

Employee Benefit Broker/Consulting Services

RFP #19-001

Official Responses to Questions from Respondents

Posted 05/17/2019

- 1. I did not see the census and claims information for the quotes.**

Response: The census is in the RFP but there's no claims information because this is just for procuring the broker/consulting services. Once it is awarded then the awardee will have that information.

- 2. I noticed your organization's search for consultant(s) to provide the consulting services titled above. My company is interested and would like to request for a copy of the solicitation document via email for review and response. Thank you for your cooperation.**

Response: The RFP can be downloaded from our website at: <https://lakesregional.org/procurement-portal>. You should be able to click on the link and go to the document. This is the place that any future documents concerning the RFP will be posted as well.

- 3. I am hoping you can email me a copy of any specifications and/or documents associated with this project. If they can't be emailed, please let me know. Please do not send them if a fee is required.**

Response: The RFP can be downloaded from our website at: <https://lakesregional.org/procurement-portal>. You should be able to click on the link and go to the document. This is the place that any future documents concerning the RFP will be posted as well.

- 4. My question is whether this is, given some of the language in the RFP, a business model the Center will consider in your bid process?**

Response: This solicitation is for broker/consulting services only. Please refer to the specification sheet on the RFP posted at lakesregional.org

- 5. In the RFP it states that OE will be from July 8th-July 15th with two meeting per day. For 338 employees on the health plan this seems like an excessive amount of meetings. Would Lakes Regional Community Center be open to changing the communication strategy as we believe the onsite meetings aren't as efficient as they could be.**

Response: Lakes Regional initiated an online enrollment system at the beginning of the 2019 plan year. Nevertheless, the awardee should be prepared to conduct Open Enrollment meetings represent the organization across our catchment area beginning on July 8.

6. **It states that we will start our contract on Sept 1, 2019, but will be awarded the business on June 7, 2019. Could you help me understand how this would work?**

Response: The awardee will be responsible for recommending best value bids from various provider groups.

Clarification Question: Based on your response above, we assume that we will begin immediately after the Notice to Proceed by analyzing and recommending best value bids for the 2019-2020 plan year and then support the open enrollment of those plans. This assumes that bids can be analyzed, recommended/discussed, negotiations completed, BAFO released and responses analyzed, final recommendations made, reports/recommendations to decision-makers and prepare for open enrollment of these benefits within the timeframe expressed (July 8-15). Please confirm that this is the correct interpretation.

Response: Your interpretation is correct. We will post this information on the website as a clarification to the answer so everyone will have the same information.

7. **Under “Specifications” it states that the consultant duties cover: claims paying services/claims processing flow/exception processing. These are all being done today by Blue Cross or other carriers and we or any consultant would not be administering these processes.**

Response: The awardee will establish and insure the efficient operation of these processes.

8. **The RFP states, “provide ongoing day to day advisory/consulting service... this includes employee intervention and on-site problem solving” Could you expand on this?**

Response: The Broker/Consultant will serve as a liaison between the provider and staff in terms of problem solving, navigation, and complaint remediation.