



**STATE OF TENNESSEE
DEPARTMENT OF FINANCE AND ADMINISTRATION,
DIVISION OF BENEFITS ADMINISTRATION**

**REQUEST FOR INFORMATION
FOR
ENROLLMENT SYSTEM**

**RFI # 31786-00183
April 24, 2024**

1. STATEMENT OF PURPOSE:

The State of Tennessee, Department of Finance and Administration, Division of Benefits Administration ("State") issues this Request for Information ("RFI") for the purpose of soliciting information on software applications and the companies which offer software applications that provide comprehensive benefits administration solutions. The State is interested in receiving information from companies with experience providing these services to large organizations who manage the benefits for a group of separate employers. The State manages benefits for three self-insured risk pools serving state, higher education, local education and local government employees, retirees, and their dependents. For the hundreds of public sector local agencies that participate, the State acts like an insurance company. Therefore, experience serving insurance companies or other similarly structured clients is desirable. We appreciate your input and participation in this process.

The State is conducting a study of these options. This market research is not a competition. No evaluation of participating vendors will occur, and your participation is not a promise of future business with the State. Responding or not responding to the RFI does not preclude the Vendor from submitting a proposal to any future solicitations/requests for proposals issued by the State. The State is NOT requesting specific pricing for any components or services addressed in this RFI. Instead, the State is seeking price ranges and structures for programs in order to determine approximately, what these types of programs sought by the State will cost. Do NOT provide specific pricing amounts in response to this RFI. Should responses from this RFI generate additional questions from the State all vendors responding to this request will receive the additional questions.

2. BACKGROUND:

The State of Tennessee currently serves around 560 separate agencies and totals around 130,000 employees that Benefits Administration only administers benefits for. These agencies

include higher education, local government, local education, and retiree groups. Several agencies have requested an outside vendor enrollment application to improve their employees' experience. These agencies have expressed an interest in solutions that offer more frequent upgrades, single sign-on capabilities, software integration with other applications and an easier enrollment process. The State's goal with this RFI is to identify opportunities for benefits enrollment solutions for these agencies to simplify the enrollment process, while protecting current eligibility requirements and member data.

3. COMMUNICATIONS:

3.1. Please submit your response to this RFI by uploading your documents to a specific file sharing link listed below.

<https://tncloud.tn.gov/owncloud/index.php/s/p2BE5M4txypbt1N>

Password: Enroll2024!

3.2. Please feel free to contact the Department of Finance and Administration, Division of Benefits Administration with any questions regarding this RFI. The main point of contact will be:

Heather Pease
 Department of Finance and Administration, Division of Benefits Administration
 312 Rosa L. Parks Avenue, 19th Floor
 WRS TN Tower
 Nashville, TN 37243
 Phone: (615) 253-1652
Heather.pease@tn.gov

3.3. Please reference RFI #31786-00183 with all communications to this RFI.

4. RFI SCHEDULE OF EVENTS:

EVENT		TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFI Issued		April 24, 2024
2.	RFI Response Deadline	2 p.m.	May 15, 2024
3.	Scheduling of webinar meetings		May 22-23, 2024
4.	Webinar meetings	9 a.m. to 4 p.m.	June 3-5, 2024

5. GENERAL INFORMATION:

5.1. Please note that responding to this RFI is not a prerequisite for responding to any future solicitations related to this project and a response to this RFI will not create any contract rights. Responses to this RFI will become property of the State.

5.2. The information gathered during this RFI is part of an ongoing procurement. In order to prevent an unfair advantage among potential respondents, the RFI responses will not be available until after the completion of evaluation of any responses, proposals, or bids resulting from a Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement method. In the event that the state chooses not to go further in the procurement process and responses are never evaluated, the responses to the procurement including the responses to the RFI, will be considered confidential by the State.

5.3. The State will not pay for any costs associated with responding to this RFI.

6. INFORMATIONAL FORMS:

The State is requesting the following information from all interested parties. Please fill out the following forms:

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TECHNICAL INFORMATIONAL FORM

1. RESPONDENT LEGAL ENTITY NAME:

2. RESPONDENT CONTACT PERSON:

Name, Title:

Address:

Phone Number:

Email:

3. Provide a brief description of your company's experience providing comprehensive benefits administration software solutions.

4. List in detail the software solutions your company provides for multi-employer benefit plans.

5. Describe your three largest clients including the organization type and services offered.

6. Describe your capabilities to send enrollment files that include multiple employer groups to vendors. Include the file types you send.

7. Describe your ad-hoc query functionality and the ability for system admins to build and generate queries.

8. Describe your dashboard and reporting capabilities.

9. Describe your API capabilities and the file development process.

10. Describe your ability to provide a test environment that can be used and refreshed by Benefits Administration system admins.

11. Describe your ability to upload personal, job, and enrollment information from files from third-party software providers.

12. Describe your end-user login and enrollment experience.

13. Describe your solution for members to enroll on different devices, such as computers, tablets, and mobile devices.

14. Describe your ability to store a robust collection of premium rate structures for different employers within the plan, including differing payroll frequencies and employer contribution rates.

15. Describe your ability to create and maintain robust eligibility requirements that may vary based on employer group.

16. Describe how your upgrade cycle works and the typically length of time it takes to implement an upgrade.

17. Describe your financial reporting process and your ability to produce a file that will import to a general ledger in another system.

18. Describe the options you have for individual members to pay for insurance premiums, including use of credit card processing.

19. Describe your ability to process payments, bill, and collect payments from agencies and individual members through ACH.

20. Describe your document upload and document storage functionality.

21. Describe the ability for Benefits Administration to dictate which data elements are required on individual records, for example demographic data (phone numbers, emails, veterans status, education level, salary, and other census-type data).
22. Describe your ability to implement multiple levels of security access based on the type of role the user has.
23. Describe your ability to store agency-specific contact information that can be updated by agency staff.
24. Describe your ability to store and display plan comparison information in the enrollment process (e.g. deductibles, out of pocket maximums, co-insurance).
25. Describe any decision-making tools that are integrated with your software to assist employees with plan enrollment decisions, including any ability to connect to and transfer data with a decision support system and/or benefits carriers in order to use member-specific claims information in the decision-making process.
26. Describe your ability to offer SSO (single sign-on) with carriers and agency HR systems.
27. Describe your ability to allow users to submit underwriting paperwork directly to carriers that require it (disability, life insurance).
28. Describe your ability to generate ACA files for IRS processing.
29. Describe your ability to monitor ACA eligibility throughout the year and report on and/or alert administrators of possible issues or errors.
30. Describe your communications and messaging functionality. For example, identifying employees that meet certain criteria and creating/sending a communication via email or text message.
31. Describe your ability to send notifications through email, mail, phone calls, and text messages.
32. Describe any chat bot functionality with language modeling capability and search functions your system has.
33. Describe your ability to create and store training content for end-user access.
34. Describe your ability to provide call center support for agency employees.

COST INFORMATIONAL FORM
1. Describe what pricing units you typically utilize for similar services or goods (e.g., implementation fees, yearly fees, per member/month, etc.):
2. Describe the typical price range for similar services or goods

ADDITIONAL CONSIDERATIONS
1. Please provide input on alternative approaches or additional things to consider that might benefit the State: