# Sample RFP Questions:

# Benefit Administration and Online Enrollment Software

## GENERAL

1. Full legal name, address, telephone, website, and location of corporate headquarters.
2. What is your company’s core product?
3. How long have you offered benefit administration and online enrollment services?
4. What is the optimal group size for your benefit administration platform?
5. Do you offer any performance guarantees?
6. How many software support personal do you have on staff and what is the experience level and longevity of these individuals?
7. How many school district/city/county clients do you have and what percentage of overall clients do they represent? How many school district/city/county lives (individuals) do you have in your system?

## IMPLEMENTATION

1. Provide a description of the implementation team, process, and timetable.
2. What is the average time to implement a client of our size?
3. What types of data can be imported during the implementation phase? Are there any limitations in data importing?

## SYSTEM INFORMATION

1. Please describe your services related to benefit administration and online enrollment.
2. What are the known limitations of your software?
3. Describe all of the enrollment setup features included in your system. Include how often you update the enrollment rules/plan changes on your system.
4. Was the software built internally, purchased, or leased?
5. Is any part of your system/services outsourced to another party?
6. How often do you do software upgrades or maintenance?
7. Do you schedule or plan downtime? Does this ever occur during normal business hours?
8. Describe your configuration tools that allow for tailoring the software to accommodate almost any type of benefit plan in conjunction with any employer-specific business rules related to plan eligibility, coverage, or cost.
9. Please describe your services related to dependent audits.
10. Describe the scalability and expandability of the software.

## CUSTOMER SERVICE

1. Provide a full description of your customer service support, hours of operation, toll-free numbers, live chat, call center, and/or web-based support.
2. How is the client service or account management structured for each of your clients? Is there a single point of contact?

## TRAINING

1. Please describe your services related to employer and employee training.
2. Do you provide training at the client worksite?
3. Do you provide user manuals? How often are they updated? What other online help is offered?

## DATA INTEGRATION, RETENTION AND ARCHIVING

1. Describe your data integration capabilities with respect to the following:
   1. HRIS/Payroll Systems
   2. Carrier Eligibility Systems
2. Describe the file formats required for data integration.
3. Please describe your services related to data retention and archiving. How long is data archived?
4. Will changes entered into the system by both employees and employer automatically be transmitted to the insurance carrier’s systems? Please describe this process.
5. If an employee updates their personal information, will this information feed to the insurance carrier?
6. What type of insurance carrier reporting is available? Is it all electronic?
7. Who has access privileges to what type of data in the system?

## ADMINISTRATOR TOOLS

1. Describe your services related to aggregated billing/billing reconciliation.
2. How do you handle paper enrollments when necessary?
3. Describe the open enrollment process.
4. Describe the back office administrator functions such as auto-enrollments, terminations, approvals of enrollments, etc.
5. Can employee/dependent information be added and maintained even if those individuals are not currently enrolled in any benefits?
6. Is previous employee address and phone number retained in the system?
7. Describe all of the administrator tools included in your system.
8. Does your system have administrator functionality that supports the following:
9. HR staff to monitor enrollment activity
10. HR staff to process enrollments on behalf of employees requiring assistance
11. HR staff to view enrollment history for employees

## USERS/EMPLOYEES

1. Describe how employees of your clients access the system. Please include screen shots or a demo.
2. What information and services are available to the employees when they access the system? Do they have access to prior, current and upcoming year plan information?
3. Do retirees have access to the system?
4. Describe how the user interface can be customized.
5. Can the employer customize the user interface to include the following:
6. Marketing/Educational Content
7. Color Schemes
8. Client Branding
9. What is the process of handling Evidence of Insurability?
10. How do you handle life event or status changes?
11. How do you handle New Hire interviews?
12. Does the system handle multiple addresses? For example, one address for the employee and one for the dependent?
13. Can employees only view the plans they are eligible for?
14. Can the employee make non-eligible choices?
15. What employee communication tools do you provide? Please include samples.

## REPORTING

1. What data in the system is reportable?
2. Provide a list of standard reports.
3. What is the process for custom reports? Is there a charge for custom reports?
4. What is the format of the reports? Can they be exported in different formats? If so what are the available formats?
5. Who will have permission to produce reports?
6. Can your system generate the following reports?
   1. Census
   2. Benefit enrollment confirmation statements
   3. Describe any other standard reports
7. Does your system support ad hoc reporting?

## PRICING

1. Using Excel, describe all of your pricing arrangements and caveats and include the native Excel workbook in your response.
2. Is a minimum participation required for any of your arrangements?
3. Do you offer any voluntary benefits that offset the pricing? If yes, please list the benefits and describe how this impacts the pricing arrangements.
4. Please confirm that the system can be provided without voluntary benefits.
5. Are clients charged a fee for terminated or inactive employees in the system?

## MOBILITY

1. Does the software have a mobile client (Android, IOS, Windows)?
2. Are there any differences in functionality between the mobile client and the desktop/web client?
3. Does the software support a disconnected mode with ability to sync when connected? What data is persisted on the mobile client and how is that data secured?
4. What security is in place on the mobile platforms to prevent un-authorized people from seeing sensitive data?

## TECHNICAL

1. Is the software completely web-based and browser-driven requiring no remote clients?
2. Describe the security and encryption features.
3. Define the recommended, **not minimum**, desktop requirements for employees and administrators/management.
4. Which browsers is the software compatible with? Indicate minimum browser level supported. Are any changes to the standard configuration necessary?
5. Describe any data transfer process that will be required to refresh the software’s database with employee information from our Human Resources System.
6. Are plug-ins required to support any portion of your software? If yes, provide a list of all required plug-ins.
7. Describe the availability of technical support services.
8. Will the software work in conjunction with other MS SQL and .NET compliant software packages?
9. Is the software “vendor hosted” and web delivered via the internet *or* is the software web delivered via the intranet from a centralized “client hosted” location?
10. Describe your security plan. What measures are in place to prevent un-authorized personnel from seeing or hacking into the system/data?
11. What is the physical security of the data center, the security of the network, and the servers?
12. Describe how employee authentication (logins and passwords) will be generated and maintained by the system.
13. Describe your disaster recovery plan.

### VENDOR-HOSTED QUESTIONS:

* 1. Where is your data center and equipment located?
  2. What are the bandwidth requirements needed to access your service?
  3. Will we be allowed to import key business data into the hosted application thereby providing access to it immediately? Will we be allowed to export key business data into client assets on a routine basis?
  4. What rights do we have to move or copy the data housed at your data center? Will any data given to you by us, as well as any data produced by your applications, remain our property?
  5. Describe the ways employee data will be kept secure and compliant with FERPA and other privacy related regulations.
  6. What is your proposal concerning upgrades and program improvements, concerning costs, training, and implementation?
  7. What is the service availability? Describe downtime expectations.
  8. What are the terms of the termination clause included in the Service Level Agreement?

### CLIENT-HOSTED QUESTIONS

* 1. If client-hosted, what are the hardware specifications?
  2. Does your system architecture address necessary backup and recovery technology?
  3. Does the software operate on a centralized MS SQL, Oracle, or other database?
  4. If you are proposing a solution with vendor-provided hardware, does your software allow for remote hardware diagnostics?
  5. Does the software operate in a Windows Server environment? What version?
  6. Describe how software updates are made available to customers.
  7. Does the software require network ports other than 80 to be used for connectivity and/or data transfer?