



LOUISIANA COMMUNITY & TECHNICAL COLLEGE SYSTEM

*Changing Lives,
Creating Futures*

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Request for Proposals: Benefits Administration System

ADDENDUM #1

QUESTIONS AND RESPONSES

December 16, 2022

RFP Number: 40016-20221111 DUE DATE/TIME JANUARY 6, 2023 4:00 pm

Question 1:

Is it required to have 3 existing contracts with colleges/higher ed to respond to this bid?
Or will other references of similar size suffice?

Response: It isn't required to bid. However, background and experience are graded in the final points.

Question 2:

Can you provide additional clarification on the requirement of dependent verification services? What is the current process and what is LCTCS looking for the vendor to provide?

Response: This is defined further on Page 35 in 2.5.2 Technical section. Including collecting required documentation and analyzing and approving documentation for new hires, life events, open enrollment, etc. This does include birth certificates and marriage licenses that prove the covered dependent is valid or verified as a true dependent of the employee.

Question 3:

ACA – Who currently manages the LCTCS ACA process and fulfillment? Is providing ACA services a requirement of the bid?

Response: This is currently handled in our Banner system by running reports monitored by the Payroll Manager. The colleges review these reports and offer coverage to those who qualify or notify others that no longer qualify. It isn't required to bid.

Question 4:

Cobra – Would LCTCS consider continuing Cobra services with TASC if the platform can produce and transmit files and notify the carriers?

Response: We would consider it. However, currently with TASC, they collect the money, remit the money to us and then we, in turn remit to carriers. We would like to no longer be in the middle of this process.

Question 5:

Does LCTCS currently utilize Spanish translation services? Is the intent to provide the full platform in Spanish?

Response: No, we do not. It is not required.

Question 6:

FSA:

- a. What is the count of HCFSA members?
- b. What is the count of DCFSA members?
- c. What is the count of LPFSA members?

Response:

- a. 253
- b. 18
- c. 3

Question 7:

HSA:

- a. What is the number of active accounts?
- b. What is the total amount of cash assets under management in the HSA?
- c. What is the total amount of investment assets under management in the HSA?

Response:

- a. The HSA accounts are administered by HealthEquity through the Office of Group Benefits. We do not know the answers to these questions. We do know that we currently have 186 employees systemwide who have elected the Pelican HSA health plan.

Question 8:

Our organization typically uses an electronic signature tool for contracting. Is an electronic signature acceptable for the required "original" document, or must the signature be a wet signature in pen ink?

- a. If a true wet signature is required, will LCTCS accept the "original" copy via a separate package from the copy versions?

Response: Electronic signatures are acceptable.

Question 9:

How is ACA managed today? Is an external vendor leveraged or is it completed in-house?

Response: ACA is managed in-house reports created by Payroll.

Question 10:

Our understanding is the selected vendor will work with LCTCS administrators rather than the individual colleges. Please confirm this aligns with your desired state. How many administrators make up the LCTCS administrative team?

Response: This is correct. There are 8 LCTCS Staff involved in this process.

Question 11:

Is there a plan for OGB to be able to accept an ongoing file feed in the future?

Response: We have attempted several times in preparing a file feed through Banner but have been unsuccessful.

Question 12:

Is any support needed for Dependent Verification? Would it be the goal for your new benefits administration partner to administer this service on your behalf?

Response: Ideally the Benefit Administration system should allow for uploading of Dependent Verification documents by the employees. The goal is for the Benefits Administrator partner to validate the documents submitted as Dependent Verification.

Question 13:

"LCTCS HR does not have the capability to send out mass emails to employees at the various colleges, it must come from the local HR team at each college." - Does LCTCS hope to communicate with the colleges in mass with a future system or will each College HR team need access to the ben admin system? If the latter, how many administrators in total?

Response: Yes, we hope to communicate with colleges in mass with a future system regarding enrollment. It is not our intention to have administrators at the college level but we want them to have viewing access.

Question 14:

Are there any additional benefits offered at the individual college level not listed in this RFP that would be a part of the ben admin system?

Response: No.

Question 15:

Can you please share specific areas of concern with your current process, or areas where you are looking to make improvements (i.e., more innovative technology, transparency of data, ongoing service, education and engagement, etc.)?

Response: Improving employee experience, ease of functionality for us as administrators in pulling/viewing reporting and updating educational material. Build of all Qualifying Life Events so we can allow employees to make elections based on the QLE they have experienced.

Question 16:

If possible, please expand on the plan design, and role of the H&W administrator, specific to the Premium Conversion that is automatic for all employees participating in the OBG Flex Benefit plan.

Response: We are unclear of what this question is asking.

