



## **NOTICE TO ALL FIRMS**

Date: July 22, 2025  
To: All Prospective Bidders  
From: Sam Li  
Director of Procurement Services  
Re: Addendum Number 2  
RFP # C1697 – Commuter Benefits Program Administrator

### **Questions**

- Q1. What are the most frequent customer service challenges FIT employees/admin face today?
- A1. Related to the current commuter program, FIT administrators are often not made aware of vendor changes or otherwise are informed well after the fact with items that impact the account and it's participants. Additionally, customer service reps are not able to answer basic questions adequately and too many are sent back to FIT for assistance.
- Q2. What payroll and HR system does FIT currently use for benefits data?
- A2. Banner (Ellucian)
- Q3. Does FIT require real-time API integration or batch file uploads for employee data?
- A3. We do not need necessarily need API integration at this time however we may in the future. We currently pull files from the vendor and have an automated program that uploads them to our payroll/HR system.
- Q4. Will FIT require Single Sign-On (SSO) or integration with its existing employee portals?
- A4. We do not need this at this time but it may be something we would like in the future.
- Q5. Does FIT have any file requirements (eligibility/payroll)?
- A5. We would like to create/send eligibility files (we do not have this currently) and can work with the vendor on the file requirements necessary for this. We now have an automated program that uploads vendor change/payroll files to our system and it's based on the current vendor's file specs; it would be great to not have to recreate the program but will do so if it's needed.
- Q6. Section III, D, v.: Multiple participant account funding options (pre-funding, per-paycheck funding, etc.) How does FIT manage this today with your current administrator? Do you have any inbound/outbound file requirements or documentation that can be shared?
- A6. We currently use the pre-funding model and we do not want to continue this; we would like to move to per-paycheck funding. We don't currently send eligibility files (entered manually) and we'd like to create outbound eligibility files. We now have an automated program that uploads vendor change/payroll files to our system and it's based on the current vendor's file specs; it would be great to not have to recreate the program but will do so if it's needed.

- Q7. Does FIT have any invoicing or funding requirements?
- A7. We don't have any specific invoicing requirements but we want to seriously explore moving from pre-funding to per pay period funding.
- Q8. Are onsite or virtual benefits education sessions required, and if so, how frequently?
- A8. Perhaps at the time of implementation and at our bi-annual benefits fair but not regularly.
- Q9. How involved does FIT want to be in employee issue resolution vs. vendor-led support?
- A9. FIT does not want to be involved with situations that can easily be addressed by the vendor. Participant issues that require FIT's intervention should be rare.
- Q10. Are there collective bargaining agreements (CBAs) that influence how commuter benefits must be administered?
- A10. We do have one CBA however there is nothing in it related to commuter benefits.
- Q11. Will FIT provide scoring feedback post-award?
- A11. You can request a debriefing after post-award.
- Q12. What client-specific needs are you looking to achieve success with? (in reference to Section II, E, iii)
- A12. A successful program would include:
- Basic participant issues being resolved by well-trained customer service reps with very minimal need to be sent back to FIT for assistance.
  - The vendor's client manager to inform FIT administration well in advance of important changes that impact the account with full knowledge and details of changes so we can prepare.
  - Proactive account management to demonstrate partnership with FIT; responsiveness by all vendor departments which are expected to support FIT's account administration.
- Q13. Are adjunct or part time employees included in those eligible for commuter benefits? Are there any specific rules/guidelines for payroll or eligibility with this group?
- A13. Yes, some part-time employees as well as adjunct faculty are eligible. Currently, due to pre-funding, we must actively make adjuncts, who aren't paid in July and August, ineligible during those months. We would like end this practice by moving to a per-paycheck funding model.
- Q14. Will you look to provide students with transit benefits in the future?
- A14. No, we do not plan to offer students commuter benefits.
- Q15. Section III: Scope of Services (page 3 of RFP) – For items B and C, these requirements are not part of the current offering. Would you be able to provide additional insight on if these services are currently provided to employees (rideshare/carpooling and bicycle/micro-mobility)? Are they provided by another agency? Could you provide additional information on what is motivating this requirement in the Scope of Services?

A15. These are currently not offered by the current vendor or another outside vendor. We are just exploring if these options are available/offered and if so, want some details about them.

Q16. Section IV: Vendor Qualifications/Proposal Requirements, Item M iv. (References, Past Performance, & Communications) – As the incumbent, did you want us to provide additional client references and case studies; or should we be talking about how we are currently supporting F.I.T.? Should we address the migration that has already been supported for F.I.T.? Do you want us to provide sample communications that are already being used by F.I.T.?

A16. As some members of the selection committee may not be fully acquainted with the incumbent's qualifications and capabilities, we recommend that all required information be included in the proposal, as though the proposer were not the incumbent.

**THIS ADDENDUM IS PART OF THE CONTRACT DOCUMENT AND SHALL BE INCLUDED WITH YOUR REQUEST FOR PROPOSAL SUBMITTAL. YOUR SIGNATURE BELOW WARRANTS THAT YOU UNDERSTAND THIS ADDENDUM AND THAT YOU HAVE MADE THE APPROPRIATE ADJUSTMENTS IN YOUR PROPOSAL AND CALCULATIONS.**

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Signature

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Print Name and Title of Authorized Representative

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Print Name of Company/Partnership/Individual

\_\_\_\_\_  
Date