



THE SCHOOL DISTRICT OF LEE COUNTY

PROCUREMENT SERVICES DEPARTMENT

Doug Gupton, Procurement Agent

ADDENDUM TO CONTRACT DOCUMENTS

ADDENDUM NO.: 1

PROJECT NAME: ITN No. N187331DG – Flexible Spending and/or Health Savings Account Administration

DATE OF ISSUE: May 8, 2018

The following information shall be included in the ITN documents and is hereby made part of the contract documents in the form of clarification, addition, deletion or revision to the contract specifications.

Proposers' questions/issues and District answers (District answers are italicized):

- Q1. In reviewing the request for proposal for the above services, I wanted to know the approximate number of current HSA's?
A1. ***This information is located in Attachment A, District Data tab, Pertinent Information (HSA), Item 02.***
- Q2. Whether companies from Outside USA can apply for this? (like, from India or Canada)
A2. ***No.***
- Q3. Whether we need to come over there for meetings?
A3. ***Yes, the finalist meeting is in person.***
- Q4. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)
A4. ***No.***
- Q5. Can we submit the proposals via email?
A5. ***This information is available in the ITN N187331DG document, page 12, Item 6 – Proposal Submittal – Information to be Included in the Proposal.***
- Q6. Does WageWorks charge an HSA account closure/transfer fee for participants wishing to transfer their HSA to another custodian? If so, please provide.
A6. ***There is an account closure fee for participants of \$16.00.***
- Q7. Can you please provide the total amount of HSA assets for The School District of Lee County and their HSA participants? The more information we can gather around the client's current HSA plan and account information the more competitive we can quote right off the bat. For total assets we're looking for the amount of funds in the client's HSA accounts - cash accounts and investments included.
A7. ***Total funds in cash and investment account, as of 4/24/2018 with LCSD is approx. \$500,000 cash and \$92,000 investment.***

- Q8. In the Excel Attachment A file on the Introduction Tab under Submission Format near the bottom, it states that our "completed proposal must be submitted electronically in a single submission, You are requested to submit your proposal in a zipped file." Further below that, it indicates (what is also indicated in the ITN Specification document) to submit "one (1) original, manually signed proposal, six (6) copies, and one (1) electronic copy on flash drive..."
Our question: Is this single electronic submission in a zipped file an additional submission via email to the RFP contact? Or should we disregard the zip file submission request?
- A8. ***The electronic copy should be submitted in a zip file on a flash drive.***
- Q9. In Excel Attachment A file, District Data Tab, item #6.c. in the top section - does the School District currently have things set up with WageWorks to accept multiple separate file feeds, one from the medical carrier, one from the dental carrier, and one from the vision carrier for the purpose of claims substantiation? Or would this be something the District wants to have set up with the new FSA/HSA vendor if they make a switch?
- A9. ***WageWorks is currently receiving carrier files from MetLife and Avesis to adjudicate transactions. There is also a co-pay table in place for non-carrier file providers.***
- Q10. Does the District pay the monthly Per participant Per Month FSA administrative fees or does the participant pay those?
- A10. ***The District pays the FSA PEPM fees.***
- Q11. We see that there are 11,400 eligible employees yet only 1,444 enrolled in Healthcare FSA and only 96 in the Dependent Care FSA - why is the enrollment so low?
- A11. ***The enrollment is low because it is a voluntary plan.***
- Q12. In Excel Attachment A file, District Data Tab, under the pertinent info for both the FSA (#4) and HSA (#8) - what is meant by "automated account creation with employer funding"?
- A12. ***Currently, the District provides \$82.70 per pay towards each employee that is enrolled in the High Deductible Health plan/HSA. Each pay period, the District transmits a file containing employee profile, enrollment and funding. If there is a new enrollment in the HSA, either through Open Enrollment election or New Employee enrollment, the current vendor has the ability to automatically create an account on behalf of the participant and accepts the funds for this account. The vendor would notify the participant to contact them and complete establishing the account with additional information.***
- Q13. How are claims funded? What is the frequency of funding?
- A13. ***On the first business day of each week, incumbent notifies the District via email that an online report that contains the prior week's Plan transaction history is available for download. The report indicated the additional amount the District must provide to maintain the required amount of funding. At the completion of each Plan year, the remaining funding is reconciled and returned to the District (less any amounts owed to the incumbent) not later than ninety (90) days after the completion of any Run-out Period and any ancillary manual claims settlement.***
- Q14. Will the vendor have access to the District's bank account for claims?
- A14. ***No.***
- Q15. Will the District supply the vendor with a payroll file of actual FSA payroll deductions and HSA contributions? if so, will the District conform to the vendor's file specs?
- A15. ***Yes. Currently, the file that WageWorks receives is a PSF TXT.UPD format and prefers this format. However, the District may accept other types of file specification / layouts based on what is provided within the ITN .***

