



RFP-25-008 Benefits Question and Answer

**Note: The Bid Number Referenced at the header should read RFP-25-008**

Question Area	Bid No. RFP-25-08 - Question	Answers
Question 1 General	Are we able to include additional attachments such as our pricing spreadsheet and Executive Summary?	A pricing document is attached. Please use this document for each benefit being quoted.  For reference, the pricing spreadsheet and Executive Summary can be attached to the RFP document.
Question 2 General	Do we provide the redacted copy of RFP on the same USB drive as the original response or a separate one? Does the redacted version need to be electronic only or also mailed as a hard copy?	You can provide the redacted copy on the same USB.  To avoid any confusion, it is recommended that it be on a separate USB clearly marked on the drive it is redacted.  One USB of the redacted RFP
Question 3 2.2 B	Where do we provide pricing for dental and supplemental products? Is there a template to use or do we just provide attachments?	A pricing template is attached to be used for each benefit the vendor is quoting.
Question 4 Section 3	At the top of section 3 it indicates "Do not provide responses to items in this section." but later it lists 3.5 "Summary & Experience" and 3.6 "References" that seem to indicate that we would need to submit those two items with our RFP package. Can you confirm if they should be submitted in the packet?	The quoted pricing does not go into Section 3 but will be in the Appendix – it is attached to this question and answer document.  Section 3.5 and 3.6 should be completed.
Question 5 4.3	How many hard copies need to be mailed?	One USB and One Hard Copy minimum.

Question 6 4.7	We sell supplemental services through another company. Do we need to provide separate forms (equal opportunity, contract and grant disclosure, etc.) for that company or just our TPA?	TPA is sufficient for the supplemental benefits
Question 7 Appendix- Page 25	This section is titled Family Forming Benefits, but it looked like only section "Services offered" is for Family Forming Benefits and the rest are for the Medical TPA. Can you confirm?	Pg. 25-29 is questions specific for those quoting family forming services. You can provide answers to those questions in your response if you'd like, but this is not required if you aren't quoting that benefit.
Question 8 Disability Portion of the RFP	Please confirm whether the group participates in Social Security and if so, if any occupations are exempt.	Yes, we participate in Social Security, but no positions are exempt.
Question 9 Disability Portion of the RFP	Please confirm whether the premium contributions are paid with pre or post tax dollars.	Post-tax dollars
Question 10 Disability Portion of the RFP	Please confirm whether the group prepares W-2s for STD claimants, or if the group requires the carrier to do so	STD is employee purchased so no W-2s are required. For LTD, we have required the carrier to provide the W-2s
Question 11 Disability Portion of the RFP	Please confirm whether the group currently has telephonic claims service on the STD.	No, we do not currently have telephonic claim services for STD
Question 12 Disability Portion of the RFP	Please confirm what (if any) state retirement plan the group participates in, and which classes participate.	APERS and ARTRS, 68 and 35 participants respectively
Question 13. Group Life	Can you please confirm that there are not any current retirees to be included in the Group Life?	Yes, we do have a few grandfathered retirees on Life Insurance - 62 lives are covered, NWACC pays the premiums

Question 14. Signature	Are electronic signatures acceptable?	Electronic signature is acceptable.
Question 15. Enrollment Platform	Does NWACC have a current enrollment platform? If so, what is the current enrollment platform? (no item to reference in RFP)	Enrollments are completed through our ERP system, Workday
Question 16. Family Forming	Please confirm that the questionnaire in the Appendix that appears on page 25 under Family Forming Benefits only pertains to that benefit if you are quoting it. (Appendix document, page 25 of RFP)	Correct, only for family forming
Question 17.	Please confirm that responders do not have to quote on all products quoted in the RFP. (item 4 on page 3 of RFP)	Correct
Question 18.	Will a preference be given to those responders that are willing to provide performance guarantees? (item 4.1 on page 3 and Section 2/item 2.1 on page 8 of RFP)	Preference is to receive them in proposal but doesn't necessarily mean that responders with these will be more likely to be awarded business. It will be evaluated in whole with other criteria as well
Question 19. Disqualification	Will a responder be disqualified if they are unable to provide performance guarantees? (item 4.1 on page 3 and Section 2/item 2.1 on page 8 of RFP)	No
Question 20.	Please confirm that one (1) original and one (1) USB-flash drive are the requirements for the responses that must be printed and shipped to NWACC. (item 4.7 on page 4 of RFP)	Correct

Question 21.	Please clarify what specific information and in what order must be provided for the Technical Response and Price Proposal Worksheet. (item 1.1 under Section 1/General Instructions and Information on page 2 of RFP)	Attached is the pricing document to be used. It should be clearly identified as the Price Proposal. The remaining documents would be the Technical Response.
Question 22. Critical illness	If we are unable to match all of the Critical Illness plan design as noted in the Appendix on page 24 of RFP, will we be disqualified? (Appendix, page 24)	No, this is a preference
Question 23. Open Enrollment	What are the dates of open enrollment? (no item to reference in RFP)	NA
Question 24. Open Enrollment	Please describe the current method used for open enrollment. (no item to reference in RFP)	Open Enrollment is handled internally through NWACC using our ERP system, Workday.
Question 25. Employee Interaction	Will the selected vendor be allowed to meet with each employee face-to-face? Will the selected vendor be allowed to conduct group meetings? (no item to reference in RFP)	We have opportunities when vendors can come to campus and meet with employees face-to-face and host group meetings if they want to, but it is not required.
Question 26. Employee Self Enrollment	Please describe any need for employee self-enrollment. (no item to reference in RFP)	Employees use our ERP system, Workday, to complete all enrollments - it is a self-service platform.
Question 27. Call Center Enrollment	Please describe any need for call center enrollment. (no item to reference in RFP)	N/A

Question 28. HR/Payroll System	What HR/payroll system is currently being used? (no item to reference in RFP)	Workday
Question 29. EO 98-04 Disclosure Form	I am unable to download the EO 98-04 Disclosure Form	<a href="https://transform.ar.gov/wp-content/uploads/2020/04/contgrantform.pdf">https://transform.ar.gov/wp-content/uploads/2020/04/contgrantform.pdf</a>