Sylvan Union School District

605 Sylvan Ave
Modesto, CA 95350

RFP # 2020/2021-03 – Employee Benefits Insurance Broker/JPA and Consulting Services

Addendum #1

Date: May 15, 2020

This addendum is made a part of the above entitled specifications for Sylvan Union School District with an original proposal deadline of May 21, 2020 at 10:00 AM PST.

REQUEST FOR INFORMATION

1) Your RFP mentions 4 Attachments, A, B, C, and D. Where do we access that information?

A: Please see Attachments A, B, C, and D below.

2) Does your Broker help file your 1095C forms?

A: No.

3) Due to COVID-19 and the current shelter-in-place environment, is the District open to receiving our proposal via email in lieu of hardcopies?

A: No. You can mail your proposal or schedule a drop off by emailing csmith@sylvan.k12.ca.us. All submission methods must ensure hardcopies are received in our office by the deadline.

4) Who is the current broker/consultant for the District?

A: Keenan Associates

5) Beyond a procurement requirement, are there any reasons the District is going out to bid for consulting services at this time?

A: The District is interested in looking at other available options and plans.

6) What is the current annual compensation paid to the broker/consultant?

A: Approximately $144,000.00.

7) Does the current compensation include any printing of enrollment materials? Are COBRA fees included?

A: No.

8) Does the District currently use an on-line enrollment platform? If so, what platform is currently utilized?

A: Yes, we use Benefit Bridge.

9) Does the District prefer compensation on a commission or a fee basis?

A: We are open to looking at Proposals for both.

10) The RFP states 2 years of financial statements will be required prior to the contract award. As a privately held firm, we do not release financial statements to the public. We will, however, provide a letter of financial stability from our accounting firm. Should we be selected, will this be sufficient or will our firm be disqualified if we do not release the requested financial details?

A: Yes, as long as it meets the criteria specified, which is to establish the firm's ability to complete the obligation of the contract. The District has the right to seek legal counsel to confirm the criteria is met.

11) Given the short turnaround time as well as the social distancing and stay at home rules due to COVID-19, would you be willing to provide flexibility in regards to the following:

- **a. May the due date be extended as the current schedule only allowed nine (9) business days to respond?**
- **b. Instead of physical proposals, may electronic proposals be submitted with scanned signatures?**
- **c. May the interviews scheduled for May 26 – 28 also be held virtually?**

A: a - No, b - No, and C – Yes, that is possible but not certain.

12) Please describe whether the current broker receives commissions, fees, or a combination of both. What is the total annual compensation the current broker receives for Health and Welfare Benefit Consulting? What is your current annual budget for employee benefits communications?

A: Both. Approximately $114,000.00 consulting. We do not have a specific allocation for employee benefits communication. We communicate via email to employees.

13) Are there any consulting service issues the District is looking to improve upon with the issuance of this RFP?

A: No.

14) Is this RFP being released due to procurement policy (required after a set number of years)?

A: Please see question #5.

15) Over the past two plan years, what was the average number of service/consulting hours recorded to service the District by the current broker?

A: I cannot quantify the amount of time the consultant decides to dedicate to serve our District and meet our needs.

16) When is the last time each of the District's benefit plans were competitively bid in a formal RFP process? How often does the District typically conduct RFPs for each of its benefits?

A: Historical information is currently unavailable. Our current goal is every 5 years.

17) If the consultant is required to issue an RFP, is there a public procurement procedure that must be adhered to, and what is that procedures?

A: We do not anticipate the consultant will be required to issue an RFP for the District.

18) What is the average number of total onsite meetings specified by type and quantity (Meetings with District Staff, Board of Supervisors, Open Enrollment, committees, employee organizations, and other meetings) the consultant/broker should plan to attend annually? How many hours are each of the types of meetings? Please specify the number of "known" meetings and separately estimate the "unknown" meetings. (Detailed meeting information will allow us to provide the most accurate and competitive pricing.)

A: Average number of meetings with staff and Board is 5. Average number with Open Enrollment is 3-4. Average number of hours is 2-3 hours each.

19) What Open Enrollment support is necessary? Who currently creates the Open Enrollment booklets? Would the consultant be required to create (including graphics, etc.) the employee booklets, or only perform technical reviews of booklets? Does it mean creating and delivering the presentations?

A: Open enrollment support includes: presence in our annual open enrollment fair, assist in answering general questions about insurance during the fair, assists in providing weekly meetings to answer questions during open enrollment. Consultant creates the Open Enrollment booklets. Consultant would be required to create the Open Enrollment Booklets. Yes, consultant would create and deliver the presentations.

20) What other health and welfare benefits Open Enrollment and through-the-year information do you provide to employees other than the PDFs on the District's website? If there are other communications, can you provide digital samples (or provide the URL)?

A: Currently, it is only the information on the District's website.

21) Does the District use a benefit administration system or technology, and does the RFP request this service? If so, please provide details of the benefit administration platform, its functionality, and how it supports the District during Open Enrollment and throughout the plan year.

A: We use Benefit Bridge and would like to see proposals to include a system. Employees enroll online and information is transmitted to health insurance carriers.

22) Does the District have a Benefits Committee? Would the consultant be asked to attend those meetings? If yes, how often do they meet and how long are the meetings?

A: Yes. Consultant would be asked to attend meetings. Meetings last 2-3 hours, 3-4 times a year.

