

October 30, 2019

TO: All Bidders Under RFP No. 19-500530, Employee Health & Benefits Consulting Services (Multi-Year)

FROM: Department of Purchasing and Contracting, DeKalb County, Georgia

ADDENDUM NO. # 2

Request For Proposal (RFP) No. 19-500530, *Employee Health & Benefits Consulting Services (Multi-Year)*, is hereby amended as follows:

1. **Bid Opening Date is extended to 3:00 P.M. ET, Thursday, November 14, 2019** to allow time to provide answers to the submitted questions.
2. Page 4, Section B. **DELETE** Item No. 4.:
REPLACE with:
Fully-Insured Medical Options
Providers – Aetna (Medicare Advantage MAPD) and Kaiser Permanente (Senior Advantage MAPD)
Contract Term – Expires December 31, **2020** (Renewal obtained annually)
3. Page 4, Section B. **DELETE** Item No. 5.:
REPLACE with:
Dental (Actives, Pre-65, and Medicare-eligible Retirees)
Fully-Insured Dental Benefit (High and Low Options)
Benefit Administrator – United Concordia
Contract Term – Expires June 30, **2021**
4. Page 16, Section C. **DELETE** Letter m.:
DELETE in its entirety.
5. Page 18-19, No. 6. Subject Matter Expert:
DELETE Letter a. (i. through xi.) in its entirety

REPLACE with:

- a. **The County fully intends to use all services listed in the Scope.** Does your firm have specialized consultants working in the following areas? If so, please describe capabilities and services:
- i. Clinical
 - ii. Pharmacy
 - iii. Disability / absence management
 - iv. Disease management and wellness
 - v. Consumerism
 - vi. Measurement and analytics
 - vii. Consumerism and change
 - viii. Voluntary benefits
 - ix. Medicare eligibility, MAPD, ESRD
 - x. On-site clinic assessment, set up, operations and audits
 - xi. Audits—medical, Rx, dependent eligibility verification, Medicare

6. **The Cost Proposal Forms on Pages 27 - 29 of the solicitation have been revised and are attached hereto.**

REMINDER: Cost Proposal Forms must be submitted in a separate sealed envelope or responder will be deemed non-responsive and will not be considered for award. Including the Cost Proposal Forms in any area outside of the separate sealed envelope will result in the proposal being deemed non-responsive.

7. **We have received questions pertaining to this RFP. The questions and their resulting answers (in *italics*) appear below:**

A. Is the County willing to limit all indemnification to third party claims?

Answer: *Generally, the County's indemnification provision is not negotiated and must be included as a matter of doing business with the County. However, the decision to limit the indemnification is ultimately a business decision.*

Please refer to Page 22, Section VI (A) Standard County Contract and include any Exceptions to the Standard County Contract with your proposal as required on Page 5, Required Documents.

B. For the RFP Consulting Services Fee (first box on page 28): We heard at the pre-bid meeting that commissions cannot be used to offset the RFP Consulting Services Fee or the Core Consulting/General Retainer Services Bid Response. Please confirm.

Answer: *Vendors must submit a response that includes all services listed herein. Commissions will be applied to eligible services post award with the successful responder.*

- C. For the RFP Consulting Services Fee (first box on page 28): We heard at the pre-bid meeting that the incumbent consultant has just completed five (5) RFPs for Medical, Stop Loss, Pharmacy, Wellness and Vision with an effective date of July 1, 2019. Please clarify that the RFP Consulting Services Fee should include these same five (5) RFPs that will need to be bid again by the selected consulting firm in the next five-year consulting contract period of 2020 through 2024.

Answer: *Yes – Confirmed.*

- D. In addition to the above (Question C.), please confirm that the following lines of coverage will be put out to bid at some point during the same five-year consulting contract—Dental, Life/AD&D, Voluntary, and Medicare.

Answer: *Confirmed.*

- E. We heard at the pre-bid meeting that the incumbent consultant is doing a Dependent Eligibility Verification (DEV) audit for DeKalb currently. Please clarify that our Core Consulting Services Bid Response should include a fee for one DEV audit covering active employees, early retirees and Medicare retirees in the next five-year span of 2020 through 2024. This fee should not be contingency based or offset by commissions. Please confirm.

Answer: *Confirmed.*

- F. Is the selected consulting firm (primary contractor) required to have an office located inside DeKalb County?

Answer: *No.*

- G. If the selected consulting firm (primary contractor) does not have an office located inside DeKalb County, must it partner with a certified LSBE located inside DeKalb County, or may it partner with a certified LSBE located within the MSA?

