



Park Hill School District Benefit Technology Solutions RFP Questions and Responses

1. The desired call center support for employees: Is that desired only during the annual open enrollment window, or is it desired year-round including new hires, QLE's, and general questions, support, etc. throughout the plan year?
#3 under the Requirements and Respondent Capability section refers to call center support for the system administrators, not all employees. The district only wants a year-round call center for named administrators.
2. ACA reporting: Does Park Hill desire the provider to print and mail 1095c forms or so they do it internally?
Currently, Park Hill uses another vendor for this service. However, they would like interested vendors to price this service as optional.
3. Can you please provide employee counts for employees that are ineligible?
Approximately 500
4. How many employees are part-time and what benefits are part-time employees able to participate in?
The district has approximately 500 part-time employees that are categorized as Classified or Certified. Part-time Classified staff are not offer any benefits. Certified staff are offered FTE towards medical and dental only.
5. Outside of the current benefit administration system being sunset – what are the top 3-5 goals Park Hill School District would like to gain and/or improve upon in determining a new benefits administration partner?
Park Hill is requesting a solution that can meet the following requirements.

 - **Able to account for types of employee contracts (9, 10, and 12 months)**
 - **Able to account for varying payment schedules (18, 24, 12, and 20 pays)**
 - **Accepts Park Hill's privacy policy**
 - **Accessible by new hires and existing hires by SSO**
 - **Accessible by retirees, terminations, and Cobra members (bypass login)**
 - **Capable of handling multiple custom modifiable data feeds**
 - **Customizable data exports for insurance carrier files**
 - **Easy-to-use admin user interface**
 - **Secure system-owned transmission of data to our carriers for imports and exports**
 - **Stand-alone enrollment system that doesn't have participation/product requirements**
 - **Web-based application**

6. What additional services are in scope for PHSD?

Example services that can be provided include:

- Employee Contact center **Not needed**
- ACA Administration **Not needed**
- COBRA **Please price as optional**
- Dependent and EOI and Verification Services **Please price optional**
- Billing Reconciliation and Payment (RFP notes billing support- is full remittance in scope?)
 - How is billing being managed today? **The current benefit administration vendor creates monthly invoices that are sent to Park Hill. Park Hill pays the carriers according to the invoice that is generated. Number of self-bills? Based on the arrangement this arrangement all would be "self-billed". There are approximately 13 invoices that are generated.**
- Direct Billing for Retirees/LOA **Please price as optional**
 - Please provide count estimate for each category
Medical – 122
Dental – 416
Vision – 389
Life - 3
- Benefit Account Administration (H.S.A/F.S.A) **Not needed**
 - Please provide count estimate for each, in addition to assets under management and average account balance.
- QMSCO Administration
 - How many estimated annually? **5 – 6 a year**
- Closed Loop Payroll
- Total Compensation Statements - Digital and Print **Price as optional. There are approximately 3100 W-2 employees.**
- Custom Communications- benefit guides, microsite, ad-hoc **Price as optional**
- Single Sign On connections with carriers or other 3rd party vendors- how many? **Price as optional. Approximately 13 carriers**

7. How many FEIN's does PHSD have?

One

8. Does PHSD have a centralized HR team that would access the system as administrators – if so, how many total?

Four

9. Who is handling employee questions today – is that the HR team at PHSD or CBIZ?

Benefits Department at Park Hill

- How are employees seeking help – email, phone, chat?
In person, email, phone, and Teams chat

10. Are any enrollment services being used today?

Park Hill manages their own enrollment. Employees must complete their elections annually through their current benefit administration platform.

11. Currently, are retirees enrolling in their benefits/making changes via the CBIZ portal? If not, how do they make updates/elections at OE?

No, retirees currently complete a paper form if they want to change their elections.

- What retiree plans are being offered today?

Medical, Dental, Vision, and Life for certain eligible individuals

- How many pre-65 retirees vs post-65 retirees are current being managed?

