

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

**April 18, 2018**

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

**QUESTIONS AND ANSWERS**

**For Montgomery County Government Only**

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

**A: Montgomery County does not have a specific budget for employee communications. Group insurance related communications that have printing and mailing costs are charged against the group insurance fund. The County has an internal communications team within OHR that assists with branding, design and editing of all communication materials.**

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

**A: Montgomery County Government - They are all on our web-site.**

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: No**

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: Montgomery County holds two benefit fairs and several other meetings during the annual open enrollment period. No assistance is needed with these events.**

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: Montgomery County Government – very limited presence on social media. Not many followers. Would like to build a stronger following to be able to utilize this channel of communication.**

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

**A: Montgomery County - Email and mailings to home addresses**

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

**A: 100% have access at work, however it is not utilized for certain populations like bus drivers.**

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

**A: Montgomery County Government utilizes email, but not text messaging.**

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: Montgomery County Government creates its own summary plan descriptions. This document is edited and monitored by an in-house attorney. It is not expected that any assistance is needed with this effort.**

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: Montgomery County does not currently provide these documents, and potentially could use the consultant to assist with the preparation of these documents.**

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: We have a brand for our wellness program "Live Well, Better You, Better Us". Currently working internally to create a brand for group insurance. No assistance is needed from an outside consultant.**

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

**A: MCG's Contract requirements for the recommended awardee will include the completion of the MFD Plan form, which can be found at the following link: <http://www.montgomerycountymd.gov/pro/dbrc/MFD.html> . Contact Al Boss 240-777-9912 with questions regarding the County's MFD program.**

13. 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: Montgomery County - Yes**

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

A:

	Hourly Rate
Senior Vice President	\$390
Vice President	\$360
Assistant Vice President	\$310
Consultant	\$265
Technical Analyst I	\$225
Technical Analyst II	\$180
Administration	\$90

15. 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: No**

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

**A: Karen Plucinski, Manager**

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

**A: MCG - Costs were between \$250,000 and \$500,000 and services were split amongst health and welfare services and OPEB valuation activities.**

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

**A: MCG - No**

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

**A: EGWP Wrap Plan**

20. 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: Montgomery County – 10-12.**

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

**A: Montgomery County Government would like the consultant to perform the dependent audit by verifying the eligibility of all enrolled dependents in the company's health plans and providing best practices going forward to ensure that the County is only paying claims for eligible dependents in the most cost efficient manner.**

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

**A: Montgomery County Government – certificates are not required at the time of proposal submission, but the selected vendor must present the certificate prior to the final approval of the contract to allow the Division of Risk Management to review and approve the certificate for compliance with the County's mandatory insurance requirements.**

23. 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: Montgomery County government would like to have rates provided for ad hoc services in addition to flat rates for specific services as outlined in the RFP.**

24. Q: For the MCG Dependent Audit Analysis is this a one-time audit or ongoing verification or both?

**A: This is a one-time audit.**

25. Q: What is the number of covered dependents (exclusive of employees)?

**A: For CareFirst plans which is the largest provider – 10,875, UHC 3,916, Kaiser, 2,162**

26. Q: Will the verification be for actives only or will retirees be included?

**A: Actives and retirees.**

27. What is the Client's Average Annual Health Benefits Cost for dependents?

**A: Not known.**

28. Q: Which verification documents is the Client currently collecting when enrolling dependents in health coverage?

**A: State issued birth certificates, County issued with seal Marriage certificates, and court ordered legal guardianship documents. (See link below).**

29. Q: For how many dependent children does the Client already have birth certificates on record?

**A: Unknown, however, it should be pretty high, but not sure if the County always required birth certificates.**

30. Q: If email communications are permitted, approximately how many employee email addresses can the Client provide for the selected vendor conducting the audit?

**A: Not known, although all county employees have an email address, some of them don't access as they are driving buses, working in liquor stores, etc. Email cannot be depended on as the ONLY avenue of communication.**

31. 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)?

**A: No.**

32. Q: Will the project require that different communications be sent to different groups based on varying eligibility rules?

**A: No.**

Here is the link to our document which describes what is currently required to add dependents to County sponsored insurance

programs: <http://www.montgomerycountymd.gov/HR/Resources/Files/Benefits/Required%20Documentation%20ONGOING%20FINAL.pdf>

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 \_\_\_\_\_