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EVELYN O. SHAW, COMMISSIONER
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ELAINA L. BALL, CEO/GENERAL MANAGER

FAYETTEVILLE PUBLIC WORKS COMMISSION
955 OLD WILMINGTON RD
P.O. BOX 1089
FAYETTEVILLE, NORTH CAROLINA 28302-1089
TELEPHONE (910) 483-1401
WWW.FAYPWC.COM

August 10, 2021

TO: All Prospective Bidders
FROM: Trent Ensley, Procurement Manager
SUBJECT: **ADDENDUM NO. 1**

PWC2122008 – GROUP LIFE AND LONG-TERM DISABILITY INSURANCE BROKERAGE SERVICES

1. The Specifications and Bid Documents are hereby modified or clarified per the attached documents.
2. The foregoing changes or clarifications shall be incorporated in the original Bid Documents and a signed copy of this Addendum No. 1 shall accompany the bid to acknowledge the bidder’s receipt and familiarity with the changes and/or clarifications.
3. The originally scheduled Response Submission due date has been changed from August 11, 2021 at 5:00 PM to August 13, 2021 at 5:00 PM. Sealed Proposals should be sent to the originally scheduled location: PWC Procurement Office, 1st floor, PWC Administration Building, 955 Old Wilmington Road, Fayetteville, NC 28301.

TE: tke

Acknowledgement:

Company _____

By _____

Date _____

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QUESTIONS AND RESPONSES FOR
PWC2122008 – GROUP LIFE AND LONG-TERM DISABILITY INSURANCE
BROKERAGE SERVICES

1. In many instances a Broker RFP is for all lines of coverage. I was just curious why the medical is not being considered. Will there be a separate Broker RFP for the Medical?
 - a. **Our focus now is only on these services and we will review the other lines of coverage later. Some form of broker combination will be considered in the future, but we believe there are advantages both ways.**

2. Is there a specific reason for this Broker RFP for Life and Disability? Service Issues with Broker? Carrier issues? Large rate increases?
 - a. **No there were no services issues or issues with the carrier that led to this request. Our intentions are to bid brokerage services periodically regardless of service levels etc. We plan to get on a bid cycle for all lines, however due to time constraints we are starting with LTD/Life this year.**

3. Is it expected that there should be an independent customer service and claims unit administering claims outside of the ancillary carrier? Or is it ok to have these functions provided by a chosen carrier?
 - a. **We are open to either way as long as its seamless to the customer.**

4. What document management, program design and implementation does this refer to?
 - a. **This statement is related to the management of all documents related to LTD/Life and the communication of information between carrier and client/employee.**

5. Are we talking about the carrier document management program design and implementation?
 - a. **This statement is related to the management of all documents related to LTD/Life and the communication of information between carrier and client/employee.**

6. In order to provide a competitive bid, the carriers I work with require the following information:
 1. Census of all eligible employees (including salaries and job titles) *
 2. **Current bill from VOYA;**
 - a. **\$11,500.00 per month LTD, \$1,051.00 AD&D per month**
 3. Renewal rates from VOYA *
 4. Current VOYA contracts on life and LTD coverages *
 5. 3 years of experience broken out monthly with paid premium, paid claims and exposures *
 6. 3-year STD claims incidence report *
 7. 3 years of rate history/enrollment history *
 8. Life Approved Waiver Listing that includes date of birth, date of disability, amount *
 9. Life Premium Continuation Listing that includes date of birth, date of disability, amount *
 10. LTD Open Claim Listing that includes date of birth, date of disability and net monthly benefit *
 11. LTD number of closed claims and lives history (36 months of data) *
 12. What percentage of the life and LTD benefit does the employer pay? *
 13. **How long have your life and LTD policies been in effect (with any carrier – not just Voya)?**
 - a. **3years**
 14. **What is the renewal date?**
 - a. **Oct. 1**
 15. **Does PWC allow part-time, seasonal, 1099 or retiree employees to be eligible?**
 - a. **No**
 16. Your RFP mentions a benefit administration platform for electronic submission of forms directly to the carrier. Can you tell me what platform PWC currently uses? *

*** The intent of this RFP is to select a BOR who will be given all additional data to contact the market and get the best possible solution for PWC.**

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