



SAN FRANCISCO HEALTH SERVICE SYSTEM

Affordable, Quality Benefits & Well-Being

ADDENDUM NO. 3

RFP for Life and Disability Benefits Request For Proposal (RFPQHSS2024.B1)

January 13, 2025

REQUEST FOR PROPOSALS FOR Life and Disability Benefits for the San Francisco Health Service System (RFPQHSS2024.B1)

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patrick.chang@sfgov.org, cc:

This Addendum is being issued to modify the requirements in the above-referenced Request for Proposals (RFP) and to respond to questions and requests for clarification received by or before Friday, December 13, 2024 at 12:00 PM (PT) (the "Deadline for RFP Questions" as amended by Addendum No. 1).

Please review the terms of the RFP and this Addendum carefully. If there are any inconsistencies between the RFP (issued December 3, 2024) and the terms of this Addendum No. 3, then the terms of this Addendum No. 3 shall prevail.

Section references below are to the RFP and are provided for convenience of reference only.

A. Modifications to the RFP

1. Schedule and Key Dates.

In order to provide the requisite detail in response to questions received prior to the Deadline for RFP Question (December 13, 2025), SFHSS is amending the RFP as follows:

Schedule – Key Dates and Deadlines

▪ RFP Issued	December 3, 2024
▪ Deadline for RFP Questions	December 13, 2024 (8:00AM PT)
▪ Responses to Questions Posted*	January 20, 2025
▪ Deadline for Proposals (Sec. 3.3)	February 10, 2025 (12:00PM PT)
▪ Requests for Clarification	February 10 - 28, 2025
▪ Notification of Oral Interviews	March 14, 2025
▪ Oral Interviews	March 27-28, 2025**
▪ Notice of Intent to Award (est.)	April 10, 2025
▪ Implementation Period (est.)	May - December 2025
▪ Open Enrollment (est.)	October 1 – 31, 2025
▪ Coverage Beginning	January 1, 2026

* Questions will be answered and posted on a rolling basis to <https://sfhss.org/RFPs>. Submitters will be notified via email at the time of posting.

** Oral Interviews will be conducted in person at the SFHSS Offices located at 1145 Market Street, San Francisco, California 94103 (see Section 4.3 below).

2. RFP Section 3.3 (Submission of Proposals) is hereby amended to read:

Proposals [Questionnaire and Redline of Appendix A (Standard Agreement)] must be received no later than **Monday, February 10, 2025 at 12:00 PM (PT)** (“**Deadline for Proposals**”) via email to michael.visconti@sfgov.org, cc: patrick.chang@sfgov.org.

Submission of a Proposal shall be considered an electronic signature of the person authorized to obligate your company to the scope, terms, specifications, and pricing contained in the Proposal (RFP Section 3.1 "Authorized Representative").

- The Questionnaire must be in Microsoft Excel format (.xlsx).
- The Redline Appendix A (Standard Agreement) must be in Adobe PDF (.pdf) format.
- Implementation Plan²³

Late submissions will not be considered.

SFHSS recommends emailing your proposal at least two (2) hours prior to the deadline and/or sending a second email requesting confirmation of receipt without any attachments.

Note to Respondents: electronic submissions which exceed 20MB will be rejected by City email servers. If your submission is close to or may exceed 20MB, notify Michael Visconti michael.visconti@sfgov.org, cc: patrick.chang@sfgov.org by or before 8:00 AM (PT) on Friday, **February 7**, 2025. Upon timely notification, SFHSS will provide an alternative submission method.

3. For Supplemental Life/AD&D and Short-term Disability, SFHSS will continue to use a third-party administrator (incumbent administrator: Workterra, Inc.) for calendar year 2026.

- a. For Supplemental Life/AD&D Rates (SFHSS Life LTD RFP Questionnaire.xlsx > tab 'Fin_Supp Life and AD&D'. "Quoted Rate[s]") respondents are required to include a 5% commission.
- b. For Short-term Disability Rates (SFHSS Life LTD RFP Questionnaire.xlsx > tab 'Fin_STD' . "Quoted Rate[s]") respondents are required to include a 20% commission.

4. RFP Section 1.1.3 (No Commissions) posted at <https://sfhss.org/RFPs> is hereby amended to read:

1.1.3 (Commissions)

For the required commission structure for voluntary (employee-paid) Supp. Life and AD&D and Short-term Disability, see Addendum 3, Section A.1. No other commissions will be paid, and none may be included in any Proposal (Section 4.5.17, "Commissions") for any non-contributory (employer-paid) benefits within the scope of this RFP.

5. RFP Section 1.1.4 (Broker of Record) posted at <https://sfhss.org/RFPs> is hereby amended to read:

1.1.4 (Broker of Record)

The Broker of Record (BOR) for employer-paid benefits within the scope of this RFP will be the SFHSS contracted partner for actuarial and benefit consulting services, Aon Service Corporation (current agreement term: July 1, 2023 through June 30, 2026). The BOR for employee-paid benefits within the scope of

this RFP will be the SFHSS contracted partner for voluntary benefits, Workterra, Inc. (current agreement term: January 1, 2019 through December 31, 2025).

- 6. RFP Section 4.5.17 (No Commissions) posted at <https://sfhss.org/RFPs> is hereby amended to read:**

4.5.17 (Commissions)

For the required commission structure for voluntary (employee-paid) Supp. Life and AD&D and Short-term Disability, see Addendum 3, Section A.1. No other commissions will be paid, and none may to be included in any Proposal for any non-contributory (employer-paid) benefits within the scope of this RFP. No designation of Broker of Record (BOR) will be issued to any Prospective Respondent to procure a quotation from an insurance entity. No override payment, volume bonuses or other indirect payments of any kind to agents or third parties are allowed in connection with this RFP.

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B. Questions & Answers

GENERAL

- 1. Is it mandatory for employees to waive or elect benefit coverage for all plans included in this RFP? If not mandatory for all plans, please provide which plans are mandatory.**

SFHSS Response:

Employer-paid Basic Life and LTD may not be waived by employees. Employee-paid Supp. Life, AD&D and STD are voluntary and may be elected by new hires within 30-days, or by any eligible employee during the annual Open Enrollment period (routinely during the month of October for approximately four (4) weeks).

- 2. Do you currently use a TPA or software vendor for your benefits enrollment and eligibility? If so, can the name of the vendor be released? Will this structure change as a result of the RFP?**

SFHSS Response:

Yes, SFHSS has partnered with Workterra, Inc. (formerly EBS) for over ten (10) years to administer our voluntary benefits. There will be no change in this relationship as a result of the RFP. Workterra will continue to administer and be the broker of record (BOR) for the voluntary (100% employee-paid) Supp. Life/AD&D and STD benefits as a result of this RFP. Workterra Inc. will continue to manage elections for voluntary benefits in accordance with eligibility files provided from SFHSS.

For Basic Life and Long-term disability (100% employer-paid, may not be waived by employees) as well as health, dental and vision benefits (outside the scope of this RFP) SFHSS manages and maintains its own eligibility, utilizing PeopleSoft HCM 9.2.

Employees will continue to connect directly to our third-party voluntary benefits vendor (Workterra) to submit enrollment changes for voluntary benefits (including Supp. Life/AD&D and STD as a result of this RFP), update beneficiary documents, etc. Employees access the Workterra website leveraging a single sign-on of their City employee credentials. This is done with Oracle Identity and Access Management. Subsequently, there is integration between Workterra and the incumbent Supp. Life/AD&D vendor (Hartford) so that the employee can complete the Evidence of Insurability (EOI). There are inbound and outbound interfaces for the eligibility files and deduction files. Currently the administration of the employer paid benefits is handled via interface files. For employees leveraging vendor portals integrating that with SSO would be expected.

