MACONBIBB

RFP 19-003-CW REQUEST FOR PROPOSAL

For

Benefits Enrollment and Benefits Management System

System Will Be Used to
Enroll and Maintain Ongoing Record Keeping and Transfer of Enrollment Information to the appropriate Benefits Vendor Health Insurance Plan Administrator and Ancillary Plans to include Life, Dental, Disability and Vision Insurance

Issued July 25, 2018

PROPOSALS DUE NO LATER THAN 12:00 NOON ON August 16, 2018

Important Notice to All Parties:
To ensure the proper and fair evaluation of RFPs, Macon-Bibb County prohibits any communication initiated by a bidder/offerer or its agent to an employee of Macon-Bibb County or to any members of the Macon-Bibb County Commission, the Macon-Bibb County Healthcare and Retirement Benefits Committee, and/or any agent, consultant or other advisor of Macon-Bibb County during the period of time following the issuance of the RFP, the opening of proposals, and prior to the time a decision has been made with respect to the Contract award. Any communication initiated by a bidder/offerer during evaluation should be submitted in writing and delivered to Macon-Bibb County, Procurement Department, 700 Poplar Street, Suite 308, Macon, Georgia 31201, or by e-mail to Chauncey Wilmore at cwilmore@maconbibb.us. An appropriate Procurement employee of Macon-Bibb County may initiate communication with an offerer in order to obtain information or clarification needed to develop a proper and accurate evaluation of the RFP. **Unauthorized communication by a bidder/offerer shall disqualify the offerer from consideration.**

I. PURPOSE

Macon-Bibb County Board of Commissioners are looking to provide an on line enrollment system for their employees which will provide ongoing eligibility management of their employees benefits along with reporting capabilities.

II. INTRODUCTION

Macon-Bibb currently uses an enrollment system for these services however Macon-Bibb has an RFP out for the Medical, Dental, Life, Vision and Long Term Disability coverages and also requested an RFP for the benefits enrollment system as well.

Macon-Bibb would expect the finalist for the on line enrollment system to make presentation to the county manager; finance manager and HR team on Thursday August 30, 2018. Macon-Bibb County Administrative Team will make a selection by Tuesday September 4, 2018.

It would be Macon-Bibb's expectation to have the benefit vendors selected and approved by September 11^{th}.

The system will need to be operational for open enrollment meeting beginning on Tuesday November 13, 2018.

III. OUTLINE OF QUESTIONS

Section 1- Company Background and History
Section 2-Technology
Section 3-Enrollment Capabilities
Section 4-Communication Capabilities
Section 5-Reporting Capabilities
Section 6-Ongoing Data Management Support
Section 7-Implementation and training
Section 8-Ongoinf Administrator Support
Section 9-Legal and Compliance

Section 10-Security and Risk Management
Section 11-Pricing and Contracting
Section 12-Cobra Administration
Section 13-Direct Billing Services
Section 14-Verification Services
Section 15-Employee Support
Section 16-QMCSO
Section 17-Spending Account Administration
Section 18-Affordable Care Act

IV Time Line of Events and Process

Outline of dates for process and implementation

V. RFP Processes and Requirements

VI. AWARDS

Section 1: Company Background and History

1. Provide the history of your company, including how long you have been in business and how long you have been providing benefits administration services.

2. Where are your offices located? Which office will support us? Are any activities performed off-shore?

3. Describe your core product and service lines. Describe any optional services you provide.

4. How many employees do you have? How many employees are dedicated to benefits administration?

5. What is your employee retention rate? What programs do you have in place to support employee retention?

6. How many benefits administration clients do you have? What is your average client size?

7. What is your client retention rate? What programs do you have in place to support client retention?

8. What is your ownership structure (public or private)? If public, provide your ticker symbol and a copy of your company's latest Annual Report. If private, provide evidence of your company's financial stability and projected longevity.

9. What percent of revenues are derived from benefits administration?

10. Please describe any organization changes (mergers, acquisitions, divestitures) that have occurred or are planned in the future.

11. What differentiates your company from its competitors?

12. What would you consider your biggest challenge and describe why?

13. What specifically does your company do to ensure quality standards are met within your organization?

Section 2: Technology

1. Is your platform web-based? If so, describe the browser requirements. If not, describe the hardware/software requirements.
2. Do you outsource any components of your system and/or service offerings? If so, please describe who you outsource to and why.
3. Describe your overall system infrastructure.
4. Is your platform built internally, purchased, or leased? Does it require any reliance on any other proprietary technologies?
5. Do you maintain an integrated database for all records?
6. Describe your organization's product and service roadmap and plan for future development.
7. What is your investment into research and development?
8. How often is your system upgraded? Are new releases provided to clients at no additional cost?
9. Are all customers on the most current release of your platform?
10. Describe the type of support you provide during upgrades and releases.
11. Do you provide a fully replicated test environment?
12. Is your system available 24/7/365?
13. When is maintenance performed? How is this communicated to your clients?
14. Describe your system capacity planning. How does your system support scalability?
15. Is there a detailed audit trail of all changes made in the platform? How long is this data maintained in the platform?

Section 3: Enrollment Capabilities

1. Describe how a new hire would access your platform and the enrollment capabilities available to them.
2. Describe how an employee would access your platform during annual enrollment and the enrollment capabilities available to them.
3. Describe how an employee would access your platform to make a life event change and the enrollment capabilities available to them. Can the types of life events supported be configured? How can we ensure only applicable changes are allowed during a life event?
4. What dependent enrollment functionality is provided? How do we determine what types of dependents can be supported? Is this configurable in your system?
5. Describe the pending logic available in your system, including the ability to pend certain life events but not others, the ability for HR administrators to approve/deny life event elections, etc.

6. Does your system support the ability to declare life events in advance of qualifying life event (QLE) date (process future dated QLEs)?

7. How does your system accommodate rehires? Can we configure the rehire rules to determine when they are benefits eligible?

8. Can retirees access your platform to enroll in their benefits?

9. Can employees on leave access your platform to enroll in their benefits?

10. Can your system handle status changes? How does this process work if the status change results in changes to eligibility?

11. Is your system built to be “rules-based” so that employees will only see the plans, rates and options applicable to them?