Question 17:

The scope of services speaks to provided access for application to complete the verification or comment code resolution process. Can you please expand on this process and the role requested of the H&W benefits administrator?

Response: We are unclear of what this question is asking.

Question 18:

Please confirm the number of pre-65, post-65 and/or life insurance only retirees. Additionally, please confirm the total number of retirees that pay for benefits via their retirement benefits vs. the 57 that pay through direct bill.

Response: Our current retirees with direct bill is 97. They are retirees who continued Dental and/or Vision through our group products at retirement. We do not monitor whether the retiree continues their Standard Life insurance, as they must set up direct pay with The Standard. OGB Life is handled separately.

Question 19:

Per <https://info.groupbenefits.org/health-plans/> eligible retirees are offered Medicare Advantage plans as well as Via Benefits for Medicare coverage. Please describe if Via Benefits is offered as a choice to all or certain populations only. Please also describe expectations for the future benefits administrators specific to integrating with Via Benefits (e.g., ongoing eligibility file with HRA amount).

Response: Our intent is not to manage Retirees OGB health insurance through this system. OGB provides a tool for these employees to make applicable changes.

Question 20:

Is LCTCS interested in a software only solution, where LCTSC will manage the day-to-day activity? Or do you want a fully outsourced solution with a support team and resources to manage your day-to-day operations?

Response: Yes, LCTCS will manage the day-to-day activity.

Question 21:

Can you confirm the "Target Dates for Implementation and Service Initiation" expectations, i.e. when would you like the implementation to begin and confirm expectation that live site is available to LCTCS by 6/1?

Response: Per the RFP, Target Dates for Implementation and Service Initiation

- Successful installation and integration by April 1, 2023.
- Successful onsite testing and training to begin by June 1, 2023.
- Successful implementation, system-wide. Hopefully by 7/1/2023 so we will have time to ensure all processes are working as desired before Annual Enrollment 2024 (10/1/2023)

Question 22:

There is mention of a pension deduction file for retiree benefits that are handled by the state, is the desire to have this file created and sent by your selected ben admin partner?

Response: No.

Question 23:

Regarding your payroll groups: How frequently do employees change between paygroups?

Response: Occasionally it will happen, most of the time it coincides with the start/end of a semester.

Question 24:

For groups that can select between 12 month or partial year schedules, where is this selection made and stored? Is this stored in Banner so that your ben admin partner could receive an indicator on the demographics file feed?

Response: Yes, it is stored in Banner and could come over on the file feed.

Question 25:

Are employees allowed to change their selection after hire? If so, how are those changes processed and communicated to your ben admin vendor? (again, would we receive via file from Banner?)

Response: Employees can make benefit changes if they experience a Qualifying Life Event. Currently, this is handled manually via a paper form. LCTCS Administrators make the change in the Benefit Admin system which then feeds into our Banner system. Employees can also make changes to benefit selections at Annual Enrollment.

Question 26:

Are payroll codes driven by individual plans (HSA, HRA, HMO, etc. have different codes?) or by plan type (Medical has 1 code, dental has 1 code, etc.)?

Response: Individual Plans

Question 27:

Is there any requirement for the splitting of carrier bills across the different colleges?

Response: No, not for Supplemental/Voluntary insurances. This may be needed for the OGB Health and OGB Life.

Question 28:

We see that transfers from another LA state agency have a different benefit effective date (first of the next month vs first of the month following 1 calendar month). Will Banner be able to send an indicator to let the ben admin system know which effective date rule to apply?

Response: Transfers from another LA state agency benefit effective only applies to OGB health and OGB life insurances. The supplemental group insurances are effective first of the month following 1 calendar month. We have this data in Banner and could include it in the eligibility file feed to let the Ben Admin system. For those that transfer within the system (from one LCTCS College to another), the

coverage just continues with no break in service beginning the first of the following month of the transfer. Since the location of the employee changes on the Eligibility File, it does come over on our weekly Payroll File Feed so we can ensure all deductions resume under the new location in Banner.

Question 29:

Confirm that call center is not in scope, would you like it to be quoted?

Response: Call center is not in scope. College HR staff should assist any employees needing that level of assistance.

Question 30:

Can LCTCS please elaborate on what the verification or comment code resolution process within the following question? Provide security levels for authenticating applicants and new hires who access any necessary software utilized by the company to complete the verification or comment code resolution process

Response: As far as user authentication, we can provide single sign-on capabilities to third party vendors. This option would NOT be available to applicants but would be available to new hires. There are no security levels associated with single sign-on, however, as security levels should be handled within the application.

Question 31:

Make information and images available to LCTCS as mutually agreed. What type of images does LCTCS anticipate needing from the contractor?

