



Procurement Department Bid Section
Customer Center 1st Floor, Room 002
21 W. Church Street
Jacksonville, Florida 32202

March 22, 2023

ADDENDUM NUMBER: One (1)

TITLE: Employee Benefits Consulting Services - 1411146246

RESPONSE DUE DATE: March 28, 2023

TIME OF RECEIPT: 12:00 PM EST

THIS ADDENDUM IS FOR THE PURPOSE OF MAKING THE FOLLOWING CHANGES OR CLARIFICATIONS:

- 1. Revise and Replace Appendix B - Information Security External Data Protection Questionnaire with Addendum 1 – Appendix B - Information Security External Data Protection Questionnaire.** There were three minimum qualifications in the earlier version: Provide Report with Bid, Provide Declaration with Bid, and 3rd Party Integrations or Partnerships. In the updated version, Central Administration Authentication has been added for a total of four minimums.
- 2. Revise and Replace Solicitation section 1.18 Experience of Professional Personnel with the following language:**

1.18) Experience of Professional Personnel

Maximum score for this criterion is: 20 Points

The firm shall provide **three (3) resumes** of professional staff to be assigned to this engagement. The professional staff shall include one (1) Engagement Manager, **one (1) Account Manager** and one (1) Consulting Actuary to be assigned to this engagement. Resumes are limited to two (2) pages, 8 ½" by 11" single sided. Resumes provided greater than two (2) pages will not be evaluated.

At a minimum, the resume shall present the employee's name, title, years of service with the company, applicable professional registrations, education, and work experience. The resumes must describe work experience specifically in the area of consulting, legal, compliance/legislative, actuarial, accounting/auditing, tax, underwriting, communications, and self-insured medical plans.

- 3. Question:** On the minimum requirements: How did staff determine that 1,500 lives should be the minimum? Why not 500 or 1,000?

Answer: JEA does not intend to modify the minimum requirement and it shall remain the same.

- 4. Question:** Please provide a copy of the existing consulting contract including scope of services and compensation/fees.

Answer: The existing contract has been attached as Addendum 1 – Current Contract.

- 5. Question:** Will a respondent be disqualified if they provide flat fee/all-inclusive pricing versus providing hourly rates or monthly not-to-exceed or submission of monthly timesheet logs?

Answer: The Company shall submit an all-inclusive monthly flat fee to participate which allows JEA to compare pricing between the companies.

6. **Question:** Section 1.20 Design approach and Workplan – Section: General Plan Details – Please provide additional details regarding the following: Accounting & reporting – Are there samples of any accounting functionality to be included in the scope of services outside of plan performance?

Answer: Primarily provide reporting of performance/analysis of benefit plans experience, loss ratios, etc. Regarding accounting, keep JEA informed of any potential changes in government legislations/acts regarding the accounting/taxation of benefit plans offered by JEA. JEA Finance & Tax Departments will determine and perform the proper general ledger entry, accounting, reporting and taxations of benefits for JEA.

7. **Question:** Section 1.20 Design approach and Workplan – Section: General Plan Details: Healthcare risk management – Please provide additional description.

Answer: For example - provide cost/benefit analysis of the proper specific claims level for stop loss insurance for the self-funded medical plans.

8. **Question:** Section 1.20 Design approach and Workplan – Section 2. Specific Plan Details – Please provide additional details regarding the following: Plan audit & compliance section – Please specify the types of audits being requested. Claims audits? Dependent Audits?

Answer: Ensure the JEA benefit plans' eligibility requirements are properly administered for dependents extended coverage through JEA employees' enrollments.

9. **Question:** Section 1.20 Design approach and Workplan – Section 2. Specific Plan Details – Please provide additional details regarding the following: Verification of allowable charges and discounts

Answer: Determine whether the claims are adjudicated according to contractual performance standards, appropriate benefits, and industry standards. See Technical Specification document for more details.

10. **Question:** Section 1.20 Design approach and Workplan – Section 2. Specific Plan Details – Please provide additional details regarding the following: Verification of deductibles and out of pocket maximums accumulators

Answer: Determine whether the claims are adjudicated according to contractual performance standards, appropriate benefits, and industry standards. See Technical Specification document for more details.

11. **Question:** On page 10 of the RFP, under section 3, and Appendix B – Response Form, the paragraph below indicates that there is a 10-page limit. The assumption is that this limit applies only to the 2 recent client cost reduction proposals outlined in Section 3, not the entire proposal. Can you confirm or clarify?
“Please submit a free form response. Respondent's explanation of its design approach and workplan as described in this Section should be limited to no more than ten pages, 1-sided, single-spaced, on 8.5” x 11” sized paper and JEA will not evaluate any information provided after page ten.”

Answer: The limit was intended for the Design Approach section of the RFP. **The page restriction limit has been removed from the RFP for the Design Approach section.**

12. **Question:** Can you confirm the incumbent consulting firm and provide a copy of the contract?

Answer: Gallagher Benefits Consulting. The current contract has been attached to Addendum 1.

