



# COUNTY OF ROANOKE

## FINANCE DEPARTMENT

### PURCHASING DIVISION

Heath Honaker

P.O. Box 29800  
5204 Bernard Drive SW, Suite 300F  
Roanoke, VA 24018  
Phone: (540) 283-8146  
[hhonaker@roanokecountyva.gov](mailto:hhonaker@roanokecountyva.gov)

## REQUEST FOR PROPOSALS

**#2018-090**

**Issued March 29, 2018**

Reinsurance Coverage for Health Insurance

for

Roanoke County, Roanoke County Public Schools, Roanoke Valley Resource Authority, and Western Virginia Regional Jail

*Sealed Proposals Due:*

April 18, 2018  
3:00 PM  
(Local Prevailing Time)  
One (1) unbound original  
Three (3) bound complete copies  
Two (2) electronic copy (USB preferred)

# **Proprietary and Confidential**

**The following information is proprietary and confidential. This proposal should not be discussed with anyone outside your firm. Any organization violating this requirement will immediately be eliminated from consideration in the request for proposal process.**

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Attachment A – Census

Attachment B – Claims Experience, large claims

**Electronic copies of the attachments may be requested from USI Insurance Services by contacting Claire Harlin at USI at [claire.harlin@usi.com](mailto:claire.harlin@usi.com). USI serves as Owners' employee benefits advisor.**

## **1. Contractor Data Sheet**

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### **Request For Proposals For County Of Roanoke, Roanoke County Schools, Roanoke Valley Resource Authority, And Western Virginia Regional Jail Authority (For this Proposal, hereafter referred to as the Roanoke County)**

## **Contractor Data Sheet**

**Issue Date:** March 29, 2018

**Title:** Reinsurance Coverage for Health Insurance Program

**RFP#:** 2018-090

**Period of Contract:** From date of award (effective date July 1, 2018 through June 30, 2019, with four one year extensions if both parties agree).

**Due Date:** April 18, 2018  
Sealed proposals will be received until 3:00 p.m., local prevailing time.

NO faxed proposals will be accepted. It is the responsibility of the Offeror to ensure that its proposal is received in the Purchasing Division by the above date and time. Any proposal received after the above time and/or date will be returned to the Offeror unopened. Your response must be submitted in a sealed envelope/package, clearly marked "**RFP #2018-090 Reinsurance Coverage for Health Insurance Program**" on the outside of the envelope/package. The Offeror assumes responsibility for having its proposal delivered on time at the place specified. An agent of the Offeror authorized to make financial and delivery commitments must sign the proposal. As this is a formal, sealed Request for Proposal no information regarding the contents of the proposal or the identity of the Offerors will be discussed until after the negotiation process.

Roanoke County shall provide the mechanism for the evaluation of all information received. Roanoke County reserves the right to make the final determination of responsible Offerors and to waive informalities and/or irregularities and to accept or reject any or all offers. Proposals shall be as thorough and detailed as possible so that the County may properly evaluate the capabilities of the Offeror to provide the required services. It is not the intent of the specifications to be proprietary, or to exclude any individual, business or firm.

### **RFP QUESTIONS**

Any inquiries regarding submittal of proposal or any questions concerning specifications shall be in writing and sent via mail, fax or email to:

Heath Honaker, Purchasing Manager  
5204 Bernard Drive SW, Suite 300F  
Roanoke, VA 24018

Phone: (540) 283-8146  
[honaker@roanokecountyva.gov](mailto:honaker@roanokecountyva.gov)

Written responses, including any questions will be provided on our Purchasing Website in the form of an Addendum. It is the responsibility of the Offeror to periodically check our website

## **1. Contractor Data Sheet**

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for any addendum or sign up for County Email Notification. Questions received within five (5) days of the proposal closing date will be attempted to be answered, but will not be reason to delay the closing time of the proposals.

### **NO CONTACT POLICY**

After the date and time established for receipt of proposals by the County, any contact initiated by any Offeror with any County representative, other than the purchasing representative listed herein, concerning this request for proposals is prohibited. Any such unauthorized contact may cause disqualification of the Offeror from this procurement transaction.

### **REFERENCES**

All Offerors shall include a list of five references, from local governments and similar projects only, who could attest to the firm's knowledge, quality of work, timeliness, diligence, flexibility, and overall expertise. Include names, contact persons, and phone numbers of all references on the attached Reference Form.

References may or may not be reviewed or contacted at the discretion of the County. Typically, only references of the top ranked short-listed Offeror or Offerors are contacted. The County reserves the right to contact references other than, and/or in addition to, those furnished by an Offeror. (See Reference Form in Section 2. Procedural Requirements)

### **NO GAIN OR LOSS PROVISION**

No participant currently covered shall suffer a loss of coverage as a result of changing insurance carriers. All pre-existing conditions and waiting periods shall be waived for those employees currently enrolled in the employer's healthcare program, or currently employed.

## 1. Contractor Data Sheet

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### SIGNATURE SHEET RFP #2018-090 Reinsurance Coverage for Health Insurance Program

My signature certifies that the proposal as submitted complies with all Terms and Conditions as set forth in the RFP.

My signature also certifies that the accompanying proposal is not the result of, or affected by, any unlawful act of collusion with another person or company engaged in the same line of business or commerce, or any act of fraud punishable under Title 18.2, Chapter 12, Article 1.1 of the Code of Virginia, 1950 as amended. Furthermore, I understand that fraud and unlawful collusion are crimes under the Virginia Governmental Frauds Act, The Virginia Government Bid Rigging Act, and Virginia Antitrust Act and Federal Law, and can result in fines, prison sentences, and civil damage awards.

My signature also certifies that this firm has no business or personal relationships with any other companies or persons that could be considered as a conflict of interest or potential conflict of interest to the County Of Roanoke, and that there are no principals, officers, agents, employees, or representatives of this firm that have any business or personal relationships with any other companies or persons that could be considered as a conflict of interest or a potential conflict of interest to the County Of Roanoke, pertaining to any and all work or services to be performed as a result of this request and any resulting contract with the County Of Roanoke.

