

**Department of Materials Management  
Procurement Unit  
MONTGOMERY COUNTY PUBLIC SCHOOLS  
45 W. Gude Drive, Suite 3100  
Rockville, Maryland 20850**

**April 17, 2018**

**RFP #1140.4, On-Going Health and Welfare  
Consulting Services for the Montgomery County Public Schools  
And Montgomery County Agencies**

**QUESTIONS AND ANSWERS**

**From All Agencies with the exception of Montgomery County Government**

1. Q: What are the current annual budgets for employee benefits communications for each Agency?

**A: MCPS: Communications are performed internally, mostly via email so there is very little budget attached to it.  
MNCPPC: \$10,000  
WSSC: We do not have an official budget for benefits communications.  
MC: Montgomery College does not have a specific benefits communications budget.**

2. Q: What employee benefits communications, other than those on your website, are available to employees at each Agency?

**A: MCPS: Well Aware is the wellness branded name utilized for wellness communications. We utilize newsletter and email campaigns for all wellness information (occasionally we use posters printed at our internal print shop)  
MNCPPC: Monthly newsletter/Email/Payroll Stuffers  
WSSC: internet, intranet, SPLASH (big screen TV's with rotating messages at all of our sites), email, posters/flyers, mobile apps, open enrollment booklets, wellness portal, home mailings.  
MC: All communications are posted on the website.**

3. Q: Do your Agencies conduct employee surveys or focus groups to obtain employee input and opinions on benefits- and communications-related issues? If so, which ones, and can we see the results of the most recent survey(s) or focus group project(s)?

**A: MCPS: Benefits are negotiated with the Unions at MCPS. We generally do not use surveys or focus groups.  
MNCPPC: No**

**WSSC: the Commission limits the number of surveys that are sent out to employees. We have received positive reviews from employees regarding our benefits/leaves/wellness program in other management-driven surveys, of which we do not have copies. We are exploring possibly having focus groups for our wellness program.**

**MC: convenes a Benefits Review Committee, which includes bargaining and non-bargaining staff and faculty to review benefits and communications issues.**

4. Q: Do your Agencies hold benefits open enrollment meetings for employees each annual enrollment? If so, where and how many? Would you want a consultant's assistance to conduct meetings or would you conduct them on your own?

**A: MCPS: Conducts 3-5 open enrollments fairs every year for the employee and retiree populations. We would not require consultant assistance**

**MNCPPC: Yes, for Prince Georges County and Montgomery County.**

**There are 8 meeting. No, we do not want consultant's assistance to conduct the meetings.**

**WSSC: Conducts 11-12 open enrollment information sessions during open enrollment throughout both counties every fall. WSSC coordinates all aspects of the sessions and expects our vendors to participate in many of them. We have not relied on our consultants to conduct meetings, but are open to discussing this in the future.**

**MC: Yes, we have Benefits Fairs on each of three campuses and Central Services. No, we would not need assistance**

5. Q: Do your Agencies communicate with employees via social media? If so, which Agencies, on what social media platforms and how often? What kinds of messages/information are posted on social media?

**A: MCPS: The Employee and Retiree Service Center (ERSC) has a Twitter account but the use is marginal.**

**MNCPPC: No**

**WSSC: Our Communications Department communicates WSSC information on Facebook, Twitter, LinkedIn, Pinterest, YouTube. Benefits is in discussion with IT to explore using social media.**

**MC: Montgomery College does not rely on social media to communicate with employees.**

6. Q: What is the primary (most effective) means for communicating with employees at each Agency?

**A: MCPS: Email**

**MNCPPC: Email**

**WSSC: It is varied and that is why we have so many types. We know that just one will not work for everyone.**

**MC: Montgomery College's primary means for communicating with employees is e-mail and "Inside MC".**

7. Q: What percentage of employees at each Agency has access to the internet at work? At home?

**A: MCPS: At work, 100%, at home is unknown  
MNCPPC: 75% at work, unknown at home  
WSSC: all employees have access to the internet at work and I imagine a majority have access at home.  
MC: Approximately 100% of the Montgomery College employees have access to the internet at work and at least 80%, if not more, have access at home.**

8. Q: Do your Agencies use e-mail to connect with employees? Text messaging? If so, which Agencies?

**A: MCPS: Yes for emails, no for texts  
MNCPPC: Email yes, text messaging, no.  
WSSC: uses email, phone and texting for Commission and weather-related emergencies.  
MC: Montgomery College uses e-mail to communicate with employees. Text messaging is only used for emergency alerts.**

9. Q: Who produces each of your Agencies' Summary Plan Descriptions (SPDs) for its benefits plans? Are SPDs part of what the Agencies would expect its consultant to deliver?

