



City of NORFOLK

November 26, 2019

TO: ALL POTENTIAL OFFERORS

RE: RFP 7723-0-2020/DH, Addendum 1

Due: December 4, 2019 at 2:00 p.m. Eastern Standard Time

The above referenced RFP is hereby amended and clarified to include the following revisions to the solicitation documents:

A. Clarifications:

Attached is the sign-in sheet to the pre-proposal conference.

B. Questions:

1. **Preparation and review RFP for Healthcare program (page 3)** – The Scope of Service section of the RFP requires the winning firm to assist with the preparation of RFPs for the Healthcare program and provide analytical and statistical support to the evaluation committee. Since this work is highly time consuming and materially affects expenses to perform this work, please define the RFPs for which you expect the winning consulting firm to provide services. Please also indicate how many of each RFP you expect the winning consultant to work on during the consultant's contract period (1/2020 – 12/2025).

- a. Medical administration?
- b. Rx administration?
- c. Dental?
- d. Vision?
- e. Disability?
- f. EAP?
- g. FSA/HSA Administration?
- h. COBRA administration?
- i. Wellness programming?
- j. Claim Data Warehousing?
- k. Point solutions?
- l. Benefit Administration solutions?
- m. Voluntary benefits?

R. The following solicitation **shall** be issued during the new contract period:

1. Calendar year 2020:

Medical Administration, RX Administration, Dental, Vision,
FSA/HSA Administration, COBRA Administration.

2. The solicitation listed below **may** be issued from Calendar year 2021 to 2025:

Wellness Programming, EAP, Disability

2. **Data Warehouse (page 3)** – the RFP requires the winning consultant to “facilitate the creation and maintenance of a data warehouse”. Is it the Consortium’s expectation that the winning firm to develop and provide access to a claim data warehouse as part of its services?

R. In the RFP, **delete** all language in the RFP referencing the **creation** of a data warehouse

- a. If yes, what specific requirements does the Consortium have on the following:

i. Data load frequency (ie. monthly, quarterly, annually?)

R. Not Required.

ii. number of claim data sources (ie. medical, rx, any other?)

R. Not Required.

iii. number of eligibility file sources (ie. City, Schools, NRHA – 3 files or 1 file?)

R. Not Required.

iv. Does the consortium wish to have desktop access to the reporting functions of the data warehouse? If so, how many user licenses will be required.

R. Not Required.

- b. If no, what involvement do you anticipate the winning consultant will have in the data warehouse build and ongoing maintenance?

R. The winning consultant would be actively engaged with the data warehouse vendor and consortium during initial setup, including communication with providers for claims data, dashboard development, and routine reporting that will provide valuable insight into healthcare trends for the consortium.

- c. Is it your intention that the winning consultant will utilize the data warehouse to routinely identify opportunities for cost and quality improvement?

R. Yes, alongside Consortium administrators.

3. **Pricing, reserve development, and contribution analysis (page 4)** – does the Consortium require these calculations be prepared and certified by a credentialed actuary? Please also define the desired frequency you would like to have the reserve estimates updated (annually, quarterly, monthly?) and self-insured plan pricing.

R. Yes. The consultant shall provide recommendation of frequency of updates and availability of reports.

4. **Employee engagement options and guidance (page 4)** – what employee engagement options do you expect the winning consultant to directly provide to benefit participants? Can you give an example of what you might expect?

R. Those that, based on consultant recommendations, will have the most positive impact in achieving the consortium’s strategic goals. An example may include effective engagement tools for open enrollment communication.

5. **Executive Committee meetings (page 4)** – please estimate the number of and duration of meetings of the Executive Committee you anticipate the winning consultant will need to attend throughout the year.

R. Minimum of 12 meetings annually (once per month) typically lasting two hours each. During peak times there may be semi-weekly meetings.

6. **Training/educational opportunities (page 4)** – Please explain what educational opportunities you envision the winning consultant will provide to employees. Is it your expectation that these sessions be available to City, Schools and NRHA employees at large?

R. Those that, based on consultant recommendations, will have the most positive impact in achieving the consortium’s strategic goals. Current consultant offers attendance at health insurance related training/user group efforts/conferences that they sponsor. They may also make recommendations on other opportunities to enhance the board’s understanding of the health insurance and care industries.

7. **Additional projects (page 4)** – The scope requires the winning consultant to “conduct and/or assist the Consortium with large projects related to utilization, cost, and quality of the health care delivery system”. Can you provide any additional detail or examples you have in mind for and the potential time commitment you feel may be required?

R. Those that, based on consultant recommendations, will have the most positive impact in achieving the consortium’s strategic goals.

Past projects have included evaluation of member impact for proposed provider programs. For example: IBNR runout calculations, review and recommendation on changes in cover age to membership for Rx or Health.

All other provisions of the RFP shall remain unchanged. The provisions, herein, shall become part of the RFP package, and offeror shall acknowledge receipt of the addendum by signing in the space provided below and returning it with your proposal.

Sincerely,

A handwritten signature in cursive script that reads "Danny Hawk". The signature is written in black ink and is positioned above the printed name and title.

Danny Hawk
Procurement Specialist

Company: _____

Signature: _____

Print Name/Title: _____



Date: November 14, 2019
 Time: 1:30 p.m.
 Location: Slover Library, Landmark Room (305)

RFP 7723-0-2020/DH - Consulting Services: Employee Healthcare Plan Design, Insurance and Administration for Norfolk Consortium

Name	Company Name	Phone	E-mail address
1. Frederick Farmer	WFG Rep	757 560 5790	farmer.wfg@gmail.com
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