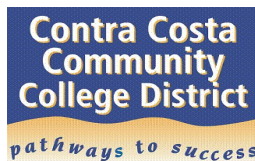


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Contra Costa Community College District
Bid No. 4CD-87
Benefits Administrative Services RFP

ADDENDUM NO. 1

Question and Answer:

1. Does the district work with a consultant/broker?

Answer: [Alliant is the current broker](#)

2. How many employees are eligible for benefits?

Answer: [1100 full-time, 200 part-time](#)

3. How many active employees are enrolled in healthcare benefits?

Answer: [770 \(Kaiser Permanente & Anthem Blue Cross\)](#)

4. How many Retirees are enrolled in healthcare benefits?

Answer: [857](#)

5. How many COBRA actives will require takeover processing?

Answer: [100](#)

6. How many employees currently participate in the healthcare FSA?

Answer: [200](#)

7. How many employees currently participate in the dependent care FSA?

Answer: [75](#)

8. How many employees currently participate in Commuter benefits?

Answer: [25](#)

9. We (prospective bidder) have an internal 'drop dead' date of contract execution by 10/15/2021 in order to ensure new programs can be onboarded for a 1/1/2022 effective date. If the award will not be made until 10/29/2021, is the District willing to assume the full risk that plans, funding and cards will be delayed, and be fully responsible to adequately communicate these delays to employees in advance of the plan start date?

Answer: [Yes](#)

10. Will the District automatically reject any bid that cannot guarantee the 1/1/2021 effective date?

Answer: [No](#)

11. When does Open Enrollment begin?

Answer: [October 15 through November 15, 2021 effective December 1, 2021](#)

12. Will the current vendor conduct Open Enrollment or is 4CD expecting the new vendor to perform Open Enrollment?

Answer: [Current vendor](#)

13. Our (prospective bidder) response to the RFP will include a copy of our standard Master Services Agreement (MSA) containing the terms under which we do business with all clients. We recommend using this because it precisely addresses, describes and supports the issues specific to and relevant to providing the services proposed. We are also amenable to (i) negotiating certain provision of our standard MSA and (ii) including specific provisions of your RFP and Standard Agreement (Exhibit B) for inclusion, subject to certain requested exceptions. Is this approach acceptable?

Answer: [Yes](#)

14. Can the District confirm that exceptions are permitted to terms and conditions of the RFP including the 4CD Standard Agreement (Exhibit B)?

Answer: [Yes](#)

15. Does the District also require Retiree Direct Billing administration, in addition to COBRA?

Answer: [Yes](#)

16. Will the District advise the administrator who is enrolled in the program or eligible for benefits?

Answer: [Yes](#)

17. How much does the District contribute?

Answer: [The district reimburses 100% with the exception of the Local 1 copay reimbursement where the reimbursement is the amount above \\$5.](#)

18. What is the frequency of the contributions?

Answer: [Reimbursements are ongoing.](#)

19. Do 100% of the funds not used in a given plan year rollover or are there any special rollover rules?

Answer: [These funds are held by the district that may roll over based on contractual language.](#)

20. Is this a perpetual plan with funds used by the Retiree until they are spent down or the retiree dies?

Answer: [These are reimbursements paid by requests for reimbursement.](#)

21. Is the administrator expected to invest the funds or are these funds held in a trust or in general assets by the District?

Answer: [These funds are held by the district.](#)

22. Will a bid be rejected if it does not include eligibility issue resolution?

Answer: [Yes](#)

23. Will a bid be rejected if it does not include a dedicated customer service team?

Answer: [No, but it is preferred.](#)

24. Will a bid be rejected if it does not include monthly calls?

Answer: [No, but it is preferred.](#)

25. How many, and what type of meetings are required annually?

Answer: 4 meetings annually in 2 days.