12. Does your system support dual enrollment periods?

13. Can your system accommodate a passive enrollment?

14. Can you limit eligibility in one plan based on enrollment in another plan?

15. Describe the types of products that can be enrolled in on your platform (i.e. medical, dental, vision, voluntary, FSA, HSA, etc.).

16. Describe the recommendation and educational tools your company offers for enrollment.

17. Do your medical decision support tools (if any) integrate actual claims data?

18. Does your system display a running total of the employee’s per pay period costs? Can your system also display the employer’s cost? What if employees have different pay period schedules (i.e. some are paid weekly, others monthly)?

19. If an employee stops the enrollment process without finishing, is the enrollment information saved? Is there a warning provided to employees?

20. Does your system allow employees to access information on their past, current, and future benefits?

21. Can a system administrator perform enrollments on behalf of employees? Does your system track who made the change, the time and date of the change, and the reason for the change?

22. Describe how you support enrollment in voluntary plans. How does your system handle enrollment where evidence of insurability is required to finalize the enrollment process?

23. Describe your process for EOI approvals. How will employees and administrators know that the transaction is pending?

24. Can your platform support various age calculations for life coverages (i.e., age reductions, age banding)?

25. Can you re-calculate premiums based on salary? What if salary adjustments are made mid-year?

26. How does your system handle the collection of beneficiary information during enrollment and updates made throughout the year? Can different beneficiaries be selected for different benefits? Does your system allow for the designation of a trust?

27. Does the system store coverage history? If so, for how many years?
28. Can you calculate imputed income for basic life coverage and domestic partner coverage?
29. Does your system support surcharges (i.e., tobacco-user, spousal, and wellness) on the employee's contribution?
30. How do you receive data on wellness participation? Do employees self-attest or can you support a file feed with this information?
31. Can you provide personalized total compensation statements? Is this statement available online? How often can it be updated? What types of data can it contain?
32. When employees complete their enrollment, can they print out a benefit confirmation? Can confirmation statements also be sent electronically or through hard copy?
33. Do you support enrollment via mobile devices? What other features are available via a mobile device? Does enrollment via a mobile device require the employee to download an app? If so, please detail this process.
34. What options are available to employees without internet access?
35. Does your system allow for system overrides? How are these tracked? What audit controls are in place?
36. Can an employee's record be flagged to indicate that a benefit is under a court order? Is your system capability of storing documents?
37. Does your platform support defined contribution models? How will the employee know how much credit is remaining? Describe any additional fees that may apply.
38. If applicable, describe your healthcare exchange product for active employees.

Section 4: Communication Capabilities

1. Describe the communication tools available within your system. How can we use your system to communicate with our employees and administrators? Can communications be personalized for different groups, individuals, etc.? If so, describe this process.
2. Is your site translated into multiple languages? Does this include all aspects of the site, such as the login page, enrollment process, decision support tools, etc.?
3. Do you have blast email capabilities to notify/remind employees to complete their enrollment if they haven't done so? Can communications be sent to individuals as well?
4. Is your system enabled to send SMS texting to communicate with employees?
5. Can employees indicate their communication preference to determine how communications are delivered to them?
6. Can your system support posting documents and links (SBCs, SPDs, benefit guides, links to carriers) to the website? Can we upload these documents ourselves or does it require your support?
7. Can you provide post enrollment surveys? How do you suggest we utilize the survey data collected?

8. Do you offer in-house fulfillment services? If so, describe your offering, including your print and production capabilities.

Section 5: Reporting

1. Describe your system reporting capabilities. Are these reports available within your system or is a different reporting tool required?

2. Are real-time reports or point-in-time reports available?

3. Do you provide any graphical reports? How often are these updated?

4. Describe your ability to create ad hoc reports. What filtering capabilities exist within your reporting tool?

5. In what formats can your reports be generated?

6. How long does it take for reports to be ready for download?

7. Can your reports be scheduled (generated and delivered on a certain date)?

8. Are your reports customizable? If so, describe the process involved and any associated costs.

9. Describe the reports available to view changes made in the system.

10. Describe the reports available to view activities taking place during annual enrollment.

11. Can you report on all fields within your system?

12. Describe your data warehousing capabilities for the accumulation of claims data to enable a client to perform analysis and provide reporting.

13. Can you create billing reports? If so, describe how the billing statements will improve the self-bill and list-bill process.

Section 6: Ongoing Data Management Support

1. Our HRIS system is (INSERT SYSTEM). Detail your specific experience and ability to receive a (INSERT FREQUENCY: (i.e., daily, weekly, biweekly, monthly) full demographic file.

2. Describe the process followed to load demographic data from our HRIS system into your platform.

3. Describe your ability and process for emergency additions to the system for immediate coverage.

4. What's the error process to ensure bad data is not loaded into the enrollment and eligibility system?

5. Where do files get posted/delivered?

6. Do you require a particular ongoing file feed format for census data? If you require data be in a specific layout, please provide your layout requirements.

7. Do you prefer to receive change files or full files on an ongoing basis?

8. Describe the data transfer process for payroll deductions to be imported into our payroll system, including details on delivery. What is the frequency of the data transfer?

9. Do you require a particular ongoing file feed format for payroll deduction files? If you require data be in a specific layout, please provide your layout requirements.

10. Describe the data transfer process for benefit elections to be sent to carriers. Are you able to send 834 files to carriers with custom layouts?

11. Describe the HRIS, payroll, and carriers your technology is able to interface with. Are there any vendors/carriers with whom you cannot interface? If yes, describe who they are and why you are unable to create an interface with them.

12. Do you support single sign on or web service connections with any carriers or other third-parties?

13. Do you have a dedicated team who works with interfaces? If yes, how often do they check to make sure the interfaces are being sent and received appropriately? If not, who is responsible for performing these checks? Please describe how we can have visibility into the file transfers.

14. How are data errors communicated to your clients? How are data errors corrected?

15. Outline the types of technology in use to secure file transmissions to/from the carriers and to/from your clients.

Section 7: Implementation and Training

1. What is your required implementation timeframe? Provide a sample timeline based on the go live date provided. Do you anticipate any issues in meeting the key milestone dates we have provided in this RFP?

