



ROANOKE COUNTY

**FINANCE AND MANAGEMENT SERVICES DEPARTMENT
PURCHASING DIVISION**

ADDENDUM # 3

FOR

RFP # 2021-061

**Flexible Spending Account Administration and Health Reimbursement Account (HRA)
Administration for the Roanoke County, Roanoke County Public Schools, and WVRJA**

OPENING DATE: February 8, 2021

OPENING TIME: 2:00 P.M.

DATE of RFP: January 26, 2021

This **Addendum # 3** will be used to answer questions received.

DUE DATE AND TIME:
OPENING DATE: February 8, 2021
OPENING TIME: 2:00 P.M.

QUESTION(S):

1. Please confirm if attendance at Open Enrollment meetings is virtually or face-to-face considering restrictions on gatherings? If face-to-face meetings, how many should vendors anticipate attending?
 - a. **Meetings are virtual right now during COVID. Meetings could be needed in future years at health fairs or OE meetings.**
2. Are new Retiree HRA an additional population that the vendor will service? If so, how many retirees are anticipated for participation in the HRA?
 - a. **Retirees do not get any new HRA money once they retire but can continue to spend the balance they have as long as they have the Anthem insurance coverage. Each year we average 75 number of retirees. Currently there are 170 retirees in the program.**
 - b. **Currently, retirees are not on the file feed. They are communicated manually to the vendor.**
3. What service enhancements does the County anticipate receiving as a result of the latest contract it executes?
 - a. **The County is not requiring specific enhancements but does encourage all offerors to fully explain their capabilities.**
4. For the order of depletion, which pays first, the FSA or the HRA?
 - a. **FSA pays first.**
5. Please provide the HRA plan design (is it a first dollar plan)?
 - a. **The plan reimburses expenses from the first dollar up to the accumulated balance in the HRA account. The employee pays the remaining expenses up to the amount of the health insurance plan deductible.**
6. Can participants currently use their Debit Card to pay for HRA expenses?
 - a. **Yes, employees can use their debit card for FSA (if they have one) and for HRA expenses. The money is all put on the same card.**
7. Which expenses does the HRA cover (section 213d, limited-purpose, etc.)?
 - a. **All section 213d items are allowable for spend with both our FSA and HRA funds for all 3 entities.**
8. Does the County, the Schools, WVRJA and any other participating entities all use the same plan designs?
 - a. **Yes, there is one plan design.**

9. Should the winning vendor anticipate interfacing with one central payroll for all participating entities or multiple payroll centers? If multiple, how many?
 - a. **While each organization is set up as a separate tax paying entity, all 3 entities' payrolls are processed by Roanoke County (the schools and the jail use them as their fiscal agent for payroll purposes).**
10. Please identify the payroll vendor(s).
 - a. **Roanoke County Payroll Department processes payroll for all three organizations but does not use an outside payroll vendor.**
11. What areas of particular focus should vendors place emphasis on as areas identified by the County of high interest?
 - a. **We require that the data file feed meets our current standards, no exceptions. We require a strong customer service team that is available to assist our employees with their vendor specific needs, as well as strong employer relationship where issues are addressed and resolved in a timely manner. Of particular interest is a focus on getting the benefit cards out in a timely manner, to new hires, etc.**
12. Is the County able to provide a sample file corresponding with file format data elements presented in the RFP?
 - a. **SAMPLE ELIGIBILITY AND CONTRIBUTION FILES - See Separate Files for Download.**
 - i. **Excel Document - Attachment A Addendum No. 3**
 - ii. **Text File - Attachment B to Addendum No. 3**
 - b. **Currently, retirees are not on the file feed. They are communicated manually to the vendor.**
13. How long has the incumbent serviced the County?
 - a. **The County has worked with the incumbent firm since July 2005.**
14. On P. 18 under reporting, the question indicates that the County, Schools and Jail Authority should be managed separately. Is there also a need for cross-agency reporting, or any other functions that would incorporate all three agencies?
 - a. **We do not anticipate a need for cross-agency reporting.**
15. Please identify the current fees associated with current contract.
 - a. **Current fees are not being made available.**
16. Will there be a due date extension due to the expected short timeframe between answers being released and the required shipping date for proposal?
 - a. **An extension is not available for the due date.**
17. Please provide additional clarification on the information sought in question 10 of the FSA Administration section of the questionnaire, regarding fraudulent checks.
 - a. **Please address your firm's security standards that prevent fraudulent account activity.**

REQUIRED

ADDENDUM # 3

Sign and return with your bid package

Sign Name:

Print Name:

Date:

Company

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