13. Question: With respect to the audits outlined in 2.4 of Appendix A – Technical Specifications, is that work currently performed by the incumbent consulting firm? If not, can you provide the audit firm and a copy of that contract?

Answer: Yes – Audit work is performed by the incumbent under the current consulting contract.

14. Question: Does Florida Blue or another vendor provide audit credits?

Answer: No

15. Question: What is the current wellness credit provided by Florida Blue?

Answer: \$100,000.00

16. Question: Can you provide enrollment by tier and plan with the current rates? Please include EE/ER contribution if possible.

Answer: The details of the plan can be found in the 2023 Benefits Guide – Retirees (100% of all plan cost) and Active employees. JEA has good to very good participation in the health & welfare plans offered. Enrollment by tiers and plans is provided below. It should be noted that consultant compensation will not be paid by the insurance company. The guides have been attached to the addendum as Addendum 1 - JEA 2023 Benefits Guide Active and Addendum 1 - JEA 2023 Benefit Guide 2_Retiree FINAL.

Count of EMP_FULL_NAME							
Column Labels							
Row Labels	BlueCare HMO	BlueOptions HDHP (HSA)	BlueOptions PPO	Retiree BlueCare HMO	Retiree BlueOptions	Retiree BlueOptions HDHP	Grand Total
Coverage Declined	101						101
Participant + Child(ren)	31	187	97		2	4	321
Participant + Family	33	335	89		2	15	474
Participant + Spouse	13	135	98		29	28	303
Participant Only	90	522	353	11	136	55	1167
Spouse + Child(ren) Only					1		1
Spouse Only				3	22	16	41
Grand Total	268	1179	637	14	192	118	2408

17. Question: Are any commissions paid on the medical or voluntary products?

Answer: No

18. Question: Have you conducted dependent audits consistently in the past as outlined in Appendix A? If so, who has done that work?

Answer: Yes. Gallagher Benefit Services completed the audits.

19. Question: Who provides JEA benefits administration technology?

Answer: JEA

20. Question: Given the 5-year total pricing in Appendix B, that would include three medical and pharmacy audits, two dependent eligibility audits, correct?

Answer: JEA intends to complete the medical and pharmacy audits in 2024, 2026, 2028 and dependent audits in 2024 and 2028.

21. Question: Are the contracts with HealthCheck 360 and HealthAdvocate separate or included in another consulting/carrier contract? Can you provide their scope of services?

Answer: The Benefit Consultant assists with services as specified in Appendix A. The two contracts are bid out independently with the assistance of our Benefit Consultant. The Scope of services for each has been copied below.

Health Advocate Scope of Services

The purpose of this Invitation to Negotiate (the "ITN") is to evaluate and select a vendor that can provide comprehensive Employee Assistance Program (EAP) services at the best value to JEA (the "Work" or "Services"). "Best Value" means the highest overall value to JEA with regards to pricing, quality, design, and performance.

JEA is seeking a provider for comprehensive internal and external Employee Assistance Program (EAP) services providing up to 10 sessions per year to JEA employees and family members. The program shall be designed to offer free assessment and crisis counseling for a wide variety of problems which may be affecting an employee's job performance. These services will include counseling in areas of alcoholism/substance abuse, tobacco cessation, family difficulties, stress and stress related problems, gambling, monetary concerns, financial problems, family violence and other personal difficulties that affect our employees. Additional information can be found in Appendix A – Technical Specifications.

- Internal EAP services to include but not limited to the following:
 - Individual employee, family assessments.
 - Individual employee, family counseling up to 10 sessions per life event.
 - On-site workplace assistance to any employee group or department requiring counseling or intervention services due to a workplace traumatic event. EAP vendor to coordinate with JEA security.
 - Supervisor consultations for proactive/positive employee productivity outcomes.
 - Job coaching for supervisors and managers.
 - Mediation services.
 - Provide counseling for the mandatory supervisor referral process for attendance issues.
 - Provide counseling for performance, safety, personal, and relationship issues.
 - High-risk client case management.
 - Employee and family crisis interventions.
 - Critical incident stress debriefing and counseling on site.
 - Threat of workplace violence assessments.
 - Provide unlimited help with issues including but not limited to:
 - Stress/Depression/Anxiety
 - Relationship issues/Divorce
 - Job stress, work conflicts
 - Family and Parenting issues
 - Anger, Grief and Loss
 - Addiction, eating disorders, mental illness
- External EAP services to include but not limited to the following:
 - A crisis hotline phone service with the ability to provide 24 hour/7 day a week telephone access and live response to that access line. Emergency calls shall be responded to within two hours of submission; and calls other than emergency will be responded to the next day.
 - JEA employee and family counseling up to 10 sessions per life event. At many locations within Duval County and the surrounding areas including Baker, Clay, St. Johns and Nassau counties.
- Provide Work/Life Balance services including but not limited to:
 - Childcare Service references

