



WILLIAMSON COUNTY
PURCHASING DEPARTMENT
901 SOUTH AUSTIN AVE.
GEORGETOWN, TEXAS 78626

<http://wcportals.wilco.org/Procurement/>

**HOSTED SOLUTION SERVICE – WEB BASED BENEFIT ENROLLMENT
SYSTEM
FOR WILLIAMSON COUNTY**

**PROPOSAL NUMBER: 15RFP123 PROPOSALS MUST BE RECEIVED ON OR
BEFORE: MONDAY MAY 4, 2015 - 2:00PM**

PROPOSALS WILL BE PUBLICLY OPENED: MONDAY MAY 4, 2015 - 2:00PM

QUESTIONS AND ANSWERS

April 22, 2015

Vendor question 1: Does Williamson County require or prefer HSA and/or HRA support? Both are referenced on 5.4.1.21.1 but are not mentioned in the Key System Requirements & Capabilities document like Cobra and FSA.

Wilco Response 1: We currently do not have HSA or HRA, and do not anticipate having this as part of our benefit plans for this coming year.

Vendor question 2: Under Key System Requirements & Capabilities "Web Based Cobra elections, FSA elections online and transmit this information" and "web based FSA elections" Is the county requesting that the online enrollment solution interface with existing Williamson County Cobra/FSA providers or are you requesting that Cobra & FSA providers are included with the enrollment solution?

Wilco Response 2: Yes, Interface only. We already have a Cobra Provider and FSA Provider. The enrollment system is required to send automatic notifications vs. the manual process we currently have now as elections are made, and terminations.

Vendor question 3: in the RFP I see where Aetna plans are referenced. Are you able to share all of your carriers and plan types for all of your benefits? It would be helpful to have a complete list of your entire benefit types and carriers.

Wilco Response 3: This information was posted in form of an excel spreadsheet on the Wilco vendor portal at the following link: <http://wilco-online.org/ebids/biddetail.aspx?Bid=935>

Vendor question 4: How many employees are currently enrolled in medical?

Wilco Response 4: 1407

Vendor question 5: How many part-time employees are there?

Wilco Response 5: Estimate less than 50

Vendor question 6: What is the payroll/HRIS system(s) being used today?

Wilco Response 6: Oracle

Vendor question 7: When is open enrollment?

Wilco Response 7 :Tentative for September/October

Vendor question 8: Will open enrollment be concurrent with the go-live of 10/1/15?

Wilco Response 8: Yes. New Rates 1/1/2016

Vendor question 9: Who is the current cobra vendor?

Wilco Response 9: PayFlex of Aetna

Vendor question 10: How many employees are on cobra today?

Wilco Response 10: Three (3)

Vendor question 11: What is the annual turnover (%)?

Wilco Response 11: 14.57%

Vendor question 12: What are Williamson County's expectations around retirees/direct billing?

Wilco Response 12: None. We draft Monthly and will continue to do this.

Vendor question 13: Are direct billing services for leave in scope? If so, how many LOA participants today?

Wilco Response 13: No only have very few employees on Leave of Absence.

Vendor question 14: Are QMCSO services (qualification/administration) in scope? If so, how many QMCSO events/yr?

Wilco Response 14: No in scope, very few are received would be handled by payroll and the Benefits specialist not the enrollment system.

Vendor question 15: What are Williamson County's expectations from a service center perspective? Would we be able to obtain a copy of call stats to better assess needs?

Wilco Response 15: We average 26 – 30 calls per month regarding benefit questions or claims questions. Only need call center as it relates to the Enrollment System.

Vendor question 16: Would we be able to obtain a benefits summary?

Wilco Response 16: The summary is posted at the following link:

<http://wilco-online.org/ebids/biddetail.aspx?Bid=935>

Vendor question 17: Please provide all current carriers/coverages for Williamson County and which of each currently have EDI files connections in the table below

| Vendor/Carrier Name | Coverage Type | Is a file currently being sent? What type of file? | List Bill or Self Bill? |
|-----------------------|---------------------------|--|-------------------------|
| <i>Sample Carrier</i> | <i>Medical (PPO/HDHP)</i> | <i>Yes, EDI file</i> | <i>Self-bill</i> |
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Wilco Response 17: None currently do not have EDI files, complete enroll through carriers web portal. Refer to list of Benefit Type and current provider posted at the following link:

<http://wilco-online.org/ebids/biddetail.aspx?Bid=935>

Vendor question 18: Can you confirm that the 2-way file integration with County’s Payroll/ HR system is in relation to an incoming census file and an outgoing payroll deduction file?

Wilco Response 18: Payroll will provide incoming census file and enrollment system will provide payroll deduction file back to Payroll.

Vendor question 19: Can you list which carriers Williamson County is interested in having a single-sign on connection with. Is this connection currently in place with each of these carriers?

Wilco Response 19: This information is posted at the following link:

<http://wilco-online.org/ebids/biddetail.aspx?Bid=935>