



101 East Third Street
Greensboro, Georgia 30642
706-453-7688

Dr. Aaryn Schmuhl, Superintendent

Request for Proposal-FY27 GCSS Employee Benefits Broker Services

General Terms and Conditions

Solicitation Number: RFP # 05.26

Proposal Due Date: May 22, 2026, RFP # 05.26 at 12:00 p.m.

Greene County Board of Education

Attn: Kelly Reid

RFP # 05.26

Kelly.reid@greene.k12.ga.us

INSTRUCTIONS: Interested firms are to submit a sealed proposal to Greene County School System (GCSS) as required by this RFP. It is the intent of GCSS to award the contract to the firm that clearly demonstrates the ability to provide these services to high professional standards.

All proposals must be clearly marked on the outside: “PROPOSAL FOR GREENE COUNTY SCHOOLS Employee Benefits Broker Services, RFP # 05.26”.

All proposals received after the designated time and date of the proposal opening will not be considered. Proposers are encouraged to review carefully all provisions and attachments of this document prior to submission.

To minimize the cost to the proposer in responding to this solicitation, you are encouraged to be brief and succinct, avoiding extravagant covers, bindings and photographs. GCSS will not be responsible for any cost incurred by proposers in responding to this solicitation.

GCSS reserves the right to reject any and all proposals, to evaluate proposals, and to accept portions of any proposal, and accept any proposal, which in its opinion, may be in the best interest of the GCSS and reserves the right to waive any and all formalities.

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Errors in Proposals: Proposers or their authorized representatives are expected to fully inform themselves as to the conditions, requirements, and specifications before submitting proposals. Failure to do so will be at the Proposer's own risk.

Compliance with Laws: The Proposer shall obtain and maintain all applicable contractor's licenses, a minimum of \$1,000,000 in liability insurance, \$1,000,000 General Aggregate Insurance, and worker's compensation insurance as required by GCSD financial policies. The Proposer will comply with all other standards or regulations required by federal or state statutes or any ordinances and rules during the performance of any contract between the Proposer and GCSS.

Withdrawal of Proposal: Any proposal may be withdrawn by written request received by GCSS before the time fixed for receipt of proposals. Withdrawal of your proposal will not prejudice the right of the proposer to submit a new proposal, providing the latter is timely received as provided herein.

Confidentiality of Documents: Upon receipt of a proposal by GCSS, the proposal shall become the property of GCSS without compensation to the proposer, for disposition or usage by GCSS at its discretion. The details of the proposal documents will remain confidential to the extent possible until the final award.

Compensation: GCSS has attempted to provide as much information about the scope of services as possible to enable firms to introduce a most productive and cost-effective offer. The subsequent contract between Greene County Schools and the winning proposer will define compensation payments based upon the amount negotiated and term agreements between Greene County Schools and the successful proposer. The winning proposal will result in a contract between the contractor and GCSS. There will be only one contract with the winning proposer.

Rejecting Proposals: GCSS reserves the right to reject any or all proposals and is not bound to accept any proposal if that proposal is contrary to the best interest of GCSS. Similarly, GCSS is not bound to accept the lowest dollar proposal if the offer is not considered in GCSS best interest.

Conflict of Interest: All respondents must provide a statement of disclosure, which will allow GCSS to evaluate possible conflicts of interest. No person involved in making procurement decisions may have personal investments in any business entity which will create a substantial conflict between their private interests and their public duties.

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Affirmation: All proposals must clearly state and affirm by signature that the proposer has read the RFP document, fully understands the requirements, has familiarized themselves with the conditions of the work, and will comply with these requirements, if awarded this work.

Notification: GCSS will evaluate all the proposals and quickly select the winning proposal for approval by the Greene County Board of Education at the June 18, 2026, RFP # 05.26, Board of Education meeting.

O.C.G.A 13-10-91-Contractor must comply with all relevant codes pertaining to O.C.G.A 13-10-91 including the submission of Contractor Affidavit as included in this solicitation.

Proposal Requirements:

All Proposals shall be submitted using the attached Proposal Form and include the attached E-Verify Contractor Affidavit. In addition, responses shall include the following:

1. CONTACT INFORMATION

All proposals must include the cover sheet with all information completed and signed.

