

**REQUEST FOR PROPOSALS (RFP)
ELIGIBILITY SYSTEM
FOR THE CITY OF STOCKTON
(PUR 16-006)**

QUESTIONS/ANSWERS & CLARIFICATIONS

POSTED 10-13-16

THE FOLLOWING INQUIRIES WERE RECEIVED. THE CITY RESPONSES ARE IN BLUE.

From: Debra Mootz [<mailto:debra.mootz@itedium.com>]

Sent: Thursday, October 06, 2016 12:53 PM

To: AS - Purchasing <Purchasing@stocktonca.gov>

Subject: RFP Project Number: PUR-16-006 - REQUEST FOR PROPOSALS - ELIGIBILITY SYSTEM

Via email - Purchasing@stocktonca.gov

Tami Matuska, HUMAN RESOURCES

Concepcion Gayotin, PURCHASING

Tom Morrison, SEGAL

Thank you for the opportunity to ask questions related to RFP PUR-16006 - Eligibility System.

1. Should COBRA administration be included in the RFP response? If yes, then:
NO. Cobra Participants are entered into the eligibility system when an election is made to enroll in coverage, but the actual administration of the COBRA benefits and notices is managed by the Third Party Administrator (TPA). A termination report must be produced by the eligibility system to be sent to the COBRA administrator, the TPA.
 - a. How many COBRA members are enrolled in a City sponsored plan?
Varies each month
 - b. Will COBRA members be housed in eligibility system? **Yes**
 - c. How many COBRA instances occur on average each month? **5**
2. Who is the COBRA administrator for the City of Stockton? **The City's Third Party Administrator**
3. Will the City of Stockton be requiring communications in any language other than English? **No.** If so, for what percentage of the population and in which languages?
4. Please inform if requirements in Exhibit A are open to discussion or modification?
There is no Exhibit A in the Eligibility RFP
5. Dependent Verification: **Dependent verification is performed by the TPA**
 - . What is the total number of employees who have one or more dependents?
 - a. What the total number of dependents?
 - b. How many new hires and life events occur on average each month?
Not relevant to this RFP

- c. Does the City of Stockton desire ongoing dependent eligibility management? [The eligibility system is to maintain eligibility information and perform the task listed in the Scope of Work. Please refer to the RFP](#)
6. What are the challenges the City of Stockton is currently facing from the existing enrollment process? [This information will not be provided](#)
7. What is your open enrollment period and would the new vendor be handling the 2017 Open Enrollment? [May; yes](#)
8. Depending on when the OE period is, would you be implementing in parallel to an OE period, or due to resource constraints wait until OE is over and proceed with the new contract implementation. [Implementation should occur according to the timetable in the RFP. Implementation must be prior to open enrollment](#)
9. Will eligibility vendor be responsible for billing any members directly? [No. This is a function of the TPA](#)
10. It is expected that the selected vendor will be required to execute a Business Associate Agreement (BAA) to comply with HIPAA. [Yes](#). Does the ~~County~~ [City](#) have a model BAA it uses? [Yes](#)
11. Can the City elaborate on the maintenance of other insurance coverage information in Section 2.1, Scope of Work, B - Eligibility Administration, 13. Provide ability to maintain other insurance coverage information for an employee and/or dependent, including ability to electronically transmit other coverage information to vendors. What information is collected and transmitted? [The existence of primary coverage indication in order for the TPA to administer COB](#)
12. Question 15, under General RFP Requirements, please clarify the expectation of the vendor related to providing - "Claims: Monthly including large claim reports". Claims are generally the responsibility of the Third Party Administrator. [Please disregard the claims reporting requirement.](#)
13. Question 54, under Reporting Capabilities, could you confirm which reporting requirement the RFP is referring to when it states "your ability to comply with the reporting requirements outlined in Section 3, as well as any deviations from the requirements." [All federal reporting under the ACA and management and premium reconciliation and enrollment report](#)
14. Question 57, under Reporting Capabilities, could you provide a sample or details of the information that would be included in the system activity report?
[For example, but not limited to:](#)

[Dependent aging report](#)
[Changes to demographic information](#)
[Additions and changes of coverages](#)
[Termination of Coverage](#)
[Premium shortage notifications](#)
[Enrollment by plan, tier, bargaining group](#)
[Monthly premium reconciliation report](#)

[Other custom reports may be required.](#)

Debra Mootz

Director of Operations/Business Development

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Hours: 7:30am - 4:30 pm

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POSTED 9-23-16

1. **Communication** – please send your communication via email.
2. **Questions** – the last day to make inquiries is October 6, 2016.
3. **Answers** – clarifications and answers will be posted by October 13 2016.
4. **Proposals due** promptly by 2:00 pm, Thursday, October 20, 2016, City Clerk's Office.