Approximately 121 pre-65 and 293 post-65

- Are there any EGWP plans, or special circumstances and complexities related to retiree administration we should know about?

No

12. #8 on requirements grid– Do you allow your employees who are married and both work at PHSD to cover each other on the medical plan? (i.e., Dual coverage for themselves and applicable dependents?)

No

13. Can you expand on what the key challenges are related to sending payroll deductions back to Alio?

The current import does not overwrite the begin date. There is a scripted modification that is done to change the dates.

14. Are you able to share file specs for Alio at this time for our thorough review?

See attached

15. Is Alio payroll currently an on-premise solution?


It is an on-premise solution and can only be accessed on the premises.

16. Would Park Hill School District be in the market to migrate away from Alio and change payroll providers?

No

17. Does the district offer any wellness programs or wellness initiatives? If yes, please provide detail on the structure and how they are being managed today.

Yes, Park Hill does have a wellness program. Currently, Park Hill uses the program designed by the medical vendor. If employees complete wellness activities and achieve the required points they will avoid a surcharge on their medical premiums. They have an on-site wellbeing coordinator that manages this program. The benefits department manually enters the premium differential for the employees that do not meet the wellness requirements. It is desired to automate this process.



18. Are there any tobacco or spousal surcharges?

No

19. Are any decision support tools, internal to CBIZ platform or external solutions (like a Jellyvision), currently in use today?

No

20. How do HR teams communicate with employees about benefits?

Via email, employee newsletter, benefits portal, and on-boarding portal

21. Are there any manual processes today that the district is looking to automate?

The district would like to automate as much as possible. Ideally, they would like all file feeds to be automatic. Weekly file feed updates are preferred. The current system is updated monthly. They would also like to automate the retiree and COBRA enrollment and billing. Reconciliation of all carrier bills is highly desired.

22. How many hours a week are spent by HR teams working on manual processes or projects related to inefficiencies?

Approximately, 50 hours a week

23. What does the district's vendor selection process look like for procurement and key decision makers?

Interested vendors must respond to the RFP by the deadline listed. The responses are then evaluated, and finalist are chosen. Selected finalist will be given the opportunity to present their solution to the client (preferably in person). The client will then make the final selection, and the school board will have final approval.

24. Does the district have a budgetary range that they would be willing to share?

Not at this time


25. If medical is offered to Post 65/Medicare enrolled individuals are any plans Medicare Advantage plans?

No

- If yes, are paper forms leveraged for the enrollment/disenrollment process or is the CMS electronic enrollment mechanism utilized?

26. Is Post 65/Medicare enrolled Rx Commercial or EGWP?

No

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27. Please describe your process for determining Medicare Enrollment (e.g., assumed based on age, notification from carrier/individual due to Disability, VDSA, other).
Client does not determine Medicare enrollment. However, they do receive a list from the carrier and benefit admin system. The benefits manager then reaches out to the employees to let them know their options.
28. How do retirees pay for benefits (Direct Bill, Pension Payroll, choice)? How many retirees pay by each method.
Direct Bill via monthly ACH
29. Please provide a Benefits Guide(s) and/or SPD describing the benefits offered to your employees/retirees.
Please see attached benefit guide
30. Please describe your current billing challenges and the level of support needed in a benefits administration partner.
The current benefit administration vendor creates monthly invoices that are sent to Park Hill. Park Hill pays the carriers according to the invoice that is generated.
31. Is the District open to having the service provider host Legal, Accident, and Hospital Indemnity, which would therefore eliminate the need to send the EDI file to AmeriLife?
No
32. Please describe your current method and requirements for dependent verification or life event verification.
Benefits manager receives required documentation from the employees and then they notify the carriers and the benefit admin system that all documentation was received and approves the changes/enrollment. This can also be initiated by the benefit admin system or carrier.
33. Please describe any future benefit initiatives.
At this time, there are no planned benefit initiatives that would be different than what is offered today.
34. Please describe the methods in which employees are using to receive benefits help and provide any stats around volume and frequency.
Currently, employees reach out to the benefits department. They host group and one-on-one meetings to help employees as needed throughout the year. This occurs year-round but the busiest time is July – December. The department cleans up the system in May.
35. I see that 10/1/2025 is the target go live date for the platform and all services. Does PHSD also intend to launch Open Enrollment on 10/1?
Yes, OE for 1/1/26 will begin on or around 10/1/25.