2. ANSWERS TO QUESTIONS

All proposals must include answers to the questions listed in the “PROJECT SCOPE: section of this RFP.

Evaluation

All bids submitted will be evaluated according to the criteria listed below.

Evaluation is a three-step process. The first step involves ascertaining if the submittal is complete, accurate, and meets the requirements. The second step is comparing the value of the proposed solutions which have successfully passed the first step process. Although the price is the most important factor in comparing value, it is not the only factor: comparison of the vendor’s service proposals, quality of proposed solution, reference checks, vendor reputation, and other intangible factors are used. All decisions made by the Human Resource Department in the evaluative process are final. See further details in the Project Scope section.

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The winning proposal will be submitted to the Greene County Board of Education, RFP # 05.26 and approval requested at the regular session on June 18, 2026.

Payments

All requests for payment must be made to Greene County Schools for review, for approval, and for payment. All invoices must include “Net 30” terms.

Tax Exempt Status

The District is exempt from the payment of State Sales Tax. No such taxes should be included in the bid.

FY27 GCSS Employee Benefits Broker Services-Specific Terms and Conditions
RFP # 05.26:

1. The Greene County School System (GCSS) is soliciting proposals for comprehensive Benefits Consulting and Benefits Administration Services for its approximate 460 benefit-eligible employees across 6 locations. The purpose is to provide strategic planning, design, negotiation, communication, and administration of a comprehensive, affordable benefit package designed in response to employee and employer needs. The selected firm shall assume responsibility for the education, communication and delivery of the benefit package to employees in a competent and innovative approach, and provide day-to-day support and consultation on plan interpretation, problem resolution and other compliance-related administrative services. This invitation does not indicate in any way that GCSS is dissatisfied with the services, plans and/or products of our current vendor(s). The selected firm must work with current providers through plan year 2026, with any new plan, coverages and/or contracts effective January 1, 2027, RFP # 05.26 , taking into consideration that GCSS currently has rate guarantees for various products through December 2026.

MINIMUM QUALIFICATION

1. The company should have at least five years of experience providing benefit services (similar school districts preferred).
2. The company should have active partnerships with other school districts/public agencies in GA.
3. The company should have control of benefits administration platform (in-house programmers) to ensure that there are enough resources to support the District.

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4. The company must offer the benefits administration system as either an annual open enrollment site, or as a year-round management tool.
5. The company should employ staff that will assist in one-on-one employee enrollment, online enrollment, group meetings, and other in-person communication services.

Current benefits and employee enrollment:

- Basic Life and AD&D
- Critical Illness Employee
- Critical Illness Spouse
- Dental
- Vision
- Flex Spending (Healthcare)
- Flex Spending (Dependent Care)
- Optional Life Employee
- Optional Life Spouse
- Optional Life Child
- Optional Long-term Disability
- Optional Short-term Disability

2. All information requested for this solicitation must be submitted via email. RFP proposals must be received by May 22, 2026 by 12:00 p.m. Paper submissions will not be accepted.

Greene County Board of Education

Attn: Kelly Reid

RFP # 05.26

Kelly.reid@greene.k12.ga.us

3. The twelve (12) month term for the Employee Benefits Broker Services RFP will be January 1, 2027 through December 31, 2027.

The term may be extended if requested by the successful proposer(s) at least 120 days in advance of current term expiration. All prices submitted must be firm for the duration of the term.

