



## ADDENDUM #2 REQUEST FOR PROPOSALS 2016-155

### On-Line Electronic Benefit Enrollment System

**TO:** All Respondents  
**FROM:** Colby Wattling, Buyer  
**CLOSING DATE:** **OCTOBER 11, 2016 at 3:00PM (UNCHANGED)**  
**REF NO.:** 2016-155 RFQ  
**DATE:** September 29, 2016

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The following are **questions** and **answers** asked during open question period

1. **Can you give an idea how large a group the desired administration system would serve?** We currently have 1160 regular employees with benefits. For ACA tracking, we may have as many as 1400 – 1600 or more depending on turnover during the year. There are approx. 100 retirees.
2. **Will Open Enrollment be active or passive?** If we are able to implement on line enrollment, we would like to have an active open enrollment so all data can be reviewed by the employees. After re-thinking our timelines, we will conduct another paper enrollment in 2016, but would hope to have an online system early in 2017 with testing completed and ready for an active enrollment in 2017 for 2018 coverage.
3. **How many active employees and retirees of Kitsap County are benefit eligible?** See # 1
4. **If Call Center is required, please provide the following statistics:**
  - a. Total call volume during Open Enrollment?
  - b. Total call volume throughout the year?
  - c. Average duration per call? Call center is not required except for questions regarding system issues. Questions regarding coverage will be handled by the County's HR staff.
5. **What is the total number of carrier files sent in a month?** If this is referring to changes in coverage, our hope is that there is no delay in reporting to the carriers. If files cannot be sent as changes are made, please indicate how many times you will be willing or able to transmit to the carriers (cannot be less than once/month.) We have 2 medical plan carriers, one carrier for dental and life, 1 carrier for FSA, 2 COBRA administrators (1 for medical and 1 for dental and life, which is the same carrier as for the coverage.) In 2017, we are planning on rolling out a high-deductible plan with an HAS – hopefully with the same provider as our FSA.
6. **Will Kitsap County be requiring communications in any language other than English? If so, for what percentage of the population and in which languages?** English is the only language required.
7. **Regarding the optional Dependent Verification:**
  - a. What is the total number of employees who have one or more dependents? Approx. 750
  - b. What the total number of dependents? Approx. 2500
  - c. How many new hires and life events occur on average each month? 20 - 30

- d. Does Kitsap County desire ongoing dependent eligibility management? **Yes.** However, if employees can upload required documents to the system, County staff can determine eligibility. We are not looking for our vendor to determine eligibility.
8. **How many new hires and life events occur on average each month?** 20 – 30
9. **How many COBRA instances occur on average each month?** 15
10. **What is the average number of direct bills per month?** Approx. 10
11. **For ACA management, what is the total employee population that needs to be considered?** Currently 1400 – 1600
12. **If FSA is required, what is the current population enrolled into a FSA account?** 190
13. **What are the challenges Kitsap County is currently facing from the existing enrollment process?** Paper documents, difficulty tracking and accessing dependent information, ACA tracking and compliance
- a. **When are the benefits for Kitsap County effective?** Plans renew in January. Employee coverage is effective 1<sup>st</sup> of the month following first “full month” of employment, currently defined as 14 days in paid status. If this eligibility rule continues, County staff would need to indicate coverage effective date for each employee. Alternatively, we are considering coverage effective 1<sup>st</sup> of month following hire.
- b. **How many employees does Kitsap County currently have?** 1180
- c. **Who is the broker on record for Kitsap County?** Our consultant is currently DiMartino Associates (Brown & Brown)
- d. **In addition to COBRA, is FSA also being requested?** Not FSA administration, just enrollment.
14. **Are you requiring Cobra Compliance ?** Our system captures and can report on Cobra data however we are not a Cobra Administrator. We would be able to feed that data to your Cobra Administrator. Is that acceptable? **Yes, we can retain our current COBRA administrator.**
15. **Also, are you looking at enrollment for this year, 2016 or 2017?** We originally we hoping to have the system in place for 2017 coverage effective 1/1/17. However, delays in releasing the RFP may not have left enough time to have the system up and running that quickly. Our desire is to have a system that meets our needs for the future. See question # 2.
16. **Is the Kitsap County group health plan self-insured or fully insured?** Medical is self-insured. Dental is fully insured.
17. **Will the system be used to enroll only Kitsap County employees?** Yes.
18. **Will consultants, contractors or any other persons not employed directly by the County be administered on the system?** No
19. **If the planned annual enrollment period is not delayed due to changes, when must the online enrollment and benefit administration system be ready to take enrollment? When must the system be ready for administrator training & testing?** Open enrollment will begin at the end of October and run through the middle of November. Ideally, training and testing should be ready early in 2017. As we want to find the best system for our needs, we will push the implementation to next year – after open enrollment. See also # 2.
20. **How many benefits eligible employees and dependents does Kitsap County have?** Approx. 4000

21. **Are all employees eligible for the same benefits? Or are there different classifications of employees with different eligibility? If so, how are the employees classified?** For medical coverage, we have two groups of employees. Each group has their own set of medical plans. All employees have the same dental and life plans. We also have disability coverage that is available to different groups of employees, based on bargaining unit. All employees are currently under the same eligibility rules.
22. **What are the specific benefits and plan designs?** Our plan summaries can be reviewed on our website at <http://www.kitsapgov.com/hr/Benefits/EmployeeBenefits.htm>
23. **Are all the benefits offered true group benefits? If not, please identify the individual benefit offerings?**  
Group benefits
24. **Does the plan year match the calendar year for all benefit offerings?** Yes
25. **Will 2016 employee/dependent election data need to be entered prior to the next annual enrollment period? If so, will this information be available electronically, including the demographic data for all covered dependents?** We will be able to provide demographic data for dependents.
26. **It is expected that the selected vendor will be required to execute a Business Associate Agreement (BAA) to comply with HIPAA. Does the County have a model BAA it uses?** We can provide a model BAA.
27. **Beyond the HIPAA BAA, are there other technical or procedural activities normally reserved to a Covered Entity that the County is expecting from the selected vendor?** I would need to defer this question to our Risk or Information Services departments.
28. **Does the County have an established set of rules around Qualifying Life Events, including certification requirements, processing windows and allowable, event-appropriate benefit changes?** 30 days to add dependents for family status changes, 60 days for newborn or adopted child. Dependent verification documents required for new dependents.
29. **On page 2, item 1.f specifies a notification to “assigned staff” when modifications are made to an employee’s record: is the assigned staff a specific person or a generalized HR/Benefits team? If a specific person, how is that person assigned?** It would be an HR Team. We would want all team members to be notified in the event one staff member is out of the office.
30. **On page 3, item “h” under the Desired Elements section addresses total compensation reports. Does the County have an existing or preferred format of that report that it wishes to use?** We do not have a format at this time. This is really just a “nice to have” element. Our real need is in the benefit tracking/notification request.
31. **How will employee and employment updates (such as salary changes, terminations, changes to scheduled hours, etc.) be provided to the enrollment system? Will the County’s HRIS produce a periodic file or will the HR/Benefits team update the data directly in the enrollment system?** Unknown at this time. Our HRIS system is 22 years old and we generally don’t depend on other systems linking. However, if we can work this out between our vendor and our IS team, we would not rule out an update. We have the capability of running reports and saving in other formats that may be compatible. Again, we are really focusing on enrollment tracking, COBRA & ACA compliance. If we have to update certain data manually, we can do that.

32. **Will the County rely on the selected system for premium accounting to assist with carrier invoice reconciliation? If so, are there preferred formats to be used for specific carriers?** Unknown at this time, but I believe our carriers use standard acceptable formats for data.
33. **How many employees do you have?**  
a. How many full time employees? 1,163  
b. How many part time employees? 18  
c. How many variable hour employees? 198
34. **How many benefit eligible?** 1168
35. **Who is your current ACA vendor?** Risk RT
36. **What is your current COBRA enrollment population?** 15
37. **What is your current FSA enrollment population?** 190
38. **What ERP system do you use?** JD Edwards World
39. **Can you confirm your HRIS and/or Payroll Vendors?** JD Edwards World
40. **What is your retiree population? What benefits are they eligible for? What is the expectation to manage this population going forward?** Approx. 100 – We would like for them to be included. However, some do not have internet access. HR would contact retirees for benefit changes and enter on their behalf.
41. **Please provide the dates that you are expecting to kick off, and go live so we can prepare the implementation timeline accordingly?** First or second quarter 2017. See also Q # 2.
42. **Is there a reason you are looking to automate this process now?** Our current processes are cumbersome and administratively very labor intensive. See Q # 2
43. **Can you provide a copy of your benefits guide?** See <http://www.kitsapgov.com/hr/Benefits/EmployeeBenefits.htm>
44. **How are employee phone calls handled? Do you have call metrics available?** Calls are handled by HR staff. No call metrics available.
45. **Can you confirm the benefit/products offered for each of the carriers on Page 8 (Premera, Group Health, BSI, Navia Benefits, CMS, Aflac)? Are any other benefits offered?** See <http://www.kitsapgov.com/hr/Benefits/EmployeeBenefits.htm>
46. **How many FEINs does the County report under?** One
47. **Page 2, question 1.h. states that the system “must allow for data export to multiple external databases.” Please provide a list of the specific systems to which you would like the system to provide data. These are our carrier systems. I believe they use standard formats for data submission. This information can be gathered and provided prior to a request for a system demo.**

48. **The “Submittal Requirements” section on page 5 references a six page limit for the proposal. Does that page limit include all the items listed in the “Written Submission” section on pages 6-7? Is six pages the absolute limit? Additional pages may be submitted to include all applicable requested information. Lengthy submissions will require additional review time, but we will be able to accommodate that will our new time schedule.**
49. **Are additional attachments permitted? Yes, we will allow additional attachments.**
50. **Project Timeline references a desire to have a system available for Open Enrollment. To clarify, is the County referring to Open Enrollment 2016 or 2017?**  
**See response to Q #2. We realize that it may be an unrealistic timeline for 2016 Open Enrollment and have pushed it out to next year.**
51. **Can the County please specify which sections make up the 6 page limitation? Is it also possible to provide additional information in the form of appendices that specifically address the County’s requirements?**  
**Please see # 47 and 48.**
52. **Can the County please provide a headcount number for active employees, benefit eligible, covered employees, and non-benefit eligible employees? See previous questions.**
53. **What is the program and version of the County’s payroll and HRIS systems? See previous questions.**
54. **What sites and tools do County employees currently access for benefits and human resources related questions? Our website and HR staff.**
55. **Please provide a list of all current benefit offerings and carriers. Are there plans to make changes to this benefit offering, and if so, are those changes known at this time? See previous questions.**

There are no other changes to the original specifications other than what is changed by Addendum 1.

END OF ADDENDUM #1