2. What is your preferred go live lead time prior to annual enrollment?

3. Describe your implementation process including the responsibilities of both your organization and our company?

4. Describe the implementation team and include a description of the role each member plays in the implementation process. Include the location of team members and the hours of availability.

5. Describe the measures in place for quality assurance during implementation.

6. Describe the type of project management support you provide during implementation.

7. What tools do you use for managing the implementation process?

8. Describe key factors necessary for a successful implementation.

9. Describe your process for requirements gathering. What information do we need to provide to you before we can begin the implementation process? When do you prefer we provide this information?

10. What types of data can be imported during implementation? Describe the initial census data import process, including testing.

11. Is there a blackout period during implementation?

12. What is your preferred format for receiving data required for implementation? Can you confirm that you can accommodate our enrollment file in its current layout? If you require data be in a specific layout, please provide your layout requirements.

13. How is the data between your system(s) reconciled with what the carriers have on their system during implementation?

14. Describe the testing process involved when setting up the carrier files and payroll deduction files.

15. What type of training will you provide during implementation to our administrators and/or our employees? Describe the training materials you provide. Are there any additional costs for the training and/or materials?

16. Please describe how you manage and monitor current implementations and ongoing service capacity levels.

Section 8: Ongoing Administrator Support

1. Describe your account management philosophy. How is the ongoing account management individual or team selected? Are the implementation and ongoing support teams the same? If not the same team, describe the client transition process.

2. How many individuals would be assigned to our account? Please describe the structure including each individual's role.

3. What is the experience and tenure of the individual or team?

4. How many other clients or member lives does each individual or team support? How do you manage the workload of each team?

5. How do you measure client satisfaction?

6. How frequently do you review client satisfaction with clients?

7. Do you offer ongoing stewardship reports and analytics? How do you communicate trends and/or areas that need improvement with clients?

8. What resources are available to contact if we have questions or concerns?

9. What hours are team members or individuals typically available? Would we have backup resources in the case of our ongoing support individual being out of the office (i.e., traveling, on vacation, sick)?

10. What is your process for issue resolution and tracking?

11. What is your strategy for ongoing communications? How can we ensure we stay in the loop with what is happening at your company? How do you ensure you are staying in the loop with what is happening at our company?

12. What communication channels are available to receive product feedback and suggestions?

13. How do you remain engaged with clients once fully implemented into the system? (i.e. user groups, ongoing training opportunities, etc.)

14. How would you handle ongoing changes such as off-cycle acquisitions and changes during annual enrollment? Who is responsible for making the necessary changes in your platform?

Section 9: Legal and Compliance

1. What steps do you take to ensure that you are taking actions to appropriately comply with HIPAA and other legal/regulatory requirements that affect you and your customers?

2. How does your company stay up-to-date on federal regulations? How do you educate your clients on changes to regulations?

3. Who is responsible for legal and regulatory monitoring activities within your organization?

4. How do you keep your application updated with legislative and regulatory requirements?

5. How does your system record employee review of legal or compliance related notices?

Section 10: Security and Risk Management

1. Do you issue a SOC 1, SOC 2, or other similar audit report? Please provide a copy of your most recent audit report.

2. Describe your application security and network security review processes.

3. What type of 3rd party reviews and testing are performed to identify potential vulnerabilities or areas of risk?

4. Describe your security architecture.

5. Have you ever had a breach of your systems?

6. Please describe your incident management processes.

7. How are clients notified in the event of a security breach and what is the timeframe in which this information is communicated?

8. Please describe your approach regarding encryption. Describe the encryption method used to encrypt data while at rest and in transit. Please describe your key management processes.

9. How do you secure mobile devices used within your environment?

10. Is removable storage/media used by your employees? If so, how do you secure client information stored on these devices?

11. What is your disaster recovery plan? How often is the plan tested? Please provide the results of your last test.

12. Please describe the environment used to host the physical systems for your infrastructure.

13. Please describe the physical security or environmental controls that are in place to protect these systems.

14. Please describe any redundancy of your production/mission critical systems that support your environment.

15. Describe how data will be segregated from other customers.

16. How long is data retained within your environment?

17. How is information and media destroyed after it is no longer needed?

18. Describe any third party vendors you use to maintain and support your solution. If so, what steps do you take to review these vendors prior to utilizing their services?

19. Describe the system's application level security? Detail firewall and intrusion protections.

20. What methods are used to authenticate users?

21. How are security roles administered for both employees and administrators within the application?

22. How are accounts administered for back end and support functions within your environment?

23. What are the password requirements and what aspects of these requirements are configurable? Describe your password protocols (length, upper/lowercase, numbers, symbols, etc.).

24. Please describe your password reset procedures for both administrators and members. Describe any differences between them.

25. Please describe any account lockout settings that are in place.

26. Please describe any logging and monitoring that is performed within the application and supporting systems.

27. Please detail your insurance coverages, including the name of the carrier and coverage level for: General Liability, Tech Errors & Omissions (E&O), and Cyber Crime Insurance. Provide a certificate of insurance.

Section 11: Pricing and Contracting

1. Confirm that your pricing was based on (2,443) users.

2. Confirm the number of file feeds and the type of each file feed included in your pricing.

3. Confirm the pricing that you've provided is level for the duration of the agreement.

4. On-Premise Model: Confirm your fees include any system software, hardware, maintenance, installation, upgrades, and training costs required for successful system maintenance.

5. Hosted Model: Confirm your fees include any system maintenance, upgrades, and training costs required for successful system maintenance.

6. Describe your general approach to pricing.

7. Detail your implementation fees. What do these fees entail?

8. Will there be any implementation fees after the initial implementation period?

9. Describe the ongoing fees. Are these fees based on a PEPM or PPPM basis?

10. Do you charge for terminated or inactive employee data stored in your system?

11. Identify when you will begin to charge your ongoing fees for administration services.

12. Describe any services that are priced on a per project basis.

13. Describe pass-through expenses. Are any pass-through expenses marked up beyond the actual cost to your organization?

14. What fees can we expect during annual enrollment?

15. Please discuss your approach to change orders, including your process for defining the scope of the change order and related fees.

16. Please explain any other charges that may apply.

17. Please provide any fee caveats you feel would be important for us to know.

18. Provide a copy of your sample contract.

19. Provide your philosophy for service level agreements. Provide a sample copy of your service level agreement.

ADDITIONAL SERVICE OFFERING QUESTIONS

Depending on your scope of services, you may also want to ask questions on the additional service capabilities of the service provider. We have provided some examples below.