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4. All questions regarding the RFP # 05.26 must be submitted to Kelly Reid at kelly.reid@greene.k12.ga.us by 12:00 p.m. on May 22, 2026.
Reference RFP # 05.26
5. All pricing options and applicable charges must be listed to ensure comparisons are fair and equitable. It is the proposer's responsibility to provide all available pricing options and list all applicable charges. All information requested on the GCSS questionnaire form (attachment B) must be provided for analysis purposes. Proposers must provide a separate, detailed, line-item fee schedule that addresses at a minimum the following listed items:
6. The successful proposer(s) shall maintain the insurance requirements as specified in GCSS General Terms and Conditions.
7. The successful proposer will perform a full range of benefit program services related to the acquisition, implementation, maintenance, communication and improvement of our current benefits. The successful proposer shall provide services including, but not limited to, the following:
 - a. Partner with GCSS Human Resources Department in the administration of all group insurance plans. Benefits enrollment must include one on one annual enrollment with an option for employee self-enrollment via the online enrollment site, new hire enrollment, renewals, qualifying life events, and other services to reduce the related administrative duties on the District.
 - b. Provide a single platform online benefits enrollment software.
 - c. Administration of all benefits options.
 - d. Assist in the development of short and long-range employee benefit goals and strategies.
 - e. Manage carrier/vendor relationships, review and advise on master contracts, review carrier service levels and compare performance guarantees, resolve administrative issues, conduct periodic meetings as necessary.
 - f. Annual review of selected employee benefit package for quality of benefits provided cost effectiveness, competitiveness and plan administration.
 - g. Establish and maintain a comprehensive hosted benefit webpage.
 - h. Provides access to a call center that will assist our employees with benefit questions, forms, claims, and requests for change in status requests and other services as needed. Response to

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GCSS Human Resources staff inquiries must be less than a twenty-four (24) hour response time.

- i. Must be COBRA and HIPPA compliant, and able to assist with reporting to include summary plan descriptions and other plan documents.
- j. Act as a technical resource and provide periodic updates on legislative developments and emerging trends. Assist in the annual electronic filings as needed.
- k. Provide the District with information related to local and national benefit trends and provide industry specific benchmark survey data to help design program offerings with employee and employer cost compared to similar organizations.
- l. Review and analyze claims experience data, claims service, efficiency and accuracy of claims administration to ensure GCSS is receiving optimum service benefits from all carriers.
- m. Develop benefit communication pieces specific to the needs of GCSS employees.
- n. Develop or assist in developing and evaluating employee satisfaction surveys.
- o. Provide a range of other specialized insurance broker services which may be needed by GCSS as a client.
- p. Manage plan transitions as necessary.

8. Proposers must submit a company overview that includes the following information:

- a. Identify the team that will be assigned to this account and include biographical information and qualifications/professional designations and any applicable credentials. Please include titles and functions.
- b. Provide a complete description of the organizational structure of the company and the method by which work is accomplished. Include an organizational workflow chart with description of duties of the proposed account team members, as well as the size or total number of accounts or clients each individual handles.
- c. Provide a brief history of your firm and describe what makes your firm uniquely qualified to work with GCSS.
- d. Provide a list of your three largest public sector accounts in Georgia including services you provide, and for which benefit plans, the time period you have serviced the account, the number of employees, and a contact name and phone number for each.
- e. The proposer must submit information regarding experience that the company has in providing brokerage services to public school systems in the State of Georgia. The proposer

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must submit a complete school client list of those who you serve and have served in the past five years.

9. Proposer must submit a proposed step by step implementation plan, including duties and responsibilities.
10. Submit a description of your process for insurance product selection. Describe the steps involved in the creation and implementation of your plan, specifically the process, timeframes, negotiations of rates and vendor selection.

All brokered benefits to be effective January 1. Open enrollment will align with the State Health Benefit Plan open enrollment period.

11. Proposer must submit a list of products your company has brokered for your clients and explain any types of benefit enhancements that you have been able to provide to your clients.
12. The proposer should complete and submit the Employee Benefits Broker Services Questionnaire (Attachment B).
13. Proposer may submit any additional information regarding your organization or services that you feel would be beneficial in helping GCSS select a benefits broker.
14. ACH/EFT payments are recommended. If awarded, the proposer(s) may submit payment information with the W-9. ACH/EFT requires the following information:
 - a. Bank Name
 - b. Account Number
 - c. Routing Number
 - d. Email to send remittance
15. Any deviations to the above specific terms must be stated and written documentation clarifying any such nonconformity must be submitted with proposal response.

