



RFP#2022-01 Insurance Consulting Services Addendum #2

Reference: RFP#2022-01
Commodity: Insurance Consulting Services
Dated: February 3, 2022
Proposals Due: February 11, 2022 2:00PM EST

All communications referred to this solicitation must be made in **writing** via the Question Form in the solicitation to:

Amanda Amos, VCA, VCO
Contracts & Procurement Specialist
County of Orange, Virginia
112 W. Main Street
P.O. Box 111
Orange, VA 22960
E-mail: aamos@orangecountyva.gov

Note: A signed copy of this addendum must be received at the location indicated in the solicitation either prior to the bid due date and hour or attached to your response documents. Signature on this addendum does not substitute for your signature on the original response documents. The original response documents must be signed. RESPONSES NOT RECEIVED BY THE DATE AND TIME REQUESTED, FOR ANY REASON WAHTSOEVER, WILL BE REJECTED AS UNTIMELY.

Name of Firm

Signature/Title of Representative

Date

Attachments:
#1 Question & Answers

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Question	Answer
How long has Mark III been the consultant for Orange County Public Schools & Orange County Government?	April 2020
What was the total amount of compensation paid to Mark III for their services to Orange Public Schools & Orange County Government in 2021?	\$17,500
Is Mark III compensated by fees, commissions, or a combination of both?	fees
Does Mark III receive commissions on the voluntary benefit products in place including voluntary cancer, accident, hospital indemnity, critical illness, short term disability, universal life, term life and legal protection?	n/a
If so, what is the dollar value of commissions paid to Mark III in 2021?	n/a
Is Orange County Public Schools and Orange County Government serviced by Mark III out of their Johnson City, TN office?	Yes -- and reps in Richmond, Virginia
Does Orange County Public Schools and Orange County Government require GASB valuation services? If so, who currently produces your GASB valuation?	Yes, Milliman
How many IBNR's are produced for Orange County Public Schools and Orange County Government a year? How many are certified by an actuary?	One (annual), zero certified
What was your medical insurance renewal increase/decrease in plan year 2021?	9% overall increase for contributions
Do all of your insurance plans renewal annually on October 1 st ?	yes
In which month does Orange County Public Schools and Orange County Government hold open enrollment each year?	September
Does Orange County or Mark III walk through the benefits offerings individually with each employee during the annual open enrollment period?	yes
Were open enrollment meetings for 2021 held in person, virtually or a combination of both?	both
Does Orange County currently have any call center support during open enrollment?	yes
Does Orange County have electronic benefits administration platform in place? If so, which platform?	Yes - Selerix

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Can you provide an enrollment breakdown for the following plans highlighting the number of enrolled employees broken out by each line coverage: voluntary cancer, accident, hospital indemnity, critical illness, short term disability, universal life, term life and legal protection?	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Plan</th> <th style="text-align: right;">Applicants</th> <th style="text-align: right;">Premium (Annual)</th> </tr> </thead> <tbody> <tr> <td>Cancer</td> <td style="text-align: right;">57</td> <td style="text-align: right;">21,287.67</td> </tr> <tr> <td>Aflac Group Accident Insurance</td> <td style="text-align: right;">83</td> <td style="text-align: right;">23,989.33</td> </tr> <tr> <td>Aflac Group Hospital Insurance</td> <td style="text-align: right;">25</td> <td style="text-align: right;">12,209.93</td> </tr> <tr> <td>Aflac Group Critical Illness Insurance</td> <td style="text-align: right;">46</td> <td style="text-align: right;">13,343.95</td> </tr> <tr> <td>Short-term Disability</td> <td style="text-align: right;">34</td> <td style="text-align: right;">13,776.14</td> </tr> <tr> <td>Trustmark Universal Life</td> <td style="text-align: right;">31</td> <td style="text-align: right;">18,190.82</td> </tr> <tr> <td>Legal</td> <td style="text-align: right;">38</td> <td style="text-align: right;">8,209.38</td> </tr> <tr> <td>Identity</td> <td style="text-align: right;">8</td> <td style="text-align: right;">1,200.00</td> </tr> </tbody> </table>	Plan	Applicants	Premium (Annual)	Cancer	57	21,287.67	Aflac Group Accident Insurance	83	23,989.33	Aflac Group Hospital Insurance	25	12,209.93	Aflac Group Critical Illness Insurance	46	13,343.95	Short-term Disability	34	13,776.14	Trustmark Universal Life	31	18,190.82	Legal	38	8,209.38	Identity	8	1,200.00
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In reference to F3, can you provide a sample of the claims experience audit report you receive today? Is this reporting a true look-back claims audit or a report outlining projected vs. actual claims cost?	F3 should read claims experience, audit report. These are two separate additional information items that may be provided by the offeror.																											
In reference to scope item B3, what actuarial services do you currently receive? Which vendor completes these services currently?	The County currently uses Milliman through state contract for calculating its other post-employment benefits (OPEB) liability for its annual financial statements.																											
In reference to scope item B2, how often would you project that your consultant would need to meet with the board?	Two times																											
Does the County allow its current broker (Mark III) to earn commissions beyond its \$17,500 stated fee?	No																											
Does Mark III charge by the hour for additional services outside of the consulting renewal?	No																											
Does Mark III earn any compensation above the \$17,500 stated fee?	No																											
What is the contract amount for the fixed annual fee for the reoccurring services in contract year one (1) and two (2)?	This initial cost for the first year of services rendered shall be a firm fixed price. Cost adjustments may be negotiated annually for subsequent contract terms.																											
What is the amount paid in each of the first two years for task order services?	N/A																											
What were the hourly rates for the prior consultants for the task order services?	N/A																											
What are your preferred qualifications for the roles of the Principal, Manager and Staff?	The County & Schools each have their own HR departments that oversee the needs of their staff																											
Was this RFP issued due to procurement requirements or for some other reason?	Changing needs within the County																											