Section 12: COBRA Administration

1. Do you provide COBRA administration services in-house? If so, how long have you provided this service? If you utilize a partner for COBRA administration, who is the partner?

2. Is COBRA integrated on your enrollment and eligibility platform?

3. What is the benefit of utilizing your company for COBRA administration?

4. What communications are sent to COBRA participants?

5. What does the COBRA participant have access to in your platform? What information is available to our administrators regarding COBRA participant enrollments, payments, etc.?

6. What options do COBRA participants have for enrolling in benefits and making payments?

7. Who handles COBRA participant inquiries?

8. How are COBRA events sent to carriers?

9. What happens if a participant short pays?

10. Can you support spouse and/or dependent COBRA elections when the employee does not elect COBRA coverage?

Section 13: Direct Billing Services

1. Do you offer direct billing services when payment cannot be collected through a payroll deduction (i.e., retirees and members on leave)?
2. What is the benefit of utilizing your company for direct billing services?
3. How are you typically notified of the change in status (i.e., retirement, member goes on leave)?
4. What are the accepted payment methods?
5. Can a participant see billing amount and bills paid through your website? Will administrators have access to view this information?
6. What process do you follow for short payments or non-payments?
7. How do you follow up with participants before terminating coverage for non-payment? Is this process configurable based on our internal policies?

Section 14: Verification Services

1. Describe your verification services.
2. What is the benefit of utilizing your company for verification services?
3. Does your system have the ability to pend certain life events but not others?
4. Explain your process for the collection and processing of required documentation. Is this process configurable to meet our needs? How do employees learn what documentation needs to be sent?
5. What happens when the employee does not provide the appropriate documentation? Are their elections still passed to the carrier without the dependent election, or is the entire election not sent?
6. Can documents be loaded on to an employee's record? If so, can the employee manage these themselves via upload within the system or does it have to be faxed? If the document can be uploaded, does it require administrator action? Can this be done through a mobile device?
7. How long is documentation retained? Is it accessible to administrators?
8. How do you follow up with participants when appropriate verification documentation is not received? Is this process configurable based on our internal policies?

Section 15: Employee Support

1. Do you offer service center support for employees? If yes, is your service center provided in-house? Where are representatives located?
2. How can employees contact you for support (i.e. phone, email, chat)?
3. What are your service center hours of operation (days, hours and time zone)?
4. Can you offer a dedicated client toll-free number?

5. Are all calls recorded? Do our administrators have access to recorded calls? If so, how are they accessed?

6. What types of support do you provide through your service center?

7. Can representatives perform enrollments on behalf of employees?

8. What tools do your representatives use to field questions?

9. What is your process for issue resolution and tracking? Do you have a case manager tool? Is it available for our administrators to use or is it only internal to your organization?

10. What are your escalation procedures?

11. Do you monitor service representative performance?

12. What is the typical background of your service center representatives? What is the average tenure in the service center?

13. What is the turnover rate within your service center within the past 12 months?

14. Describe your service center training program (initial training and ongoing training). How do you train representatives on our culture, policies, etc.?

15. How do you ensure adequate staffing to handle increased call volumes resulting from annual enrollment and other special events?

16. Do you have Spanish-speaking representatives? Are any other languages supported? Do you have language line capabilities?

17. What services do you provide for hearing and speech impaired callers?

18. Are your service center reps licensed and able to support voluntary benefits enrollment?

Section 16: QMCSO (Qualified Medical Child Support Order)

1. Do you offer QMCSO qualification services?

2. Do you offer QMCSO administration services?

3. Do you process and create an enrollment in the enrollment system?

4. Do you review termination notices to make sure the dependent(s) can be removed?

Section 17: Spending Account Administration

1. Please provide an overview of your spending account administration services. Do you partner with a third party to provide this service?
2. Does your system allow for enrollment in Health Savings Accounts, Health Reimbursement Accounts, Medical Care Spending Accounts, and Dependent Care Spending Accounts with minimums and maximums?
3. What is your average claim turnaround time?
4. Please identify all methods for participants to submit claims (i.e., mail, e-mail, online, fax).
5. Do you provide a debit card?
6. How do employees track balances, claims, transactions, etc.
7. Can the employer make a contribution to a member's HSA?
8. How do you ensure that a rehired employee doesn't exceed the annual IRS limit for both HSA and FSA?
9. Describe your compliance/non-discrimination testing services. Are these services included in your fees?

Section 18: Affordable Care Act

1. How long have you been providing ACA services to your clients? How many clients are you currently providing ACA service to?
2. Describe the system(s) utilized for ACA compliance and how each system is integrated with your administrative system. Are your ACA services provided by an outside vendor?
3. Describe the expertise of your people as it relates to ACA, including their level of experience and qualifications.
4. How are you communicating with current clients on Healthcare Reform?

Hours Tracking

5. Describe the services you are able to provide for the Affordable Care Act Hours Tracking Service.
6. What data do you need from a client for ACA calculation of full-time or part-time status and how often is data required?
7. Are you able to manage multiple Look-back Measurement Methods for different eligibility groups on a historical and on-going basis?
8. Can your system support hours calculations with respect to employment status changes, transfers between job codes, leaves of absence, termination and reemployment, etc.
9. Are you able to import data from multiple 3rd party data sources? Explain your data upload safeguards
10. How do you track and manage employees who change from one class to another in the middle of a measurement period (e.g. variable hour to full time employee)
11. What happens when a variable hour employee becomes eligible? How are employees and administrators notified?
12. Are you able to manage, forecast and trend benefit eligible status on an on-going basis? If so, describe your process for making these calculations.
13. What system reports are available regarding hours tracking and eligibility?