- 3. Are there existing systems or platforms for benefits administration that the broker or carrier will need to integrate with?**

SFHSS Response:

SFHSS utilizes PeopleSoft HCM 9.2 for benefits administration and Payroll, and how a benefit is to be administered determines what is required. For example, there are interfaces that transmit eligibility and interfaces for deductions related to voluntary (employee-paid) benefits. See the response to Question 2 for additional information.

- 4. As a result of this RFP, will SFHSS continue to use a current third-party administrator for voluntary benefits?**

SFHSS Response:

Yes. See responses to Questions 3 and 4.

- 5. Please confirm portability requires the member to answer health questions or if no health questions are required.**

SFHSS Response:

The current life insurance certificates do not describe a requirement to answer health related questions, to receive a quote for coverage.

The Notice of Portability and Conversion provides the following steps to obtain a quote: Step 1- You have up to 31 days from the date your employer representative has signed this notice to submit this request (Employer AND Employee section) to The Hartford; Step 2-Once The Hartford receive your completed request, we will send you an application and a quote. Depending on the mail, it may take two to three weeks for you to receive these. If you are concerned that you may not be able to obtain the application and quote in time to meet the deadlines outlined in Step 3, you may contact us by phone or email as outlined on this notice; and Step 3- If you choose to obtain coverage, you must submit the application and premium to us within 60 days from the date your employer representative has signed this notice.

- 6. Is SFHSS open to multi-year agreements to provide cost stability for both Basic Life and LTD benefits, or does the City require annual renewals?**

SFHSS Response:

The anticipated term of agreement is a minimum of three (3) years (January 1, 2026 through December 31, 2028, with options to extend the agreement up to a maximum

term of ten (10) years through the SFHSS annual renewal process (see Annual Rates and Benefits Cycle, available at <https://sfhss.org/board-annual-rates-and-benefits-cycle>, RFP Section 1.2.4.). The RFP Questionnaire (available to prospective qualified bidders following execution of a Mutual Confidentiality and Non-Disclosure Agreement or MCA, RFP Section 3.1) allows for proposals with up to five (5) years of rates.

- 7. Throughout the RFP information it is referred to Life and Disability, some places it references Long Term Disability, and other places it specifically states Short Term disability. When the disability is referred to as just disability or in connection with the life, does this refer to just the LTD, or is this referring to both disability plans?**

SFHSS Response:

Pursuant to the terms of the RFP and the RFP preamble,

"Purpose of this RFP: SFHSS intends to issue a competitive bid (Request for Proposal or RFP) for the following life and disability insurance benefits (collectively, "Life and Disability Benefits"): [including] Basic Group Life Insurance ("Basic Life")...Long-term Disability Insurance ("LTD")...Supplemental Life Insurance ("Supp. Life")...Accidental Death and Dismemberment ("AD&D")...Short-term Disability Insurance ("STD") [and additional] Value-added services."

- 8. Please confirm that bidders are required to provide quotes for all coverages in order to be considered.**

SFHSS Response:

Yes, bidders are required to provide quotes for all coverages in order to be considered. See RFP Section 3.2 (Minimum Qualifications), A. "Respondent has submitted a complete Questionnaire with all required benefits and services."

- 9. I see that Amendment 1 states that all services will need be handled onshore, please confirm.**

SFHSS Response:

Confirmed. Please be advised that as of 12/20/2024, Section 13.4 (Management of City Data) within RFP Appendix A - Professional Services Agreement has been updated to reflect that all services and data are restricted to the United States and not limited to the continental United States.

- 10. Would Performance Guarantee penalty payouts be based on quarterly or annual miss? Both measures for quality were requested.**

SFHSS Response:

Fees-at-risk for unmet performance guarantees are assessed annually, however, SFHSS requires quarterly reporting on all performance guarantees. This process permits SFHSS and our selected vendor partner as a result of this RFP to address underperforming metrics in advance and meet all key performance metrics by year-end. See SFHSS Life LTD RFP Questionnaire.xlsx, tab 'Performance Guarantees' (available through SFSecureShare following execution of an MCA, RFP Section 3.1).

- 11. "How does SFHSS plan to evaluate the ongoing performance of the life and disability benefit plans? What metrics or reporting requirements should the broker and carrier meet (e.g., claims processing, employee satisfaction)?"**

SFHSS Response:

Prospective respondents are required to provide proposed Performance Guarantees. Performance Guarantees may include, but are not limited to, claims processing/decision turnaround times, financial accuracy, coding accuracy, claimant satisfaction and account management satisfaction. See SFHSS Life LTD RFP Questionnaire.xlsx, tab 'Performance Guarantees' (available through SFSecureShare following execution of an MCA, RFP Section 3.1).

- 12. Please confirm you can provide an eligibility file for the disability coverages that includes salary information**

SFHSS Response:

See Life and DI Census Data Revised 20241218_01102025 (Column O "Annual_Earnings").

- 13. Could SFHSS share details on the total compensation earned by the incumbent broker/consultant for 2023 and 2024? This would help ensure that our proposal is aligned with the scope of work and expectations.**

SFHSS Response:

SFHSS does not possess commissions history or total compensation for our current third-party administrator for voluntary benefits. Commissions are currently paid to our third-party administrator for voluntary benefits (Workterra) by carriers to offset the cost of billing, reconciliation and administrative services by Workterra. Please see

Section A (Modifications to the RFP) in this Addendum 3 for additional information regarding commissions.

14. Please confirm commissions history since 1/1/2020.

SFHSS Response:

Commissions are currently paid directly to our third-party administrator for voluntary benefits (Workterra) by carriers to offset the cost of billing, reconciliation and administrative services by Workterra. Please see Section A (Modifications to the RFP) in this Addendum 3 for additional information regarding commissions. SFHSS does not possess historical commissions data from CY2020.

15. Why is this out to market?

SFHSS Response:

It is SFHSS and City best-practice to competitively bid professional services and benefits at least once every ten (10) years. The original competitive bid for employer-paid life and long-term disability insurance occurred approximately 10 years ago. SFHSS and the City continue to have a strong relationship with our incumbent life and disability benefit provider (Hartford) as well as our third-party administrator for voluntary benefits (Workterra).

16. The RFP requests a number of credits. Please provide a detailed explanation of the services that will be covered under this request and who the credit will be payable to.

SFHSS Response:

Vendor credits help to fund the cost of transitioning from one vendor to another and to ensure we are maintaining our fiduciary responsibilities. While the proposed distribution of credits has been established in advance of the RFP, ultimately this is SFHSS's money to direct. Since not all costs are fully known in advance of the RFP, SFHSS reserves the right to reallocate how the credits are used as long as they are still funding transition or ongoing management costs. See the file 'SFHSS Life LTD RFP Questionnaire.xlsx', tab 'CREDITS' (available through SFSecureShare following execution of an MCA, RFP Section 3.1). The dollar amounts listed in column E (""Proposed"") are sample values.

- *Technology Credit*: Typically used to pay for Benefits Administrator programming change costs resulting from vendor, plan design or rate changes.

