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May 14, 2024

RFP 3148

EMPLOYEE BENEFITS BROKERAGE AND CONSULTING SERVICES

Addendum #1
Questions and Answers

Q1: Is it a requirement to be or partner with an LBE, WBE, or MBE?

A1: No.

Q2: How do we address any exceptions to the RFP in our response?

A2: Add any exceptions to your proposal response.

Q3: Is there a preferred format in which compensation / fees should be presented in the response?

A3: Yes, a monthly fee is preferred.

Q4: Is the current broker involved in managing the current Aflac and Allstate products?

A4: No.

Q5: How is open enrollment conducted?

A5: Passive enrollment online through employee self-service in the Keystone financial software.

Q6: Who is your current broker?

A6: Alliant Insurance Services.

Q7: Why are you putting this out for proposal?

A7: Our contract with Alliant Insurance Services ends on June 30, 2024 and we are required to put this back out per purchasing guidelines.

Q8: We discussed health insurance with UHC being self-funded currently. Could you confirm if the stop loss and pharmacy benefit manager are also through UHC or are they unbundled using separate vendors?

A8: Pharmacy is through Express Scripts and stop loss is through Voya.

Q9: Can you please confirm whether or not your UHC self-funded contract includes nurse case management for complex/significant conditions?

A9: Yes, there is case management for complex cases.

Q10: Of the 2,200 total employees, how many are benefit eligible FT employees? How many employees are currently participating in the benefit plans?

A10: 2,154 eligible; 1,768 on medical.

Q11: What is the current fee for consulting services?

A11: \$6,000.00/month; \$72,000.00/year.

Q12: Is there an MBE/WBE currently part of the existing program? If so, who?

A12: There is none that we are aware of.

Q13: How often do you currently meet with your consultant to review your claims information and plan performance?

A13: Via email monthly for updates, or more often if necessary. We meet twice a year, officially.

Q14: How often would you project that your consultant would need to meet with the City & School board?

A14: As needed.

Q15: With respect to resolving claim issues are there any advocacy or navigation tools in place today?

A15: We reach out directly to our carriers. And we may discuss claims issues with our consultants and they in turn use internal resources or consult with the carriers.

Q16: Are benefits currently offered to retirees? If so, how many are enrolled?

A16: No.

Q17: Are you happy with the performance of your current consultant?

A17: Yes.

Q18: How long has the current broker/consultant worked with Roanoke City Public Schools?

A18: Alliant Insurance Services has been our broker/consultant since July 1, 2019.

Q19: Can we get a copy of your current contract with your current benefits consultant?

A19: Yes.

Q20: What duties does the current consultant perform?

A20: The same duties as outlined and requested in RFP 3148.

Q21: Can we get a copy of the current benefit plans being offered through United Healthcare broken down by the enrollment by tier in each plan?

A21: We have 796 employees enrolled in the HDHP/HSA, 903 in the HRA plan, and 162 in the Traditional plan.

Q22: Does Roanoke City Public Schools currently utilize an outside service to handle PPACA reporting and compliance or is this handled internally?

A22: We use our Payroll system to file our ACA. We may reach out to our consultants for questions.

Q23: Who currently administers COBRA for the school division?

A23: Inspira, formerly Payflex.

Q24: During your annual open enrollment, how many on-site hours do you typically need from your consultant? How many different sites generally hold meetings?

A24: Our enrollment is passive. We do virtual Q & As. In the past we did conduct onsite meetings (~6) in but not recently.

Q25: In a typical year, how many contact hours does Roanoke City Public Schools spend in direct communication with your lead benefits consultant?

A25: We may be in contact daily with our consultants through e-mail or by phone during our peak times, that include summer hiring, pre-Open Enrollment, Open Enrollment, RFPs, etc. During slower times it may be a few times a week.

Q26: Please provide an estimate of the number of hours per month you anticipate needing for claim resolution services.

A26: The number of hours vary based on the situation.

Q27: Please clarify which of the Additional Forms, provided on pages 14-21 of the RFP document, need to be returned as a part of the proposal.

A27: All of them need to be returned. The Certification of Proposal on page 22 is also a required form that must be returned with the proposal.