6055/6056 Services

14. Describe your ability to support 1094/1095 data storage, transmittal to the IRS, and fulfillment to the employee.
15. Describe the necessary date and your preferred layout for this information?
16. What audit procedures are in place to ensure data accuracy?
17. What aspects of the reporting are you unable to calculate after receiving inbound files?
18. Describe your services with respect to the electronic filing of Forms 1094/95 with the IRS. Specifically, will you file on behalf of your clients or do you provide a file to the client to upload and file on their own?
19. Will you secure employee consent to deliver the employee statements electronically?
20. How can you help me communicate the purpose of the 1095 form to my employees?
21. Do you offer a self-service portal that employees can access for inquiries, reprints, etc.?
22. Will our administrators have the ability to review and provide final sign off for the reports to be filed with the IRS?
23. How can our administrators access a historical Form 1095-C for an employee after they have been issued?
24. What reporting tools are available to our administrators?

25. Will you prepare corrected 1094-C and 1095-C forms as needed for each individual and in the established format provided by the IRS.

Other Services

26. Do you support the appeals process? Specifically in regards to the interaction with Public Marketplace, what process do you follow after receiving an inquiry letter from a Public Marketplace?

27. Describe your W2 reporting capabilities. Include the method and frequency of reporting.

28. Describe your ability to distribute the Exchange Notice. Include the level of customization required for development of the notice, method of distribution, and any associated costs.

29. Describe the reporting capabilities your platform offers to support:
    a. Form 5500
    b. PCORI section of the IRS Form 720
    c. Transitional Reinsurance reporting

Important Notice to All Parties:

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Proposals must be submitted in a sealed package properly addressed to:

Chauncey K. Wilmore
Senior Procurement Officer
Macon-Bibb County Government
Procurement Department
700 Poplar Street Suite 308
Macon, Ga 31201
P: (478) 803-0551
F: (478) 751-7252
cwilmore@maconbibb.us

Macon-Bibb County Benefits Committee as will not be responsible for late delivery of improperly addressed envelopes.

Each Offeror, by submission of a signed proposal, agrees to each and every term and condition set forth with this RFP and to be bound hereby.

The MBC-BC, reserves the right to amend these requirements, accept or reject any or all changes to the contract, and is not bound to accept the lowest total proposal.
The MBC-BC reserves the right to award the contract to multiple vendors, by line of coverage, as a whole, or not at all. The contract will commence on 01/01/19 for a term of 1 year with two consecutive 1 year renewal clauses. Annual renewals will be subject to approval by the Macon-Bibb County Board of Commissioners. The vendor must present their contract renewal terms upon request. If the option to renew is not exercised, the contract will continue on a month to month basis until vendor is notified by Macon-Bibb County of a new award.

Macon-Bibb County currently has approximately 2,443 benefit eligible employees and retirees that will need access to the system and will need to be tracked.

IV. SCHEDULE OF EVENTS

The anticipated schedule for this Request for Proposal is as follows:

- Thursday, July 24, 2018 the notice of the RFP's will be released.
- Wednesday August 8, 2018 Clarification questions are due and should be sent to:
  Chauncey K. Wilmore
  Senior Procurement Officer
  Macon-Bibb County Government
  Procurement Department
  700 Poplar Street Suite 308
  Macon, Ga 31201
  P: (478) 803-0551
  F: (478) 751-7252
  cwilmore@maconbibb.us
- Responses to Offeror's Questions issued as submitted but no later than Friday August 10, 2018
- All proposals due Thursday, August 16, 2018 by 12:00 noon to:
  Chauncey K. Wilmore
  Senior Procurement Officer
  Macon-Bibb County Government
  Procurement Department
  700 Poplar Street Suite 308
  Macon, Ga 31201
- Macon-Bibb Interview/Presentations with Finalists on Thursday, August 30, 2018 (All Day)
- Macon-Bibb Administrative Team selects Enrollment Vendor on Tuesday, September 4, 2018.
- Macon-Bibb BOC Votes on Enrollment Vendor recommendation on Tuesday, September 11, 2018.
- The implementation process is started with the online enrollment vendor on Wednesday, September 12, 2018
- Employee informational meetings will be held on October 22-23, 2018
- Open enrollment meetings will be conducted on November 13-20, 2018.
- ID cards for medical, pharmacy, dental and vision plans to be delivered by December 16, 2018.
- Effective Date of Contract-January 1, 2019

V. RFP Processes and Requirements

A. Offerors will submit proposals by the due date indicated in this RFP. The analysis and scoring process will address the solution the Offeror has designed to answer the scope of work in this RFP.

B. The intent is to narrow all offers to a short list of finalists who will be asked to make a presentation and answer questions concerning their proposal. The Macon-Bibb County Commissioners reserves the right to negotiate any part of this RFP with one or more of the top ranked offerors.

C. No extensions in the due dates will be granted on an individual basis. If the Macon-Bibb County Commissioners determine that the response time it has provided is inadequate for the preparation of complete proposals, or if amendments issued have materially changed the proposal requirements, it may, at its option, extend the opening date by amendment to all Offerors.

D. All Offerors agree that their proposals are a firm offer to sell the proposed plans and services to Macon-Bibb County. Once submitted, all offers must remain valid for 180 days. No offer may be withdrawn after the due date for a period of 180 days.

E. Prior to the due date, Offerors may withdraw their proposals by notifying:
Chauncey K. Wilmore
Senior Procurement Officer
Macon-Bibb County Government
Procurement Department
700 Poplar Street Suite 308
Macon, Ga 31201
P: (478) 803-0551
F: (478) 751-7252
cwilmore@maconbibb.us

F. Offers withdrawn may be re-submitted prior to the due date by delivering the required proposal with a cover letter indicating the proposal is a re-submission and the Offeror intends that the offer is valid for at least 180 days after the due date for proposals.

VI. AWARDS

A. The Offeror shall have the capability and the requisite experience and expertise to provide services for Macon-Bibb County in accordance with the provisions and requirements set forth herein.

B. In the performance of the services set forth herein, the Offeror shall expressly understand and agree that a contract exists between the Offeror and Macon-Bibb County upon approval and acceptance of a proposal. In addition, the Offeror understands and agrees that the contract shall be performed on behalf of Macon-Bibb County who will be responsible for the administration of the contract and which has designated the Human Resources Department as its agent in such matters. Therefore, the contractor shall permit designees or representatives of the Human Resources Department to review all records and activities performed by the contractor as would otherwise be normally provided to Macon-Bibb County under the terms of the contract. The contractor understands and agrees that the responsibility of the Human Resources Department shall be limited to the monitoring of the contractor and reporting its findings, evaluations and conclusions to Macon-Bibb County.

