

MEMORANDUM

To: All Interested Vendors

From: Mona Mawalkar
Procurement Manager

Date: September 13, 2024

Subject: Addendum No. 1
24-017 Benefit Broker and Consultant Services RFP.
Synopsis of the Pre-proposal meeting along with Questions and Answers
submitted during the meeting or in writing before the deadline.

Due to a delay in posting answers, the due date for this RFP has been updated to September 18, 2024, at noon.

Part I Summary of Pre-bid Conference

On Monday Aug 26, 2024 at 10am, the Columbus Metropolitan Library (“the library” or “CML”) conducted a pre-bid conference for the Benefit Broker and Consultant Services RFP. The conference was held online.

The following companies sent representatives for the conference:

Mcgowan Brabender
Mercer
Hub International
Highlights

The library sent the following representatives:

Mona Mawalkar, Procurement Manager
Magaly Vazquez, Payroll and Benefits Manager
Stewart Smith, Director of Finance
Nicholas Smith, Procurement Buyer
Brad Kamlet, Procurement Compliance Specialist

Part II - Question and Answer

Q1. Is your PBM relationship carved in with UHC/Optum?

A1. Yes, our PBM relationship is carved in with UHC/Optum.

Q2. What technology do you leverage for employee enrollment, education, and experience?

A2. We use ADP Workforce Now. We also use an LMS system called Litmos for employee education and tracking education requirements and progress.

Q3. How is your medical and Rx plan performing relative to cost benchmarks?

A3. 2024 projections estimated a gross budget cost of \$14,810 PEPY compared to the current budgeted PEPY of \$14,600 YTD, a 1.4% decrease.

Q4. What has your spend trend been over the years?

A4. In 2023, there was a plan cost/budget total of 98.7%. As of July 2024, we are at 85.9%

Q5. Please clarify what insurance policy you are requesting CML to be listed as an Additional Insured with a Waiver of Subrogation. Is this our E & O policy?

A5. All companies doing business with CML need to have General Liability Insurance and other insurance coverages per the details in the terms and conditions provided with the RFP.

Q6. Is the Columbus Metropolitan Library able to provide the following information?

- Copy of recent renewal summary and most recent bill
- Current claims data
- Census (template attached)– If you have something close in excel of information. Most import info is Name, DOB, do they take emp, e/sp, e/ch or family coverage etc. (We use this information for our cost savings strategies we implement for our clients)

A6. We can't share this information right now. We would not expect the bidding firms to provide detailed strategies at this time. However, it would be reasonable for the bidding firms to give the CML Evaluation Team some sample recommendations of cost savings the firm has made for actual clients in the recent past.

Q7. Who is your current broker and how long have you been partners?

A7. Mercer for 10+ years

Q8. Do you plan on adding more locations in the next 5 years?

A8. We have two branches under construction now, and they should be open in late 2025.

Q9. What is your Benefits Administration platform?

A9. ADP Workforce Now.

Q10. What challenges are your Total Rewards/Benefits Teams facing?

A10. Ensuring that our colleagues understand the benefits available to them is always a challenge that we face. Thinking of other creative awards to increase employee satisfaction in a cost-effective way.

Q11. What is your Total Rewards/Benefits team's top goals for the next 5 years?

A11. Staying competitive in the market in the benefits arena. Also, see answer to Question 10 above.

Q12. Would you be willing to share the data outlined in the attached request? This information would enable us to develop the most optimal responses for CML.

A12. Please see the answer to question 6.

Q13. Can you share the last 12 months of medical claims, pharmacy claims, average employee enrollment, and average membership enrollment?

A13. Please see the answer to question 6.

Q14. Is there a specific reason as to why CML has decided to issue a Broker RFP at this time?

A14. We market Benefits broker services periodically (every 3 to 5 years in general) as part of our due organizational diligence and to ensure we understand the current vendor/services marketplace. We are a public entity that receives and uses taxpayer money, so we want to ensure we evaluate vendor partnerships through the RFP/quotes processes.

Q15. If you could accomplish three things pertaining to your benefits program over the next 5 years, what would they be?

A15. More benchmarking data ensures we stay competitive in the market, improve our benefits communication strategy, and attempt to have competitive benefits for our part-time staff in an environment where many other employers offer very little to part-timers.

Q16. What are the top qualities CML looks for in its partners (e.g., service, responsiveness, analytics, innovation, etc.)

A16. Responsiveness, data benchmarking, and knowing our population and organizational philosophies.

Q17. What is your current broker doing to act as a responsible plan fiduciary today?

A17. Transparency, benchmarking, cafeteria plan knowledge, and proposing responsible alternative recommendations that balance employee satisfaction while controlling costs. Strong contract negotiation posture with benefit placements, often assisting CML in getting cost/contract/rate cap concessions as if the broker's money were at stake. We value this greatly. Additionally, helping CML ensure that we comply with various legislation, laws, rules, and due dates applicable to CML.

Q18. For open enrollment, what is handled in-house by the CML team vs. by the current broker/consultant?

A18. In-house with the assistance of a current broker.

All Proposals must be received no later than Noon (12:00 PM) on September 18, 2024, EST.

PROPOSERS ARE REQUIRED TO ACKNOWLEDGE THE RECEIPT OF THIS MEMORANDUM (ADDENDUM NO. 1) ON THE ACKNOWLEDGEMENT OF THE ADDENDA FORM IN THE RFP DOCUMENTS