CITY OF SAN ANTONIO EST. 1718

ADDENDUM II

SUBJECT: COBRA Provider, (RFP 25-108, 6100019117), Scheduled to Close: Tuesday, August 19, 2025; Date of Issue: Monday, July 21, 2025

FROM: Charisma Esparza
Procurement Manager

DATE: August 15, 2025

THIS NOTICE SHALL SERVE AS ADDENDUM NO. II - TO THE ABOVE REFERENCED REQUEST FOR PROPOSALS

THE ABOVE-MENTIONED REQUEST FOR PROPOSALS IS HEREBY AMENDED AS FOLLOWS:

1. Change: The proposal submission due date has changed to Friday, August 22, 2025, by 11:00 AM, Central Time.

QUESTIONS SUBMITTED IN ACCORDANCE WITH SECTION 007, PRE-SUBMITTAL CONFERENCE:

On August 04, 2025, the City of San Antonio hosted a Pre-Submittal Conference to provide information and clarification for the COBRA Provider. Below is a list of questions that were asked at the pre-submittal conference. The City's official response to questions asked is as follows:

Question 1: We registered our company in SAEPS long ago. How do we know if still active?
Response: Respondents should contact the City of San Antonio vendor support by email at: Vendors@sanantonio.gov or phone 210-207-0118 to ensure account status is active.

QUESTIONS SUBMITTED IN ACCORDANCE WITH SECTION 011, RESTRICTIONS OF COMMUNICATION:

Question 2: Please clarify the number of benefit eligible employees overall at the City of San Antonio.
Response: The City currently has approximately 12,600 active employees eligible for benefits.

Question 3: Who is the current COBRA administrator?
Response: Health Equity/WageWorks

Question 4: Have all renewals been leveraged with the current administrator?
Response: The current contract has no further renewals.

Question 5: What's going well with the current COBRA administration?
Response: Health Equity/WageWorks is currently meeting the contractual requirements.

Question 6: What are the areas for improvement with the current COBRA administration?
Response: The City would prefer a single point of contact and improved responsiveness.

Question 7: How many Qualifying Events does the City have on average per year?
Response: Approximately 1,500 qualifying events annually.

Question 8: How many Initial Rights Notices are sent on average per year?
Response: Approximately 1,608 initial right notices annually.

Question 9: How many current COBRA members are there today?
Response: Please refer to RFP Section 003-Background for average number of participants by fiscal year.

Question 10: In regard to the benefit eligible employees, how many *active* employees are enrolled in a medical, dental, and/or vision benefit?
Response: The City has 11,638 active employees enrolled in medical, dental, and/or vision benefits.

Question 11: Please confirm if the City is requesting the 2% Administration Fee to be remitted back to the City for all COBRA plans.
Response: Yes, the 2% Administration Fee is to be remitted back to the City for all plans

Question 12: In the City's current state, is the 2% remitted back to them for all plans?
Response: Yes, see response to question 11.

Question 13: Are the group's dental and vision plans fully insured? This is in regard to the City's request to have dental and vision premiums remitted to the carrier directly, while the medical premiums are remitted to the group.
Response: Yes, both plans are fully insured. This is the City’s preference, but not a requirement. Note that Section 4.2.2 Dental and Vision Providers has been revised per Addendum I to read: The preferred vendor will directly bill and remit payment to dental and vision providers.

Question 14: Does the dental and vision COBRA coverage run through the end of the month? This is in regard to the City's request to have dental and vision premiums remitted to the carrier directly.
Response: Yes, see response to question 13.

Question 15: Does the City provide (or has provided) COBRA subsidies?
Response: No, the City does not provide COBRA subsidies.

Question 16: Is the group willing to establish an ACH for any portion of the dental and vision premiums that they cover through subsidies, to ensure there are no delays in the carrier remittance?
Response: See response to question 15.

Question 17: Is the City looking to customize the Initial Rights Notice per the following statement within the RFP or will the City accept the administrator's standard Initial Rights Notice modeled per the Department of Labor's notice? "The initial notice shall explain the COBRA packet in simplified terms. The City will work with Vendor to create specific communication to be provided to eligible participants."