- Q16. Will the District provide an electronic open enrollment and ongoing file for new hires, terminations and changes? If so, will the District conform to the vendor file specs?
A16. ***The District currently provides Profile and Enrollment information after every Open Enrollment period. Also, The District transmits a semi-monthly file which contains Profile, any new and current Enrollments and Funding data after each pay period. The District currently uses PSF TXT.UPD format and prefers this format. However, the District may accept other types of file specification / layouts based on what is provided within the ITN response.***
- Q17. When is the District's annual open enrollment?
A17. ***The annual Open Enrollment period is the first two weeks of February (or as close to that as possible based on calendar)***
- Q18. Does the District expect or desire the vendor to participate in onsite enrollment meetings? If yes, approximately how many and at how many different locations?
A18. ***The District requires the vendor participate in onsite enrollment meetings and fairs, as needed. The open enrollment fair is typically six (6) hours at one location.***
- Q19. Is there a grace period for the FSA or does the District offer the \$500 Carryover provision?
A19. ***Grace period.***
- Q20. What is the plan year and what is the run out period for submitting FSA claims?
A20. ***The Plan Year is April 1 to March 31. Run-out Period ends June 30th.***
- Q21. If the District were to change vendors as a result of this RFP, will the District expect WageWorks to finish handling the current plan year's run out period or will the District expect the new vendor to take over the administration of that in addition to the administration of the new plan year?
A21. ***WageWorks will be expected to continue to handle***
- Q22. In Excel Attachment A file, Technical Support Tab, #6 - what do you mean by "super user" capabilities?
A22. ***A user of a computer system with special privileges needed to administer and maintain the system; a system administrator.***
- Q23. Is there an expected increase in participation within the FSA and/or HSA plans for 2019 and beyond?
A23. ***Unknown at this time.***
- Q24. Page 12 – Is payment by credit card required? Does this mean the monthly administrative fees would need to be paid by credit card?
a. If so, will the District consider alternative payment methods?
A24. ***This information is located in the specifications document, General Conditions, Item 40c,***
- Q25. Page 12 – What is your expectation for edge bound? Is three-hole punch notebook acceptable?
A25. ***Yes, three-hole punch notebook acceptable.***
- Q26. Page 14 – Are PGs required? If not provided, will our firm be disqualified?
A26. ***Yes, PGs are required.***
- Q27. What type of PGs would be requested on HSAs?
a. What are the PGs provided now for HSAs?
A27. ***Standard PGs.***