- *Communication Credit*: Used to offset any expenses incurred due to customizing vendor communications or reporting.
- *Implementation Support Credit*: Pays for the expense of having Aon participate in the implementation to ensure best practices are implemented, the commitments made during the proposal process are incorporated into the implementation and that the implementation timeline is met.
- *Pre-Implementation Audit Credit*: Audit of the programmed plan provisions within the carrier system to ensure it is set-up according to the client-approved provisions during implementation. Employee eligibility will also be reviewed in the vendor’s system for accuracy in employee coding.
- *Evidence of Insurability Audit Credit*: Aon partners with the Benefit Administrator to review the programming of the Evidence of Insurability rules to ensure accuracy for the upcoming plan year. Test Scenarios are provided to ensure that the outcomes are accurate.
- *Claims Management Audit Credit “Due Diligence”*: Audit of actual employee claims to validate a variety of factors for accuracy, including claim management, clinical engagement, decision accuracy and timeliness, payment accuracy and timeliness, communications, and return to work protocols. Client has the option to select targeted claims for analysis, if needed. Claims are audited from initiation to the present status or claim closure.

17. Please provide more detail on the one-time Credits. Are these total fees or are these fees per product? Is this a flat fee for the total rate guarantee or is this per year of the rate guarantee?

SFHSS Response:

The credits requested are total fees for the coverages included in the RFP. They are not intended to be per coverage. They are one-time credits and should be considered flat fees for the total rate guarantee.

18. For the implementation and pre-implementation credits are these fees for new carriers only or for both inforce and potential new carriers?

SFHSS Response:

The implementation and pre-implementation credits would apply to new carriers and not inforce partners unless new coverages are being implemented with the incumbent, then they would apply to the newly placed coverage(s).

- 19. Will SFHSS consider splitting the Life and Disability with different carriers, or are they seeking a single carrier solution for Life and Disability?**

SFHSS Response:

As a result of this RFP, SFHSS is seeking a single agreement with a risk bearing entity for all in-scope benefits. Please refer to RFP Section 3 (Response Requirements) including the Minimum Qualifications (3.2). Please see RFP Section 2.5 (Communications).

- 20. Have there been any significant plan design changes in the last several years (i.e. change in benefit schedules, acquisitions, mergers)?**

SFHSS Response:

Plans and plan provisions have remained constant during the experience period (2020-2024). Employer-paid basic life for the Municipal Executive Association (MEA Union) increased from \$50K to \$100K as of 01/01/2021 and from \$100K to \$150K on 01/01/2023.

See also Add.3_AdditionalFiles.zip > Hartford Insurance Rates 2017_2025.xlsx. The Hartford acquired Aetna's Life and LTD book of business in 2017.

SFHSS officially converted to The Hartford for Basic Life and LTD on January 1, 2020. Please refer to the HSB presentation on June 14, 2018 regarding the approval of the transition from Aetna to Hartford and available at

https://sfhss.org/sites/default/files/2019-01/RM_061418_2019_Life_LTD_Renewal.pdf. Aetna Life Insurance Company provided employer-paid basic life and long-term disability for plan years 2013-2019.

- 21. Are there opportunities to recommend alternative plan designs or enhancements to existing benefits, such as supplemental options or value-added services?**

SFHSS Response:

Please refer to the Scope of Services (RFP Section 2.) including subsection 2.3 (Value Added Benefits).

- 22. Are respondents required to provide Employee Assistance Program (EAP) services?**

SFHSS Response:

No, respondents to the RFP are not required to offer EAP services. However, if EAP services or support for EAP are included as a value-added service, see Questionnaire

tab 'DI Questions' Cell B73 under 'Long Term Disability >> Value Added Services'. A summary of SFHSS EAP services and vendor partners are available at <https://sfhss.org/eap>.

- 23. Does SFHSS have specific requirements or preferences for value-added services beyond those currently provided (e.g., financial wellness programs, estate planning tools)?**

SFHSS Response:

Please refer to the Scope of Services (RFP Section 2.) including subsection 2.3 (Value Added Benefits).

- 24. What is the termination provision for those on waiver, who go out prior to age 60? Is it lifetime?**

SFHSS Response:

Policy provisions are contained within the provided policy documents. See SFSecureShare folder Policies_Misc.

- 25. Is waiver coordinated with Disability?**

SFHSS Response:

Policy provisions are contained within the provided policy documents. See SFSecureShare folder Policies_Misc.

- 26. Could SFHSS share more detailed census and demographic data to help ensure accurate recommendations for carriers and plan designs?**

SFHSS Response:

Please refer to RFP Section 2 (Scope of Services), Section 3 (Response Requirements) including the Minimum Qualifications (3.2).

- 27. Please provide an updated census that includes the union codes from the union table.**

SFHSS Response:

Please refer to the file Please refer to the file Life and DI Census Data Revised 20241218_01102025 located in folder Add.3_AdditionalFiles.zip (uploaded to individual SFSecureShare SFTP folders on 1/13/2025).

28. How can a prospective bidder receive detailed information about the in-scope population of full-time employees eligible?

SFHSS Response:

Detailed census and experience data is provided to qualified prospective RFP respondents (please see RFP Section 3.2. Minimum Qualification) following execution of a Mutual Confidentiality and Non-Disclosure Agreement (Section 3.1 and available at <https://sfhss.org/RFPs>). See also RFP Section 1.6 (Census and Experience). At any time, SFHSS may request additional information from a prospective respondent to confirm eligibility to bid and minimum qualifications. Please refer to the file Life and DI Census Data Revised 20241218_01102025 located in folder Add.3_AdditionalFiles.zip (uploaded to individual SFSecureShare SFTP folders on 1/13/2025).

29. How is aging administered? Are employee ages frozen as of January 1 of the plan year, or are ages updated throughout the year?

SFHSS Response:

Employee ages are frozen as of January 1 of each plan year.

30. If there are any employees working outside of the United States, including in U.S. territories, please identify them on the census and provide each employee's country of citizenship and country of employment.

SFHSS Response:

No, there are no employees who work outside the United States.

31. Do you require for disability claims a confirmation of last day worked with the employer?

SFHSS Response:

Yes.

- 32. Beyond the stated criteria in the RFP, are there additional factors SFHSS considers critical for selecting a broker, such as experience with public entities, innovative solutions, or specific carrier relationships?**

SFHSS Response:

Detailed scoring criteria is provided only to the Evaluation Panel (RFP Section 4.2) to encourage fair and balanced proposals.

- 33. For Tab Life_Di General Questions, Row 96, is there a desired format and number of pages for the implementation plan, schedule, roles and responsibilities and key requirements? (Q: Confirm that you have submitted an implementation plan containing schedule, lead, roles and responsibilities and key requirements and milestones.)**

SFHSS Response:

Implementation plans should be limited to five (5) standard size pages or fewer, in PDF format, and included as part of the proposal, along with the Questionnaire and the Redline Appendix A (Standard Agreement). See RFP Section 3.3. (Submission of Proposals, as amended on 12/20/2024).

BASIC & SUPPLEMENTAL LIFE INSURANCE

- 34. Will the life insurance plan be self-administered/self-billed by the employer, or will the insurance carrier be responsible for maintaining individual employee records and for generating monthly invoices?**

SFHSS Response:

The Group Life Insurance will be self-billed by the employer.

- 35. For Life insurance, we would expect that all the information to initiate the claim be added to our portal to initiate the claim by you or your recordkeeper. If this is not the case, please explain how claims are submitted today and if they are incomplete how the information is gathered.**

SFHSS Response:

Currently, Life Insurance claims are initiated by SFHSS, after SFHSS has been informed of a deceased employee. SFHSS retains on record all beneficiary designations and gathers the Death Certificate from the surviving beneficiary. SFHSS

also gathers all relevant FMLA documentation needed to submit the complete claims. Upon gathering the necessary documents, SFHSS then completes the Life Claim application and submits all required documents to the carrier for review. However, as a result of this RFP, SFHSS expects our vendor partners to provide dedicated ongoing off-site support and resources (see also responses to Questions 112, 117 and 118) to assist SFHSS in the administration of life and disability policies.

