



Fulton County, GA

Department of Purchasing & Contract Compliance

Cecil S. Moore, CPPO, CPPB, CPSM, C.P.M., A.P.P
Director

July 25, 2012

**Re: 12RFP84430C-DR, LIFE, DISABILITY & ENROLLMENT
ADMINISTRATOR/BROKER SERVICES**

Dear Proposer(s):

Attached is one (1) copy of Addendum 1, hereby made a part of the above referenced
**12RFP84430C-DR, LIFE, DISABILITY & ENROLLMENT
ADMINISTRATOR/BROKER SERVICES.**

Except as provided herein, all terms and conditions in the bid referenced above
remain unchanged and in full force and effect.

Sincerely,

Donald R. Riley

Donald R. Riley, CPPB
Assistant Purchasing Agent

Winner 2000 - 2009 Achievement of Excellence in
Procurement Award • National Purchasing Institute



12RFP84430C-DR, LIFE, DISABILITY & ENROLLMENT ADMINISTRATOR/BROKER SERVICES

Addendum No. 1

Page Two

This Addendum forms a part of the contract documents and modifies the original RFP documents as noted below:

1. Attached hereto are responses to questions submitted in reference to the above RFP.

For additional information regarding this addendum, contact Donald R. Riley, CPPB, Assistant Purchasing Agent at (404) 612-7916.

Except as provided herein, all terms and conditions in the bid referenced above remain unchanged and in full force and effect.

Failure to return a signed copy of this addendum could render your bid non-responsive.

ACKNOWLEDGEMENT OF ADDENDUM NO. 1

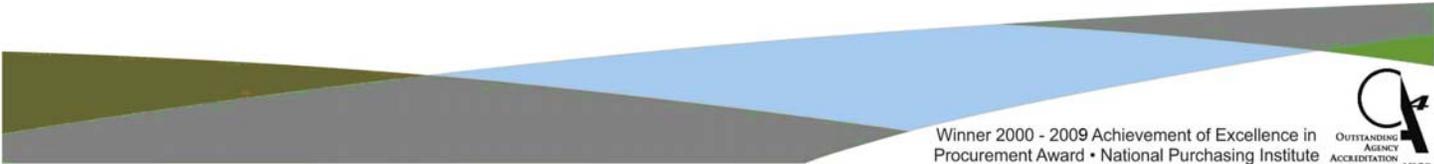
The undersigned proposer acknowledges receipt of this addendum by returning one (1) copy of this form with the proposal package to the Purchasing Department, Fulton County Public Safety Building, 130 Peachtree Street, Suite 1168, Atlanta, Georgia 30303 by the RFP due date and time **August 1, 2012, at 11:00 A.M.**

This is to acknowledge receipt of Addendum No. 1, _____ day of _____, 2012.

Legal Name of Bidder

Signature of Authorized Representative

Title



Questions and Response for proposal 12RFP84430C-DR, Life, Disability and Enrollment Administrator/Broker

1. Reference: pg. 2-6 section 2.11:

Please provide methodology in order for a Prime Bidder to determine if they are performing no less than 51% of the scope of work required under the project. For clarification purposes will the County provide the percentages for each of the five (5) outlined items of the scope that begins on page 3-2 or does the County prefer proposers to consider 20% for each item?

A: The Prime proposer shall self- performance the work for the prime contractor divided by the contract dollar value (low bid) or cost (RFP) must be equal or greater than 51% for the entire amount of the contract value.

2. Reference: pg. 3-4 section III item 1:

Does the County offer a Telephonic Enrollment as outlined in the Healthy Workplace, Healthy Workforce 2012 Benefits Guide, just for new hires or is this also the current process for all employees during Open Enrollment? Will the County provide more information on how Open Enrollment is conducted, when it occurs and for what time period?

A: Fulton County does currently offer a telephonic enrollment during open enrollment as well as for new-hire employees after bi-weekly new hire orientation sessions. The Annual Open Enrollment process is coordinated each year with the enrollment vendor and vendors who conduct the administrative services for the benefit plans. The timing depends on when the Commission Board approves the benefit premiums for the next year. The method is on-line and call center enrollment for the following year plan options.

3. Reference: pg. 3-5 section V item 1:

Is the County looking for call center capabilities just during the Open Enrollment period for another purpose?

A: Fulton County is looking for call center capabilities for open enrollment period as well as for new hires for all benefit options available with the exception of a few supplemental benefits.

4. Reference: pg. 3-5 section V item 3:

As outlined in this section, what are the expectations of a dedicated communications department? What communication items and in what formats (PDF, email blast, etc.) were previously provided and/or what is the County looking to receive that is wellness/health and productivity related?

A: Fulton County requests each vendor to clearly communicate the call center and communication capabilities it is prepared to offer directly or through a sub-contractor regardless of the offerings of the current vendor.

Wellness/health/productivity communications as well as employee/retiree communications of all kind continue to be of great value to Fulton County. Vendors should respond with any communication capabilities that are available within the cost of their proposed broker services contract. Any optional services outside the contract costs should be defined as such.

5. **Reference: pg 3-5 section V item 4:**

What technological solutions are not currently used by the County today that they would like to have implemented in the future?

A: Fulton County considers the current program to be adequate, however we expect the vendors to respond using their best practices in technological solutions regardless of the County's current processes.

6) Does the County prefer enrollers/counselors to be both onsite and telephonically or just telephonically?