I hereby certify that I am authorized to sign as a Representative for the Firm:

COMPANY NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_ PHONE # \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
EMAIL \_\_\_\_\_

FEIN \_\_\_\_\_ VA BUSINESS LICENSE NO. \_\_\_\_\_

STATE CONTRACTOR'S NUMBER (IF APPLICABLE) \_\_\_\_\_

VIRGINIA SCC # OR STATEMENT DESCRIBING WHY FIRM IS NOT REQUIRED TO BE SO

AUTHORIZED PER VA CODE §2.2-4311.2 \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

NAME \_\_\_\_\_ TITLE \_\_\_\_\_

*To receive consideration for award, this signature sheet must be returned to the Purchasing Division, as it shall be a part of your response.*

## 2. Procedural Requirements

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**BACKGROUND:** This is a cooperative RFP issued by County of Roanoke, on behalf of the County of Roanoke (including the Resource Authority), Roanoke County Schools, and the Western Virginia Regional Jail Authority for their respective requirements. Given this, County of Roanoke is acting solely as “Solicitation Agent” for those concerned and shall not be held liable for any costs, damages, et cetera incurred by any other employer in the event they separately enter into contract(s) with the successful Offeror(s) to this solicitation. Separate contracts shall be entered into between the participating Employers and the selected Offeror(s) to this solicitation in accordance with the evaluation and award criteria specified herein Section 2 – Procedural Requirements. Unless an exception is specifically noted, all sections of this RFP apply to all participating Employers.

The County of Roanoke currently contracts with Anthem Blue Cross Blue Shield to administer their group medical program and with WellDyne Rx to administer the group prescription drug program. The combined health insurance program is self-insured. The contract with Anthem has been in place since July 2015. The contract with WellDyne Rx was effective September 1, 2017. Prior to this agreement, Roanoke contracted with Express Scripts, Inc. for prescription drug (from 7/1/15 – 8/30/17). The County has purchased specific reinsurance through Symetra since July 1, 2015.

The current medical and prescription drug program covers 2,838 subscribers (employees, retirees, and COBRA continuants) and 5,685 members. The majority of covered members live in the Roanoke Valley service area. Please refer to the census data (Attachment A) for specific home zip codes.

The program is administered separately by each employer in this cooperative RFP. This will require different account numbers to be issued to each entity and each plan.

The County of Roanoke has selected **USI Insurance Services, Inc.** as the Healthcare Program Consultant. Services of the consultant may include, but are not limited to, the analysis of existing benefit designs and funding arrangements; strategic planning of alternative programs; preparation of program specifications and criteria; the analysis and evaluation of proposal responses; and, preparation of final reports and recommendations for award(s).

**PURPOSE:** The purpose and intent of this Request for Proposal (RFP) is to solicit formal sealed proposals from qualified sources to establish a contract(s) through competitive negotiations associated with providing reinsurance for the combined medical and prescription drug program.

## 2. Procedural Requirements

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**PERIOD OF CONTRACT:** The period of performance for this contract shall be one year from the effective date of July 1, 2018. The contract may be renewed for four additional one (1) year terms if both parties agree, contingent upon rate adjustments and the availability of funds.

**All price quotations should be net of agent or broker commissions/fees. If commissions cannot be removed, these amounts must be separately identified and explained in the financial exhibit.**

### SCHEDULE OF PROJECT:

Activity	Due Date
Procurement office approval of RFP and release RFP	3/28/18
RFP responses due	4/18/18
RFP evaluation and management report to County and Schools	May 2018
Interview top finalists	Week of 5/21/18
Negotiations and request for best and final offers	Week of 5/28/18
Select finalist and post Notice of Intent to Award	June 2018
Implementation of new programs	7/1/18

**PROPOSAL FORMAT:** Proposals must be submitted on 8-1/2" x 11" paper. Proposals are to be prepared simply and concisely. Elaborate artwork, expensive paper, visual, and other presentation aids are not required.

Each copy of the proposal must be bound or contained in binders organized in the sequence and format described and outlined below using TABS as indicated: (Hard copy and Electronic submission required).

Tab I	Signature Sheet (Cover Page of RFP) Executive Summary (or Cover Letter) Table of Contents Proprietary Information Notice Reference Form
Tab II	Questionnaire
Tab III	Rates, Assumptions, and Caveats
Tab IV	Samples of Document or Reports (any you have provided)

**Proposal Deadline: April 18, 2018**

## **2. Procedural Requirements**

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**SCOPE OF WORK:** The County of Roanoke is soliciting proposals from qualified firms for reinsurance coverage for the group health insurance program. The following specifications are provided for your review and consideration:

**Outline in writing how these minimum services will be met.**

### **Minimum Services To Be Performed**

1. Provide and/or make available necessary, appropriate, and high quality specific stop loss reinsurance protection for the group health and prescription drug program.
2. Provide the County with the reinsurance contracts by the effective date of the contract (July 1, 2018).
3. Maintain complete and total compliance with the HIPAA legislation as it pertains to Private Health Information. State your named Privacy Official.
4. Agree to work in partnership with the administrator(s) of the medical and prescription drug benefits in order to provide notification of large claimants and timely reimbursement of claims above the specific stop loss limit.
5. Each year 90 days prior to the annual contract effective date, provide the County of Roanoke and Roanoke County Schools and their consultant, USI Insurance Services, Inc., a renewal of the reinsurance contract. Outline all caveats and restrictions to the fees proposed.
6. Provide a single point of contact responsible for quality control, resolving problems, and expediting services related to the overall performance of the contract.
7. Provide a contract for the one-year term, with the option to renew annually, which can only be canceled by the insurer or administrator for non-payment of premium or if sufficient funds are not appropriated by the governing bodies.

### **EVALUATION CRITERIA**

*Several factors, in addition to costs, will be taken into account when evaluating proposals.*

Roanoke County shall provide the mechanism for the evaluation of all information received, the final determination of responsible Offerors, and reserves the right to waive informalities and to accept or reject any or all proposals.

The criteria below will be utilized in the evaluation of qualifications for development of the shortlist of those Offerors to be considered for interviews/demonstrations and/or potential negotiations. Offerors are required to address each evaluation criteria in the order listed and to be specific in presenting their qualifications.

## **2. Procedural Requirements**

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- A. Overall quality of proposal submitted
- B. Overall qualifications and experience of the firm and any subcontractors, including experience in providing these services;
- C. Capability and experience with the requested project including experience with similar work and as evidenced by submission of resumes of personnel to be assigned to this work;
- D. Work plan, schedule and methodology;
- E. Past record and performance of the firm with respect to schedule compliance, cost control and quality of work; and
- F. Proposed cost of services.