Response: The Vendor shall ensure the City/plan complies with all federal and state laws and regulations. The City shall review all vendor customized notices and cover letters prior to release to accompany specific qualifying events.

Question 18: Who is the City's Benefits Administration platform and who we would expect to integrate for COBRA files?

Response: The platform is BenefitPlace by BenefitFocus.

Question 19: Are there any divisional needs in regard to divisional premium remittance back to the City, or HR reporting access, etc.? (or) Does one team manage all employees of the City with a single location for the premium remittance?

Response: Employee Benefits staff manages enrollment of all active employees and fiscal staff is the liaison for premium remittance for COBRA participants.

Question 20: Who are the City's medical, dental, and vision carriers who we would expect to establish carrier eligibility files with?

Response: The City is self-insured for medical and pharmacy claims and the third-party administrator is Blue Cross Blue Shield. Both dental and vision are fully insured. The vision provider is VSP, and the dental provider is Humana.

Question 21: Are carrier eligibility files established between the incumbent and the carriers today?

Response: Yes, but the City is transitioning to a new platform, BenefitPlace.

Question 22: Who is the City's ACA vendor and work with to file their ACA requirements? If selected as the COBRA administrator, we would seek to integrate the ACA vendor to automate the data necessary for filing.

Response: See response to question 23.

Question 23: Is the incumbent integrated with the ACA vendor?

Response: Currently the City uses SAP but is transitioning to Tango.

Question 24: If a respondent does not satisfy either the Local Preference or Veteran-Owned Small Business Program, would they start at 85 points instead of overall 100 total points?

Response: Yes, please refer to Section 012 – Evaluation of Criteria.

Question 25: Does the incumbent satisfy either of the Local Preference Program (LPP) or Veteran-Owned Small Business Program (VOSBP) criteria?

Response: In the prior award the LPP program applied 1.25 points for recommended Pharmacy Benefits Manager Respondent. There were no points applied for VOSBP.

Question 26: Please confirm if the City is expecting reference letters from the proposer's references, or if providing reference information with partnership details satisfies for this request.

Response: Refer to Section 016 Attachments - Attachment A, Part One, References which states: Provide three (3) reference letters from three (3) separate organizations/ companies /firms, that the Respondent has provided services to within the past three (3) years.

City of San Antonio references will not be accepted.

Question 27: Is the City expecting to host finalists? If so, when do they anticipate hosting these conversations?

Response: Due to pending proposals submission and evaluation process no decisions has been made concerning interviews. Once Procurement and/or Evaluation Committee meets to review proposals, next steps will be determined.

Question 28: In the event of a finalist, are we granted permission to utilize the City's logo for the sole purpose of cobranding during the presentation?

Response: We request the respondents not use the City logo in the presentations if an interview is requested.

Question 29: When does the City aim to make decisions regarding their COBRA administration?

Response: Please refer to Pre-submittal PowerPoint presentation, Schedule of events, slide 18. The review of proposals submitted, and evaluation process will commence in August-September 2025.

Question 30: Does the City work with a consulting office, and if so, who (office and location)?

Response: The City's benefits consultant is Gallagher located at 235 Highlandia Drive, Baton Rouge, LA 70810. Note that Section 011 - Restrictions On Communication apply to this RFP and will remain in effect until contract award.

Question 31: Would it be possible to receive the pricing attachment B in a more editable format for providing details?

Response: The respondent's Proposed Plan should include a full response to questions and details of services provided for an equitable analysis of prices provided in the Attachment B - Price Schedule.

Question 32: Who is the City's current COBRA administrator?

Response: See response to question 3.

Question 33: What is the current pricing structure for COBRA coverage, including the administrative fee?