**A: MCPS: ERSC uses the vendors for SPD plans  
MNCPPC: Our health plan vendors provide summary plan descriptions that are not a part of what is expected for the consultant to deliver  
WSSC: we have two authorized health providers who are responsible for producing the SPD's.  
MC: Montgomery College insurance carriers provide SPD documents.**

10. Q: Do your Agencies provide their employees with personalized total compensation statements? Personalized employee benefit statements? If so, which ones? Would you want a consultant's assistance to develop personalized total compensation statements or personalized employee benefit statements for the Agencies?

**A: MCPS: No  
MNCPPC: No, we do not provide personalized total compensation statements or personalized employee benefit statements. We would want the consultant's assistance in developing these.  
WSSC: we provide an annual personalized statement in late February/early March for the previous calendar year to each active employee. We**

**developed the prototype in-house and at this time, are pleased with the results, although we are always open to suggestions.**

**MC: Montgomery College provided such a statement in 2017 and we may request a consultant's assistance at some future time.**

11. Q: Do each of your Agencies have a "brand" for their employee benefits communications? If not, are you interested in creating a brand as part of this proposal?

**A: MCPS: For wellness we brand with Well Aware. For benefits, no.  
MNCPPC: No, and we are not interested in creating a brand as part of the proposal.**

**WSSC: we worked with Communications and our wellness partners to develop one for our wellness program. We are exploring this for our benefit program but may use the wellness brand as an umbrella for all of the benefits.**

**MC: Montgomery College does not anticipate a need for this at this time.**

Q: What is required in the submission to demonstrate compliance with MFD subcontracting provisions?

**A: MCPS: Not required**

**MNCPPC: To demonstrate compliance with MFD subcontracting, we ask that you complete the subcontracting utilization report which provides the name of the MFD firm and the percentage participation.**

**WSSC: Unable to respond at this time**

**MC: Montgomery College does not currently have required MFD subcontracting provisions. Instead, we have a minority vendor participation goal of 15%.**

12. Q: Is the consultant expected to review the OPEB reports that are already completed by another actuary or is the intention that the new consultant perform the OPEB valuation? Does it vary by agency?

**A: MCPS: for budget support, yes.**

**MNCPPC: This varies by agency. May consider for M-NCPPC.**

**WSSC: Unable to respond at this time**

**MC: Montgomery College has a separate contract for consulting services related to OPEB valuation reports, but may consider a need for full valuation services in the future.**

13. Q: What are the current contractual hourly rates for the current consultant?

**A: MCPS: This information is proprietary**

**MNCPPC: This information is proprietary**

**WSSC: rates vary depending on the position & responsibility; \$180-\$390**

**MC: Montgomery College defers to MCPS.**

14. Q: Are any services requested in the RFP new? Meaning not previously provided or requested of the incumbent? If yes, which services are they?

**A: MCPS: No**  
**MNCPPC: No**  
**WSSC: we worked with Communications and our wellness partners to develop one for our wellness program. We are exploring this for our benefit program but may use the wellness brand as an umbrella for all of the benefits**  
**MC: Montgomery Colleges is requesting similar services as previously provided.**

15. Q: Whom will the Consultant selected be reporting to?

**A: MCPS: Primarily the Director, Benefits but also the CFO for budget support**  
**MNCPPC: The consultant will work directly with the Benefit Manager at M-NCPPC**  
**WSSC: Human Resources Division Manager - Benefits**  
**MC: The consultant will be reporting to the Montgomery College Chief Human Resources Officer.**

16. Q: Please provide the amount paid to the current consultant in the last two fiscal years. For each year, which services were provided?

**A: MCPS: This information is proprietary**  
**MNCPPC: This information is proprietary**  
**WSSC: CY16: \$68,500 and CY17: \$112,700. General consulting, compliance, OPEB, EGWP, RDS, Retiree health, strategy, renewals/rates, audits, absence management, workers' compensation actuarial valuations, cost benefit analysis, RFP's, financial updates, vendor meetings & issues, etc.**  
**MC: This information is not readily available**

17. Q: Are you accepting proposals where the firm will be paid through commission dollars? Is your current provider being paid this way?

**A: MCPS: No**  
**MNCPPC: No**  
**WSSC: No and no**  
**MC: No, commissions are not paid**

18. Q: What type of prescription drug plans are currently being offered to post-65 retirees?

**A: MCPS: Employer Group Waiver Plan with a Wrap**  
**MNCPPC: Medicare Part D with Wrap**  
**WSSC: Post-65 retirees are enrolled in the EGWP + Wrap plan.**

**MC: Montgomery College offers post-65 retiree Rx coverage is provided through Silver-Script.**

19. Q: Scope of Services section references in-person presentations (3, 9 and 3.16). What is the expected number of in-person meetings annually?

