COUNTY OF ALAMEDA

Questions & Answers

to

RFP No. 902235

### for

**Third-Party COBRA Administration Services**

**Networking/Bidders Conference Held on December 14, 2022**

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| **This County of Alameda, General Services Agency (GSA), RFP Questions & Answers (Q&A) has been electronically issued to potential bidders via email. Email addresses used are those in the County’s Small Local Emerging Business (SLEB) Vendor Database or other sources. If you have registered or are certified as a SLEB, please ensure that the complete and accurate email address is noted and kept updated in the SLEB Vendor Database. This RFP Q&A will also be posted on the GSA Contracting Opportunities website located at** [**Alameda County Current Contracting Opportunities**](https://gsa.acgov.org/do-business-with-us/contracting-opportunities/)**.** |

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Thank you for your participation and interest in the County of Alameda Request for Proposal (RFP) for Bid Title.

All the questions are taken verbatim from written questions emailed by potential Bidders. The County of Alameda shall be noted as “County” in the answers to these questions. The Questions and Answers are the final stances of the County. Please consider this document in preparation for your bid response.

**Questions and Answers:**

1. Is the COBRA administrator expected to pay carriers directly?  Or can COBRA premiums be remitted to Alameda on a monthly basis?
   1. **Currently the COBRA Administrator remits the collected COBRA Member premiums directly to the Health Insurance carriers**
2. What is Alameda’s COBRA activity, approximately how many terms per year? How many new hires?

**A2)** **The Public Authority (PA) for In-Home Supportive Services (IHSS) in Alameda County manages health benefits for IHSS Providers (Providers) through the Alameda County Social Services Agency (SSA). The PA offers medical, dental, and vision care coverage for providers. The PA is the only employer of record for purposes of bargaining and administers the health benefits according to the Memorandum of Understanding (MOU).**

**To maintain compliance with the Consolidated Omnibus Budget Reconciliation Act (COBRA) of 1985, PA must ensure eligible providers who incur a qualifying event are informed of their rights under COBRA as well as ensure proper administration of COBRA benefits to participating enrollees. The PA seeks a third-party administrator (TPA) for its COBRA participants and those members in their election period at the time of Dental Open Enrollment. Dental open enrollment notices are mailed in February with a May 1st effective date.**

**There are approximately 6,000 covered members, with approximately 100-125 terminating from benefits per month. On average, the current number of enrollees each month is approximately 60 active participants.**

1. How does Alameda pay for COBRA currently?  Per Notice basis or Per Insured Employee Per Month basis or Per COBRA Member basis?

**A3) COBRA is paid on a per member basis.**

1. Can you disclose the current fees for COBRA?
   1. **Please see chart below.**

Table

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1. What Can you disclose the current COBRA vendor?
   1. **The current Third-Party Administrator company is Total Administrative Services Corporation (TASC).**
2. Does the bidder need to have the ability to administer CalCOBRA – AB 1401 - Extension of the Minimum COBRA Coverage Period (Health Only)?
   1. **The expectation is that the awarded contractor will also administer the CAL COBRA (State continuation) portion of ongoing COBRA coverage (18 months).**
3. Why is this out to bid?
   1. **The current contract term is ending.**
4. Who is the incumbent?
   1. **The current Third-Party Administrator company is** **Total Administrative Services Corporation (TASC).**
5. Please confirm if Performance Bonds are required.
   1. **No, not required.**
6. Please advise how vendors can add "0.00" as a response to the pricing fields in "2638\_902235-TPA-COBRA-Bid-Form.xlsx". When "0.00" is added, the Bid Form  response field shows "$     -" which appears as an unanswered field
   1. **“$ -” will be considered a zero if another figure is not entered and calculated appropriately. Also, please be mindful and check for any addendums issued.**
7. Can you please provide the maximum amount of points a vendor can receive and how each evaluation criteria results in that amount? According to the evaluation criteria, the total points a vendor could receive appears to be 100 instead of the 500 listed.
   1. **The Evaluation Criteria weight equals 100 points. When scoring, the highest rating point is “5” that is multiplied by the weight. If each criteria received a rating of 5 that would equal 500 points.**
8. Is Oracle your technology partner? If so, is this the long-term technology solution? If not, can you please provide the HRIS/Ben Admin, and/or enrollment/payroll partner?
   1. **No. We do not utilize a HRIS/Ben Admin or partner.**
9. Current administrator and if they have a chance at keeping the COBRA administration: Are you able to share who the client is marketing to?
   1. **The County is seeking a vendor who provides excellent customer services and responds to concerns in a timely manner, while providing timely communication with our benefit carriers.**
10. Current Medical, Dental, and Vision carriers?
    1. **Alameda Alliance for Health (AAH), Delta Dental (DPPO and DHMO) and Fidelity Life Insurance Company, (EyeMed). Plans are renewed monthly.**
11. Are there any pain points that we should be aware of?
    1. **Please see A13.**
12. Does the client have any additional marketing’s going on (medical, dental, ben admin/HRIS)?
    1. **Please see A14.**
13. Is there an employee benefits consultant/broker that will be involved in this RFP process? If so, should they be included on any RFP communications at any point in this process?
    1. **No.**
14. How many locations branches and/or locations?
    1. **One location.**
15. What is the estimated number of administrative users or HR contacts?
    1. **Two.**
16. What was the number of insured employees in 1/1/19 & 1/1/20?
    1. **Approximately 6,000 each year.**
17. How many COBRA and pending participants are there currently?
    1. **Approximately 60 participants.**
18. How many of the active COBRA participants are beyond the 18-month COBRA period and are actually participating in State Continuation?
    1. **Data is unavailable at this time. The expectation is that the contractor will also administer the CAL COBRA (State Continuation) portion of ongoing COBRA coverage.**
19. Assuming that some are on state continuation, is the administrative rate the same 2%, 10% or altogether different? Can you explain?