- Q28. Page 21 – Is a Certificate of Insurance required with our bid submission?
A28. ***This is required only if awarded the business.***
- Q29. What are the specific issues to be mitigated for FSAs?
A29. ***Service issues and claim substantiation issues - not providing clear guidance to members on what additional information is required/missing for substantiation.***
- Q30. What are the specific issues to be mitigated for HSAs?
A30. ***Service issues and claim substantiation issues - not providing clear guidance to members on what additional information is required/missing for substantiation.***
- Q31. Please provide the fees billed by the administrator to the District for FSA participants and for HSA account holders.
A31. ***FSA Per Participant Per Month (PPPM): \$3.16
HSA Per Account Per Month (PAPM): \$2.19***
- Q32. Are these fees paid by the District, or do participants pay the fees?
A32. ***The District pays these fees.***
- Q33. Please provide a schedule of other HSA account holder fees (checks, closing account, ATM, transfers, etc.)
A33. ***Please see Exhibit 1, available on the District's Procurement website / Active Solicitations (<http://www.leeschools.net/active-solicitations>).***
- Q34. Are carrier claim files submitted to the FSA provider for processing now?
a. If so, what carriers are included and what is the frequency for each?
b. How are carrier claim files coordinated with debit card processing?
A34. ***WageWorks is currently receiving carrier files from MetLife and Avesis to adjudicate transactions. They also have a co-pay table in place for non-carrier file providers.
a. The WageWorks system looks at the participant data sent on carrier file and the total out pocket cost per provider and clears card transactions as needed without participant substantiation. 76% of claims are adjudicated to date.
b. The carrier files are coming over weekly to WageWorks.***
- Q35. What is expected for on-site enrollment and support?
a. Is it only two?
b. What is the format – meeting or fair?
c. Are events held on consecutive days?
d. How many days/weeks?
e. How does the District ensure adequate attendance/participation by employees?
f. Can you provide a sample schedule?
A35. ***One on-site enrollment fair. However, there may be other fairs that the District will need vendor support/service. Open Enrollment fair is typically a one day event in one location, six hours in duration. Email blasts and posters are used to advertise the fair. Sample schedule is not available.***
- Q36. Of the total 1,444 health care FSA participants, what is the participation in the general-purpose health care FSA and the participation in the limited-purpose health care (LPFSA)?
A36. ***This information is located in Attachment A, District Data tab, Pertinent Information (FSA), Item 02.***
- Q37. If LPFSA is not offered, what is the reason?
A37. ***The LPFSA is too confusing and participation would be very low.***

- Q38. What is the number of participants in both HCFSA and DCFSA?
A38. ***This information is located in Attachment A, District Data tab, Pertinent Information (FSA), Item 02.***
- Q39. What is the average account balance in the HSAs?
A39. ***This information is located in Attachment A, District Data tab, Pertinent Information (HSA), Item 04.***
- Q40. What is the employer contribution amount to HSAs?
A40. ***This information is located in Attachment A, District Data tab, Pertinent Information (HSA), Item 05.***
- Q41. How does the “automated account creation” work now? Please describe in detail; or describe your expectation regarding how this will work.
A41. ***Currently, the District provides \$82.70 per pay towards each employee that is enrolled in the High Deductible Health plan/HSA. Each pay period, the District transmits a file containing employee profile, enrollment and funding. If there is a new enrollment in the HSA, either through Open Enrollment election or New Employee enrollment, the current vendor has the ability to automatically create an account on behalf of the participant and accepts the funds for this account. The vendor would notify the participant to contact them and complete establishing the account with additional information.***
- Q42. What is expected for “welcome packets”?
a. What is included now?
b. Will electronic material be acceptable?
A42. ***Currently, an electronic quick start guide is sent to the participant if an email is on file and if no email is on file, a mailing is sent. WageWorks sends a Quick Start Guide to each member upon receipt of enrollment data. Members also must register at the WageWorks site afterwards to access their account. 64% of Health Savings Account emails are on file at WageWorks.***
- Q43. For what languages is assistance needed?
A43. ***Primarily, English and Spanish.***

REMINDER: Client References are due by 2:00 PM, May 25, 2018. See page 16-19 for Instructions and Forms.

There are no other changes at this time. Please acknowledge this addendum via Attachment D, Addenda Acknowledgement Form.

Thank you for your interest in The School District of Lee County.



**Doug Gupton
Procurement Agent**