### **BASIS FOR AWARD**

Information and/or factors gathered during interviews, negotiations and any reference checks, in addition to the evaluation criteria stated in the RFP, and any other information or factors deemed relevant by the County, shall be utilized in the final award. Respondents are encouraged to submit proposals that the respondent feels best meets the needs of Roanoke County. The County will make the final determination of the proposal that best meets the needs of Roanoke County.

### **COOPERATIVE PROCUREMENT**

The procurement of goods and/or services provided for in this Request for Proposals is being conducted pursuant to Virginia Code, Section 2.2-4304.

Therefore, the Offeror or Bidder is advised, and by submitting a response to this procurement, such Offeror or Bidder agrees that any resulting contract from this procurement may in addition to the County of Roanoke, may also be extended to other public agencies or bodies in the Commonwealth of Virginia to permit those public agencies or bodies to purchase such goods and/or services at contract prices, in accordance with the terms, conditions, and specifications of this procurement. The successful Offeror or Bidder shall deal directly with each public agency or body seeking to obtain any goods and/or services pursuant to any contract that may result from this procurement and in accordance with Virginia Code, Section 2.2-4304.

The County of Roanoke shall not be responsible or liable for any costs, expenses, or any other matters of any type to either the successful Offeror or Bidder or the public agency or body seeking to obtain any goods and/or services pursuant to this cooperative procurement provision.

## 2. Procedural Requirements

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### NOTICE OF PROPRIETARY INFORMATION FORM RFP #2018-090 Reinsurance Coverage for Health Insurance Program

Confidentiality References Protection in Accordance with the Code of Virginia, Section 2.2-4342

Section Title	Page #	Reason(s) for Withholding from Disclosure

**INSTRUCTIONS:** Identify the data or other materials to be protected and state the reasons by using the codes listed below. Indicate the specific words, figures, or paragraphs that constitute trade secrets or proprietary materials. The classification of an entire bid or proposal document, line item prices, and/or total bid or proposal prices as proprietary or trade secret is not acceptable and will result in rejection of the bid or proposal.

- A) This page contains information relating to "trade secrets", and "proprietary information" including processes. Operations, style of work, or apparatus. Identify confidential statistical data. Amount or source of any income...of any person (or) partnership. See Virginia Public Procurement Act. Section 2.2-4342. Unauthorized disclosure of such information would violate the Trade Secrets Act 18 U.S.C. 1905.
- B) This page contains proprietary information including confidential, commercial or financial information, which was provided to the Government on a voluntary basis and is of the type that would not customarily release to the public. See Virginia Public Procurement Act, Section 2.2-4342; 5 U.S.C. 552 (b) (4); 12 C.F.R. 309.5(c) (4).
- C) This page contains proprietary information including confidential, commercial or financial information. The disclosure of such information would cause substantial harm to competitive position and impair the Government's ability to obtain necessary information from contractors in the future. 5 U.S.C. See Virginia Public Procurement Act. Section 2.2-4342; 552 (b) (4); 12 C.F.R. 309.5(c) (4).4342; 552 (b) (4); 12 C.F.R. 309.5 (c) (4).

## 2. Procedural Requirements

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**RFP# 2018-090 Reinsurance Coverage for Health Insurance Program  
DATA ON CONVICTIONS FOR CERTAIN CRIMES AND CHILD ABUSE AND NEGLECT  
CERTIFICATION OF CONTRACTOR**

Full Name of Contractor: \_\_\_\_\_

Description of Contract: \_\_\_\_\_

As required by Section 22.1-296.1 of the Code of Virginia, the undersigned hereby certifies that none of the persons who will provide services requiring direct contact with students on school property during school hours or during school-sponsored activities has been convicted of a felony or any offense involving the sexual molestation, physical or sexual abuse or rape of a child.

I further understand and acknowledge (1) that if I make a materially false statement regarding any of the above offenses, I will be guilty of a Class 1 misdemeanor and (2) that before any person is permitted to provide such services subsequent to this certification, I must complete a new certification regarding such person.

Date: \_\_\_\_\_

\_\_\_\_\_  
Name of Contractor

By: \_\_\_\_\_

\_\_\_\_\_  
TITLE

## 2. Procedural Requirements

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**REFERENCE FORM**  
**RFP #2018-090 Reinsurance Coverage for Health Insurance Program**

Name of Entity \_\_\_\_\_

Contact \_\_\_\_\_ Title \_\_\_\_\_

Telephone \_\_\_\_\_ Length of Business Relationship  
\_\_\_\_\_  
\_\_\_\_\_

Name of Entity \_\_\_\_\_

Contact \_\_\_\_\_ Title \_\_\_\_\_

Telephone \_\_\_\_\_ Length of Business Relationship  
\_\_\_\_\_  
\_\_\_\_\_

Name of Entity \_\_\_\_\_

Contact \_\_\_\_\_ Title \_\_\_\_\_

Telephone \_\_\_\_\_ Length of Business Relationship  
\_\_\_\_\_  
\_\_\_\_\_

Name of Entity \_\_\_\_\_

Contact \_\_\_\_\_ Title \_\_\_\_\_

Telephone \_\_\_\_\_ Length of Business Relationship  
\_\_\_\_\_  
\_\_\_\_\_

## 2. Procedural Requirements

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Name of Entity \_\_\_\_\_

Contact \_\_\_\_\_

Title

Telephone \_\_\_\_\_

Length of Business Relationship

### **3. General Terms, Conditions and Instructions**

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#### **GENERAL TERMS, CONDITIONS, AND INSTRUCTIONS-RFP (04/12/2012)**

**READ CAREFULLY** - Proposals must be submitted in accordance with instructions given in this document. All information requested must be submitted. Failure to do so may result in the proposal being considered non-responsive and, therefore, rejected.

Wherever the term Roanoke County, County or Roanoke County Board of Supervisors is used it is understood to include the Roanoke County School Board, in addition, any contract awarded from this solicitation may be used by Roanoke County Public Schools and any other public entity for which the County of Roanoke acts as a fiscal or purchasing agent.

#### **SUBMISSION AND RECEIPT OF PROPOSALS**

- (a) To be considered, all proposals must be delivered in a sealed envelope, clearly marked with the words "Proposal Documents", proposal number and the title of the Request for Proposal and received in the Roanoke County Finance Department/Purchasing Division no later than the specified date and time for the Request for Proposal opening. Failure to timely submit such proposal shall disqualify the Offer and such proposal will be returned to the Offeror unopened. **NO FAXED PROPOSALS WILL BE ACCEPTED.**
- (b) Unless otherwise specified, Offerors must use the Request for Proposal price form furnished by the County. Failure to do so shall be grounds for rejection of the proposal.
- (c) Proposals having any erasures or corrections must be initialed in ink by the Offeror. An authorized officer of the company must sign proposals in ink. Such authorization shall be a part of the proposal document. All quotations must either be typewritten or printed in ink.
- (d) The original proposal response must not be permanently bound as to allow for document scanning for internal recordkeeping and one (1) electronic copy on USB FLASH DRIVE is preferred.