Answer: *Prime Contractors are not required to have an office located in DeKalb County. However, to qualify for incentives under the DeKalb First ordinance, a prime contractor shall be a certified LSBE (DeKalb or MSA) or submit written documentation showing that at least twenty percent (20%) of the total contract award will be performed by a LSBE(s) (DeKalb or MSA) unless the prime contractor can demonstrate sufficient good faith efforts according to the Checklist for Good Faith Efforts.*

H. Who is the current LSBE?

Answer: *Mr. Clifton McKnight, Strategic Insurance & Service Alliance.*

I. Is the consultant currently providing all services requested in this scope of services?

Answer: *Yes.*

J. With regard to your procurement process, does the County use its own preferred RFP document/template, use the consultant's document/template, allow for electronic procurements, etc.?

Answer: *Use of Consultant's template must be pre-approved by the DeKalb County Purchasing and Contracting Department.*

K. How frequently do you meet with administrators and insured plan vendors, to review your plans?

Answer: *Pharmacy Benefits Manager (PBM) – Monthly 1-hour conference call. Anthem & Kaiser – at least 3 times per year. Dental and Vision – 1 annual review. Voluntary Benefits vendors – Once per year.*

L. How many times, annually, should the consultant expect to meet with oversight committees and with the Board?

Answer: *Approximately 6 meetings per year.*

M. Page 16, question 1.m., references creation of a new benefit plan around the Grady Hospital System clinics. Does DeKalb County currently have any special arrangement with the Grady Hospital System? For example, no out of pocket charges for members who access care through the Grady Hospital System, etc.?

Answer: *This requirement has been deleted. (See No. 4 of this Addendum No. 1).*

N. Page 16, question 2.b., references a delineation of responsibilities for “the project.” Please clarify and/or provide the full question.

Answer: *This is the follow up to question 2. a. Tell us what the partnership would like when it comes to developing strategies.*

- O. Page 19, question 6.g., references advising Kaiser how to create a clinic similar to the County's clinic. Please clarify intent and expectation.

Answer: *Our intent is to open a near-site clinic in the second half of 2020 for Anthem members. However, 60% of our employees are in the Kaiser plan. We would like to know if it is feasible/practical to have Kaiser in the same clinic space. What strategy would your firm recommend?*

- P. How often do you perform medical and PBM audits?

Answer: *Every 5 years is the standard.*

- Q. When did you last perform an audit?

Answer: *2014*

- R. What is your current annual budget for employee benefit communications?

Answer: *\$25,000. Majority used for face to face Open Enrollment assistance for Public Works employees.*

- S. What other health and welfare benefits open enrollment and through-the-year information do you provide to employees, other than those on the County's website?

Answer: *Email blasts, New Employee Orientation and Benefits Guide.*

- T. Does the County conduct surveys or focus groups to obtain employee input and opinions on benefits-related issues, including communications?

Answer: *No.*

- U. Looking at the County's benefits website, it appears that the County is holding two benefits open enrollment meetings for employees, in October 2019. For future years' meetings, would you want a communication consultant's assistance to conduct meetings or would you conduct them on your own?

Answer: *No. The County will schedule and conduct 2 meetings in October for Retirees and 2 meetings in May for Active employees.*

- V. With regard to annual enrollment guides and materials, does the County anticipate updating the current guides and materials each year, or completely redesigning each year, bi-annually, or at another regular interval?

Answer: *The County will work with the successful vendor to update the current guide annually, if needed.*

- W. Does the County communicate with employees via social media? If so, on what social media platforms and how often? What kinds of messages/information are posted on social media?

Answer: *No social media communications are utilized at this time.*

- X. What is the primary (most effective) means for communicating with County employees?

Answer: *Email blasts, Bulletin Boards, Open Enrollment Guide and the County website.*

- Y. What percentage of County employees has access to the internet at work? At home?

Answer: *35% at work. Unknown for home access.*

- Z. Do you use e-mail to connect with County employees? Text messaging?

Answer: *Email, yes. Texting no.*

- AA. Who currently produces the County's Summary Plan Descriptions for its plans?

Answer: *Each provider produces their summary plan design.*

- BB. Does the County provide its employees with personalized total compensation and/or employee benefit statements? Would you want a consultant's assistance to develop such statements?

Answer: *No to both questions.*

- CC. Does the County have a “brand” for its benefits communications? If not, is the County interested in creating a brand as part of this proposal?

Answer: *No. Not at this time.*

Since the Medicare Advantage Prescription Drug (MAPD) plans are fully insured, is the County looking for a Consultant to work directly with Aetna and Kaiser to be sure the Voluntary Data Sharing Agreement (VDSA) is setup properly and the carriers are transmitting the quarterly data on behalf of the County?