Response: Any web supported image file format is acceptable.

Question 32:

What is the current system is using for the new hire process?

Response: Aflac at Work

Question 33:

Does each college have the same new hire process for benefit waiting periods and workflow?

Response: Yes.

Question 34:

Is the new hire information loaded locally or is to be sent to main office for loading?

Response: It is pulled from our Banner System.

Question 35:

Payroll Technology

What is meant by “Support upload of weekly demographic file updates from Banner”?

Define support.

Response: Weekly LCTCS generates a full eligibility file that should be uploaded into the Benefit Administration system.

Question 36:

What are the preferred functions of the payroll audit for the Banner file?

Response: A file is generated of all deductions withheld from the payroll run which is to be reviewed/compared to active insurance coverage to ensure full premium was paid.

Question 37:

Data Interfaces

What would be an example of the security levels for authenticating applicants and new hires who access any necessary software utilized by the company to complete the verification or comment code resolution process?

- a. What would HR need internally to admin these security levels?

Response: Security should be handled by the application, so appropriate security levels and an application administration portal.

Question 38:

Give example of more integrated web service technologies.

Response: Support for Ellucian Ethos Integration.

Question 39:

New Hires / Rehires and Re-instatements / Transfers

Give examples of the support for the Dependent Verification service.

Response: marriage license for a spouse, birth certificates, legal custody/adoption documents to verify they are truly dependents

Question 40:

Give examples of the “plan Comparison Feature”. What benefit plans would be covered under this feature?

Response: This would be beneficial for the OGB Health Plans to assist employees in determining the best health plan to meet the employees needs and financial situation. Also Dental has a Low and High plan and IdentityForce has multiple tiers and both of these plans could use some comparison features as well.

Question 41:

What carrier or vendors are using API currently? What carrier would EOI be collected and for what enrollment scenarios?

Response: Assuming API stands for Application Programming Interface, this would include Standard for the EOI process. Currently our Aflac at Work (AAW) program has a link to the Standard EOI form but it is not directly interfacing with the Standard system.

Question 42:

Open Enrollment (OE)

Give examples of the types of mass emails? What would be the frequency and to what groups of employees?

Response: This would mostly be used during the OE process and possibly once or twice a year to notify all employees of information. We want it to send out an email the Friday before OE starts, the day OE starts, and during the OE time period so it can notify employees that they have NOT started the process to review their coverage or notify those that started but did NOT complete the process.

Question 43:

The OE dashboard, would this be by College? Would the main office want views for all colleges in the main office dashboard?

Response: All colleges should have view access only to all records maintained in this system. The LCTCS HR staff should have administrator capabilities to view everything and make changes.

Question 44:

Beneficiary Administration

Systematically send confirmation statements after a beneficiary changes, how does LCTCS currently handle this? What services would be used to achieve this as PHI or HIPAA information could be exposed in the transmission of the statements?

Response: Currently AAW is the Beneficiary Source Record; it maintains beneficiary designations for the supplemental health plans. An employee can log into their AAW account and make changes. It does not currently provide them with a confirmation statement of the beneficiary change. If a statement was generated, it could redact any PHI but it would allow an employee to walk away with a statement to put with their legal information.

Question 45:

Terminations

Explain the “term out “rules and how is it applied currently?

Response: We are unclear of what this question is asking.

Question 46:

Retiree Administration

Could the direct bill administration be standalone service and quoted as line item?

Response: Yes

Question 47:

Affordable Care Act

Could the Affordable Care Act administration be standalone service and quoted as line item?

Response: Yes

Question 48:

COBRA Administration

Could the COBRA Administration be standalone service and quoted as line item?

Response: Yes

Question 49:

Technical

Example of decision support tools for medical plan enrollment?

Response: See response to Question 40

Question 50:

Is past integration with Banner payroll a necessity? or will proven integration with payroll systems be suffice?

Response: Past integration with Banner is a preference.

Question 51:

Example of decision support tools for medical plan enrollment?

Response: See response to Question 40

Question 52:

What services and processes does the “AFLAC At Work” system provide now?

Response: Currently Aflac at Work (AAW) receives a weekly eligibility file (full file) and it adds new employees to the system and notifies them via email to make their supplement/voluntary insurance elections. It will remind them during the enrollment period if they have not started. AAW sends us a weekly payroll file that we then upload into the Banner system to setup the bi-weekly deductions. AAW sends weekly carrier files to all supplemental/voluntary insurance carriers to update their systems. AAW provides us reporting on dependents coming off due to turning age 26, COBRA reporting to send to our COBRA administrator, Census files, and other reporting we use for reconciliation processes.