Response: COBRA rates are set annually by the CITY. The current rates are:

	Monthly Rates + 2%			
	EE	**EE + SP**	**EE + CH(N)**	**EE + FAM**
Medical				
Civilian - PPO	$795.71	$1,750.56	$1,432.29	$2,625.84
Civilian - CDHP	$541.79	$1,191.95	$975.23	$1,787.92
Civilian - HMO	$617.97	$1,359.52	$1,112.35	$2,039.31
Fire - Value	$709.11	$1,560.03	$1,276.38	$2,340.06
Fire - CDHP	$633.12	$1,392.90	$1,139.62	$2,089.32
Police - PPO	$790.60	$1,739.35	$1,423.10	$2,609.04

Police - CDHP	$690.27	$1,518.63	$1,242.51	$2,277.96
Monthly Rates (Monthly Rates+2%)				
Pop-Plan	**EE**	**EE + CH(N)**	**EE + SP**	**EE + FAM**
VSP	$5.57	$9.93	$9.93	$14.71
Humana Dental DHMO HS205 Plan	$12.86	$23.98	$23.98	$35.98
Humana Dental Traditional Plus	$33.23	$49.35	$49.35	$73.52

Question 34: How long has the City utilized its current vendors for Medical, Dental, and Vision benefits?
Response: The City has utilized the current vendors as follows; Medical - 2017, Dental - 2023, and Vision - 2022.

Question 35: Does the incumbent vendor administer Open Enrollment activities? If yes, what is the additional fee, if any for Open Enrollment administration?
Response: No, they do not. The City is seeking a vendor to administer future open enrollment.

Question 36: Who is responsible for Open Enrollment, and what is the associated fee, if applicable?
Response: Open enrollment is currently managed by the City's Human Resources Department.

Question 37: What are the top 2–3 issues or concerns that the City or participants have experienced with the current COBRA administrator?
Response: See response to questions 5 and 6.

Question 38: What are the top 2–3 features or strengths the City or participants appreciate most about the current COBRA administrator?
Response: See response to question 5.

Question 39: How many participants are currently enrolled in the following COBRA plans? Medical Insurance, Dental Insurance, and Vision Insurance.
Response: The City currently has the following number of participants enrolled in each plan. Medical 11 each, Dental 4 each, and Vision 3 each.

Question 40: How many employees are enrolled in more than one COBRA-eligible benefit plan?
Response: Approximately 5 participants.

Question 41: What is causing the City to explore the market for a new COBRA vendor?
Response: The current term of agreement will soon be expiring.

Question 42: Are there any challenges the City is trying to solve with a new vendor?
Response: The City is continuously looking for opportunities to improve services, an example includes billing accuracy.

Question 43: Which TPA handles the CITY's COBRA administration currently?
Response: See response to question 3.

Question 44: Provide the number of current, active employees enrolled in COBRA eligible benefits (e.g., medical, dental, vision) and the number of employees that could go through a qualifying event.
Response: Please refer to RFP Section 003-Background for average number of participants by fiscal year. The City has approximately 1,500 number of qualifying events annually.

Question 45: Provide the estimated number of COBRA qualifying events per year?
Response: See response to question 7.

Question 46: Can you provide insight into your customized reporting needs aside from the specific fiscal year, for the COBRA Eligible Monthly Report and COBRA Monthly Enrollment Report?
Response: The report shall include the name of participant and premiums paid, period paid, plan participant is enrolled in, and eligibility status.

Question 47: Are COBRA participants billed and notified for premiums today or is it the participant's responsibility to ensure they make timely payments? If individuals are billed, is it required going forward that individuals continue to be billed?
Response: Yes, invoices are currently mailed by the vendor. The awarded vendor shall be required to continue to submit monthly invoices.

Question 48: If individuals are billed, is it required going forward that individuals continue to be billed?
Response: See response to question 48.

Question 49: Does the City require vendors to notify the City if an individual elects or terminates COBRA? If so, how and how often?
Response: The vendor is required to notify the City and submit monthly reports that show election and termination. See section 4.3.2 Cobra Eligible Monthly Reports.

Question 50: Can you please provide the current administration fees?
Response: The current COBRA administration fee is 2%.

Question 51: Is the City setup with one billing location for administration fees?
Response: Yes, one billing location.

Question 52: Is the City setup with one remittance location for medical premiums?
Response: Yes, once remittance location.