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16. The services being sought under this RFP are professional in nature. Submittals will be evaluated on a combination of factors. They include, but are not limited to the following award criteria:

- 20 points: Qualifications and Experience
- 20 points: Scope of Services and Support
- 20 points: Benefits Administration, Platform and Services
- 25 points: References
- 10 points: Fee Transparency and Cost Competitiveness
- 5 points: Innovation and Value-Added Services

17. Timeline

Release of RFP	4/24/2026 at 4:00 p.m. EST
Deadline for Questions	5/1/2026 at 12:00 p.m. EST
Answers to Questions Posted	5/8/2026 at 12:00 p.m. EST
Deadline for Submission	5/22/2026 at 12:00 p.m. EST
Review Period and Select Finalist	5/26/2026-5/29/2026
Interview Finalist	6/1/2026-6/3/2026
Notification to all Offerors	6/4/2026
Approval at Board Meeting	6/18/2026

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18. RFP Submission Checklist

Requested Information Category	Required Documents
Cover Sheet and Agreement	Signed RFP Cover Sheet and Agreement-Attachment A
Licensing	Evidence of State of Georgia broker license
Proposal	Scope of Work-Mandatory Requirements
Questionnaire/Optional	Attachment B
Contractor Affidavit	Attachment C

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Cover Sheet (Attachment A)

THE CONTRACT AGREEMENT MUST BE COMPLETED BY THE OFFEROR AND RETURNED WITH THE PROPOSAL PACKAGE.

RFP# 05.26 - CONTRACT AGREEMENT

We have carefully examined and fully understand the General and Special Terms and Conditions and related documents in providing Benefits Broker Services to the Greene County School System and do agree to all terms and conditions by signing this document. Withdrawals, cancellations, etc., will not be accepted unless the Purchasing Coordinator gives authorization. In the event vendors fail to comply, they may be removed from the vendors' list.

_____	_____
Company Name	Representative's Signature
_____	_____
Address	Representative's Name
_____	_____
City, State, and Zip Code	Telephone Number and Extension

PLEASE INDICATE YOUR LEAD TIME UPON RECEIPT OF PURCHASE ORDER:

PRICES MUST REMAIN FIRM FOR ONE YEAR FROM DATE OF AWARD.

Signing the Contract Agreement affirms that the original RFP document has not been altered in anyway.

Upon notice of Award, this page will become the prevailing Contract Agreement between your organization and the GCSS.

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Employee Benefits Broker Services Questionnaire-Attachment B

Potential companies should include the following information in their proposals or may complete the following questionnaire. Attachment B is not mandatory, but the Greene County School System selection committee will be looking for the following information within company proposals or provided separately in the questionnaire.

1	Firm Information		
1.1	Background / Qualifications		
Item	Required	Comment	
1.1.1	Is your firm a subsidiary, parent or affiliate of any other company, including insurance companies?		
1.1.2	Do any of your affiliated companies, if applicable, provide products?		
1.1.3	Company shall have at least five years of experience providing benefits services (similar size school districts preferred).		
1.1.4	The company should have active partnership with at least 5 other school districts in GA.		
1.1.5	Company shall have control of benefits administration platform (in-house programmers) to ensure that there are enough resources to support the District.		
1.1.6	Company must offer the benefits administration system as either an annual open enrollment site, or as a year-round management tool.		
1.1.7	Company shall employ staff that will assist in one on one employee enrollment, online enrollment, group meetings, and other in-person communication services.		
1.2	Insurance Plan Selection and Monitoring		
Item	Required	Comment	

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1.2.1	What is your philosophy concerning insurance recommendations to client employees?	
1.2.2	What makes your firm's benefit enhancement process unique?	
2	Services	
2.1	Benefit Services	
Item	Required	Comment
2.1.1	Is your company currently responsible for the administration of any IRS section 125/Cafeteria plans? If so, please provide details.	
2.1.2	How would the plan document and updates be addressed under your guidance?	
2.1.3	How do you support your clients in ensuring their employee benefits programs remain compliant with all Federal and State laws?	
2.1.4	In your opinion, what are the two major challenges organizations our size face in managing the benefits program and how will your firm help meet these challenges?	
2.2	Provider Selection and Monitoring	
Item	Required	Comment
2.2.1	Are there any restrictions regarding insurance companies you can work with?	
2.2.2	What specific results should we expect to achieve at the conclusion of your process?	
2.2.3	How do you protect against conflicts of interest?	
2.3	Customer Service to Employees	
Item	Required	Comment
2.3.1	Does your firm offer a call center that will assist our employees with benefit questions, forms, claims, change in status request, and other services as needed? Explain in detail how this call center is set up, where it is located, number of employees, hours of operations	