23) Does the District hold benefits Open Enrollment meetings for employees each annual enrollment? If so, where and how many? Would you want a consultant's assistance to conduct meetings or would you conduct them on your own?

A: Yes. Open Enrollment is held at the District Office once a year. We conduct a benefits fair and the consultant needs to be onsite to answer questions for employees as needed.

24) What is the primary (most effective) means for communicating with District employees?

A: E-mail.

25) Do you use e-mail to connect with District employees? Text messaging?

A: E-mail yes. Text no.

26) Does the District have a "brand" for its employee benefits communications? If not, is the District interested in creating a brand as part of this proposal?

A: No.

27) When was the last dependent eligibility verification audit (DEVA) conducted?

A: Summer 2019.

28) Who provided the DEVA services and what services were provided?

A: American Fidelity. They scheduled appointments, met with every employee and obtained proof of eligibility for dependents. Provided the District with reports and findings.

29) What are the desired tools and/or scope for the DEVA?

A: To confirm eligibility of dependents and verify appropriate coverage.

30) How many dependents are covered under the plan?

A: 718 Medical, 1,182 Dental, and 933 Vision.

ATTACHMENT A

GENERAL INFORMATION FORM

(To be completed by the bidder and placed at the front of your proposal)

Legal Firm Name:____

Street Address:____

City/State/Zip:____

Telephone Number:____

Fax Number:____

Web Site Address:____

Type of Organization (Corporation, Sole Proprietorship, Partnership, etc.)_________________________

Business License (documented) Tax ID Number (Federal)_______________________________________

Name and Tile of Project Manager:____

Name, Title and Phone Number of person project correspondence should be directed to:____

E-mail Address:____

Listing of Major Subcontractors proposed and areas of responsibility/Phone number:

____

____

____ ____
Signature Date

Name and Title of person signing completion of General Information Form:

____

ATIACHMENT B

STAFFING PROPOSAL

List of proposed staff to be dedicated to the District's account and their ability to meet the District's needs based on the scope of work. Attach each person's company history and biographies/resumes. Use additional sheets if necessary.

Proposed Staff Name(s) and Title(s)	Brief Description of Areas of Responsibility	Brief Description of Education, Experience and Professional Qualifications	Brief Description of Similar Clients/Programs Currently Assigned To

ATTACHMENT C
CLIENT REFERENCES

Instructions: Provide at least three current and two past California clients. At least two of these clients should be schools or public entities. Copy this form as appropriate.

Name of Client:	
Client Address	
Client Contact Name(s) and Title(s)	
Client Contact Phone Number(s)	
Brief description of work performed for this client (use additional sheets if necessary):	

ATIACHMENT D

CONSULTANT QUESTIONNAIRE

Please submit answers to ALL questions. Use additional sheets if necessary.

Question	**Response**
1. Has your firm established any limitation on the number of clients you intend to accept? What is your client to consultant ratio?	
2. Describe your plans for managing the future growth of your firm.	
3. Does your firm have any conflict of interest policy? If so, please provide a copy. Also, please describe any conflicts that have arisen within the firm and how they were resolved.	
4. What are three to four key things we should look for when hiring a consultant?	
5. What is your firm's policy/standard for returning: • Phone calls? • E-mails or written Questions?	
6. Provide two examples of when you have provided services that have gone beyond the "spirit of the contract[11] (pro bono work).	
7. Give two examples that demonstrate your firm's ability to be proactive in finding opportunities to enhance services to the client.	
8. If you are the successful new consultant, outline your transition plan with dates, tasks and responsible parties.	
9. How many days of advance notice would your company require in order *to* attend ad-hoc (subcommittee) meetings?	
10. How do you track and communicate legislative updates to your clients? Provide a sample of legislative updates.	
11. How do you track and communicate industry trends to your clients? Provide a sample of industry trend updates.	
12. Describe how your firm would handle ad-hoc projects that arise due to changes in legislation or other events which create additional service needs for SUSD.	
13. Provide an example that demonstrates your firm's ability to be proactive in finding opportunities to enhance benefits and services.	
14. Provide examples that demonstrate your firm's negotiation skills to bring down costs.	
15. Should your firm engage the service of a subconsultant for SUSD's account, provide the firm's name/names, relevant experience and contact information for the persons who would be the primary and secondary contacts for this engagement, and copies of their biographies/resumes.	

16. For the above subconsultant(s), list the current and past professional affiliations, including boards and committees. Include positions held and years of membership.	
17. Would the subconsultant's primary and secondary contacts for this engagement make decisions on behalf of your firm?	
18. Tell us how you monitor and report on provider performance. Provide a sample of provider performance reports your firm has completed for current clients.	
19. Do you have access to a benefits attorney who could render opinions to SUSD? If so, please provide the cost for this service.	
20. For benefits plans (such as Life, Short-/Long-Term Disability and Accidental Death and Dismemberment Insurance) that require completion of claim forms to obtain benefits, what services does your firm provide for assisting eligible participants in filing for and obtaining plan benefits? Please provide the cost for this service.	
21. What services does your firm provide for developing Open Enrollment and New Employee Orientation materials? Please provide a separate cost for each program (open enrollment and new employee orientations).	
22. What service does your firm provide for developing a Wellness Program? Please provide the cost for this service.	
23. Are there any other relevant consulting services that are not listed that you will provide as part of your consulting services to SUSD? Please provide the cost for these services.	