#### **IMPORTANT NOTICE – ADDENDUMS AND NOTICES OF AWARD**

Vendors may visit <http://roanokecountyva.gov/list.aspx> to sign up to receive emails or text message notices about bids, proposals, addendums, bid tabulation and awards. Vendors can sign up to receive notification in selected commodity/service categories. It is the vendor's responsibility to keep information current in the system in order to receive the notifications. The sign up only requires an email address and/or a cell phone number for receiving text messages (if your phone is capable) and your choice of categories.

Although 'Notify Me' will be the only way to receive automatic notification, all BIDS/RFP Information will continue to be posted on our website, , and can be picked up at the Purchasing Division, 5204 Bernard Drive, Suite 300F, Roanoke, VA 24018. Phone # (540) 772-2020.

Questions should be directed to:

Heath Honaker, Purchasing Manager  
5204 Bernard Drive SW, Suite 300F  
Roanoke, VA 24018

Phone: (540) 283-8146  
[hhonaker@roanokecountyva.gov](mailto:hhonaker@roanokecountyva.gov)

### **3. General Terms, Conditions and Instructions**

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#### **ACCEPTANCE OR REJECTION OF PROPOSALS**

The County of Roanoke reserves the right to accept or reject any or all offers. The County also reserves the right to award the contract for any such materials, goods or services the County deems will best serve its interests. It further reserves the right to award the contract on a split order basis, lump sum or individual basis, or such combinations as shall best serve the interest of the County. Roanoke County reserves the right to make a site visit to the facility prior to proposal award.

#### **PROPOSAL GUARANTY**

The Offeror must guarantee not to withdraw a proposal during the period of ninety (90) days following the due date or until a contract is signed; that if such proposal is accepted the Offeror will accept and perform under the terms of this RFP, the proposal and any subsequent negotiation and resulting contract.

Modification or withdrawal of a proposal will be executed as outlined in the Roanoke County Procurement Code.

Roanoke County encourages free and open competition. Whenever possible, specifications, proposal invitations, and conditions are designed to accomplish this objective, consistent with the necessity to satisfy Roanoke County's needs and the accomplishment of a sound economical operation. The Offeror's signature on this proposal guarantees that the price offered has been established without collusion with other eligible Offerors and without effort to preclude Roanoke County from obtaining the lowest possible competitive price. The award (s) will be made to the responsible Offeror(s) whose proposal is determined to be most advantageous to Roanoke County based on the evaluation factors set forth in this Request for Proposal.

Costs of developing and delivering responses to the Request for Proposals are entirely the responsibility of the Offeror.

All materials submitted in response to the RFP become the property of Roanoke County upon delivery to the Roanoke County Purchasing Office and are subject to public inspection in accordance with the Virginia Freedom of Information Act.

#### **SELECTION PROCESS/AWARD OF CONTRACT**

As this is a Request for Proposal, no information regarding the identity of either the vendors nor the contents will be released until after the negotiation process.

Proposals may be ranked without interviews; hence, firms are encouraged to submit their initial proposals as comprehensively as possible.

The selection process will be in accordance with **Section 2.2-4302.2** of the Code of Virginia:

4. For professional services, the public body shall engage in individual discussions with two or more offerors deemed fully qualified, responsible and suitable on the basis of initial responses

### **3. General Terms, Conditions and Instructions**

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and with emphasis on professional competence, to provide the required services. Repetitive informal interviews shall be permissible. The offerors shall be encouraged to elaborate on their qualifications and performance data or staff expertise pertinent to the proposed project, as well as alternative concepts. In addition, offerors shall be informed of any ranking criteria that will be used by the public body in addition to the review of the professional competence of the offeror. The Request for Proposal shall not, however, request that offerors furnish estimates of man-hours or cost for services. At the discussion stage, the public body may discuss nonbinding estimates of total project costs, including, but not limited to, life-cycle costing, and where appropriate, nonbinding estimates of price for services. In accordance with § 2.2-4342, proprietary information from competing offerors shall not be disclosed to the public or to competitors. For architectural or engineering services, the public body shall not request or require offerors to list any exceptions to proposed contractual terms and conditions, unless such terms and conditions are required by statute, regulation, ordinance, or standards developed pursuant to § 2.2-1132, until after the qualified offerors are ranked for negotiations. At the conclusion of discussion, outlined in this subdivision, on the basis of evaluation factors published in the Request for Proposal and all information developed in the selection process to this point, the public body shall select in the order of preference two or more offerors whose professional qualifications and proposed services are deemed most meritorious.

Negotiations shall then be conducted, beginning with the offeror ranked first. If a contract satisfactory and advantageous to the public body can be negotiated at a price considered fair and reasonable and pursuant to contractual terms and conditions acceptable to the public body, the award shall be made to that offeror. Otherwise, negotiations with the offeror ranked first shall be formally terminated and negotiations conducted with the offeror ranked second, and so on until such a contract can be negotiated at a fair and reasonable price.

Notwithstanding the foregoing, if the terms and conditions for multiple awards are included in the Request for Proposal, a public body may award contracts to more than one offeror.

*Should the public body determine in writing and in its sole discretion that only one Offeror is fully qualified, or that one Offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that Offeror.*

#### **INVOICES**

The contractor must send all invoices directly to the payment address shown on the purchase order/contract and must submit invoices for items ordered, delivered and accepted by Roanoke County. All invoices must show the purchase order/contract number. All contractors need to be properly registered as a payment vendor for the County. An on-line **Vendor Payment Registration** is found on the Purchasing website. All vendors previously registered are still in the system as a payment vendor. This system will no longer be used for notification of IFB/RFP's.

#### **PERFORMANCE BOND**

At the time of or prior to the execution of the contract, the County reserves the right to require the successful Offeror to furnish a performance and/or labor and material payment bond with corporate surety, satisfactory to the County of Roanoke, in the amount of the contract price.

### **3. General Terms, Conditions and Instructions**

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#### **QUALITY**

All materials used for the manufacture or construction of any supplies, materials or equipment covered by this contract shall be of the best quality available.