C. Macon-Bibb County reserves the right to select and award a contract based upon the whole proposal, by line item, or by part and may reject any or all portions of any proposal or reject all proposals and re-issue the RFP.

D. Evaluation criteria are listed in relative order of importance. The award will be made to the responsible Offeror whose proposal is determined by the Macon-Bibb County, to be the most advantageous to Macon-Bibb County based on the judgement of Macon-Bibb County.

Submission of Questions

From the date that this RFP is issued until a firm is selected and the selection is announced, **firms are not allowed to communicate regarding this RFP for any reason with any Macon-Bibb County employee other than the parties listed below**. MBC reserves the right to reject any proposal for violation of this provision. No questions other than by email will be accepted, and no response other than written will be binding upon the Macon-Bibb Board of Commissioners. **Note that firms are permitted to have normal communications with Macon-Bibb County representatives for ongoing business, but not with respect to any aspect of this RFP.**

Questions about this RFP must be directed via email no later than 12:00 Noon on Wednesday, August 8, 2018 to:
Chauncey K. Wilmore
Senior Procurement Officer
Macon-Bibb County Government
Procurement Department
700 Poplar Street Suite 308
Macon, Ga 31201
P: (478) 803-0551
F: (478) 751-7252
cwilmore@maconbibb.us

Withdrawal of Proposal

Submission of a Proposal will constitute a firm offer to Macon-Bibb County for (180) days from the submission deadline for Proposals. A Proposer may withdraw its Proposal anytime before the date and time when Proposals are due, without prejudice, by submitting a written request for its withdrawal to:
Chauncey K. Wilmore
Senior Procurement Officer
Macon-Bibb County Government
Procurement Department
700 Poplar Street Suite 308
Macon, Ga 31201
P: (478) 803-0551
F: (478) 751-7252
cwilmore@maconbibb.us

A telephone request is not acceptable.

Conditions for Proposal Acceptance

This RFP does not commit Macon-Bibb County to award a contract or to pay any costs incurred for any services. Macon-Bibb County, at its sole discretion, reserves the right to accept or reject any or all proposals received as a result of this RFP, to waive defects in Proposals, to undertake discussions and modifications with one or more firms, to negotiate with any qualified source, to proceed with the proposal or modified proposal, if any, which in the judgment of Macon-Bibb County Benefits Committee will be best serve the public interest, or to cancel this RFP in part or in its entirety. All proposals will become the property of Macon-Bibb County. If any proprietary information is contained in the proposal, it should be clearly identified.

Due to the large number of members on Macon-Bibb Benefits committee, One (1) original and seven (7) copies of each proposal shall be submitted on the forms or in the format specified in the RFP.

Complete written proposals must be received no later than 12:00 noon on Friday, August 17, 2018. Proposals received after the time and date specified will not be considered. Macon-Bibb County assumes no responsibility for delays caused by any delivery services. Faxed or emailed proposals will not be accepted. **Submittals will be opened at 2:00 PM on Friday, August 17, 2018 at Macon-Bibb County Procurement Department, and names of firms submitting a proposal will be read aloud.**

Proposals should be submitted in a sealed package addressed to:

Chauncey K. Wilmore
Senior Procurement Officer
Macon-Bibb County Government
Procurement Department
700 Poplar Street Suite 308
Macon, Ga 31201
P: (478) 803-0551
F: (478) 751-7252
cwilmore@maconbibb.us

The original copy of the proposal shall be clearly labeled "ORIGINAL".

The material shall be complete, organized, easy to follow and easy to reference to the RFP, and related to the RFP.

The Macon-Bibb County will not provide any reimbursement for the cost of developing or presenting materials in response to this RFP.

Failure to include the following information may have a negative impact on the evaluation of the Offeror's proposal. The proposal shall include at least the following information:

Fee Proposal

All fees shall be attached to the vendor's proposal on separate sheet outlining your cost over a three period. Proposal shall include the name of the firm and certification that the person signing the proposal is entitled to represent the firm, empowered to submit the offer, and authorized to sign a contract with the Macon-Bibb County. The proposed fee should include all costs for providing services to Macon-Bibb County as described in this RFP. Please list and identify any and all fees charged. Describe the billing method and timing for fees to be charged.

If it should become necessary for the Macon-Bibb County to request the firm to render any additional services to supplement the services requested in this RFP, such additional work shall be performed only if set forth in an addendum to the contract between Macon-Bibb County and the firm. Any such additional work agreed to between the County and the firm shall be performed at the same rates set forth in the schedule of fees and expenses included in the sealed dollar cost proposal if applicable.

VIII. Evaluation Criteria

Macon-Bibb County intends to award a contract to the most qualified firm submitting a responsive proposal. The selection process for the performance of the subject services may include consideration of the following factors:

a. Responsiveness

(1) Responsiveness shall be determined by the Offeror's demonstration of a method of approach that fully meets all terms and conditions of the RFP and Scope of Services.

b. Expertise and reliability

(1) Determined by the submission of references and positive reference checks demonstrating the Offeror's success potential for similar projects.

(2) Consideration of all accreditation and ratings of service or products by nationally accepted rating or accrediting agencies.

(3) Years of experience.

(4) Professional memberships and certifications.

c. Service Factors

(1) Determined by the provision of personnel with requisite skill and experience to deliver proposed services.

(2) The depth of services the Offeror proposes to deliver.

(3) Access to service providers defined in terms of hours and days available, ease of contact, guaranteed response times.

(4) A demonstrated plan of action for service providers to expediently gain solutions to our service needs in issues which may be beyond their relevant experience level or authority.

d. Completeness of Proposal

(1) Offeror submits proposal which includes all required documents, signatures, and a work plan that thoroughly meets the scope of work and all terms and conditions.

e. Access and Ease of Use

(1) The Offeror demonstrates the requisite availability, ability to complete projects within required time and material dates, initiative to keep Macon-Bibb County informed of material issues, as required to perform all aspects of the scope of work.

(2) Demonstrates the ability to maintain responsive and timely communications with Macon-Bibb County as required meeting all aspects of the scope of work.

f. Flexibility

(1) The proposal demonstrates the flexibility to facilitate anticipated and unanticipated future process changes that may be required by regulations, law or financial conditions.

g. Availability of Staff

(1) Staff members are made available at Macon-Bibb County's convenience to explain or present to the committee.