36. PHSD contact – Should Jo Ann Blakely be included in communications and the RFP submission? (the below email states to include her in the response, however the RFP document has some conflicting info – pg. 6 instructs to include her but the "Proposal Contacts" section on pg. 8 instructs that PHSD should be kept out of all correspondence)

Please send the RFP response to both Jo Ann Blakely and CBIZ.

37. Can you confirm the vendor for Accident, Critical Illness, and Hospital Indemnity benefits? In the table on pg. 7, 'Vendor' shows MetLife but 'EDI' shows "Weekly to AmeriLife"

Accident, CI and HI are through MetLife. AmeriLife is the General Agent.

38. Can you confirm the vendor for Voluntary STD and LTD benefits? In the table on pg. 7, 'Vendor' shows One America but 'EDI' shows "Weekly to AmeriLife"

STD and LTD are through One America. AmeriLife is the General Agent.

39. Can you provide a copy of Alio's payroll deduction file specifications so that we can review it and appropriately respond to the question on Alio's required file format? As long as the payroll provider has the ability to accept a file via SFTP, we have the ability to integrate, however we would like to review their file spec in depth to verify whether there would be any challenges or limitations associated with it. (Per question 6 on pg. 10 underneath "Scope of Services" in Part III.

Questionnaire: "If your company does not have experience working with Alio, can you implement an integration of data to the required Alio format? Please include past examples of integrations with other payroll systems and a projected implementation timeline for Alio.")

See attached. SFTP is the preferred method, and the vendor selected needs to own the portal.

40. Is COBRA Administration in scope? If not, who is their COBRA Administrator? (we will need this in order to quote integration setup fees)


Currently, PHSD administers their own COBRA and does not use an outside vendor. However, they would be willing to look at this as an added service.

41. Is ACA reporting in scope? There is a requirement stating that the system should provide reports to support 1094/1095 reporting requirements but it's not clear whether PHSD will be using the benefits administration solution for ACA reporting, 1094/1095 form generation, and eFile and fulfillment - or whether they intend to handle that in-house or with another vendor. (#15 on pg. 5)

PHSD uses an outside vendor to administer the ACA reporting requirements. However, they would be willing to look at this as an added service.

42. Is Benefit Call Center in scope? There is a requirement that refers to call center support for employees, however it's not clear whether they are looking for technical support only (such as login assistance/password resets) or support related to benefits as well (such as telephonic enrollment). (#3 on pg. 4)

The call center support would be for technical support for administrators.



43. How many monthly carrier invoices does PHSD currently have that need to be reconciled and/or included on the monthly consolidated billing statement?

Approximately 13

44. One of the Requirements is the ability to “account for various types of employee contracts (9-, 10-, and 12-month employee contracts)”. Can you expand on this in terms of what needs to be supported? Does the length of the employee contract merely determine benefits eligibility and plan offering, or is there additional complexity tied to this that needs to be accounted for?

All the 9-, 10-, and 12-month employees are eligible for benefits. The district prorates the amount employees pay per paycheck (semi-monthly or monthly) based on the employee’s position. This can fluctuate throughout the year based on the start date.

45. One of the Requirements relates to special benefit pricing for employees that are married and the ability to “link these employees together and show their benefit cost.” In such scenarios, are both employees enrolled as the primary subscriber (i.e., both enrolled in Employee Only coverage as opposed to 1 of the employees being the primary subscriber with Employee + Spouse coverage)?

This would be 1 employee being primary and they could have employee + spouse or employee + family coverage.