**A: MCPS: this depends on the number of RFP's issued by the consultant. Generally the number of visits estimated per year would be between 7-10 including budget support.**  
**MNCPPC: 2-3 annual meetings**  
**WSSC: we expect at least two in-person meetings a year and availability for meetings with vendors and/or staff depending on the nature of the meetings.**  
**MC: This is not known at this time.**

20. Q: Please describe in more detail what is expected of the consultant during the Dependent Audit Analysis.

**A: MCPS: Will not be conducting one**  
**MNCPPC: N/A M-NCPPC does not require this service**  
**WSSC: – ensure we are satisfying our fiduciary responsibilities as the plan sponsor. Develop audit checklist; communicate the eligibility provisions of the health/pharmacy benefit plans and an amnesty period to all targeted employees and under age 65 retirees with dependent coverage; monitor all responses to mailing and phone inquiries, reminder mailing toward end of amnesty period, provide a list of dependents to be removed from each plan, send out a second mailing to all remaining members and follow-up with stragglers in writing and by telephone/email; develop a list of non-respondents; prepare a summary report outlining audit results and dependents to be removed; provide weekly status reports throughout audit and discuss future dependent eligibility verifications.**  
**MC: Montgomery College would work with the consultant with respect to their expectations and outcomes of a dependent audit.**

21. Q: Are insurance certificates required as part of the bid response or can they be provided once contract is awarded?

**A: MCPS: Once awarded**  
**MNCPPC: Insurance certificates can be provided after the contract is awarded**  
**WSSC: WSSC defers to MCPS**  
**MC: Montgomery College defers to MCPS.**

22. Q: Is clarification available regarding what the Agencies are looking for in the pricing section? Should expected fees be provided for the full scope of services? Should billing rates be provided for ad hoc services? In the past we have seen specific schedules included with the RFP so that responses are consistent.

- A: MCPS: Pricing should be based on hourly rates**  
**MNCPPC: Pricing should be quoted on an hourly rate for person(s) assigned to the account and qualifications**  
**WSSC: – It would be helpful to see both.**  
**MC: Montgomery College defers to MCPS.**

### **Procurement**

23. Q: What is the required format for the bidder's price proposal?

**A: Please respond with hourly rates for all those that would be assigned to the account**

24. Q: What is the schedule of likely vendor procurements in the next several years?

**A: This procurement would follow the contract term potentially in the next 4 years.**

25. Q: The due date for response appears to be May 3<sup>rd</sup> by 2pm. However, on page 12 the due date is stated as May 1<sup>st</sup> at 2pm. Please confirm the due date is May 3<sup>rd</sup>.

**A: The due date is May 3 at 2:00pm**

### **MCPS Only:**

26. Q: Who is currently providing these services? How long has the incumbent been providing services to MCPS?

**A: AON/Hewitt is the incumbent with approximately 25 years of support.**

27. Q: Is the incumbent currently providing health and welfare benefits consultant services detailed in the Scope of Work for MCPS?

**A: Yes**

28. Q: Is MCPS procuring these services because of any shortfalls in the existing relationship or simply as part of a predetermined procurement schedule? Is the incumbent allowed to bid?

**A: Regularly scheduled bid to review the market**

29. Q: Due to the fact that some of the services outlined in the scope are upon request, please indicate whether MCPS would prefer fixed fees for certain items or does MCPS prefer hourly rates?

**A: Hourly rates of those providing the service.**

30. Q: Please describe the source and type of data that will be provided to perform the requested financial/actuarial analysis of the plan.

**A: Claims data and ASO fees are provided by all MCPS benefit vendors**

31. Q: Who are the current health plan (including pharmacy benefit manager, dental and vision) vendors contracted with MCPS? When these services were last procured? What is the expected timeline for procuring these services in the future?

**A: Medical: Carefirst POS, HMO, EPO, Indemnity and Medicare Supplement – 2017**

**Kaiser HMO and Medicare Supplement – 2017**

**Prescription: Caremark and SilverScript – 2017**

**Dental: CareFirst PPO and Aetna DMO – currently**

**Vision: Davis Vision through CareFirst - currently**

**Montgomery County Government Only: UNABLE TO RESPOND AT THIS TIME**

Q: For the MCG Dependent Audit Analysis is this a one-time audit or ongoing verification or both? And, please provide the following:

- How many employees have one or more dependents enrolled in health coverage?
- What is the number of covered dependents (exclusive of employees)?
- Will the verification be for actives only or will retirees be included?
- What is the Client's Average Annual Health Benefits Cost for dependents?
- Which verification documents is the Client currently collecting when enrolling dependents in health coverage?
- For how many dependent children does the Client already have birth certificates on record?
- If email communications are permitted, approximately how many employee email addresses can the Client provide for the selected vendor conducting the audit?
- Will the Client be requiring communications in a language other than English? If so, what percentage of the population will need translated communications and in which language(s)?
- Will the project require that different communications be sent to different groups based on varying eligibility rules?

Q: The County documents include forms related to minority, female, disabled subcontractor participation. Is this required and if so what is the required percentage of participation? Is this considered in the selection criteria?

Angela McIntosh-Davis, CPPB, Team Leader  
Procurement Unit

AMD

Please indicate your receipt of this notice by signing below and returning with your bid or under separate cover.

Accepted: \_\_\_\_\_  
Name and Title

Name of Company \_\_\_\_\_