(2) The available staff members have the requisite knowledge of the proposal to provide the information required by the MBC-BC.

(3) The staff members have the requisite authority to agree and act upon the MBC instructions

(4) The Offeror agrees to provide at least one dedicated Customer Service Representative to Macon-Bibb County.

h. Cost

(1) Cost will be evaluated for budget constraints, method of costing, method of pricing, comparisons of cost in relation to other competitive proposals.

For the Finalist Presentations, the previous criteria will be used as well as the following additional criteria:

a. Required Amendments

(1) A finalist's proposal may be amended to reflect changes discussed by the committee at the finalist's presentation.

(2) The proposed amendments are responsive, reliable, and produce the outcome expressed by Macon-Bibb County. Following the initial review and screening of the written proposals, one or more firms may be invited to participate in the final selection process, which may include participation in an oral interview and/or submission of additional information. The individual from your firm that will be directly responsible for carrying out the contract should be present at the interview. Please provide the name and email address of the person who should be contacted for presentation scheduling as well as an alternate in the event that person is unavailable. Such a presentation will be at the vendor's expense.

Macon-Bibb County may also contact and evaluate the proposer's references; contact any proposer to clarify any response; contact any users of a proposer's services; solicit information from any available source concerning any aspect of a proposal; and seek and review any other information deemed pertinent to the evaluation process. The evaluation committee shall not be obligated to accept the lowest priced proposal, but shall make an award in the best interests of Macon-Bibb County.

Award is contingent upon the successful negotiation of final contract terms. Negotiations shall be confidential and not subject to disclosure to competing firms unless an agreement is reached. If contract negotiations cannot be concluded successfully, the Macon-Bibb County may negotiate a contract with the next most responsive and responsible firm or withdraw the RFP.

IX. STANDARD TERMS AND CONDITIONS

A. Amendments

The Macon-Bibb County reserves the right to amend this RFP prior to the proposal due date by issuance of addendum. Addendum issued prior to the final filing date for submission of proposals will be sent to all parties who have been furnished a Request for Proposal. Addendum issued after the final filing date will be sent to all proposers as appropriate.

If a proposer discovers any ambiguity, conflict, discrepancy, omission or other error in the RFP, Chauncey K. Wilmore, Senior Procurement Officer, Macon-Bibb County Government, and Procurement Department should be immediately notified of such error in writing by email to and the proposer should request clarification or modification of the document. Modifications shall be made by addendum.

Such clarifications shall be given by written notice to all parties who have been furnished a Request for Proposal. If a proposer fails to notify the Macon-Bibb County Benefits Committee or Macon-Bibb County Commissioners of a known error prior to the final filing date for submission, or an error that reasonably should have been known, the proposer shall not be entitled to additional compensation or time by reason of the error or its late correction.

The provisions of any written amendment or clarification issued by the MBC-BC pursuant to this section shall be deemed incorporated by reference, and made a part of the contract awarded as a result of this RFP.

B. Cost for Preparing Proposal

The cost for developing the proposal is the sole responsibility of the proposer. All proposals submitted become the property of the MBC who reserves the right to retain all proposals submitted and to use any ideas in a proposal regardless of whether that proposal is selected. Submission of a proposal indicates acceptance by the firm of the conditions contained in this request for proposals, unless clearly and specifically noted in the proposal submitted and confirmed in the contract between the Macon-Bibb County and the firm selected. Upon receipt, responses become subject to the Georgia Open Records Act, Official Code of Georgia Annotated, Section 50-18-70, and et.seq. Unless otherwise provided by law.

C. Termination Clause

Macon-Bibb County shall have the right to terminate the Contract at any time, upon 30 days written notice to the vendor, whenever Macon-Bibb determines that the performance of the vendor is unsatisfactory, whenever the funds are not appropriated by the Board of Commissioners to pay for such services, or for cause or the convenience of Macon-Bibb County

D. Respondents' Independence

The Offeror is an independent contractor with respect to all services performed under this Contract. The Offeror accepts full and exclusive liability for the payment of any and all premiums, contributions, or taxes for workers compensation, Social Security, unemployment benefits, or other employee benefits now and hereinafter imposed under any state or federal law which are measured as wages, salaries or other remuneration paid to persons employed by Offeror on work performed under the terms of this Contract. The Offeror shall defend, indemnify and save harmless Macon-Bibb County from any claims or liability for such contributions or taxes. Nothing contained in this Contract or any act of county, or Offeror, shall be deemed or construed to create any third party beneficiary or principal and agent association or relationship involving Macon- Bibb County. Offeror is not Macon-Bibb County's agent and Offeror has no authority to take any action or execute any documents on behalf of the Macon-Bibb County.

E. Restrictions of Communications

To ensure the proper and fair evaluation of RFPs, Macon-Bibb County prohibits any communication initiated by a bidder/offerer or its agent to an employee of Macon-Bibb County or to any members of the Macon-Bibb County Commission, the Macon-Bibb County Healthcare and Retirement Benefits Committee, and/or any agent, consultant or other advisor of Macon-Bibb County during the period of time following the issuance of the RFP, the opening of proposals, and prior to the time a decision has been made with respect to the Contract award. Any communication initiated by a bidder/offerer during evaluation should be submitted in writing and delivered to Macon-Bibb County, Procurement Department, 700 Poplar Street, Suite 308, Macon, Georgia 31201, or by e-mail to Chauncey Wilmore at cwilmore@maconbibb.us. An appropriate Procurement employee of Macon-Bibb County may initiate communication with an offerer in order to obtain information or clarification needed to develop a proper and accurate evaluation of the RFP. **Unauthorized communication by a bidder/offerer shall disqualify the offerer from consideration.**

F. Duty of Notification

Upon filing for bankruptcy or insolvency proceeding by or against the vendor, whether voluntary or involuntary, or upon appointment of a receiver, trustee, or assignee for the benefit of creditors, the vendor must immediately notify the County's Consultant, BB&T Insurance Services, Inc. Upon learning of the actions herein identified, the Macon-Bibb County reserves the right, at its sole discretion, to either cancel the Contract or to reaffirm the Contract.