A: Fulton County prefers onsite and call center enrollment during the annual open enrollment campaign. Call Center (telephonically) would be sufficient for new hires throughout the year.

7) Which payroll/HRIS system is currently being used by the County?

A: Fulton County's current payroll/HRIS system is provided by the CGI company and is referred to as the AMS Advantage program.

8) Which enrollment system is currently being used by the County?

A: Fulton County's current enrollment system is provided by The Farmington Company and is paid for solely with Life and LTD premium commissions. Fulton County is requesting with this RFP to enter into a contract with a broker vendor to market the benefit coverages net of commission and offer the comprehensive enrollment administration services for all ancillary benefits paid for by the proposed annual broker contract fee regardless of whether the broker vendor will provide the enrollment services directly or through a sub-contractor.

9) In 3.4 Technical Proposal Format and Content, section 3 subsection III Claims Services, are questions 3 and 4 requirements for Wellness and Tobacco Cessation/Weight Loss in reference to an EAP or are they services to be provided directly by the winning broker?

A: The RFP is amended to reflect the successful broker is not expected to provide Wellness and Tobacco Cessation/Weight loss services.

10) What is the current contract amount the county is paying currently for the brokerage services, wellness services, and enrollment services as listed in the RFP or are some of these services not in place at this time? Who are the current vendors?

A: Fulton County does not currently use the brokerage services concept for the services requested in this RFP (see above response to question #8), however we expect the vendors to respond using their best practices and brokerage services cost responses regardless of the County's current processes.

11)At the Pre-Proposal Conference, it was stated that the expected enrollment process would include all core employee benefits and ancillary benefits and the RFP states this as well. However, this was not referenced on the cost proposal form. So, just for clarification, the requirement is that the enrollment process will include all core and ancillary services and the cost proposal should reflect this?

A: Yes. The broker services contract fee should include the enrollment administrative process for all core employee benefits and ancillary benefits enrollment during the open enrollment process as well as for new hires using the telephone or on-line during the year regardless if the broker vendor will perform the enrollment administration or have a sub-contractor to perform those services.

12)On Page 3-1 it states:

The technical proposal, the cost proposal and contract compliance exhibits shall be submitted in separate, sealed envelopes or packages. The inclusion of any cost information in the technical proposal may result in such proposal being rejected by the County.

On the next page, 3-2, section 3.1.2 :

Contract Compliance Exhibits, one (1) original with the Technical Proposal marked "Original" and one (1) copy in a separate sealed envelope.

Financial Information, one (1) original with the Technical Proposal marked "Original" and one (1) copy in a separate sealed envelope.

The first paragraph indicates everything should be separate. Please clarify the requirements on the next page Section 3.1.2. Should the Contract Compliance and Financial forms be combined with a Technical proposal? Also, when it states "original" and one (1) copy...this copy should be of the Technical proposal?

A: Proposals are to be submitted as follows:

Package one (sealed): One (1) original hard copy of Technical Proposal (to include one (1) sealed original hard copy of Contract Compliance Exhibits and one (1) sealed original hard copy of Financial Information) Five (5) copies of Technical Proposal on CD in PDF format CDs are not to include Contract Compliance Exhibits nor Financial Information.

Package two (sealed): One hard copy of Contract Compliance Exhibits No CDs

Package three (sealed): One hard copy of Financial Information No CDs

Package four (sealed): One (1) original hard copy of Cost Proposal Five (5) hard copies of Cost Proposal No CDs

13)RFP Section 1.2 identifies several objectives for this solicitation including basic life, supplemental life and disability insurance. Fulton County furnishes \$50,000 term policies and long term disability policies to all employees. Those employees opting for supplemental insurance, including interest sensitive whole life, critical illness, short term disability, supplemental term and accident policies, pay those premiums through payroll

deductions. Will the RFP change that arrangement? Will the payroll deductions for these policies remain as they are now?

A: This RFP is for broker services for the benefits specified in the RFP document (excluding health, dental or vision) and for the comprehensive enrollment administration of ancillary benefit programs – during annual enrollment campaign and for new hires during the year. The successful broker vendor would be expected to go to market and present Fulton County with the best premium rates for existing coverages (including value added services if possible) **net of commission**. The cost of the broker services and enrollment administration should be included in the broker's annual service fee cost proposal. The actual premium amounts paid by the employer (Fulton County) and by employees and retirees through payroll deductions would depend on the benefit plans and net-of-commission premiums recommended by the successful broker and accepted by Fulton County. We anticipate the successful broker will need census information from Fulton County to market the insurance products.

14) RFP Section 3.4(V) requires "four (4) references of similar size and demographics to Fulton County that you currently provide Broker/Consultant services to." What if the broker vendor does not have four references that are the size of Fulton County?

A: To be considered in the scoring process, each broker vendor must satisfy the minimum qualifications as stated in the RFP. After that requirement is satisfied by our Purchasing Department, the selection committee will review all other information submitted by the broker vendor – including references. Fulton County would expect each bidding broker vendor to submit up to four references they want the selection committee to consider that they have and specify the requested information, including the size of the reference's jurisdiction or company.

Filename: 12RFP84430C-DR LIFE DISABILITY ENROLLMENT
ADMINISTRATOR BROKER SERVICES Addendum 1
Directory: C:\Users\Lisa.Mckine\Documents
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