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Are there any service concerns and/or limitations with the current consultant?	No
How many in-person meetings and how many virtual meetings took place in the prior year?	Approximately 75 in-person, multiple virtual
Is there preference on the insurance consultant and actuary to be part of the same firm?	No preference
Will the benefit administration solution need to integrate with the payroll/HRIS system?	Yes
What payroll/HRIS system is each government entity using?	Tyler Technologies – Munis
The RFP issued by Orange County Government for the other three (3) entities, including public schools, broadband authority, and social services. With respect to benefit program decisions, can you describe the decision committee and representation from the four (4) entities?	A selection committee is comprised of County & School staff members that will evaluate the proposals.
With respect to benefit design strategy and partner selection are there restrictions as a government entity in Virginia for benefit levels and selecting insurers? Are any of the benefits contractual to employee groups or negotiated?	No, no
Does Orange County Government, Schools, Broadband Authority pay FSA/HSA fees?	No, current broker pays these fees
Should we assume retirement benefits like 401(k) and pension are not included in this solicitation?	Yes, we have VRS
Since the medical, dental and vision benefits are self-funded does the County use any data warehouse or actuarial tools today for budgeting and cost forecasting? Are actuarial and reserving analysis of the self-funded plans in place today and included in the bid?	Broker assists with providing budgetary information along with County software reporting.
Are payroll, benefit administration and communications electronic and self-serviced today? Are mobile applications and portals included?	Yes/Yes
Does the County address participant health status and risk in any of the cost modeling and plan designs-incentives?	Not at this time
With respect to budgeting, how are the budgets set and what kind of targets and thresholds are in place for the County?	Based on annual review
How many of the County employees work on the benefit plans full time?	Two (2)
Can you share what the established objectives are with respect to cost objectives?	Minimum increases to employees

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What is the primary medium for communicating with employees about benefits; do employees access benefits via the web, applications or portals or mailings? Service providers?	All options available
Is the offeror expected to lead and participate in enrollment meetings at multiple sites and if so approximate number of meetings?	Yes, a few days with multiple weeks to meet all employee schedules
What is the County's expectation around in person meetings with respect to Covid?	Masks, social distance, virtual meetings, safety precautions are important
Does the County conduct benefit program audits and if so, can you share frequency and any major issues?	Monthly checks and balances
Can the County share how long the incumbents (Anthem) have been in place and any recent historical significant cost increases or decreases?	Approximately 7/8 years
How will the County consider potential commissions to the offeror from life insurance, disability, and voluntary benefits? Is the current broker receiving these or is the contract on a pure fee basis only for all programs included?	Fee base contract
Are there competitiveness and retention issues today? Can you elaborate?	No particularly
With respect to resolving claim issues are there any advocacy or navigation tools in place?	Seek guidance from broker
Does the current broker provide any data on utilization; like specific conditions, services, place of service and treatment alternatives for developing and optimized strategy?	Yes, all provided
Do the County self-funded programs have stoploss and if so what level of individual and aggregate? Or, in a level funded arrangement?	Yes stoploss
What is the reason you are issuing the current RFP? (i.e. service issues, contract expiration, procurement requirements, etc.)	Changing needs within the County
Are you happy with the performance of your current consultant?	Yes, satisfied
How long has the current broker/consultant worked with Orange County?	April 2020
Can we get a copy of your current contract with Mark III?	Copies of contract can be requested through the Procurement Office (aamos@orangecountyva.gov)
What duties does the current consultant perform?	Enrollment, employee/staff support, etc.
What is their current fee?	\$17,500 yearly, \$1,458 monthly