**A23) Please see A27 and A28.**

1. How many Medical, Dental, and Vision plans are there? Please list their renewal dates.

**Q240 Please see A14.**

1. How many insurance carriers provide plans to IHSS?
   1. **Please see A14.**
2. Who is the current COBRA administrator?
   1. **Please see A8.**
3. What is the current pricing for administrative services?
   1. **$5,000 per month for administrative fees.**
4. Does the award vendor retain the 2% administration fee?
   1. **Yes, currently the COBRA Administrator retains the administrative fee.**
5. Why is the IHSS going out to market? Are there specific pain points that need be addressed?
   1. **Please see A13.**
6. Are you looking for a vendor to carry out open enrollment for the COBRA population?
   1. **Yes. Please see A2.**
7. Please provide the following additional dates to your RFP timeline Open Enrollment date(s):Fiscal year start & end dates:
   1. **Open enrollment dates: Dental open enrollment notices are mailed in February with a May 1st effective date. The County’s fiscal year runs July 1 to June 30.**
8. Why is IHSS going out to bid before the current the contract expiration? My team review the RFP No. 902046 on 11/8/2021 for the same services. Was the RFP awarded?
   1. **The current contract term will be ending soon. RFP No. 902046 was cancelled without award.**

VENDOR BID LIST

**RFP NO. 902235 THIRD-PARTY COBRA ADMINISTRATION SERVICES**

This RFP is being issued to all vendors on the Vendor Bid List; the following revised vendor bid list includes contact information for each vendor attendee at the Networking/Bidders Conferences.

| **RFP No. 902235 -Third-Party COBRA Administration Services** | | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Business Name** | **Contact Name** | **Contact Phone** | **Address** | **City** | **State** | **Email** |
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| Edward Price Co. | Cliff Price | ( 510 ) 204-0604 | 1711 B Martin Luther King Jr. Way | BERKELEY | 94709- | cliff@eprice.com |
| Excel Managed Care & Disability Services, Inc. | Steve Smetana | ( 760 ) 390-5553 | P.O. Box 409 | UNION CITY | 94587-9458 | ssmetana@we-excel.org |
| Hazelrigg Claims Management Services, Inc. | Daniel Madrigal | ( 510 ) 817-0930 | 1000 Broadway #405 | OAKLAND | 94607- | dan@hazelriggclaims.com |
| JT2 Integrated Resources | John Casas | ( 510 ) 844-3101 | 333 Hegenberger Road, Suite 650 | OAKLAND | 94621- | jcasas@jt2.com |
| Keith A Hillegass Co | Keith A Hillegass | ( 510 ) 351-1600 | 151 Callan Ave # 307 | SAN LEANDRO | 94577-4536 | khillcompany@aol.com |
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| NexBenefit Insurance Service LLC | Lloyd Lawrence | ( 800 ) 858-0355 | 25200 Carlos Bee Blvd, Suite 383 | HAYWARD | 94542- | lloyd.lawrence@nexbenefit.com |
| Pension Benefit Consultants | Theodore Kao | ( 510 ) 836-5300 | 201 Fourth St., Suite 202 | OAKLAND | 94607- | tedkao@pensionbenefit.com |
| Stars Behavioral Health Group | Kent Dunlap | ( 510 ) 635-9705 | 7677 Oakport Street, Suite 1010 | OAKLAND | 94621- | kdunlap@starsinc.com |
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| 360 Total Concept | Shonda Scott | ( 510 ) 836-0360 | 555 12th Street, Suite 1670 | OAKLAND | CA | Shonda@360tcpr.com |
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| Bay Area Business Roundtable | Bernard Ashcraft | ( 510 ) 568-6302 | 8517 Earhart Road | OAKLAND | CA | rttcjobs@aol.com |
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| Be A Mentor, Inc. | Robert Goetsch | ( 510 ) 795-6488 | 1260 B Street, sTE 375 | HAYWARD | CA | goetsch@beamentor.org |
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| Becton Healthcare Resources | Neisha Becton | ( 925 ) 520-0005 | 5674 Stoneridge Drive, Suite 108 | PLEASANTON | CA | nbecton@bhrcorp.org |
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| Bill Say | Bill Say | ( 510 ) 548-8703 | 1904 Virginia Street | BERKELEY | CA | bill@billsay.com |
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| Carroll & Ramsey Associates | Fred Ramsey | ( 510 ) 559-8153 | 950 Gilman St | BERKELEY | CA | fred@carroll-ramsey.com |
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| CE2 Corporation | Clyde Wong | ( 925 ) 463-7301 | 6140 Stoneridge Mall Road Suite 500 | PLEASANTON | CA | wong@ce2corp.com |
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| Communities-N-Concert, LLC | Mick Gardner | ( 510 ) 338-4518 | 424 Lake Park Ave, Suite 441 | OAKLAND | CA | mick@communitiesnconcert.org |
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| Computers And You | Cheryl Dockery | ( 510 ) 433-0194 | 5026 Melrose Avenue | OAKLAND | CA | cheryldockery@comcast.net |
| Conferra Software | Sudheer Gullapalli | ( 408 ) 792-7429 | 39180 Liberty St, Suite 101, Office #4 | FREMONT | CA | sudheer.g@conferrasoft.com |
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