#### **ACCEPTANCE OF MATERIAL**

Until such time as all the conditions in the contract are fulfilled, the County reserves the right to refuse and return material, at the seller's expense.

#### **WARRANTY/RETURNS**

Clearly specify your warranty of product and handling of returns, including turnaround time on faulty equipment. Warranties and other technical data are to be included.

#### **DELIVERY**

Time is of the essence for delivery of any items, products or service procured as a result of this contract. If delivery is not made at the time specified on the Request for Proposal or subsequent negotiations, the County reserves the right to call in any and all bonds or other security given for performance, to cancel the order, or any part thereof, without obligation, to declare the seller in default, and to disqualify the seller from bidding on future County contracts.

#### **DEFAULT**

In case of failure to provide goods/services as specified herein, Roanoke County, after due written notice, may procure goods/services from other sources and hold the contractor responsible for any and all excess cost occasioned thereby.

#### **COPYRIGHT OR PATENT RIGHTS**

The Offeror warrants that there have been no violations of copyrights or patent rights in the manufacture, production or sale of the goods shipped or ordered as a result of this proposal. The Offeror agrees that the County of Roanoke shall be indemnified and held harmless from any and all liability or expense occasioned by any such violations.

#### **TAX EXEMPTION**

The County of Roanoke is exempt from any taxes imposed by State and/or Federal Government. Upon notification, the County will furnish a certificate of tax exemption.

#### **CERTIFICATION AND ABILITY**

The County of Roanoke reserves the right to request from the Offeror, a separate manufacturer's certification of all statements made in the proposal. The County may request any or all s to furnish proof of experience, ability and financial standing.

#### **COMPLIANCE WITH LAWS**

The Offeror is responsible for compliance with all Local, State and/or Federal laws and regulations. The County of Roanoke shall be held harmless from any liability.

#### **AUTHORITY TO TRANSACT BUSINESS IN VIRGINIA**

A Contractor organized as a stock or non stock corporation, limited liability company, business trust, or limited partnership or registered as a registered limited liability partnership shall be

### **3. General Terms, Conditions and Instructions**

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authorized to transact business in the Commonwealth as a domestic or foreign business entity if so required by Title 13.1 or Title 50 of the Code of Virginia or as otherwise required by law. Any business entity described herein that enters into a Contract with the County pursuant to the Virginia Public Procurement Act 2.2-4300 et seq. shall not allow its existence to lapse or its certificate of authority or registration to transact business in the Commonwealth, if so required under Title 13.1 or Title 50 of the Code of Virginia, to be revoked or cancelled at any time during the term of the Contract. The County may void any Contract with a business entity if the business entity fails to remain in compliance with the provisions of this section. All corporations, LLC's and LLP's shall be registered with the State Corporation Commission. To determine whether your firm should register, please contact the SCC.

By my signature on this solicitation, I certify compliance with federal, state, and local laws and regulations applicable to the performance of the services described herein.

#### **RULING LAW**

This request for proposals and any contract executed pursuant hereto of which this request for proposal shall be an internal part shall be governed, controlled and interpreted in accordance with the law of the Commonwealth of Virginia without reference to its conflict of law principles. Each party to such contract shall there by submit to the exclusive jurisdiction of the Circuit Court of the County of Roanoke or, in the event that jurisdiction is authorized, to the United States District Court for the Western District of Virginia, sitting at Roanoke, Virginia.

#### **NONDISCRIMINATION PROVISIONS**

During the performance of this contract, the contractor will not discriminate against any employee or applicant for employment because of age, race, religion, color, sex or national origin, except where religion, sex or nation origin is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause. The contractor, in all solicitations or advertisements for employees placed by or on behalf of the contractor, will state that such contractor is an equal opportunity employer.

#### **INSURANCE**

The CONTRACTOR shall purchase and maintain such insurance as will protect him from claims set forth below which may arise out of or result from the CONTRACTOR'S execution of the WORK, whether such execution be by himself or by any SUBCONTRACTOR or by anyone directly or indirectly employed by any of them, or by anyone for whose acts any of them may be liable:

Claims under workmen's compensation, disability benefit and other similar employee benefit acts; and

Claims for damages because of bodily injury, occupational sickness or disease, or death of his employees; and

### **3. General Terms, Conditions and Instructions**

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Claims for damages because of bodily injury, sickness liability coverage which are sustained (1) by any person as a result of an offense directly or indirectly related to the employment of such person by the CONTRACTOR, or (2) by any other person; and

Claims for damages because of bodily injury, sickness, or disease, or death of any person other than his employees; and

Claims for damages because of injury in or destruction of tangible property, including loss of use resulting there from.

Certificates of insurance acceptable to the OWNER shall be filed with the OWNER prior to coverage's afforded under the policies will not be canceled unless at least fifteen (15) days prior WRITTEN NOTICE has been given to the OWNER.

The CONTRACTOR shall procure and maintain, at his own expense, during the CONTRACT TIME, liability insurance as hereinafter specified:

CONTRACTOR'S General Public Liability and Property Damage Insurance including vehicle coverage issued to the CONTRACTOR and protecting him from all claims for personal injury, including death, and all claims for destruction of or damage to property, arising out of or in connection with any operations under the CONTRACT DOCUMENTS, whether such operations be by himself or by any SUBCONTRACTOR under him, or anyone directly or indirectly employed by the CONTRACTOR or by a SUBCONTRACTOR under him. Insurance shall be written with a limit of liability of not less than \$1,000,000 for all damages arising out of bodily injury, including death, at any time resulting there from, sustained by any one person in any one accident; and a limit of liability of not less than \$1,000,000 aggregate for any such damages sustained by two or more persons in any one accident. Insurance shall be written with a limit of liability of not less than \$1,000,000 for all property damage sustained by any one person in any one accident; and a limit of liability of not less than \$1,000,000 aggregate for any such damage sustained by two or more persons in any one accident.

The CONTRACTOR shall procure and maintain, at his own expense, during the CONTRACT TIME, in accordance with the provisions of the laws of the state in which the WORK is performed. Workmen's Compensation Insurance, including occupational disease provisions, for all of his employees at the site of the PROJECT and in case any WORK is sublet, the CONTRACTOR shall require each SUBCONTRACTOR similarly to provide Workmen's Compensation Insurance, including occupational disease provisions for all of the latter's employees unless such employees are covered by the protection afforded by the CONTRACTOR. In case any class of employees engaged in hazardous WORK under this CONTRACT at the site of the PROJECT is not protected under Workmen's Compensation statute, the CONTRACTOR shall provide, and shall cause each SUBCONTRACTOR to provide, adequate and suitable insurance for the protection of his employees not otherwise protected.

