



**TO:** Proposers on RFP No. 21-010

**FROM:** City of Dayton, Ohio  
Department of Human Resources

**SUBJECT: ADDENDUM NO.1 - Questions and Answers**

The City of Dayton received questions relating to our RFP No. 21-010

The following are the questions with answers for this RFP. Please consider this document in preparation of your proposal response. In the answers of these questions the City of Dayton shall be noted as "City".

To ensure the integrity of the proposal process, a signed copy of this proposal addendum notice shall be included with your company's response to this document.

\_\_\_\_\_  
(Print Name)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Company Name)

Sincerely,

Brent McKenzie, Deputy Director  
Department of Human Resources



**City of Dayton, Ohio**  
**Department of Human Resources**  
**Electronic Benefits Administration RFP**  
**Open Market**  
**REQUEST FOR PROPOSAL (RFP) No. 21-010**  
**March 2021**

1. Can the City provide the benefit guides?  
Answer: The summary of plan benefits are attached.
2. Does the City have unions?  
Answer: The City of Dayton (City) has five (5) unions representing approximately 1200 of the City's employees.
3. Does the City insure retirees?  
Answer: Except for a couple individuals on COBRA, the City does not provide insurance to its retirees.
4. The proposal is due on 4/9 and there is a zoom call embedded on 4/9 at 2pm? Little confused on this?  
Answer: The zoom call is for any potential bidder who wants to see the bids opened.
5. Will this electronic benefits be used for 2021 open enrollment?  
Answer: Yes
6. Is this electronic benefits portal to be used for the 2022 plan year effective January 1, 2022?  
Answer: Yes
7. Is Banner the only payroll system?  
Answer: Yes
8. What is the City's current system or platform?  
Answer: BenefitFocus
9. Who is the City's current Broker?  
Answer: McGohan Brabender
10. How many different users and locations?  
Answer: The City will need access for multiple regular users (i.e., 5-6) in different work locations and departments.

11. Purpose of the Zoom meeting?  
Answer: Please see the answer to Question 4.
12. Who may attend the zoom meeting?  
Answer: Any bidder or vendor
13. If selected, when will finalist presentations be?  
Answer: Late April/Early May 2021
14. What is the City's expectation with the BenAdmin internal implementation manager?  
Answer: The City is looking for one project manager to manage the entirety of the project. This project manager can be internal or an external resource. (From beginning to end of project to provide continuity.)
15. Is the request for claims management a: (1) nice to have, or, (2) must have option?  
Answer: Definitely a nice to have, but not a must have.
16. Will the City accept an electronic signature for the Letter of Transmittal and other required signatures?  
Answer: Yes
17. Would the City be willing to provide a Word copy of the RFP for completion of Exhibits and to maintain your desired layout/formatting?  
Answer: No
18. Please include a breakout between active and retirees, if applicable, of the 1900 employed by City of Dayton. How many are eligible for benefits? How many are enrolled in medical coverage?  
Answer: No retirees on plan, except through COBRA. All but about 5-10 employees are eligible at any given time. Current participation is 1,652 employees.
19. Of the active employee population, are there any part-time employees?  
Answer: Yes
20. How many part-time employees?  
Answer: 70 part-time employees
21. Are they eligible for benefits (please describe coverage options if applicable)?  
Answer: DPSU PT employees are eligible for: Medical, Basic Life/AD&D, LTD  
Clerk of Courts PT employees are eligible for: Medical, Optional Life, LTD, and AFSCME Care dental/vision/life insurance
22. Are there any union groups that make up the employee population for the City of Dayton?  
Answer: Yes, there are five (5) unions that represent approximately 1200 of the City's employees.
23. Do these union groups have differing eligibility for benefits?  
Answer: Yes
24. Please describe the differences in benefits between union groups?  
Answer: The IAFF and FOP unions are not eligible for LTD, but have a choice of two dental plans (AFSCME Care and Superior Dental Care). All other union groups only have access to AFSCME Care for their dental/vision. Non-union only have access to Superior Dental Care w/ vision discount, no vision plan.

25. Please provide a complete list of plans, including the corresponding carriers?

Answer: HDHP w/ H.S.A – Anthem BCBS  
HDHP w/HRA – Anthem BCBS  
CODE Credit Union – H.S.A. carrier  
Firefighters & Company Credit Union – H.S.A. Carrier  
AFSCME Care dental/vision – Union dental & vision carrier  
Superior Dental Care – Non-union employees and IAFF/FOP unions  
Hartford Life Insurance – Basic Life/AD&D/Optional Life Ins.  
The Standard – LTD carrier  
EAP – Premier Health Employee Care (automatic benefit for all employees)

26. Please provide a complete list of current integrations, including any connections to HRIS/Payroll systems and single sign-on connections?

Answer: The only active City integration is between Banner and Kronos. The City desires to have the new online benefits system integrate with our Banner HRIS/Payroll system, Anthem BCBS and Superior Dental. Links to Hartford and The Standard would be beneficial for EOI purposes, however, this may be established by having website links to each available within the enrollment system for employees.

27. How many 1095 statements were distributed in the most recent reporting year?

Answer: 2,028 statements

28. Are there different benefit rules across your employee population?

Answer: Yes

29. If so, please share benefits guides for details regarding plan eligibility rules, complexity, rate, and structure (e.g., Unions, location based, etc.)?

Answer: Please see attached.

30. Can you please provide a copy of the City's benefit guide(s)?

Answer: Please see attached.