36. What class is Account 001 Plan Letter BA (MEA)? What was the increase to \$100,000 from?

SFHSS Response:

The account number and plan letter are merely a function of account structure to discriminate one policy from another, whereby Account 001, Plan Letter BA, is the Life Insurance policy for six union codes, which are associated with the Municipal Executives Association (MEA) - one of our many collective bargaining groups - for a \$150,000 policy. Changes to insurance amounts are always a function of collective bargaining with the City. The Increase to the total insurance value of \$150,000 for the MEA is attributed to the MEA Union negotiating an increase in the basic life insurance amount for this Union, specifically.

37. On the life WOP claims listing there are examples of the following:

- Pending claims with no coverage amount
- Pending claims with coverage amounts
- An approved claim with no coverage amount

Please confirm if the pending claims with coverage amounts are active. Please also confirm the amount of the wop claim that is active with no coverage amount

SFHSS Response:

Yes, they are active claims under review, but the coverage amount has not been confirmed. This was a reporting issue and has been corrected in the attached report.

38. Basic life lives show a 5% variance and 25% variance in volume between the Hartford invoice (excel document) and the census. Why is this?

SFHSS Response:

Bidders should rely upon the provided census files and population data. Please refer to the file Life and DI Census Data Revised 20241218_01102025 located in folder Add.3_AdditionalFiles.zip (uploaded to individual SFSecureShare SFTP folders on 1/13/2025).

- 39. The voluntary life shows an 11% variance in lives and a 6% variance in volume between the Hartford invoice (excel document) and the census. Why is this?**

SFHSS Response:

Bidders should rely upon the provided census files and population data. Please refer to the file Life and DI Census Data Revised 20241218_01102025 located in folder Add.3_AdditionalFiles.zip (uploaded to individual SFSecureShare SFTP folders on 1/13/2025).

- 40. The voluntary child life shows a 6% variance in enrolled lives and a 40% variance in volume between the Harford invoice (excel document) and the census. Why is this?**

SFHSS Response:

Bidders should rely upon the provided census files and population data. Please refer to the file Life and DI Census Data Revised 20241218_01102025 located in folder Add.3_AdditionalFiles.zip (uploaded to individual SFSecureShare SFTP folders on 1/13/2025).

- 41. The Spouse life shows a 13% variance in lives and a 40% variance in volume between the Harford invoice (excel document) and the census. Why is this?**

SFHSS Response:

Bidders should rely upon the provided census files and population data. Please refer to the file Life and DI Census Data Revised 20241218_01102025 located in folder Add.3_AdditionalFiles.zip (uploaded to individual SFSecureShare SFTP folders on 1/13/2025).

- 42. Please divisional key on census column N.**

SFHSS Response:

See Appendix C (Key of City and County of San Francisco Departments, Divisions, & Commissions) in this Addendum 3.

- 43. The billing report shows a family add structure, but the census shows volumes by insured as their own elections. Is this truly a family add plan?**

SFHSS Response:

The Family ADD line in the billing is accounting for dependent children who have been added to the Supp ADD product.

44. How does SFHSS affirm smoker/non-smoker status (only 113 smokers)?

SFHSS Response:

SFHSS does not affirm smoker/non-smoker, this information is self-reported by the participant. For the purposes of supplemental benefits, this information may be attested to by the participant.

45. Is the group interested is moving from smoker / non-smoker rates to Uni tobacco rates?

SFHSS Response:

For the purposes of this RFP, SFHSS will retain the current state of separate smoker and non-smoker rates for voluntary supplemental life insurance rates.

46. The census includes 27,843 lives eligible for Basic Life Coverage. The “Union Table” spreadsheet is showing just 51 out of 116 eligible for Basic Life Coverage and 76 out of 116 eligible for Supplemental Life Coverage. It appears all eligible for Supplemental life are eligible for Basic Life, but appears we are missing 25 unions on the census. To quote, we need a census that includes all eligible employees with a Union Code indicator or some way to see who is eligible for which coverage.

SFHSS Response:

Please refer to the updated census and population data as well as the provided Union Codes indications (Add.3_AdditionalFiles.zip) and Appendix B (Table of Union Codes and Benefit Eligibility) of this Addendum 3.

47. Are the above Union Groups that are eligible for Supplemental Life only, also eligible for Supplemental AD&D?

SFHSS Response:

Yes. See Appendix B (Table of Union Codes and Benefit Eligibility) of this Addendum 3 for a table of union codes.

- 48. Who is enrolled in the “Supplemental Employee & Family AD&D”? It appears about 600 lives are listed on the premium report as of 1/1/2023, but no indication on the census. Also, please provide the policy for this coverage.**

SFHSS Response:

Both basic and supplemental insurance coverages are listed (together) in each life insurance certificate.

- 49. Please provide a claims list back to 1/1/19 as of current valuation (the claims list is as of 1/1/20).**

SFHSS Response:

Please use the provided claims experience, claims lists and other supporting documentation which has been provided back to 1/1/2020. See updated benefits, census and population data in Add.33_AdditionalFiles.zip (uploaded to SFSecureShare folders on 1/13/2025).

- 50. Is it possible to provide Life experience prior to 2020? If not, can a Covid indicator be included on the claims listing?**

SFHSS Response:

Please use the provided claims experience, claims lists and other supporting documentation which has been provided back to 1/1/2020. Additional details will not be provided so please use the data included with the RFP.

Claims do not have the information or the ability to indicate whether a policyholder dies as a result of COVID or COVID-related complications. However, SFHSS can confirm that there were two (2) COVID-19 related deaths for active City employees during the RFP experience period (2020-2024), one (1) in 2021 and one (1) in 2022. Both were covered under the employer-paid Basic Life coverage. SFHSS does not have any record of COVID-19 -related deaths during the experience period under Voluntary Life and Supplemental Dependent coverages.

- 51. Is any Covid Claim data/impact available for the Basic and Voluntary Life coverage? If available, can you please provide an updated version of the "Copy of Life_Claims_Status_and_Payment_Report_01-01-2020 to 08-31-2024_NoPHI.xls"**

worksheet that includes a wider range of data periods: from 1/1/2019 through 9/30/2024?

SFHSS Response:

Please use the provided claims experience, claims lists and other supporting documentation which has been provided back to 1/1/2020. Additional details will not be provided so please use the data included with the RFP. SFHSS can confirm that there were two (2) COVID-19 related deaths for active City employees during the RFP experience period (2020-2024), one (1) in 2021 and one (1) in 2022. Both were covered under the employer-paid Basic Life coverage. SFHSS does not have any record of COVID-19 -related deaths during the experience period under Voluntary Life and Supplemental Dependent coverages. See the response to Question 50.

52. How is citizenship verified for dependents (and why is it required for dependents, and not employees?)

SFHSS Response:

Our current basic and supplemental life insurance policies do not contain a citizenship requirement for employees. Our current supplemental life coverage states that a covered dependent be a U.S. citizen. The Hartford conducts reviews of dependent claims, including verifying US Citizenship status.

In Questionnaire, tab 'Life Questions', respondents are to specify whether their basic life and AD&D and/or supplemental life policy(ies) contain a U.S. Citizenship requirement. As a result of this RFP, if the selected vendor has, for example, a citizenship requirement for dependent supplemental life coverage, the selected vendor shall be required to verify.

53. Confirm enrollment in supplemental EE, SP & Family Optional AD&D (spreadsheet shows 0).

SFHSS Response:

Please refer to the provided census data, as well as updated census and population data (Add.3_AdditionalFiles.zip). Please be advised that supplemental life is provided with AD&D.