#### **SPECIAL INSTRUCTIONS: ANTITRUST**

### **3. General Terms, Conditions and Instructions**

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By entering into a contract, the Offeror conveys, sells, assigns and transfers to Roanoke County all rights, title, and interest in and to all causes of the action it may now or hereafter acquire under the antitrust laws of the United States and the Commonwealth of Virginia, relating to the particular goods or services purchased or acquired by Roanoke County under said contract.

#### **AVAILABILITY OF FUNDS**

It is understood and agreed between the parties herein that Roanoke County shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this contract.

#### **ASSIGNMENT OF CONTRACT**

A contract shall not be assignable by the in whole or in part without the written consent of Roanoke County.

#### **CONTRACT**

Any contract resulting from this proposal shall consist of the following documents: the General Terms and Conditions and the Specifications, both of which are contained in the Request for Proposal, together with the Offeror's response, which consists of this document, the Price Schedule and other related documents attached hereto or submitted with this Request for Proposal.

#### **MODIFICATION OF CONTRACT**

This RFP and any subsequent contract constitute the entire agreement between the Offeror and Roanoke County. No alteration, amendment, or modification in the provisions of the contract shall be effective unless it is put in writing, signed by all parties and attached.

#### **CANCELLATION OF CONTRACT**

Roanoke County reserves the right to cancel and terminate any resulting contract, with a 30-day written notice to the contractor. Any contract cancellation notice will not relieve the contractor of the obligation to deliver and/or perform on all services prior to the effective date of cancellation. Cancellation of the contract would become effective the thirty-first day after notification. Data for cancellation of the contract will be gathered by Roanoke County. The opinion of Roanoke County as to lack of performance will be final and without appeal.

#### **IMMIGRATION REFORM AND CONTROL ACT OF 1986**

By signing this proposal, the Offeror certifies that the firm does not and will not during the performance of this contract employ illegal alien workers or otherwise violate the Federal Immigration Reform and Control Act of 1986.

#### **KICKBACKS**

I certify and warrant that by my signature on this solicitation, neither I nor the Offeror for whom I am authorized to act has offered or received any kickback from any other Offeror, supplier, manufacturer, or subcontractor in connection with proposal on this contract, subcontractor in order, in the form of any payment, loan, subscription, advance, deposit of money, services or anything, present or promised, unless consideration of substantially equal or greater value is exchanged. Further, no person shall demand or receive any payment, loan, subscription, advance, and deposit of money, service, or anything of more than nominal value, present or

### **3. General Terms, Conditions and Instructions**

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promised, unless consideration of substantially equal or greater value is exchanged.

#### **DEBARMENT**

By my signature on this solicitation, I certify that this person/firm/corporation is not currently barred from bidding on contracts by any agency of the Commonwealth of Virginia or the federal government of the United States of America, nor is this person/firm/corporation a part of any firm/corporation that is currently barred from bidding on contracts by any agency of the Commonwealth of Virginia or the federal government of the United States of America. I have attached an explanation of the previous debarment(s) and copies of notice(s) of reinstatement(s).

#### **INDEMNIFICATION**

To the fullest extent permitted by law, the Vendor shall indemnify and hold harmless the County of Roanoke and their agents and employees from and against all claims, damages, losses and expenses, including but not limited to, attorneys' fees, arising out of or resulting from the performance of the Work, provided that any such claim, damage, loss or expense (1) is attributable to bodily injury, sickness, disease or death, or to injury to or destruction of tangible property (other than the Work itself) including the loss of use resulting there from, and (2) is caused in whole or in part by any negligent act or omission of the Vendor, any Subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, regardless of whether or not it is caused in part by a party indemnified hereunder. Such obligation shall not be construed to negate, abridge, or otherwise reduce any other right or obligation of indemnity which would otherwise exist as to any party or person described in this paragraph.

The County cannot legally agree to any clause indemnifying the contractor from any damages arising out of the contract or holding the contractor harmless. The submission of a bid or proposal means that the contractor agrees not to request such language in the resulting contract.

#### **DRUG-FREE WORKPLACE**

During the performance of this contract, the contractor agrees to (i) provide a drug-free workplace for the contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in violation of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

For the purposes of this section, "drug-free workplace" means a site for the performance of work done in connection with a specific contract awarded to a contractor in accordance with this chapter, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

### 3. General Terms, Conditions and Instructions

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#### **DATA ON CONVICTIONS FOR CERTAIN CRIMES AND CHILD ABUSE AND NEGLECT**

The Proposer certifies that none of the persons who will provide services requiring direct contact with students on school property during school hours or during school-sponsored activities has been convicted of any of the following felony or misdemeanor offenses: felony sex or violence offenses, other felony offenses or misdemeanor sex offenses within the past ten years.

The Proposer further understands and acknowledges (1) that if he makes a materially false statement regarding any of the above offenses, he will be guilty of a Class 1 misdemeanor and may forfeit profits derived from the contract. Further, the Proposer understands and acknowledges that before any person is permitted to provide such services subsequent to this certification, he must complete a new certification regarding such person in a form satisfactory to the School Board. The required certification form is attached hereto.

#### **PROPRIETARY INFORMATION**

Ownership of all data, materials, and documentation originated and prepared for the County of Roanoke pursuant to the REQUEST FOR PROPOSAL shall belong exclusively to the County and be subject to public inspection in accordance with the Virginia Freedom of Information Act. Trade secrets or proprietary information submitted by an Offeror shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the Offeror must invoke the protections of Section 2.2-4342F of the Code of Virginia, in writing, either before or at the time the data or other material is submitted.

The Offeror must specifically identify the data or materials to be protected and state the reasons why protection is necessary on the "Notice of Proprietary Information Form" below. In addition, the proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining in the Proposal and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information.

The classification of an entire proposal document, line item prices, and/or total proposal prices as proprietary or trade secrets is not acceptable and may result in rejection of the proposal.