31. Please define the "claims management" services requested?

Answer: This is an error and the City is not seeking any claims management services through this RFP.

32. Are there specific aspects of year-end processing that the City is interested in understanding?

Answer: Once OE data is sent, can EDI files continue to send eligibility to carriers (via changes only file) or does that process revert to manual/spreadsheet process until the new plan year begins? Are there "black-out periods" where no data is sent to carriers?

33. Please provide an overview or plan documentation detailing the rating structure based on wellness plan criteria?

Answer: The City has a wellness program portal operated by Wellright. The wellness program does not impact the rate structure criteria. Employees are paid the incentive based on the activities that they complete. We have several activities that our employees can complete to meet the criteria for each tier. Completion of Tier 1 the employee will receive \$100 and Completion of Tier 2 (must complete Tier 1 in order to get Tier 2) will receive \$250. Employees can receive a total of \$350 each wellness plan year. Please see attached Activity Checklist.

34. Please describe the data you would seek to see exchanged between the H&W benefits administrator and retirement plan vendors?

Answer: The City may require data to be exchanged with a COBRA administrator, if not part of the proposal, and/or the State of Ohio pension systems.

35. To be respectful of our clients, our reference process is to provide contact information upon selection as a finalist. Please advise if this is a requirement for the RFP response and provide further details around your expectations for call timing?

Answer: The City requires that the RFP response contain references.

36. Our solution is a web-based, software-as-a-service (SaaS) platform, and it isn't common for a third party to implement our in-house solution on our behalf; Businessolver manages the bulk of the work during implementation. Is a third-party implementer a firm requirement? If so, are there specific reasons the City would prefer to work with a third party?

Answer: An outside implementation coordinator/consultant is not a firm requirement but a desired resource. This resource would manage the overall project from both the new platform perspective and also from the City's perspective to alleviate some of the time and resource drain on limited resources, especially on the City's part.

37. Please clarify the due time for proposals. Section 1.02 indicates 2:00 PM local time, and section 1.05 on page 2 indicates "by 11:00am on the date in Section 1.02." (reference: section 1.02 and 1.05, pg. 2)

Answer: 2:00 pm local time.

38. Please provide the following information related to call data:

- Annual call total?
- Total annual minutes?
- Open Enrollment call total?
- Open Enrollment total minutes?
- Total email volume?
- Other relevant call stats, such as dispositions (reference: general question)

Answer: Unfortunately, these statistics are not available. The City did not complete a total open enrollment with our prior vendor and discontinued service center participation early in the process, so the City does not have access to this information.

39. **Page 3, Section 1.06 Required Proposal Contents:** Is having a local office mandatory? If bidder does not have an office in Ohio, will that be deemed non-responsive?

Answer: A bidder is not required to have an office in Dayton or Ohio, and the lack of a local or Ohio office will not be deemed as non-responsive to the RFP. However, to obtain the points in scoring for a local business, a vendor must have a local office.

40. **Page 3, Section 1.06 Required Proposal Contents: Key Personnel Information:** Does the City require a designated relationship manager, or will a team approach be acceptable?

Answer: The City requires a designated relationship manager.

41. **Page 5, Section 2.01:** Please clarify the services this RFP covers. Is the City looking for a vendor to build the City an electronic benefits administration/open enrollment solution – actually develop software for the City? Or is the City looking for a service provider who will use its own proprietary solution to administer COBRA benefits for the City – such (i) Notice fulfillment and return mail processing, (ii) Premium billing and collection, (iii) Eligibility reporting and termination processing, and (iv) Real-time case management?

Answer: The City does not require that a vendor actual develop individualized software for the City. The City will accept an off the shelf or standard software solution from any vendor; provided that, the software solution can be configured to work with the City's Banner payroll software. The City is open for any type of COBRA solution, as long as it is legally compliant.

42. **Page 3, Section 1.06 Required Proposal Contents:** Bidder will require that the basis of any contract be the bidder's Master Services Agreement (MSA). Bidder is willing to incorporate the City's Standard Agreement Terms For Professional Services into the MSA, subject to certain exceptions. Will this be an acceptable approach?

Answer: Maybe. The City's Law Department and Human Resources will engage with a selected finalist to prepare a professional services contract. The final document will need to be vetted and approved by the City's Law Department, and the City will require the incorporation of the City's standard agreement terms.

43. **Page 19, Exhibit C:** We believe EXHIBIT C – PRODUCT MANUFACTURE LABOR STANDARDS: VENDOR COMPLIANCE FORM is not applicable to the services we provide. There are no products that are manufactured. Is this form required to be completed and signed as part of any proposal?

Answer: The form must be completed and signed as part of any proposal, but the vendor may indicate on that form that it is not applicable due to the nature of the RFP response.

44. **Page 11, Section 3.03:** If Bidder is not a small, woman-owned or minority-owned business, are there any requirements for Bidder to make good faith efforts to subcontract out a portion of the contract to certified Minority-Owned, Woman-Owned and Small Business Enterprises?

Answer: No

45. **Page 15, N. Living Wage Ordinance:** Please provide a copy of the Living Wage Ordinance. Is there a requirement that all personnel who work on this contract be paid a "Living Wage" regardless of whether such personnel live in Ohio or other states?

Answer: Yes, all personnel who work on the City's contract will be required to be paid a living wage per the City's living wage ordinance. A copy of the living wage ordinance is attached.