Checklist

The essential RFP checklist for benefits administration

An RFP is a clear statement of requirements designed to accomplish three important objectives:

- Define what your organization needs *(e.g., administration services for benefits and/or pension)*
- Provide context for why
- Illustrate how your internal review team will evaluate submittals during the selection process

The importance of data integrity

One of the greatest challenges in benefits administration is collecting, organizing, and ensuring the consistency of data spanning the entire employee lifecycle. When time is of the essence, the amount of data you provide to potential benefits administration partners and, more importantly, the quality and accuracy of that data will set the tone and pace for all subsequent phases of the RFP review and selection process. To ensure timeliness, reduce the number of follow-up questions, and elicit accurate cost and time estimates, include as many details as possible for data sets relevant to your project request. The following checklist provides a basic data collection framework.

General Data

Include information regarding your current and future state solution/service model:

- ❏ Current programs and service providers
- ❏ Current service model *(i.e., in-house, SaaS, co-sourced, outsourced)*
- ❏ In-scope services including required services and optional services
- ❏ Future state service model *(i.e., in-house, SaaS, co-sourced, outsourced)*
- ❏ Required integrations *(i.e., SSO with intranet or SSO/API for EOI or DC provider/insurance carriers)*
- ❏ Participant portal language *(i.e., English, Spanish, French)*

Employee Data

Include total number of participants (i.e., employees, retirees) for each of the following eligibility groups:

- ❏ Benefits eligible employees
- ❏ Benefits eligible retirees
- ❏ Surviving dependents
- ❏ Total pension participants including actives, retirees, deferred vested and non-vested terminated employees
- ❏ Part-time or temporary employees that are benefits eligible
- ❏ Number of benefits eligibility groups

Benefits Plans & Activities Data

Include totals for the following plan activity:

- ❏ Number of pension plans *(i.e., qualified legal plans, sub-plans, prior plans, non-qualified plans)*
- ❏ Listing of benefit plans including plans and providers
- ❏ Number of prior plans with grandfathered provisions
- ❏ Active participant retirements and benefit commencements
- ❏ Deferred vested participant commencements
- ❏ Pension estimates - web-based
- ❏ Pension estimates - call center
- ❏ Number of QDRO and QMCSO
- ❏ Deaths *(active, terminated, vested, retiree)*
- ❏ Terminations
- ❏ New hires
- ❏ COBRA, QE and enrolled participants
- ❏ Number of direct billed per month
- ❏ Spending account participants
- ❏ ACA population and state reporting requirements
- ❏ Dependent verifications *(specify ongoing or full audit with expected volumes)*
- ❏ Expected annual data clean up, audit ad-hoc reporting hours
- ❏ Outline custom requirements

Call Center Data

Include a history of performance and volume data for the following:

- ❏ Annual historical volume *(with monthly totals)*
- ❏ Call center hours or service window
- ❏ Chat/email volume
- ❏ Specialized services *(i.e., retirement counseling, survivor specialist services, POA qualification, advocacy)*

Interface Data

Specify the volume of interfaces the new provider is expected to manage:

- ❏ Inbound HRIS feeds *(number and frequency)*
- ❏ Inbound payroll feeds *(number and frequency)*
- ❏ Inbound and outbound pension trustee/payor
- ❏ Carrier/vendor eligibility files
- ❏ Retiree medical deduction file
- ❏ Other outbound files
- ❏ Other inbound files

Additional Project Data

Include detailed information for the following:

- ❏ Expected implementation kick-off date
- ❏ Expected go-live date
- ❏ Data cleanup project included
- ❏ History conversion requirements
- ❏ Number of data sources for conversion
- ❏ Image conversion requirements *(number of images)*
- ❏ Calculated certified accrued benefits for all deferred vested participants
- ❏ Calculated frozen service and accrued benefits for all active participants
- ❏ Open enrollment period(s)
- ❏ Communication requirements
- ❏ Contract term

Looking for more advice and tips on how to develop an RFP that generates high-quality responses from world-class benefits administration providers?

Check out: Guide to getting the most value from your RFP

Get the guide