## 4. General Information

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<b>Employer:</b>	County of Roanoke, Roanoke County Schools, Roanoke Valley Resource Authority, and Western Virginia Regional Jail Authority
<b>Enrollment:</b>	998 – County of Roanoke 1,631 – Roanoke County Schools 170 – Western Virginia Regional Jail Authority 39 – Roanoke Valley Resource Authority <b>2,838 Total Enrollment</b>
<b>Coverages to be Bid:</b>	Specific Reinsurance
<b>Current Reinsurer:</b>	Symetra (since 7/1/15)
<b>Current Administrators:</b>	Medical - Anthem Blue Cross Blue Shield Pharmacy Benefit Manager WellDyne Rx (effective 9/1/17) (Express Scripts 7/1/15 – 8/31/17)
<b>Proposal Effective Date:</b>	July 1, 2018
<b>Plan Year:</b>	12 months
<b>Proposal Due Date:</b>	April 18, 2018
<b>Current Funding Arrangement:</b>	ASO with \$200,000 specific reinsurance
<b>Requested Funding Arrangement:</b>	Quote 12/12 and 24/12 for initial year; contract will convert to a Paid-12 contract in year two \$200,000 specific stop loss limit \$225,000 specific stop loss limit \$250,000 specific stop loss limit
<b>Claims Experience:</b>	See Attachment B
<b>Commissions:</b>	Quote should be <u>net of commissions</u> .

## 5. Current Plan Design

The current plans are:

- A. PPO Plan: called “Modified KC200” PPO Plan - offered by Schools and Jails (grandfathered plan for the Jails)
- B. PPO Plan: called “KC1000” PPO plan with HRA (\$500/\$1,000 HRA contribution annually) – offered by County, Resource Authority, Schools, and Jails

The proposed plans to be effective July 1, 2018 are:

- A. PPO Plan: called “Modified KC200” PPO Plan – only the Jails will continue to offer this plan as a grandfathered (closed) group
- B. PPO Plan: called “KC1000” PPO plan with HRA (\$500/\$1,000 HRA contribution annually) – will be offered by all groups

### **Historical Information**

July 1, 2016: KC200 – Changed the office visit copay from \$30/\$50 to 20% coinsurance after deductible

July 1, 2017: The County and the Resource Authority discontinued the KC200 plan and only offer the KC1000 with HRA plan

The Jails grandfathered enrollment in the KC200 plan

The Schools continued to offer both plans

## 5. Current Plan Design

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### In-Network Comparison: Roanoke County and Schools Medical Plan Comparison (July 1, 2017 – June 30, 2018)

<b>Member Cost Shares:</b>	<b>Modified KC 200 PPO Plan</b>	<b>KC 1000 PPO Plan</b>
	In-Network Coinsurance Amount after Deductible	In-Network Coinsurance Amount after Deductible
<b>Primary Care Physician Visits</b>	20% coinsurance	20% coinsurance
<b>Specialist Physician Visits</b>	20% coinsurance	20% coinsurance
<b>Deductible per Calendar Year</b>	\$200 Individual/\$400 Family	\$1,000 Individual/\$2,000 Family
<b>Out of Pocket Maximum per Calendar Year**</b>	<b>\$4,000 Individual/\$8,000 Family</b>	\$3,500 Individual/\$7,000 Family
<b>*Routine Wellness Care (Preventive):</b> <ul style="list-style-type: none"><li>• Annual checkups</li><li>• Well Baby Care (up to age 7)</li><li>• Well Baby Immunizations</li><li>• Well Woman</li><li>• Mammography Screening</li><li>• PSA Test</li></ul>	No cost share	No cost share
<b>Diagnostic Testing</b> <ul style="list-style-type: none"><li>• Laboratory</li><li>• X-rays</li><li>• Advanced Diagnostic tests (MRIs, CT-Scan, PET Scan, etc)</li></ul>	20% coinsurance	20% coinsurance
<b>Outpatient Surgery:</b> <ul style="list-style-type: none"><li>• PCP</li><li>• Specialist<ul style="list-style-type: none"><li>• Facility</li></ul></li></ul>	20% coinsurance	20% coinsurance
<b>Hospital Inpatient</b> <ul style="list-style-type: none"><li>• Semi-Private Room</li><li>• Physician Services</li><li>• Surgery</li></ul>	20% coinsurance	20% coinsurance
<b>Emergency Services</b> <ul style="list-style-type: none"><li>• Emergency Room</li><li>• Urgent Care</li></ul>	20% coinsurance	20% coinsurance
<b>Mental Health</b> <ul style="list-style-type: none"><li>• Outpatient</li><li>• Inpatient</li></ul>	20% coinsurance	20% coinsurance
<b>Therapy Services</b> <ul style="list-style-type: none"><li>• Physical (PT)/ Occupational Therapy (OT)</li><li>• Speech Therapy (ST)</li></ul>	20% coinsurance Unlimited Visits	20% coinsurance PT/OT combined 30-visit limit ST 30-visit limit
<b>Skilled Nursing Care</b> (100-days/stay limit)	20% coinsurance	20% coinsurance
<b>Home Health Care</b>	20% coinsurance (90-visit limit)	20% coinsurance (100-visit limit)
<b>Durable Medical Equipment</b>	20% coinsurance	20% coinsurance
<b>Chiropractic Services</b> (30-visit limit)	20% coinsurance	20% coinsurance
<b>Out of Network Medical Benefits</b> <ul style="list-style-type: none"><li>• Deductible</li><li>• Coinsurance</li><li>• Out of Pocket Maximum</li></ul>	\$500 Individual/\$1,000 Family 40% coinsurance \$4,500 Individual/\$9,000 Family	\$1,500 Individual/\$3,000 Family 40% coinsurance \$5,250 Indiv./\$10,500 Family

## 5. Current Plan Design

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<b>Member Cost Shares:</b>	<b>Modified KC 200 PPO Plan</b>	<b>KC 1000 PPO Plan</b>
	In-Network <i>Coinsurance Amount after Deductible</i>	In-Network <i>Coinsurance Amount after Deductible</i>
<b>Outpatient Prescription Drugs**</b> (includes Diabetic Supplies)	<b>Modified KC200 PPO Drug Plan</b>	<b>KC1000 PPO Drug Plan</b>
<b>Retail Pharmacies</b> Up to a 30 Day Supply per fill	Tier 1: \$10 Tier 2: <b>\$30</b> Tier 3:> <b>\$50 or 20% to \$100 maximum</b>	Tier 1: \$10 Tier 2: \$25 Tier 3:> \$40 or 20% to \$100 maximum
<b>WellDyne Rx Mail Order Pharmacy</b> Up to a 90 Day Supply per fill	Tier 1: \$20 Tier 2: <b>\$60</b> Tier 3:> <b>\$100 or 20% to \$200 maximum</b>	Tier 1: \$20 Tier 2: \$50 Tier 3:> \$80 or 20% to \$200 maximum

\*\* Pharmacy copays/coinsurance do not count towards the Medical out of pocket maximum. The pharmacy benefit has a \$2,500 per member annual out-of-pocket maximum.

