



Prospective Bidders Questions and Answers

EMPLOYEE BENEFITS INSURANCE BROKER AND CONSULTING

RFP# 0150

- Question #1: What are the top 3-5 priorities for selecting a new broker?
Answer: The top priorities for selection include securing the best overall value, demonstrating significant experience with organizations of similar sizes and types (specifically within self-insurance models), and ensuring local responsiveness and high availability for our team.
- Question #2: How long have you been with your current broker?
Answer: We have maintained our relationship with the current broker for over 35 years.
- Question #3: Would you be able to share some basic information for competing brokers to perform free consulting as part of the RFP process?
Answer: Current Benefit Guide: Yes, we can provide the current benefit guide upon request.
De-identified Census: We can provide a basic overview of the census data.
Claims Data: We are unable to provide detailed claims data or medical/Rx plan performance at this time.
- Question #4: Are there any benefits offered to part-time/seasonal employees?
Answer: No, there are currently no benefits offered to part-time or seasonal employees.
- Question #5: How do you communicate your benefits to your employees today?
Answer: Benefits are communicated through several channels: during new employee orientation and via physical handouts, at annual mandatory open enrollment meetings for existing staff, through one-on-one sessions as needed, and during internal workshops.
- Question #6: Do you use a benefit administration system for open enrollment? If so, which one?
Answer: Yes, we utilize Paycom as our benefit administration system for open enrollment.
- Question #7: What are the top presenting wellness needs of your current workforce from a physical, financial, emotional, and social perspective? What strategies have you taken to improve the overall wellbeing of your workforce?
Answer: Physical: No formal wellness programs are currently offered; however, we encourage employees to utilize the free programs provided by our carrier, BCBS such as Omada.
Financial: We fully fund HealthJoy to assist employees in finding cost-effective care, managing medical billing, and understanding their benefits.
Emotional: We offer a limited Employee Assistance Program (EAP) providing three visits per family per year.
Social: There are currently no formal social wellness programs in place.
Overall Strategy: Aside from the implementation of HealthJoy and the promotion of carrier-led programs, no additional wellness strategies have been implemented at this time.
- Question #8: What is your 5-year medical carrier history?
Answer: In 2022, our medical carrier was UnitedHealthcare. In 2023, we moved to BCBS and have remained with them since.
- Question #9: Who are the decision makers in the RFP process?
Answer: There will be an evaluation team consisting of HR Subject Matter Experts and Executive Management Team that will review and score the RFP and present the final information to the Chief Executive Officer and/or Board of Directors.
- Question #10: Will you be choosing finalists to present to your team?
Answer: Yes, we intend to select at least two finalists to participate in presentations for our team