

RFP Questions Summary & Response

Employee Benefits Broker & Consulting Services

May 31, 2019

Context of CRi Releasing This RFP

1. What is the reason for releasing this RFP?

- 1.1. In accordance with best practice and good governance of the agency's employee benefits program.
- 1.2. Information on CRi's broker/consultant can be obtained through DOL public records.

2. Anticipated RFP schedule, i.e. every three years?

- 2.1. No schedule is anticipated at this time.

3. CRi team and agency growth

- 3.1. CRi's senior leadership will make the final selection in this process.
- 3.2. CRi has developed a strategic framework which outlines its growth initiatives. CRi anticipates a growth of its employee base by 17% in fiscal year 2020. Growth beyond that timeframe cannot be anticipated at this time.
- 3.3. CRi has no plans for expansion of services outside VA and MD at this time.

4. Current challenges for the CRi benefits administration team?

- 4.1. Rising insurance premiums.
- 4.2. Systems integration for benefit data collection/transmission to vendor partners.

5. Self-funded model considerations:

- 5.1. CRi sees cost as potentially the primary value in moving to a self-funded model.

Firm Profile

1. **Is there a specific weight for or against enterprises qualified as a small or minority-owned business and/or women's business enterprise?**
 - 1.1. CRi is not specifically giving weight to the type of enterprise/entity.
2. **Is disclosure of enterprise financials required to complete the RFP response, and would CRi consider signing an NDA to ensure security in the disclosure of enterprise financials?**
 - 2.1. CRi requires an annual report or other documentation exhibiting the financial health of your firm, including profit and loss, assets and liabilities and other relevant information.
 - 2.2. CRi will consider signing an NDA as a prerequisite for your firm to disclose financial information.
3. **Does CRi require the selected firm to have a physical office in the DC/Metro area?**
 - 3.1. No.

Compensation and Fee Structure

1. **Current compensation structure, and does CRi prefer commission or fee-for-service basis?**
 - 1.1. CRi's current broker is compensated through a commission-based structure. We have no preference, and ask that all respondents clearly outline all compensation and fee structure options you have to offer.

Administrative Support and System Integration

1. **Considering the varying platforms which exist to aid in administrative and operational support of the agency's benefits function:**
 - 1.1. **Benefits administration system:**
 - 1.1.1. HR/Payroll administration is performed in-house using Sage ABRA Suite, with no anticipation of change at this time.
 - 1.1.2. Internal Benefits staff leverage HRIS system using both online and paper tools.
 - 1.1.3. Fall 2018 Open Enrollment was conducted online.
 - 1.1.4. 2019 ongoing hire/special enrollment is conducted online, and by paper when necessary.
 - 1.1.5. HRA TPA is Cigna.
 - 1.1.6. HSA/Flex TPA is PayFlex.
 - 1.1.7. Please see attached the CRi 2019 Benefits Enrollment Guide.
 - 1.2. **FMLA and other leave and accommodation administration:**
 - 1.2.1. Internal Benefits staff.
2. **Status of insurance benefits:**
 - 2.1. HRA benefit is self-funded.
 - 2.2. All other insurance products are fully insured.
3. **RFP language regarding census data:**
 - 3.1. We apologize for the editing error on page 6 in Section V - Scope of Work. CRi is only providing the census information found in Attachment A of the RFP document.