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Is your arrangement with Mark III fee based on an hourly rate?	Yearly contract rate, paid monthly																											
Can we get a copy of the current benefit plans being offered through Anthem broken down by the enrollment by tier in each plan?	<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Plan</th> <th style="text-align: right;">Applicants</th> <th style="text-align: right;">Premium (Annual)</th> </tr> </thead> <tbody> <tr> <td>Cancer</td> <td style="text-align: right;">57</td> <td style="text-align: right;">21,287.67</td> </tr> <tr> <td>Aflac Group Accident Insurance</td> <td style="text-align: right;">83</td> <td style="text-align: right;">23,989.33</td> </tr> <tr> <td>Aflac Group Hospital Insurance</td> <td style="text-align: right;">25</td> <td style="text-align: right;">12,209.93</td> </tr> <tr> <td>Aflac Group Critical Illness Insurance</td> <td style="text-align: right;">46</td> <td style="text-align: right;">13,343.95</td> </tr> <tr> <td>Short-term Disability</td> <td style="text-align: right;">34</td> <td style="text-align: right;">13,776.14</td> </tr> <tr> <td>Trustmark Universal Life</td> <td style="text-align: right;">31</td> <td style="text-align: right;">18,190.82</td> </tr> <tr> <td>Legal</td> <td style="text-align: right;">38</td> <td style="text-align: right;">8,209.38</td> </tr> <tr> <td>Identity</td> <td style="text-align: right;">8</td> <td style="text-align: right;">1,200.00</td> </tr> </tbody> </table>	Plan	Applicants	Premium (Annual)	Cancer	57	21,287.67	Aflac Group Accident Insurance	83	23,989.33	Aflac Group Hospital Insurance	25	12,209.93	Aflac Group Critical Illness Insurance	46	13,343.95	Short-term Disability	34	13,776.14	Trustmark Universal Life	31	18,190.82	Legal	38	8,209.38	Identity	8	1,200.00
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Are full-time retirees and their spouses eligible to include post 65 retirees?	Yes																											
Does the County of Orange currently utilize an outside service to handle PPACA reporting and compliance or is this handled internally?	Handled internally																											
Who currently administers COBRA for the County?	WageWorks																											
In a typical year, how many contact hours does the County of Orange spend in direct communication with your lead benefits consultant?	Depends on needs and effectiveness																											
During your annual open enrollment, how many on-site hours do you typically need from your consultant?	Depends on scheduling & availability with employees																											
How many different sites generally hold meetings?	Two (2)																											
Please provide an estimate of the number of hours per month you anticipate needed for claim resolution services.	Depends on how many claims																											
Paragraph H, page 8 state that 5 references are required but the Offeror Data Sheet indicates 3 references. Which is preferred?	Three (3) will be fine																											
Why has the County of Orange gone out to bid for these services?	Changing needs within the County																											
Is this a due diligence process (the current consultant contract is about to expire)?	Changing needs within the County																											
Have there been any service issues with the current consultant?	No																											
How long has the current consultant been providing these services for Orange County?	April 2020																											

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How many bargaining units are there?	None
What is your current HRIS system? What payroll system do you use?	Tyler Technologies Munis
How is open enrollment managed each year?	Several days within 2 week timeframe meeting different employee schedules
What is the current cost of your benefit administration system or is it provided as part of the Health Consulting Services?	It's provided
How are new hire enrollments currently managed? Approximately how many new hires are there per month?	New hires vary, no certain pattern. New hires work with HR and broker getting what options best meet their needs.
What is the total number of employees, including those not enrolled in the health plan?	Approximately 400 County, 1000 Schools
What is the total number of employees, the total number of adult dependents and the total number up to age 18 on the health plan?	248 total, 82 up to 18
Is it possible to share 3-4 specific challenges the County/Public Schools would like to address regarding the benefits programs over the next several years?	Technology changes, benefit options/offerings, level of engagement with broker
To what extent, if any, will the County/Public Schools require different support from the selected bidder?	With changes, support will be needed
Are the specific changes to the benefits programs the County/Schools intends to make in the next 2-3 years?	Yes looking at everything holistically.
Is the County able to share an anticipated time frame for when RFPs will need to be conducted for various employee benefits vendors?	Early spring
To confirm, should 100% of the compensation for benefit consulting services come from the Annual Fee and any Task Order fees, with no compensation coming from commissions?	Correct, fees