Question 53: Does the City require divisional breakouts? Does each division have access to the same plans or different plans by division? If different, how many total plans are available?
Response: The City has the following plans and will need a divisional (plan) breakout for each type listed below:

Civilian - PPO
Civilian – CDHP
Civilian - HMO

Fire - Value
Fire - CDHP
Police - PPO
Police - CDHP
Civilian - VSP
Civilian - Humana Dental DHMO HS205 Plan
Civilian - Humana Dental Traditional Plus

Question 54: In reference to 4.1.1 Management Requirements does the City require that an unavailability of continuation of coverage notice is sent? If so, how does the City share eligibility with the vendor so that the vendor knows which individuals should receive this notice?
Response: Yes, the City requires unavailability of continuation of coverage notices. This will be shared via an eligibility file and the vendor would be responsible for identifying individuals that require and unavailability of continuation of coverage notice.

Question 55: In reference to 4.1.2 Eligibility List from CITY. Initial notice to eligible participants shall be made upon receiving eligibility list from City. Does the City desire for the new vendor to send initial notices to all employees even if they have already received the initial notice? How many individual notices need to be sent post implementation?
Response: Initial notices shall be made by the vendor. Notices should be in compliance with all COBRA requirements and state and federal regulations to maintain compliance.

Question 56: How many estimated new hires typically require initial notices during the fiscal year?
Response: There are approximately 1,200 new hires annually.

Question 57: In reference to 4.1.6 Notification Packets. Vendor shall provide notification to City, carriers of enrollment and termination of participants. Can you please expand on how this works for you today?
Response: The City requires notification by a monthly report that lists the participants for enrollment and termination. See Section 4.3 Reporting Requirements

Question 58: In reference to 9.b. under the Proposed Plan, how often would the City like to receive reporting of changes and additions?
Response: Refer to Section 4.3 Reporting Requirements. The City requires monthly reports.

Question 59: In reference to 9.d. under the Proposed Plan are the credits referenced in this question specific to the remittance payments managed by the awarded respondent or the carrier billing statements provided to the City?
Response: The credits would be managed by the vendor.

Question 60: How will eligibility be provided? Is it provided through an EDI file feed with a benefits administrator/payroll vendor? (or) Are 834 files with carriers utilized? If so, how many?
Response: Files are provided by EDI with a Standard file layout sent to carriers from BenefitFocus.

Question 61: What are the average number of Cover letters generally created.
Response: The average number of cover letters is approximately six templates, with a specific emphasis on personalization for death benefits.

Question 62: What coverage is required beyond the COBRA period? Is there a state requirement or just Federal?

Response: No additional coverage is required beyond Federal and State requirements.

Question 63: Can we provide reference letters from clients, or do we need separate reference letters for this project?

Response: See response to question 26.

Question 64: At the Pre-submittal meeting, it was mentioned that separate attachments should be submitted. In the RFP page 8 references a Table of Contents, but if these are separate attachments, should we create this TOC as a separate document or one full document?

Response: The respondent's proposal should be submitted in the City's SAEPS system as separate attachments as listed in Attachment I- Checklist. The TOC should be a separate attachment.

Question 65: The PowerPoint presentation listed 30 months for disability. It is an 11-month disability extension under COBRA, which would be 29 months of COBRA continuation.

Response: COBRA coverage should be a total of 29 months with an 11-month disability extension.

Question 66: Does the CITY retain the 50% COBRA administrative fee under the 11-month disability extension?

Response: At this time the City maintains the same administrative fee when a participant goes on disability.

Question 67: Does the City of San Antonio have in-person interview presentations?

Response Post proposals review the Evaluation Committee will determine if interviews are required.

Question 68: Are the medical plans self-funded or fully insured? If the plans are fully insured, we will administer State Continuation post-COBRA which is included with our COBRA administration services.

Response: Medical plans are self-insured. The dental and vision are fully insured.

Question 69: Will there be any type of file feed integration?

Response: See response to question 18, question 21, and question 62.

Question 70: For pricing, do you currently have fees based on per event or per eligible/enrolled active?

Response: Pricing is based on per participant and per qualifying event plus a monthly fixed fee.

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