



## Department of Procurement Services

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160 S Hollywood St · Room 126 · Memphis, TN 38112 · (901) 416-5376

### QUESTIONS AND ANSWERS

#### **RFP 06092026LB MSCS Voluntary Worksite Benefits**

1. The RFP notes that Shelby County will distribute materials directly. Can you confirm whether vendors are permitted to participate in in-person benefit fairs, on-site meetings, or virtual education sessions to support enrollment?

**Answer: The awarded vendor may have the opportunity to participate in benefit fairs, where applicable, at the discretion of MSCS. Additionally, prior to the start of open enrollment, the awarded vendor may be permitted to provide product training to the designated on-site enrollment team. All vendor participation in enrollment-related activities will be coordinated through and approved by MSCS administration and Alliant Insurance Services, Inc..**
2. For Open enrollment support model for MSCS's 200+ locations, will this be for in-person benefit fairs, on-site meetings, or virtual?

**Answer: MSCS is committed to providing employees with flexible and accessible enrollment options. To accommodate the diverse needs of staff across all locations, the open enrollment process will include a combination of delivery methods. These may include on-site meetings, virtual appointments, online self-service through MSCS's benefits administration platform.**
3. What benefits administration platform is currently in place, and will vendors be expected to integrate into that platform or support a standalone enrollment approach?

**Answer: MSCS currently utilizes BenTek as its benefits administration platform. Vendors awarded a contract will be required to integrate into the MSCS's benefits platform. A standalone enrollment approach will not be supported. Prospective vendors should ensure compatibility with MSCS's system and account for the necessary integration requirements within their proposal.**

4. Can you confirm if there are multiple EINs or pay groups, and how payroll deductions are currently managed across those groups?

**Answer: There are two pay groups/payroll cycles; 20 pay periods and 24 pay per periods. Payroll deductions are configured and processed within each pay group according to that group's schedule. Central reconciliation and secure data feeds to the benefits administrator are used to ensure accurate deduction timing and amounts. Employee classifications may influence certain deduction rules and effective dates within each group.**

5. If applicable, please provide Alliant's commission rate.

**Answer: Please include standard market commissions in your proposal.**

6. Are part-time employees and retirees eligible for voluntary benefits today?

**Answer: No. Voluntary benefits eligibility is limited to active, full-time employees of Memphis Shelby County Schools. Part-time employees and retirees are not eligible to participate in the voluntary benefits program.**

7. If retirees are eligible, how are retiree premiums currently billed and administered?

**Answer: NA**

Thank you,

Procurement Services