54. For Voluntary Life, are Employees currently allowed to be insured as a member and dependent?

SFHSS Response:

No. Employees may not be insured as a member and a dependent of another member (e.g. another City employee). As a result of this RFP, SFHSS expects the selected vendor to continue to support SFHSS in screening and denying applicable dependent dual coverage.

55. Please clarify why there are some current enrolled Employees and Dependents with Supplemental Life amounts in excess of plan maximum.

SFHSS Response:

The in-scope population includes individuals with insurance amounts which exceed the stated insurance maximum amount listed in the current Hartford Life Insurance Certificates. These grandfathered accounts, with associated insurance amounts in excess of the stated maximums, had been approved by The Hartford during their acquisition of this business from Aetna (eff. 1/1/2020). These insurance amounts are frozen at their existing values. The vendor who selected as a result of this RFP is expected to honor the existing value and benefits for these grandfathered accounts with amounts in excess of current plan maximums.

56. The Voluntary Child Life plan has a \$10,000 benefit. Please confirm that the Voluntary Child amounts on the census that exceed this represent multiple covered children at this amount.

SFHSS Response:

These are representative of multiple children enrolled at \$10,000 coverage (each). There are no individual covered children with coverage amounts in excess of \$10,000.

57. Life claim listing is showing two (2) retired EE claims. Please confirm we are not quoting any retirees, and these are miscoded.

SFHSS Response:

Correct. These are miscoded within the file 'Life_Claims_Status_and_Payment_Report_01-01-2020 to 08-31-2024_NoPHI.xls' (Table of Contents, Identifier 3; subfolder 'Experience> Life and LTD.zip' within SFSecureShare folder). Retirees are out-of-scope and not eligible for basic or supplemental life.

58. Are Recordkeeping Services desired for Life Benefits?

SFHSS Response:

As a result of this RFP, SFHSS expects our vendor partner to provide dedicated ongoing off-site support and resources (see Minimum Qualification, RFP Section 3.2 M., as amended, and responses to Questions 112 and 117, and 118) to assist SFHSS in the administration of life and disability benefits.

59. Please confirm who manages the beneficiaries. We see a form labeled “The Hartford Life Insurance Beneficiary Designation form” but it appears that the form is returned to SFHSS so we are unsure who holds the records.

SFHSS Response:

SFHSS holds records provided to SFHSS by employees. Forms and documents submitted directly to The Hartford or Workterra are not shared with SHFSS. However, as a result of this RFP, SFHSS requires enhanced benefit support, including record retention and support with beneficiary determinations. See also the response to Question 112 and 117.

60. Please confirm there is no suicide exclusion for Basic Life applies (it’s listed as an exclusion). Are there any other variations in exclusions between plans?

SFHSS Response:

It is confirmed that there is no suicide exclusion for Basic Life. The list of benefits and exclusions for the Life policies can be found within each certificate; the benefits and exclusions do not differ between certificates. Please see the below example of a current life certificate for reference:

- *(Identifier) 33, (File Name) \$50 Basic Group Life (Employer Pd) Plus Supplemental Life.pdf, (Folder) Policies_Misc\Life and LTD Policies.zip, (Benefit) Life_Supp Life, (Description) Basic and supplemental life policy for \$50k level*

61. Please provide a copy of your current beneficiary claim packet.

SFHSS Response:

Please refer to Add.3_AdditionalFiles.zip > Life ApplicationTL.pdf in individual SFSecureShare folders (uploaded 1/13/2025).

- 62. Please provide a premium rate history from 2019 to 2024 for each line of Life and AD&D coverage.**

SFHSS Response:

Please see Hartford Insurance Rates 2017_2025.xlsx (Add.3_AdditionalFiles.zip, uploaded to individual SFSecureShare SFTP folders 1/13/2025), see also Appendix A (SFHSS Hartford Life, AD&D, and LTD insured rates, 2019 to 2025) of this Addendum 3 for a history of premiums.

- 63. Please provide rate history since 1/1/2020.**

SFHSS Response:

See Hartford Insurance Rates 2017_2025.xlsx (Add.3_AdditionalFiles.zip) uploaded to individual SFSecureShare folders 1/13/2025.

- 64. Have there been any open or special enrollments during, or just prior to, the experience period? If so, please provide details.**

SFHSS Response:

Yes. See SFHSS RFC History List_10-07-2024_Deidentified.docx (Table of Contents Identifier 13, Experience > Life and LTD.zip):

Special Provision 07/01/2019:

Employees were able to elect up to the GI without Medical Evidence

Special Provision 08/01/2021:

- Allow increase or opt in up to 5 increments for both Employee Voluntary Life (maximum \$50k) and Spouse/Domestic Partner Voluntary Life (maximum \$25k) and Child Life (\$10k)
- Any amounts in excess of a 5 increment increase or any amount over the Guarantee Issue will be subject to medical underwriting.

Prior to 2019 SFHSS has engaged in special or modified enrollment events which reopened the Guarantee Issue (GI) periods for supplemental voluntary life insurance and accidental death & dismemberment (AD&D). Special enrollment periods were conducted through a partnership with our third-party administrator for voluntary benefits in an effort to increase enrollment in the voluntary life and AD&D benefits.

- 65. Regarding the 8/1/2021 Special Provision, What was the medical underwriting rule before this? Does this apply to those currently enrolled and late entrants? Does this apply at annual enrollment, and or family status change, and or any time throughout the year?"**

SFHSS Response:

Prior to the 8/1/2021 special provision, Evidence of Insurability (EOI) was required for any increase beyond one (1) level for both employee and dependent coverage. While this does apply to current and late enrollees, this underwriting approach was a one-time provision change for enrollments from 10/1/2021 to 10/29/2021. These rules no longer apply.

- 66. Please provide rate change history back to 2019 on all lines.**

SFHSS Response:

Plans and plan provisions have remained constant during the experience period (2020-2024). Employer-paid basic life for the Municipal Executive Association (MEA Union) increased from \$50K to \$100K as of 01/01/2021 and from \$100K to \$150K on 01/01/2023. See also Add.3_AdditionalFiles.zip > Hartford Insurance Rates 2017_2025.xlsx.

- 67. Are any of the value adds currently provided highly utilized by your employees? If so, which get the most usage?**

SFHSS Response:

Currently, our incumbent vendor partners do not track client-specific utilization of value-added services (RFP Section 1.5). However, as a result of this RFP SFHSS would value the ability to track utilization and if utilization is low compared to a vendor's book of business, collaborate with the selected vendor to increase utilization.

- 68. Does voluntary AD&D coverage automatically match an employee's voluntary Life election, or is AD&D elected independently of Life coverage?**

SFHSS Response:

Voluntary AD&D coverage automatically matches an employee's voluntary Life election. No independent election option is offered.

LONG-TERM DISABILITY

69. Does the group participate in PERS/STRS and/or Social Security?

SFHSS Response:

SFHSS Members may be eligible for PERS or STRS and can also be eligible for Social Security.

70. Please indicate which employee groups are eligible for PERS benefits.

SFHSS Response:

All employees are eligible for a pension benefits (vesting and value dependent on hire date and years of eligible service). The majority are provided through the San Francisco Employees' Retirement System (SFERS, <https://mysfers.org/>). Certain unions such as police and fire participate in PERS. The vast majority of employees participate in Social Security. However, a small number of employees from certain public safety departments (Police, Sheriffs) at one point were not contributing to Social Security.

71. Are any amount of Service Retirement/Pension Benefits included in any of the LTD Offset amounts? Specifically, do any offsets applied for Pension (Other), Employer Retirement or PERS include amounts not directly associated to Disability, rather, are they Retirement Benefits? Or are all offsets applied directly related to Disability Benefits?"