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	and any other information that you would like to provide.	
	Are all calls monitored/recorded?	
2.3.2	What are your hours of operation for the live customer service office?	
2.3.3	Does your customer service support multiple languages within enrollment? Please list.	
2.3.4	What policies and procedures are in place to accommodate those with special needs?	
3	Education, Advice, and Technology	
3.1	General	
Item	Required	Comment
3.1.1	Does your company outsource any advisory services?	
3.1.2	What educational, technological, or advice solutions can you firm offer to our employees? List any technology tools used to serve our system and the benefits of such tools.	
3.1.3	How many clients do you currently service with any applicable technology tools?	
3.1.4	How many employees does your company/firm have covered under any applicable online enrollment/management systems?	
3.1.5	Is this system managed by your firm or an outside firm?	
3.1.6	Is this system an independent system, or is it connected to insurance carriers/providers?	
3.1.7	Does your company offer onsite enrollment counselors during open enrollment and new hires?	
	How are these counselors paid? Is their pay based on what they sell? Please explain.	

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3.1.8	What types of open enrollment do you provide? Do you have in person and virtual sessions available?		
3.2	Fees and Expenses		
Item	Required	Comment	
3.2.1	How do you structure your compensation?		
3.2.2	Will your compensation be the same regardless of any provider we may choose in the market?		
3.2.3	What is your commission (percentage) on each of the following products?	Percentage	
	a. Dental Insurance		
	b. Vision Insurance		
	c. Dependent Care Flexible Spending Accounts		
	d. Medical Flexible Spending Accounts		
	e. Short Term Disability Insurance		
	f. Long Term Disability Insurance		
	g. Basic Group Life Insurance		
	h. Supplemental Group Life Insurance		
	i. Dependent Group Life Insurance		
	j. Individual Life Insurance		
	l. Accident Death and Dismemberment (AD&D)		
m. Critical Illness (Spouse and Employee)			
3.2.4	Are fees one-time or ongoing?		
3.2.5	How will all plan fees be disclosed/reported to the client?		
3.2.6	Do you require a contract for your services?		
4	Technical Requirements		
4.1	General		
Item	Requirements	Y/N	Comment
4.1.1	Provides production and training/test environments.		
4.1.2	Provides for upgrades to accommodate changes in laws and regulations		

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4.1.3	Includes complete installation, operating, and system maintenance documentation.		
4.1.4	System complies fully with all federal and state laws including, but not limited to HIPPA, FERPA.		
4.1.5	Ensures scheduled downtime is pre-approved one week in advance.		
4.1.6	Where is data stored? United States or other locations? Please list if other.		
4.1.7	Support Rapid Identity Authentication (SSO).		
4.1.8	Upon discovery or reasonable belief of any data breach, notifies by the fastest means available, and also in writing within 24 hours. Notification should include:		
	• The nature of the breach		
	• The data accessed, used, or disclosed		
	• The person(s) who accessed, used, disclosed, and/or received data (if known)		
	• What has been done to quarantine and mitigate the breach		
	• What corrective actions has been taken to prevent future breaches		
4.1.9	Provides updates regarding findings and actions performed until the breach has been effectively resolved.		
4.1.10	Provides a report containing the results of the investigation of the breach.		
4.1.11	In the event of a disaster or catastrophic failure, provide notice:		
	• Within one (1) hour		
	• The scale and quantity of the data loss		
	• What proposer has done to recover the data and mitigate any effect of the data loss		
	• What corrective action proposer has taken to prevent future data loss		
4.2	Interoperability/Interface		