Answer: *The process is currently in place and running quarterly. The Consultant must work with CMS to be approved to exchange these two DeKalb County files (actives and non-actives) with Medicare four (4) times a year. VDSA files must be in a CMS approved layout; the County expects the Consultant to take the County’s actives and non-actives’ IT files and modify as needed to meet CMS required layouts.*

- DD. Since the plans are fully-insured, we are unclear as to what role is expected of the Consultant in the identification of SSDI Medicare lives and ESRD claimants. Please elaborate on expectations of the consultant role.

Answer: *The County may be aware of when an active employee becomes disabled and is approved for SSDI and pension payments as a totally disabled person. However, the County is not aware of when a spouse or child becomes disabled and may qualify for SSDI and or ESRD status. For ESRD, the 30-month waiting period becomes an important deadline the Consultant helps the County monitor as Medicare will become primary for the active disabled, spouse or child at that time following 30 months.*

The County adopted the VDSA/CMS eligibility agreement to have a way to monitor these members whose costs for Renal Dialysis can be \$300,000 per year and a Kidney Transplant can be \$1,000,000 per year including specialty drugs to protect against the member’s body rejecting the new kidney.

These risks impact the three (3) self-funded Anthem plans for actives and their dependents, the two (2) Kaiser fully insured/experience rated plans. The large claim management process is supported by the Consultant and is a service the County wants to continue.

8. It is the responsibility of each responder to ensure that he is aware of all addenda issued under this RFP. Please sign and return this addendum. You may call Michele L. Smith, Procurement Agent, at 404-371-6378 before the bids are due to confirm the number of addenda issued.
9. All other conditions remain in full force and effect.

Michele L. Smith
Procurement Agent
Department of Purchasing and Contracting

MLS:dr

ACKNOWLEDGMENT

Date: _____

The above Addendum No. 2 is hereby acknowledged:

(NAME OF BIDDER)

(Signature)

(Title)

REVISED

ATTACHMENT A

COST PROPOSAL FORM

(consists of 3 pages)

EMPLOYEE HEALTH AND BENEFITS CONSULTING SERVICES

Responder: Please complete the attached page of the Cost Proposal Form and return it with this cover page. The cost proposal must be submitted in a separate, sealed envelope with the Responder's name and "Request for Proposal No. 19-500530, EMPLOYEE HEALTH AND BENEFITS CONSULTING SERVICES" clearly identified on the outside of the envelope.

By signing this page, Responder acknowledges that he has carefully examined and fully understands the Contract, Scope of Work, and other attached documents, and hereby agrees that if his proposal is accepted, he will contract with DeKalb County according to the Request for Proposal documents.

Please provide the following information:

Name of Firm: _____

Address: _____

Contact Person Submitting Proposal: _____

Title of Contact Person: _____

Telephone Number: _____

Fax Number: _____

E-mail Address: _____

Signature of Contact Person

Title of Contact Person

REVISED

ATTACHMENT A

COST PROPOSAL FORM

(continued)

Responder: State a FIRM FIXED LUM SUM for all costs, direct and indirect, administrative costs, and all things necessary must be included in the proposed amounts below for **RFP NO. 19-500530, EMPLOYEE HEALTH AND BENEFITS CONSULTING SERVICES.**

State annual NOT TO EXCEED AMOUNTS” for performing the “REQUEST FOR PROPOSAL (RFP) PROJECT,” in accordance with Section II. Scope of Work, A. through E., found on pages 6 through 13.

<i>Quote All Fees Net of Commission</i>	FIRM FIXED LUMP SUM
A. Annual Amount Not To Exceed – RFP CONSULTING SERVICES (one-time process):	\$
<i>(State amount in words on this line)</i>	<i>(In figures)</i>
B. Annual Amount Not To Exceed – INITIAL YEAR (January 20, 2020 – December 31, 2020):	\$
<i>(State amount in words on this line)</i>	<i>(In figures)</i>
C. Annual Amount Not To Exceed – YEAR 1 (January 1, 2021 – December 31, 2021):	\$
<i>(State amount in words on this line)</i>	<i>(In figures)</i>
D. Annual Amount Not To Exceed – YEAR 2 (January 1, 2022 – December 31, 2022):	\$
<i>(State amount in words on this line)</i>	<i>(In figures)</i>

REVISED
ATTACHMENT A
COST PROPOSAL FORM
(continued)

E. Annual Amount Not To Exceed – YEAR 3 (January 1, 2023 – December 31, 2023):	\$
<i>(State amount in words on this line)</i>	<i>(In figures)</i>
F. Annual Amount Not To Exceed – YEAR 4 (January 1, 2024 – December 31, 2024):	\$
<i>(State amount in words on this line)</i>	<i>(In figures)</i>
GRAND TOTAL (A – F):	
<i>(State amount in words on this line)</i>	<i>(In figures)</i>