SFHSS Response:

Retirement benefits are not required to be claimed, if they received them on a reduced basis. See the Certificates under Definitions > "Other Income Benefits" ("You will not be required to claim any retirement benefits which you may only get on a reduced basis").

72. Please provide an updated LTD claim report with a valuation date as of 9/30/2024 so that it aligns with the PDI provided.

SFHSS Response:

Please use the provided claims experience, claims lists and other supporting documentation which has been provided. See updated benefits, census and population data in Add.3_AdditionalFiles.zip (uploaded to SFSecureShare folders on 1/13/2025).

- 73. For the LTD claims listing can we get the net, gross, reserve (for open) and total paid amounts for each claimant (open and closed)?**

SFHSS Response:

Please refer to the file 'SFHSS Financial_Activity_OpenAndClosed_12-16-2024.xlsx' located in Add.33_AdditionalFiles.zip (uploaded to individual SFSecureShare SFTP folders on 1/13/2025).

- 74. Please add an indicator for the Voluntary LTD on the census.**

SFHSS Response:

The five (5) union groups that may elect voluntary Long-term Disability coverage are not separately indicated within the census and included with employer-paid group long-term disability at 90-day (66.6667%, \$7,500 monthly maximum). See RFP Section 1.3.3. and FN9.

These five (5) union groups are listed under 90-Day Elimination Period (Contributory/Voluntary) at <https://sfhss.org/long-term-disability-insurance#tab-28840>. [California Court Commissioners Association (##); City and County of San Francisco, Port Director (##); Municipal Executives Association (Police Chiefs, and Fire Chiefs) (##); Municipal Executives Association (Superior Court Of California, County of San Francisco) (##); Superior Court Of California, County of San Francisco, Unrepresented Management (eligible population count per union as of December 2024).

- 75. Please confirm the LTD experience includes all classes.**

SFHSS Response:

Confirmed.

- 76. Please confirm the LTD experience includes ER Paid and EE Paid LTD?**

SFHSS Response:

The Hartford LTD plans are 100% employer-paid with the exception of the five (5) unions (see Questions 74 and 91). The five (5) union groups that may elect voluntary Long-term Disability coverage are not separately indicated within the census and included with employer-paid group long-term disability at 90-day (66.6667%, \$7,500 monthly maximum). See RFP Section 1.3.3. and FN9. These five (5) union groups are listed under 90-Day Elimination Period (Contributory/Voluntary) at <https://sfhss.org/long-term-disability-insurance#tab-28840>.

The LTD plan costs for the employees represented by the Municipal Executive Association (MEA Union) are paid with flexible credits (employer funds, see <https://sfhss.org/flexible-credits>). MEA flexible credits are used on a pre-tax basis for the LTD benefit.

- 77. Please provide a claims list back to 1/1/19 as of current valuation (the claims list is as of 1/1/20).**

SFHSS Response:

Please use the provided claims experience, claims lists and other supporting documentation which has been provided back to 1/1/2020. See updated benefits, census and population data in Add.33_AdditionalFiles.zip (uploaded to SFSecureShare folders on 1/13/2025).

- 78. Some documents say one of the 90 Day EP plans is voluntary. How do we identify the employees on the census electing voluntary LTD coverage? How many employees are eligible and not are not electing voluntary LTD coverage?"**

SFHSS Response:

See the responses to Questions 74 and 81.

- 79. Are the renewal rates available?**

SFHSS Response:

See Add.3_Additional Files.zip > Hartford Insurance Rates 2017_2025.xlsx (uploaded to individual SFSecureShare folders on 1/13/2025).

- 80. Please provide a copy of the current LTD policy. If unavailable, please provide eligibility requirements, definition of disability, and elimination period for the LTD coverage.**

SFHSS Response:

There are three policy certificates for the current Long Term Disability plans offered, which can be located using the following coordinates in the Table of Contents for this RFP:

- (Identifier) 34, (File Name)180-Day 60% Long Term Disability (Employer Pd).pdf, (Folder) Policies_Misc\Life and LTD Policies.zip, (Benefit) LTD, (Description) LTD policy for 180 day, 60% benefit (ER paid)

- (Identifier) 35, (File Name) 90-Day 66.67% Long Term Disability (Employer Pd).pdf, (Folder) Policies_Misc\Life and LTD Policies.zip, (Benefit) LTD, (Description) LTD policy for 90 day, 66.67% benefit (ER paid)
- (Identifier) 36, (File Name) 90-Day 66.67% Long Term Disability (Voluntary).pdf, (Folder) Policies_Misc\Life and LTD Policies.zip, (Benefit) LTD, (Description) LTD policy for 90 day, 66.67% benefit (Voluntary)"

81. Please clarify the certs labeled as "90d EE paid/Contributory" LTD. The verbiage/provisions within the certs do not reflect a voluntary/contributory plan. RFP indicates that a handful of Union groups can elect LTD benefits on voluntary basis, however certs do not mention this or include any of the typical voluntary/contributory provisions.

SFHSS Response:

Correct. The certificates do not differentiate for the five (5) unions with voluntary LTD [90d EE paid/Contributory = Voluntary LTD]. The five (5) union groups that may elect voluntary Long-term Disability coverage are not separately indicated within the census and included with employer-paid group long-term disability at 90-day (66.6667%, \$7,500 monthly maximum).

See RFP Section 1.3.3. and FN9. These five (5) union groups are listed under 90-Day Elimination Period (Contributory/Voluntary) at <https://sfhss.org/long-term-disability-insurance#tab-28840>.

82. Please provide an explanation as to the rate change that appears to have been effective 1/1/2023. Was this a result of a plan change and/or rate change?

SFHSS Response:

The rate change eff. 1/1/2023 (see Hartford Insurance Rates 2017_2025.xlsx (Add.3_AdditionalFiles.zip) uploaded to individual SFSecureShare folders 1/13/2025) was a function of negotiations between SFHSS and Hartford based on plan experience.

83. Please provide the LTD rate history for the past 5 years and reason for any rate change.

SFHSS Response:

See the responses to Questions 62 and 63 above. See Hartford Insurance Rates 2017_2025.xlsx (Add.3_AdditionalFiles.zip) uploaded to individual SFSecureShare folders 1/13/2025)

84. What exact implementation / due diligence / audit fees or credits should be included (if any)?

SFHSS Response:

See the response to Question 16. See SFHSS Life LTD RFP Questionnaire.xlsx, tab 'CREDITS' (available through SFSecureShare following execution of an MCA, RFP Section 3.1). The dollar amounts listed in column E ("Proposed") are sample values.

85. Please provide the following through 12/01/2024:

- **Life Claims Status and Payment Report**
- **Premium Waiver Status Detail Report**
- **Premium Report**

SFHSS Response:

See 'Life_Claims_Status_and_Payment_Report_01-01-2024 to 12-01-2024.xls' in 'Add.3_AdditionalFiles.zip' (uploaded to individual SFSecureShare SFTP folders on 1/13/2025).

See also 'Premium_Waiver_Status_Detail_Report_01-01-2024 to 12-01-2024.xls' in 'Add.3_AdditionalFiles.zip' (uploaded to individual SFSecureShare SFTP folders on 1/13/2025).

See also 'SFHSS Premium Report 01-01-2024 to 12-01-2024.xlsx' in 'Add.3_AdditionalFiles.zip' (uploaded to individual SFSecureShare SFTP folders on 1/13/2025)

SUPPLEMENTAL SHORT-TERM DISABILITY

86. On the census, all employees are in CA. The STD plan breaks out all employees in CA vs all Non-CA employees. Is it necessary to have a class for non- CA employees?

