union populations in scope? Yes, union populations are within the employee groups
16. Do you anticipate making any benefits changes for AE in 2019? TBD

17. How many benefit administrators are there? [Please clarify your question.](#)

18. Billing

- a. Is billing broken out by department or location? [N/A](#)
- b. What is the current billing process?
- c. What is the current accuracy level for billing?
- d. How much time is spent managing the current billing process?

END OF ADDENDUM 1