26. Will a bid be rejected if it does not include custom invoicing?

Answer: No

27. Will a bid be rejected if additional fees are required to accommodate ad hoc reporting?

Answer: No

28. Will a bid be rejected if it does not include reconciliation of carrier premiums?

Answer: No

29. Will a bid be rejected if carrier premium remittance is only available for additional fees?

Answer: No

30. Will a bid be rejected if it does not include reconciliation of carrier premiums?

Answer: No

31. Will a bid be rejected if optional grace period notices for late payments are only available for additional fees?

Answer: No

32. Will a bid be rejected if it only offers open enrollment for COBRA as an optional service, for additional fees?

Answer: Yes

33. Will a bid be rejected if it does not include integration with 4CD core systems?

Answer: No

34. Does the District expect the COBRA administrator to integrate with 4CD core systems?

Answer: [No](#)

35. What type of reporting does the District expect the contractor to provide to the IRS and State?

Answer: [State requirement of providing employees of any deadline to spend remaining funds](#)

36. What type of reporting does the District expect the contractor to provide to the IRS and State?

Answer: [Industry standards](#)

37. Can this RFP please be provided as a Word document?

Answer: [Yes](#)

38. What is the current enrollment in each of the following programs?

Answer: Approximate FSA Commuter: [220](#), Medicare Part B Reimbursement Program: [450](#), Anthem Medicare Copayment Reimbursement Program: [30](#), United Faculty Copayment Reimbursement Program: [20](#), and Local 1 Copayment Reimbursement Program: [20](#)

39. What is the District's average annual turnover? How many COBRA Participants does the District currently have?

Answer: [Approximately 100 annually](#)

40. In section V, it states that "The bidder must demonstrate to the satisfaction of the college district, its present financial stability and supply the most recent annual reports and/or financial statement of the company (last 3 years)". Will a bidder still be considered without supplying this financial information?

Answer: [Yes](#)

41. Is there flexibility on the "go live date" of 1/1/2022?

Answer: [Yes, there is flexibility](#)

42. Can we have more information on the different 4CD severance agreements? How many different severance agreements are used and what are the differences?

Answer: [Severance is only available for key executives](#)

43. Is the client looking for a single point of contact for retirees/reimbursement program participants to contact directly? Can an upgraded Call Center that offers custom client phone numbers and greetings be an acceptable solution?

Answer: [Yes, but we prefer a representative or account manager for the Human Resource contact.](#)

44. Can companies from outside the United States bid?

Answer: [Yes](#)

45. Are in-person meetings required?

Answer: [No](#)

46. Can tasks be performed outside of the United States?

Answer: [Yes](#)

47. Can proposals be submitted via email?

Answer: [No, hard-copies \(along with digital thumb-drive copy\) are required by public code.](#)

48. What is the reason for marketing?

Answer: [To improve service levels](#)

49. Who are the incumbents?

Answer: [Infinisource and CBIZ](#)

50. What are the current rates?

Answer: [Not provided](#)

51. What is the participation in each product?

Answer: 200 COBRA notices per year, 225 FSA and commuter, 450 Medicare Part B reimbursements, 20 Anthem Medicare Copay Reimbursements, 20 Local 1 copay reimbursements, and 20-30 UF copay reimbursements.

52. In reference to Section 1 (first paragraph), how does the Medicare Part B Reimbursement, Anthem Medicare Copayment Reimbursement, United Faculty Copayment Reimbursement, Local 1 Copayment Reimbursement, and on-going account management work today? Are these plans administered under different HRAs? How does the incumbent reimburse these members today? Confirm if members are enrolled in multiple benefits?

Answer: CBIZ reimburses by regular mail using a check. No multiple benefits.

53. In reference to Section II - COBRA & HIPAA Administrative Services, proposing vendor no longer sends HIPAA Notices (Certificate of Coverage) due to ACA changes. Will the District confirm what HIPAA Notices the District is looking for the vendor to send?

Answer: The District does not send the certificate of coverage to participants.

54. It appears the District is looking for remit to carrier for COBRA premiums. Is the District fully-insured with benefits ending at the end of the month? Would it be possible to see sample invoices from the carriers to ensure we can accommodate?

Answers: Yes and no, respectively.

