



CITY OF HOUSTON
FINANCE DEPARTMENT
 Strategic Procurement Division

Annise D. Parker

Mayor

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September 18, 2015

SUBJECT: Letter of Clarification No. 4
REFERENCE: RFP: S69-T25538 Voluntary Supplemental Insurance
TO: All Prospective Proposers

CLARIFICATION NO. 4

FOR

REFERENCE: SOLICITATION: S69-T25538
REQUEST FOR PROPOSAL (RFP) FOR VOLUNTARY SUPPLEMENTAL INSURANCE

For which responses for clarification are scheduled to be received to the Finance Department Strategic Procurement Division, 2:00 p.m., Central Time on September 18, 2015.

The following changes and/or revisions are incorporated into the above referenced RFP Document a noted. All other provisions and requirements as originally set forth remain enforce and are binding.

1. To Add Exhibit XXV – Tax Form 941
2. The following questions and requests for clarification were submitted in accordance with the instructions provided, Communications between the City and Respondents. The City’s response (**in bold italics**) follows each question or request for clarification in the table below:

CLARIFICATIONS TO QUESTIONS

Question 1:	Part II - Scope of Work/Technical Specification Item B.13, can you provide a definition of which forms and reports are currently prepared and filed on behalf of the city?
COH Response:	<i>Please see Tax Form 941 posted on ProposalTech with this document.</i>
Question 2:	Section II, B.3 Does the toll-free phone line have to be separate from our current toll-free customer service line?

COH Response:	<i>The current supplemental insurance vendor provides a local dedicated number for city employees. There is not a dedicated toll-free customer service line.</i>
Question 3:	What is COH considering in regards to enrollment? Are you leaning towards online enrollment (no interaction with agents) or one-on-one enrollment? Please describe the current method used for open enrollment.
COH Response:	<i>The City routinely has held employee informational group meetings during the open enrollment period during which time, employees are referred to the vendor's website for enrollment information and later receives one-on-one enrollment. During the presentations at the informational meetings, product information is disseminated on the supplemental insurance products and employees can also ask questions. Enrollments have occurred either after the open enrollment meetings or after the employee has gone to the vendor's website to get information on the supplemental insurance products.</i>
Question 4:	Who is the current broker and/or consultant? How are they compensated? Will they remain as the broker of record?
COH Response:	<i>The city does not have a broker of record. The Segal Consulting Company is providing consulting services on this Request for Proposal.</i>
Question 5:	What are the dates of open enrollment?
COH Response:	<i>The dates of enrollment occur from the mid-March through mid-April.</i>
Question 6:	Will the selected proposer be allowed to conduct group meetings and meet with each employee face-to-face?
COH Response:	<i>No. The city schedules and facilitates employee informational group meetings, the vendors are present to answer questions and to enroll those who are interested. Please refer to question #3 for more information. While the city has routinely held group employee meetings, the city is not making a commitment to schedule and facilitate meetings in the future.</i>
Question 7:	Please describe any need for employee self-enrollment. Please describe any need for call center enrollment. What enrollment technology platform is used? Please describe how that vendor/administrator works with us to enroll and administer our products most efficiently?
COH Response:	<i>The vendor manages and administers all components of the program: employees' enrollment, processing of employees' elections and providing an electronic file to the city with the employee's payroll premium amounts. The city deducts premiums from the employees' payroll checks. The platform used for this interface is SAP and the eligibility data files are in the Text format. All member interfaces are handled by the vendor. Specifically, employees use the vendor's platform to enroll in the supplemental insurance plans.</i>
Question 8:	Does the City of Houston anticipate any resistance to conducting face-to-face meetings? If yes, please describe.
COH Response:	<i>Open Enrollment is a City-owned event for which vendors do not exercise autonomy to schedule face-to-face or group meetings among employees. The City will schedule and facilitate any meetings and develop/distribute comprehensive communications / website references for all plans presented during open enrollment and from which employees may make their elections.</i>
Question 9:	In the Letter of Clarification #1, you stated "The current policyholder will have an option to

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	maintain their current policies or select from the new policies that will be effective May 1, 2016." Does this mean the City will retain the payroll slot for current policyholders to maintain their current policies?
COH Response:	Yes. The city will retain the payroll slots for the current carrier.
Question 10:	Will City of Houston allow multiple responders from one carrier?
COH Response:	No. The City will accept only one proposal from a carrier. If multiple proposals are submitted the first received will be accepted.
Question 11:	Section 7.3 states the contractor shall comply with the City's Minority Business Enterprise ("MWBE") programs....Exhibit II has "No Minority/Women Business Enterprises Contract Requirements - Exhibit Intentionally Left Blank." Is the carrier required to have a MWBE certification?
COH Response:	No. The MWBE requirement will not apply to this RFP.
Question 12:	Will you add another section to ProposalTech to provide information on the separate disability policy? The current section is based on AFLAC coverage with an accident policy with disability riders.
COH Response:	If vendors have an alternate accident/disability design that does not match what is provided in the RFP, they can upload their alternate as an attachment to the Manage Documents page. Please provide your alternate plan design, preferably in the Excel format. For assistance with this process, please contact Proposal Tech support at support@proposaltech.com or 877-211-8316 option 4 for the support team.

END OF CLARIFICATION NO. 4

Should you have any additional questions or request further clarification regarding this proposal, please contact Regina Spencer at regina.spencer@houstontx.gov or at (832) 393-8707.

Sincerely,

Regina Spencer

Regina Spencer
Sr. Procurement Specialist

CH/rrs

cc: File

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