



Department of Procurement Services

160 South Hollywood Street · Room 126 · Memphis, TN 38112 · (901) 416-5376

January 11, 2023

QUESTIONS AND ANSWERS

1. Will an extension be provided given the short turnaround, the national holiday on Monday 1/16, and the request for hard copies?

No.

2. Why are these services out to bid?

We do not currently have a contract for these services.

3. Who is the current consultant (incumbent) for Memphis-Shelby County School's Healthcare Benefits? Compensation?

Mercer.

4. How long have you been using the services of your current broker/consultant?

We have been utilizing their services for at least 10 years.

5. Are there any issues today with the services you receive that you want to be sure are addressed by the advisor selected in 2023?

No. We have identified our current needs in the scope of services.

6. What is the annual cost for consulting services, including commissions?

This is subject to negotiation with selected vendor.

7. When will pricing be requested in conjunction with this RFQ?

Pricing will be negotiated with the selected vendor.

8. Will the winning bidder be awarded Broker of Record (BOR)? What lines of coverage include commissions?

The scope of the services requested does not include BOR services.

9. Will there be a subsequent RFP following this RFQ? If so, can you provide an estimate of when it will be released?

No.

10. What is the proposed effective date of the requested services contract and how long is the contract term for?

We anticipate the effective date to be April 1, 2023. (Procurement, provide response)

11. Will you accept a WBE certification from the WBE-National Council or from the State of Tennessee for a qualified small business partner that is not based on Shelby County, but has capabilities aligned with this scope of services?

You may submit WBE certifications, however this project does not have any goals set for it.

Has it been determined what the MWBE cost (%) will be of the total bid pricing?

There is no MWBE % and /or set/required for this project.

12. Can you please confirm how many Actives and Retirees are covered and for which coverages?

Approximately 14,000 current active participants in our various health coverages and approximately 8,500 retirees participating.

13. Please provide additional program information (i.e. enrollment guide, plans, rates, enrollment) allowing us to better understand benefits offered and current service providers.

This information is available on our SCSK12.org under the benefits section.

14. Are you open to awarding the work included in the Scope of the RFQ to separate vendors based on the best overall fit or do you intend to award all work to one?

We anticipate selecting one vendor to provide all services included in the scope.

15. Do you require a proposal on both Healthcare Consulting and Compensation Consulting?

One proposal with both components would be sufficient.

Legal questions (For legal team)

16. What is the effective date and length of the proposed services contract?

Already answered. Please see response to question #10.

17. Are you willing to limit contractual indemnification to third party claims?

No. When speaking on indemnification by the District, MSCS cannot agree to such a provision in a contract because we do not have any legal authority to do so. The Tennessee Attorney General's Office has issued a number of opinions holding that hold harmless / indemnification agreements that call for the government entities to assume the risk of loss to another party are void and unenforceable.

18. Are you able to agree to a cap on direct damages (including personal data breaches)?

Disclaimers or waivers of various types of damages are clauses that limit the state's available remedies in the event of a breach of the contract and/or injuries arising out of performance of the contract.

19. Are you able to agree to a waiver of consequential and indirect damages?

No.

Scope of Services

20. Can you please confirm the number of required on-site meetings (board meetings, committee meetings, etc.) per year?

We project approximately 20 required visits on-site per year.

21. From a project management standpoint, does Shelby County Schools anticipate the need for regular status update calls? If so, what frequency is anticipated? Yes. We anticipate weekly meetings at the outset.

However, the meeting cadence could change to bi-weekly or monthly.

22. For how many groups and plans are cost projections needed?

Primarily Medical and Pharmacy plans.

23. Is rate development and employee/employer contributions an included service? If so, please provide the current rate matrix.

For actives medical, the split is approximately 70/30. For retiree medical, the split generally is 50-50; however, can vary based on plan retiree selects.

24. What frequency is needed for the IBNR report?

Typically, this would be needed annually during our budgeting process.

25. Please you clarify the requirements regarding the scope "development of policies and procedures regarding such areas as benefits eligibility, retirement, non-discrimination testing, Section 125, COBRA, HIPAA, Medicare, FMLA, etc." Is SCBE seeking reviews of policies and procedures currently in place, or creation of new policies and procedures?

We will need assistance with ensuring our current policies and procedures are up to date as well as development of new polices as necessary.

26. What coverages are included in the scope of services?

- Life/Disability
- Health/PBM
- Flexible Spending
- Supplemental Life
- Ancillary (Dental, Vision)
- Voluntary Benefits (i.e., critical illness, accident, LTC, pet, etc.)
- Other? The scope would include benefits listed under question #27

Also, we are constantly evaluating when and whether to add coverage to ensure our offerings remain competitive.

27. Please advise if there is an interest in additional services (and for which plans and groups) such as:

- Vendor management,
- Vendor renewals
- Vendor selection
- Vendor implementation
- Audits (Eligibility, Claim, Clinical)
- Clinical support
- Employee communication
- Other

Yes. There would be an interest in the above-listed services.

28. What is the renewal date for the medical Plan?

The contract is through 2024. The next annual renewal for medical is on Jan. 1, 2024

29. Will consulting services also be needed for other lines of coverage in addition to the medical plan? (Life, Disability Income, Etc.)?

Yes.

30. What is the anticipated effective date of the consulting work once the partner is selected.

The anticipated effective date is April 1, 2023

31. In regard to compensation piece, how many distinct jobs are in the scope of work.

We have approximately 400 unique jobs, however the support would not include all jobs.

32. Part III 1.0A states - An electronic version of the response shall also be submitted with the original. - Does the USB serve as the electronic version or should we email it as well?

Yes.

33. Part III Tab D – Fiscal Integrity/Financial Statements 1 – is an annual report sufficient?

Yes, (Unless state law or board policy requires greater frequency)

34. Part III Tab F – Forms – Can you confirm form 1 – bid bond - is not applicable for this RFQ?

The bid bond is not applicable for this project. Page 21 of RFQ shows Bid Bonds (N/A)

35. Part IV – Evaluation –

a. How and when will vendors be notified of the selected vendor(s)?

Vendors will be notified by the Procurement Services department once the stakeholder has made their recommendation. An email will be sent to the vendor(s).

If an oral presentation to the evaluation committee is necessary, when will those meetings be held?
Late January or early February. If in person, 7 days' notice will be given to allow time for travel to our Board offices.

- b. Following the RFQ process, will there be an Request For Proposal (RFP) process? If so, when will the RFP be released?

No, a RFP will not be required.

36. There doesn't appear to be a request for pricing of our services, is that correct?

Yes, that is correct.

37. What is the proposed start date for this engagement?

We would like to have a contract in place by April 1.

38. Will there be a finalist meeting and if so, when do you expect those meetings to take place?

We do not anticipate holding finalists' meetings. Please ensure that your submitted proposal showcases our qualifications.