G. Contract Contents

The Contract between Macon-Bibb County and the respondent shall include (1) the Request for Proposal (RFP) and any amendments thereto, and (2) the proposal submitted by the respondent in response to the RFP and (3) any additional information supplied by the respondent in response to requests for additional information by the MBC-BC. In the event of a conflict in language between the documents referenced above, the provisions and requirements set forth and/or referenced in the RFP shall govern. The MBC-BC, however, reserves the right to clarify any contractual relationship in writing with the concurrence of the respondent, and such written clarification shall govern in case of conflict with the applicable requirements stated in the RFP or the vendor's proposal. In all other matters not affected by the written clarification, if any, the RFP shall govern. Respondents are cautioned that their proposals may be subject to acceptance by the Board of Commissioners without further clarification.

H. Absence of Waiver of Future Rights

No provisions in this document or in the respondent's proposal shall be construed, expressly or by implication, as a waiver by the MBC of any existent or future right and/or remedy available by law in the event of any claim or default or breach of Contract.

I. Written Notice Parameters

Any written notice to the vendor shall be deemed sufficient when deposited in the United States mail, postage prepaid and addressed to the vendor at its address as listed on the signature page of the Contract, or at such address as the vendor may have requested in writing; by telegram when delivered to a telegraph office, fee prepaid and addressed to the vendor at its address as listed on the signature page of the Contract; or sent by facsimile devise to the FAX telephone number provided in the letter of transmittal and with a "RECEIVED CONFIRMATION REPORT" provided to show that the document was properly transmitted to the respondent.

J. Legal Compliance Effort

Each and every provision of law and clause by law to be inserted herein and in the Contract will be read and enforced as though it were included herein, and if through mistake or otherwise, any such provision is not inserted or is not correctly inserted, then, upon application of either party, the Contract will forthwith be physically amended to make such insertion or correction.

K. Disputes

Should any disputes arise with respect to this Contract, the Offeror and Macon-Bibb County agree to act immediately to resolve any such disputes. Time is of the essence in the resolution of disputes.

The Offeror agrees that the existence of a dispute notwithstanding, it will continue without delay to carry out the terms of the contract. The Offeror must notify the immediately of any such disputes. Upon learning of the actions herein identified the Macon Bibb County BOC reserves the right, at its sole discretion, to either cancel the Contract or reaffirm the Contract.

L. Price Changes

All prices shall be firm as stated in the 'Questionnaire' and not subject to increase during the period of the Contract.

M. Officials Not to Benefit

No regular employee, elected or appointed member of Macon-Bibb County Governments, or immediate family member shall be admitted to any share or part of this Contract, or to any benefit that may arise there from, but this provision shall not be construed to extend to this Contract if made with a corporation for its general benefit.

N. Examination of Records

The TPA, PBM and insurance carriers shall maintain all books, documents and records relating to this Contract during the Contract period and for three (3) years after the date of final payment. During such time, the TPA, PBM and insurance carriers agree that the Macon-Bibb County Finance Department, or their designee, shall have the right to audit this Contract to inspect the books, documents and records of the TPA, PBM and insurance carriers relating to a plan and claims audit. During such time, Macon-Bibb County's Human Resource Department shall have the right to examine books, documents and records of the TPA, PBM and insurance carriers to verify compliance with Macon-Bibb County's Equal Opportunity requirements. Said records shall be available for inspection and audit within ten (10) working days after request is made.

O. Laws of Governance

This Contract shall be construed and governed in accordance with the law of the State of Georgia and Macon-Bibb County, Georgia.

P. Compliance with Laws

The Offeror shall comply with all federal, state, and local laws, ordinances and regulations applicable to the work. The Offeror, at its own expense, shall secure all occupational and professional licenses and permits from public or private sources necessary for the fulfillment of its obligations under this Contract.

Q. Modification or Withdrawal of Proposals

Responses to this Request for Proposal (RFP) may be modified or withdrawn by written or electronic notice prior to the exact hour as specified for receipt of proposals. A proposal may be withdrawn in person by the vendor or its authorized representative prior to the exact hour and date set for receipt of proposal. **Telephone withdrawals are not permitted.**

R. Mistake in Proposals

If the apparent best qualified offering firm discovers a mistake in its proposal of a serious and significant nature which is unfavorable to it prior to the issuance of a purchase order or a Contract, it may request consideration be given to modifying or withdrawing the proposal. The mistake must be evident and provable. Macon-Bibb County reserves the right to reject any and all requests for correction or withdrawal of proposal received after the hour and date shown in the specifications. In all cases, the decision of the Macon-Bibb County BOC is final. **A MISTAKE IN PROPOSAL CANNOT BE CONSIDERED ONCE A PURCHASE ORDER OR CONTRACT IS ISSUED.**

S. Expiration of the Proposal

By submitting a proposal the offering vendor offers to enter into a Contract, the form and content of which shall be agreed upon by both parties. The vendor's proposal shall not be revocable for (180) days following the response deadline indicated above. Macon-Bibb County BOC reserves the right to waive any defects in the offer of any vendor, to reject any or all offers, and to request additional information from any or all vendors.

T. Proprietary work

The work results and the reports will be considered confidential and proprietary and cannot be released by the TPA without prior written consent of Macon-Bibb County's governing body.

U. Intellectual Property Rights

The TPA agrees, on its behalf and on behalf of its employees and agents, that it will promptly communicate and disclose to Macon-Bibb County all computer programs, documentation, software and other copyrightable works ("copyrightable works") and all discoveries, improvements and inventions ("inventions") conceived, reduced to practice or made by the TPA resulting from, or related to, any work the TPA or its agents may do on behalf of Macon-Bibb County or at its request. All inventions and copyrightable works that the TPA is obligated to disclose shall be, and remain, entirely the property of Macon-Bibb County. It is agreed that all inventions and copyrightable works are works made for hire and shall be the exclusive property of Macon-Bibb County. The TPA hereby assigns to Macon-Bibb County any rights it may have in such copyrightable works. The TPA shall cooperate with Macon-Bibb County in obtaining any copyrights or patents.

The cover page of your proposal should include the name of a person who can be quickly contacted in the event of any revisions or the need to provide additional information pertaining to the proposal. The response sheets must include all essential information.