- Legal Services
- Eldercare Services
- Financial Services
- Provide the following trainings:
 - Drug and alcohol awareness training (on job site) to meet DOT and safety-sensitive employee training requirements including federal mandated DOT Substance Abuse Professional (SAP) services.
 - DOT drug and alcohol training for drivers and supervisors.
 - As requested, provide onsite training including – EAP overview, team building, conflict resolution, effective communications, and supervisory skills.
 - Provide wellness training and events onsite to include tobacco cessation 4-week program (minimum class size of two), stress and healthy weight management, depression, and health fair participation.
 - Provide training and wellness topics to include time management, work and family balancing, anger management, assertive skills, self-esteem and financial fitness.
- Provide quarterly utilization reports including trend analysis, present issues and demographic data.
- Upon request, the company shall provide documentation of staff having a Master's degree in counseling with a professional license as a mental health counselor, social worker, marriage and family therapist, or psychologist. The company shall also be able to provide documentation that they have trained and experienced personnel in violence and treat assessment on staff for this contract.
- Periodically solicit feedback from customers via a survey which scores Vendor services. The results of the survey must be made available bi-annually to JEA for review.
- Provide printed brochures for services provided upon request that includes, but not limited to, the bullets listed in the Technical Specifications – Appendix A.

HealthCheck 360 Scope of Services

Each Proposer(s) must provide information to demonstrate their capabilities, past and present, in providing the following services:

- A. In accordance with the JEA Procurement Code, the JEA is soliciting competitive proposals with this Request for Proposal (RFP), to provide a Comprehensive Group Wellness Plan and other requested wellness services for all fulltime employees
- B. The effective date of vendor's implementation is expected by June 1, 2018.
- C. The JEA is seeking one (1) Comprehensive Wellness company to provide the requested Group Wellness Plans to the JEA active employees and their spouses
- D. Provide quality and effective Group Wellness Plan administration.
- E. Provide realistic and competitive pricing for the requested services.
- F. Proposer must be able to accept electronic submissions of enrollment and eligibility transferred by the JEA via HIPAA secured files.
- G. Proposer must accept JEA's non-disclosure and business associate agreements.
- H. Provide excellent and timely client and member services.
- I. The Medical or TPA Company must be able use a unique member identifier other than Social Security numbers.
- J. Provide quality educational and informational materials concerning wellness and behavioral health to the employees of the JEA.

- K. Provide the employees access to a dedicated and secure online web site or web portal
- L. Provide appropriate number of carrier representatives and/or account managers to assist the JEA with education seminars, health fairs, lunch and learns and other wellness related educational and promotion activities.
- M. The successful proposer is expected to provide prompt and professional member service. Each proposer should identify the location and staffing levels of the member service center that will provide service to the JEA and their eligible membership. A member service “800” telephone number, internet and website access must be made available to the JEA and its members.
- N. Cultural and Strategic Alignment Strategic Alignment Cultural and Strategic Alignment
- Developing and supporting a results (outcomes) based wellness program
 - Mission and vision in alignment with The JEA
 - Chronic condition management program – examples of high utilization by eligible participants
 - Wellbeing and engagement as a core philosophy
 - Effective delivery biometrics and other health programs to employees and spouses
 - Fully integrated solution vs outsourcing services
 - Ability to collaborate with key stakeholders
 - Experience in collaborating with multiple vendors
 - Competency to partner with the JEA to leverage and integrate internal resources
- O. Total Wellbeing Integration must consist of:
- Health coaches and clinicians who are employees of the wellness company submitting the bid
 - Condition specific coach (ex. Chronic Diabetic Educator-CDE)
 - Coach/RN relationship - ongoing care, number of sessions, same coach
 - Closing gaps in care
 - Member portal and Mobile app
 - Multiple and creative modalities of communication to members
- P. Data Management and Reporting
- Integration and use of medical and Rx claims data which is utilized by health coaching, chronic conditions and wellness programs - most important criteria
 - Administrative Portal - Organizational Dashboard
 - Centralized electronic medical records (EMR) / Data Warehouse
 - Year over year comparison reports (participation, HRA, biometrics, utilization and disability programs)
 - Risk Stratification and Risk Migration
 - Outcomes reporting- participants v. non- participants
 - Outcomes reporting spouses/dependents
 - Flexible and customized reporting available
 - Ability to import and export data from multiple vendors

- Proven strategy to measure program impact

Q. Account Management and Communications

- Customized, strategic and creative communication support
- Designated Account Manager
- Flexible and responsive
- Monthly calls & meetings
- Monthly and Quarterly Reports
- Participation on Insurance Committee as necessary

22. Question: Under 1.4 of Appendix A – Technical Specifications, the RFP asks us to manage annual 112.8 reporting – Can you confirm this reference?

Answer: More information can be found at the following link:

[Chapter 112 Section 0801 - 2019 Florida Statutes - The Florida Senate \(flsenate.gov\)](http://www.flsenate.gov/legislation/statutes/Chapter%20112%20Section%200801%20-%202019%20Florida%20Statutes)

23. Question: What is the anticipated effective date of the contract?

Answer: August 1, 2023

ACKNOWLEDGE RECEIPT OF THIS ADDENDUM ON THE RESPONSE FORM