SFHSS Response:

The census identifies employee work locations, and all employees work in California, with the vast majority in San Francisco, CA specifically (the City has a population of employees with the Public Utilities Commission, department designation PUC, that work in and around Moccasin, CA in Tuolumne County). However, employees are not required to reside in California. As such short-term disability insurance may be voluntarily elected by employees who work in California but do not have their primary residence in California.

- 87. On the STD experience, is the column labeled “Inforce Face Amount” supposed to be the volume? If so, it’s much higher than what is on the census, please advise why. If not, can you please request the volume to be added to the experience?**

SFHSS Response:

The census calculation is based on the annual earnings that were provided. The \$1,036,537.68 volume was calculated based on the 30% benefit since all employees work in California. When recalculated using the 60% benefit percentage - the volume is \$2,072,011.55, which is based on the annual earnings from the census. This volume is within 6.5% of the “Inforce Face Amount” on the CCSF20241010 file. This 6.5% difference is within a 10% variance (between the census and most recent invoice).

As such the amount listed that employees are being charged for the coverage is based on the 60% benefit and not the 30%.

See cell H6 (Inforce Contracts with End_Date 30-Sep-24) in the file CCSF 20241010_InforceMonthlyExperience_Manhattan Life.xlsx (Table of Contents Identifier 2, Folder "Census"), and Column Q (STD Plan, if=Y) in file Life DI RFP Census 12.4.24.xlsx (Table of Contents Identifier 1, Folder "Census").

See also Cell I6 (Inforce Face Amount with End_Date 30-Sep-24) from the file CCSF 20241010_InforceMonthlyExperience_Manhattan Life.xlsx (Table of Contents Identifier 2, Folder "Census", "\$2,216,316"), and total value of all values within columns R (STD Volume 7/7) and S (14/14) if Column Q = Y (\$1,036,537.68).

- 88. Confirm the current STD plan is a percent of salary plan and the volume included on the census reflects the weekly benefit volume.**

SFHSS Response:

Yes. See RFP Section 1.4.2., see also CCSF 20241010_InforceMonthlyExperience_Manhattan Life.xlsx (monthly experience).

- 89. Why is SFHSS including voluntary short-term disability benefits within the scope of this RFP?**

SFHSS Response:

SFHSS seeks to reduce complexity and improve administration of short-term and long-term disability claims including transition from short-term disability to long-term for applicable claimants. Currently, long-term disability insurance is provided

through The Hartford and short-term disability insurance from ManhattanLife may be elected voluntarily (100% employee paid) through our third-party administrator for voluntary benefits Workterra.

90. May STD experience be provided by plan?

SFHSS Response:

See CCSF 20241010_InforceMonthlyExperience_Manhattan Life.xlsx.

91. Please provide clarification of the difference between the dollars amounts for "Earned Premium" vs "Inforce Annual Premium" for STD. For example, in 2022, the amounts are \$755,440 and \$705,674, respectively. What accounts for the \$49,766.06 difference between the two premiums?

SFHSS Response:

As it relates to STD experience data, the "Earned premium" data represents the premiums received by the carrier, and commissions are paid based on the receipt of the premium. Separately, the "Inforce Annual premium" data indicates the premiums received on existing benefits and policies.

92. How are premiums collected and remitted for the STD product? Can you also describe general time periods for these actions between the SFHSS, the carrier, and the third-party service provider, including payments in arrears?

SFHSS Response:

Premiums are collected by payroll deduction in arrears, and payroll funds are sent to Workterra based on the SFHSS calendar for benefits and the pay period ending dates.

For example:

- On 10/25/24, Workterra receives a check from SFHSS for \$182,270.09 for the pay period ending 10/11/24; and
- On 11/12/24, Workterra receives a check from SFHSS for \$181,873.29 for the pay period ending 10/25/24.

Workterra starts the carrier payment process after the funds have been received. In this example, October funds were received in the middle of November. Prior to sending payment to the carrier, Workterra reconciles the payroll deductions with the enrollments in their system in order to create (1) a discrepancy report for in-house processing and (2) a remittance report with employee's payroll amounts and the carrier. Once Workterra has reconciled the account, a check/ACH request is made, and payment is sent to the carrier.

- 93. The TBI data and census show there are about 1,200 enrolled in STD but the RFP section 1.4.2 shows 320 enrollment. Please advise.**

SFHSS Response:

As of 12/19/2025, our voluntary benefits administrator has confirmed that there are 1,395 confirmed total enrollments in voluntary short-term disability (STD) that will be effective 1/1/2025. This includes 321 new enrollments (including this year's Open Enrollment, and potentially any new employees hired on or after November 1, 2024).

- 94. How can we identify who is eligible for STD on the census? Can an indicator please be added?**

SFHSS Response:

Short-term Disability Insurance (100% employee-paid) may be elected voluntarily by active employees of the City and County of San Francisco and the San Francisco Superior Court with employer-paid Basic Life. ManhattanLife provides guaranteed-issue group disability coverage for eligible enrolled employees working at least twenty (20) hours per week and for the thirty (30) days prior to the application date. Employees are eligible the first of the month following their date of hire. In order to be eligible, employees are required to have been both performing their normal work activities and actively at work full time at their regular occupation.

- 95. Please advise if only Non-Union are eligible for STD? If union are also eligible, please add STD to the Union identifier document.**

SFHSS Response:

Short-term disability may be elected voluntarily by active employees with employer-paid Basic Life working at least twenty (20) hours per week and for thirty (30) days before the application date. (RFP Section 1.4.2; Column C, Union Table - 18Oct2024 (Life and LTD Benefits Per Union) in Add.3_AdditionalFiles.zip (uploaded to individual SFSecureShare SFTP folders on 1/13/2025). Short-term disability may also be elected by certain selected collective bargaining groups. Of the 35,897 employees eligible to enroll in short-term disability, 35,778 are scheduled for 20+ hours as of 12/19/2024.

- 96. Please provide a census with clear indication of who is eligible/enrolled for STD coverage along with DOB, salary, gender, occupation and work state/zip.**

SFHSS Response:

See the provided census data as well as the response to Question 94.

- 97. For enrollment in the Short-Term Disability, please provide the number of eligible employees working 20+ hours.**

SFHSS Response:

Of the 35,897 employees eligible to enroll in this benefit, 35,778 are scheduled for twenty or more (20+) hours.

- 98. Does the inforce STD plan include an option for Portability or is the expectation of full takeover?**

SFHSS Response:

There is no portability rate for the STD plan. The plan and benefits terminate if the employer terminates or if employees terminate employment. The new provider can offer to rollover the existing coverage, so employees do not start over if the new provider has a pre-existing clause in their plan that precludes the employee from receiving benefits for a period.

- 99. Is the current supplemental STD benefit program a fully insured group product?**

SFHSS Response:

No. The current supplemental short-term disability benefit program is a voluntary benefit with the cost borne 100% by the employee.

- 100. Note our group STD policy offers benefits on a weekly basis, therefore, our offering will deviate from the current plan. Will we still be considered if we are not able to match the plan structure in terms of monthly vs weekly benefit.**

SFHSS Response:

SFHSS will accept responses for short-term disability benefits on weekly or monthly basis. If proposed STD deviates in this way from the current STD (monthly), it must be noted in the Questionnaire (see tab 'DI Questions', and the "Response" column, e.g. G8).

- 101. Who is the incumbent carrier on the STD? Are they solely the plans illustrated in the two Manhattan Life brochures or is there other coverage(s) with another carrier?**

SFHSS Response:

Please see RFP Sections 1.1.1 (Incumbent Benefit Providers), 1.4.2 (Short-term Disability (STD)), and 2.2.2 (Supplemental Short-Term Disability).