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Item	Requirements	Y/N	Comment
4.2.1	Provides an Application Program Interface (API) to enable the exchange of information (both inbound and outbound)with the dsitric'ts accounting /payroll syustem (Harris /SMART Fusion.		
4.2.2	Provides a notification to users of transactions that fail edits and provides a way for user to view, update, delete, and automatically resubmit transactions for processing or to be returned to the originating applications.		
4.3	Security		
Item	Requirements	Y/N	Comment
4.3.1	Maintains audit logging to record access activity:		
	• Login/logout attempts by user and workstation		
	• Initiated processes		
	• System overrides		
	• Additions, changes, or deletes to application maintained data		
4.3.2	Allows the system administrator to:		
	• Configure control access to the application, modules, transactions, data, and reports		
	• Define access rights (e.g.; create, read, update, delete) by user ID or functional role		
	• Define functional access rights (e.g.; processes, screens, fields, and reports) by user Id or functional role		
	• Restrict access to sensitive data elements by user ID, user groups, or functional role		
4.3.3	What security standards do you implement to ensure participant privacy?		
4.3.4	Describe your security procedures to ensure the District and employee data is protected in full.		
5	References		
Item	Requirements	Comment	

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5.1	Please list at least three references from other school districts in the State of Georgia that your company currently provides benefits brokers services. These references should include the following information: School district name; school district size (number of employees); benefits offered; how long your company has provided these services to the school district; contact name and information for at least one employee at the school district that has worked directly with your company and can provide a reference. Our selection committee reserves the right to contact any current or previous school district employees at other school districts listed or not listed for references.	
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Contractor Affidavit under O.C.G.A. § 13-10-91(b)(1) (Attachment C)

By executing this affidavit, the undersigned contractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services on behalf of (Greene County School District) has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. § 13-10-91. Furthermore, the undersigned contractor will continue to use the federal work authorization program throughout the contract period, and the undersigned contractor will contract for the physical performance of services in satisfaction of such contract only with subcontractors who present an affidavit to the contractor with the information required by O.C.G.A. § 13-10-91(b). Contractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

Federal Work Authorization User Identification Number

Date of Authorization (of E-Verify)

Name of Contractor

Project Name/Contract #/Purchase Order

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Name of Public Employer: I hereby declare under penalty of perjury that the foregoing is true and correct.
Executed on

_____, 202__ in _____ (city), _____ (state).

Signature of Authorized Officer or Agent

Printed Name and Title of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME ON THIS THE _____ DAY OF
_____, 202__.

NOTARY PUBLIC

My Commission Expires On

Subcontractor Affidavit under O.C.G.A. § 13-10-91(b)(3)

By executing this affidavit, the undersigned subcontractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services under a contract with (_____) on behalf of (Greene County School District) has Name of Contractor registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. § 13-10-91. Furthermore, the undersigned subcontractor will continue to use the federal work authorization program throughout the contract period, and the undersigned subcontractor will contract for the physical performance of services in satisfaction of such contract only with sub-subcontractors who present an affidavit to the subcontractor with the information required by O.C.G.A. § 13-10-91(b). Additionally, the undersigned subcontractor will forward notice of the receipt of an affidavit from a sub-subcontractor to the contractor within five business days of receipt. If the undersigned subcontractor receives notice that a sub-subcontractor has received an affidavit from any other contracted sub-subcontractor, the undersigned subcontractor must forward, within five business days of receipt, a copy of the notice to the contractor. Subcontractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

Federal Work Authorization User Identification Number

Date of Authorization (of E-Verify)

District 1
Steve Kilgore

District 2
Joe Bashore

Chairman
Dr. Otho Tucker

District 3
Regina Gainer

District 4
Maggie Combs



**GREENE COUNTY
SCHOOL SYSTEM**

101 East Third Street
Greensboro, Georgia 30642
706-453-7688

Dr. Aaryn Schmuhl, Superintendent

Name of Contractor

Project Name/Contract #/Purchase Order #

Name of Public Employer I hereby declare under penalty of perjury that the foregoing is true and correct.
Executed on

_____, _____, 202____ in _____ (city), _____ (state).

Signature of Authorized Officer or Agent

Printed Name and Title of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME ON THIS THE _____ DAY OF _____,
202_____.

NOTARY PUBLIC

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Chairman
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District 3
Regina Gainer

District 4
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