\*During the course of a routine screening procedure, abnormalities or problems may be identified that require immediate intervention or additional diagnosis. If this occurs, and your provider performs additional necessary procedures, the service will be considered diagnostic and/or surgical, rather than screening, depending on the claim for the services submitted by your provider, which could result in a member cost share.

Percentages listed above are of the Anthem Blue Cross and Blue Shield allowable charges. This information only highlights the major health insurance benefits offered to employees through Roanoke County and Schools. Should there be any differences between this information and the Anthem Blue Cross and Blue Shield summary plan descriptions, formal plan documents or contract, formal plan document and/or contract shall govern. Percentages listed above are of the Anthem Blue Cross and Blue Shield allowable charges. \*Out of Network providers can bill you the difference between what they charge and what Anthem allows. Amounts over Anthem's allowable do not count towards the Out of Network Out of Pocket maximum. This information only highlights the major health insurance benefits offered to employees through Roanoke County & Schools. If there is a difference between the above information and the Anthem Blue Cross and Blue Shield summary plan descriptions, formal plan documents or contract, formal plan document and/or contract shall govern.

## 6. Questionnaire

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The following questionnaire will assist The County of Roanoke, Roanoke County Schools, Roanoke Valley Resource Authority, and Western Virginia Regional Jail Authority in evaluating the quality of care and benefits being offered to employees, eligible retirees and dependents as well as assist in the evaluation of the financial and contractual information requested of the offeror. An offeror's evaluation score will not be adversely impacted if a specific question does not apply.

### **INSTRUCTIONS**

1. Each question and response must be provided in Tab III.
2. Answer all questions fully, clearly and **concisely** unless a specific question is not applicable to the service you are proposing to provide.
3. Each response must immediately follow the respective question. The question as well as the answer shall be typed. All questions and responses shall be numbered/labeled exactly as in this Questionnaire.
4. If the offeror is unable to answer a question or the question does not apply, the offeror shall indicate why.
5. If the offeror is unwilling to disclose particular information asked in a question, the offeror shall indicate why.
6. Samples of documents requested in the Questionnaire should be labeled with the corresponding question number and submitted as outlined on page 7, Proposal Format.

### **GENERAL INFORMATION**

1. Type in the following information:

Point of Contact: \_\_\_\_\_  
Title: \_\_\_\_\_  
Company: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone/Fax: \_\_\_\_\_  
E-Mail: \_\_\_\_\_

2. Have the proposal requirements been fully met as requested in this RFP?

Yes  No

If not, please summarize all deviations and include the summary in the Deviations Exhibit in Tab II.

## 6. Questionnaire

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3. Please provide pertinent financial data that demonstrates your organization's ability to successfully perform the contract. Provide your most recent ratings by each of the following:

Company	Rating	Date of Rating	Legal Name of Company to Which Rating Applies
A.M. Best			
Fitch			
Moody's			
Standard & Poors			

4. Is your organization currently compliant with HIPAA HITECH legislation as it pertains to Private Health Information and EDI Standards?  
 Yes  No [If No, please explain.]

Confirm that your organization is willing to sign a Business Association Agreement (BAA).

Yes  No [If Yes, please provide sample BAA in TAB VI of response.]

### **FINANCIAL**

5. Provide a sample reinsurance contract. (Include in Tab VI of your proposal.)  
6. Outline any financial guarantees offered to County of Roanoke, Roanoke County Schools, Western Virginia Regional Jail and Roanoke Valley Resource Authority.

### **REINSURANCE**

#### **Specific Stop Loss**

7. Are you willing to provide "Run-Out" specific reinsurance liability protection in the event the contract is terminated? Please explain. If so, does client have to purchase at initial effective date of contract or upon renewal, or do they have option of purchasing at time of termination?  
8. Is premium accounting done on a self-bill or insurer-generated bill basis?  
9. How long has your company been in the stop-loss marketplace?  
10. Does your company hold all the specific risk, or do you have outside reinsurance? Please explain. If you have outside reinsurance, then please provide dollar amount limit, which your company retains. If applicable, provide the financial ratings for each reinsurer or partner.  
11. What audits, if any, will be required?  
12. Within what period of time will any reimbursement be made under the contract? Is SSL reimbursement immediate? If not, explain.  
13. Will you guarantee a maximum first year renewal increase?  
14. Upon renewal, assuming you are awarded the contract, will you require any additional claims experience beyond what is provided in this RFP in order to provide final renewal rates? Please

## 6. Questionnaire

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explain.

15. Will you work with Roanoke's current set-up of a carved-out pharmacy benefit manager? If so, is an approval process required?
16. What kind of notification by the medical administrator and pharmacy vendor, or the client is required for a claim to be paid? Please explain the process.
17. Are there any additional costs/fees to interface with the medical administrator or pharmacy vendor?
18. Please explain your reconciliation process when the client has separate medical and prescription drug administrators and there is no coordination of claims between the two?
19. Is there underwriting or lasering on individual claims in your quote or upon renewal?
20. Do you have an individual lifetime maximum under the specific stop loss contract?
21. Are you willing to offer an unlimited maximum on the specific limits?
22. If selected, will you guarantee to underwrite the specific reinsurance for a minimum of two-years?
23. Will you guarantee that future renewals will be released at least 90-days in advance of the renewal date? Will renewal quotes released in advance be contingent upon any additional claims and/or enrollment information? Please explain.
24. Do you provide "Centers of Excellence" networks and negotiated discounts at these facilities? Please provide a listing of facilities.
25. Do you offer an Organ transplant network? Please identify the network and disclose any addition costs to access this network? Please provide a listing of facilities.
26. Provide a complete listing of exclusions and limitations in your stop loss contracts.
27. Please provide all underwriting assumptions and caveats.
28. Outline any claims/expenses NOT included in your specific reinsurance.

## 7. Attachments

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**Attachment A – Census Data (\*See separate Excel files)**

**Attachment B – Claims Experience (\*See separate Excel file)**

**\* Electronic copies of the attachments may be requested from USI Insurance Services by contacting Claire Harlin at USI at [claire.harlin@usi.com](mailto:claire.harlin@usi.com). USI serves as Owners' employee benefits advisor.**