55. If there are redlines to Exhibit B, Standard Agreement, will the proposing vendor be disqualified?

Answer: No

56. Who are the District's carriers?

Answer: Anthem, Kaiser, Delta Dental, VSP, and Sun Life.

57. Is the District marketing anything else this year?

Answer: No

58. Who does the District use for a benefit administrator, HRIS, and/or enrollment/payroll partner?

Answer: There is currently no benefit administrator. Colleague is the data system used by the District and would like to find one that incorporates with current system.

59. What is the District's approximate turnover (ex: number of new hires notices sent in 2020, number of SRNs sent in 2020)?

Answer: [75](#)

60. How many current continuants are there?

Answer: [5 medical, 20 VSP](#)

61. Are there any specific pain points that the district is currently experiencing?

Answer: [Responsiveness to questions from customers](#)

62. Why has the District decided to bid these services at this time (fees, service issues, standard due diligence, etc.) and are there service level concerns with the current administrator?

Answer: [Service levels and yes, respectively.](#)

63. How long has the current administrator provided services to the District?

Answer: [At least 10 years](#)

64. What is the current administrative fee for the benefits which the District is seeking (i.e. FSA, Reimbursement, Continuation Benefits)? Does the District cover the cost of these benefits or do participants pay the fees?

Answer: [District covers fees](#)

65. Can the District provide greater detail regarding the claims eligibility date for active reimbursement account participants? Can reimbursement participants submit claims for prior years? Is there a claims run out period?

Answer: [The District normally goes back to the previous year to pay claims.](#)

66. Is there any requirement for marketing material to be mailed? What was the quantity and number of locations for the most recent plan year? Can material be emailed or otherwise posted on the website?

Answer: [No marketing](#)

67. What is the expectation / projections for increased participation? Has enrollment been relatively flat the past two plan years?

Answer: [Enrollment has been flat](#)

68. What was the forfeiture information such as: a) the total number of participants who forfeited money in the last plan year for health care FSAs? b) the total amount of forfeited money for the last plan year for health care FSAs? c) the total number of participants who forfeited money in the last plan year for Dependent Care FSAs? d) the total amount of forfeited money for the last plan year for dependent care FSAs?

Answer: [All rolled as a result of COVID](#)

69. What amenities or service features do you like the most about the current FSA, Continuation Benefit plan administrator?

Answer: [Electronic](#)

70. Does the District have new technological objectives for administration of these services?

Answer: [Not at this time](#)

71. Are there particular features or processes the District is seeking in the chosen vendor?

Answer: [Electronic](#)

72. Will the incumbent TPA handle the claims run-out administration for the final plan year of the FSA contract?

Answer: [Yes](#)

73. What are the current administrator's claims processing turnaround time for FSA services?

Answer: [30-45 days](#)

74. Approximately what percentage of your employee base has access to email?

Answer: [90%](#)

75. Can the District provide information regarding any service provider expectations involved with annual open enrollment meetings, including the format District might utilize as part of

this process? How many days and locations will the new service provider be expected to attend?

Answer: [For the FSA, attending 2 enrollment meetings.](#)

76. Will the District provide the current performance guarantees established with the current provider?

Answer: [Yes](#)

77. Has the current administrator paid penalties for failing to meet performance guaranteed? If so, where did they fall short?

Answer: [No penalties](#)

78. How does the District pay for COBRA services today? Is the District open to a “per eligible per month” fee?

Answer: [Yes, there is a 2% federal COBRA fee.](#)

79. Will the District accept electronic signatures or require wet signatures on documents?

Answer: [Electronic is accepted.](#)

80. Does the District prefer respondent add addendum numbers to Section VI or will an additional document be provided which includes possible addenda?

Answer: [Additional documentation would be acceptable.](#)

81. Does the District have a preferred pricing format for the Benefit Administrative Services?

Answer: [No](#)

All other facts and specifications to this bid remain unchanged. Be sure to acknowledge receipt of this addendum in the Signature Page (Section III) of the RFQ.

John Cook
Senior Buyer