102. Please provide a recent bill or premium statement.

SFHSS Response:

Please refer to the file CCSF Manhattan Life Nov 2024 remittance details.xlsx in the Add.3_AdditionalFiles folder.

103. Please provide all applicable booklets and certificates related to any/all STD coverages.

SFHSS Response:

Certificates and policy documents are contained in the folder ""Policies_Misc"" in individual SFSecureShare SFTP folders (Table of Contents (TOC, SFHSS Life_DI RFP SFTP Files Table of Contents.xlsx) identifiers 21-42).

104. Please indicate if the STD plan(s) are non-contributory or voluntary/contributory.

SFHSS Response:

Short-term disability benefits are voluntary and 100%-employee paid. Please see RFP Sections 1.1 (Summary of In-Scope Benefits), 1.4 (In-Scope Voluntary Benefits), and 2.2.2 (Supplemental Short-Term Disability).

105. Please confirm if FICA match is included on STD.

SFHSS Response:

FICA data is not reported by the carrier.

106. Please confirm for the STD that CASDI is fully offset from STD/LTD benefit.

SFHSS Response:

The benefit is paid in addition to CASDI. The max benefit amount of 30% of an employee's monthly earnings is capped at \$6,000 per month. The LTD benefit does offset and has a minimum that it will pay in addition to other benefits received.

The example below illustrates an LTD benefit for MEA members:

- Elimination Period: 90 days

- Maximum Monthly Benefit: \$7,500
- Minimum Monthly Benefit: The greater of \$100 or 10% of the benefit based on Monthly Income Loss before the deduction of Other Income Benefits
- Benefit Percentage: 66 2/3%

107. Please confirm if STD is integrated with LTD.

SFHSS Response:

Currently for the 2024 plan year (as for the 2025 plan year) employer-paid long-term disability (LTD) is not integrated with short-term disability (STD) insurances and are provided by The Hartford and ManhattanLife (through Workterra, our third-party administrator for voluntary benefits, including STD). However, it is the express objective of this RFP to provide for a more seamless and integrated employee experience and administrative experience by providing both LTD and STD under a single entity.

ACCOUNT MANAGEMENT & OPERATIONS

108. How many enrollment meetings will the life insurer be expected to attend? At how many different locations will these meetings be held? How many employees will be at each location? During what time period will these meetings held (i.e. October 12 - 14, etc.)?

SFHSS Response:

SFHSS leverages on-site benefit fairs attended by representatives of our benefit vendors as a forum for benefit questions, distribution of print materials, and educating members about benefits available to them (including voluntary benefits within the scope of this RFP). As a result of this RFP, SFHSS looks to better educate members about the voluntary benefits available to them and increase enrollment. Benefit fairs in October 2025 may be one forum used to accomplish both goals. For the 2025 plan year Open Enrollment (October 2024), SFHSS held four (4) live/onsite benefit fairs for our Members, one at San Francisco City Hall (morning and afternoon), one at our Hetch Hetchy facility in Moccasin California (half-day), one at San Francisco International Airport (full-day) and one at a Public Works yard in San Francisco (half day). Benefit fairs were attended by a representative of Workterra (our voluntary benefits administrator).

109. Will the enrollment be a face to face, self-serve, call center enrollment, or a combination?

SFHSS Response:

Enrollment will be self-service.

- 110. Does San Francisco have a specific/specialized RTW program, specifically for STD or in general? If yes, please provide either a flowchart or description of the process.**

SFHSS Response:

No. The City and County of San Francisco does not have a uniform return to work (RTW) program following an absence (short-term disability or otherwise). SFHSS will coordinate with the selected vendor to support outreach to specific departments and human resources staff as required, including providing the email address of the manager or department-specific point-of-contact that should be notified of an employees confirmed RTW date or if there will be an extension.

- 111. On the Disability questions tab, you ask: “Vendor will notify manager of confirmed RTW in advance of the RTW date.” Are you able to provide a manager's name and contact information on the eligibility file?**

SFHSS Response:

A manager name and contact information cannot be provided on the eligibility file. However, SFHSS will coordinate with the selected vendor to support outreach to specific departments and human resources staff as required, including providing the email address of the manager or department-specific point-of-contact that should be notified of an employees confirmed RTW date or if there will be an extension. See also Questionnaire tab 'Scenario_1'.

- 112. What roles and responsibilities are expected of the dedicated ongoing off-site support and resources including account management (RFP Sec. 3.2 M., Questionnaire tab 'Life_Di General Questions')?**

SFHSS Response:

As a result of this RFP, SFHSS expects our vendor partner to provide dedicated ongoing off-site support and resources (see Minimum Qualification, RFP Section 3.2 M.) to assist SFHSS in the administration of life and disability benefits. These duties are expected to include, but not be limited to, (i) assisting SFHSS and insured employees with understanding coverage and benefit features and with claim filing requirements; (ii) assisting claimants in submitting disability, death and waiver

claims; (iii) reviewing enrollment applications for accuracy; (iv) assisting in annual enrollment needs such as benefit fairs, enrollment meetings, and trainings; (v) verifying evidence of insurance ("EOI") requirements, providing EOI forms and instructions; (vi) collecting beneficiary designation forms, reviewing for completeness and providing to SFHSS for retention; (vii) forwarding beneficiary designation form with the life insurance claim form to SFHSS when a life insurance claim is made; (viii) responding to employee, insured member and beneficiary communications regarding claim status; (ix) answering employee and insured member questions regarding benefits; (x) responding to SFHSS insurance and policy questions; and (xi) supporting SFHSS in updating new hire orientation materials.

Respondents shall include a detailed listing of services to be provided in their Questionnaire responses, including tab 'Minimum Qualifications' cell G32. Additional considerations shall be made for responses to tab 'Life_Di General Questions' in response to "Brief description of roles and responsibilities" (for account management) and "How will your organization support SFHSS' five (5) strategic goals (<https://sfhss.org/sfhss-strategic-plan-2023-2025>).

As to the hiring/reassigning of City employees, the City and County is unable to engage in the relationship described. San Francisco City employment is based on the civil service merit system. Hiring, transferring, and termination of employment are subject to complex rules and procedures. Further, City employment has associated retirement and other benefits. Any change in the employer employee relationship would be highly impracticable at best, and possibly illegal.

113. It appears you wrote this scenario [Questionnaire tab 'Scenario_1'] specifically because you have challenges today, especially with regard to capturing information via email. Are there any other challenges you are looking to solve with this scenario?

SFHSS Response:

SFHSS narrowly tailored this RFP seeking responses for highly qualified vendors with experience working with large and complex entities, including public sector entities. The purpose of the scenario is to assess each proposers' experience supporting large public-sector employers with complex and/or decentralized organizational structures in the administration of employer-paid basic life and long-term disability benefits.

114. Could you provide specific guidance or expectations for ensuring a seamless transition of life and disability benefits if a new carrier is selected?

SFHSS Response:

SFHSS expects a seamless transition to occur between April 2025 and December 2025 with all policies effective as of January 1, 2026. See response to Question 33. The RFP Evaluation Panel will assess individual responses to the Questionnaire as they relate to each bidders approach to implementation, including but not limited to, the qualifications and experience of the implementation manager, and the submitted implementation plan (Questionnaire tab 'Life_Di General Questions, cell B96 "Confirm that you have submitted an implementation plan containing schedule, lead, roles and responsibilities and key requirements and milestones."). Implementation plans should be limited to five (5) standard size pages or fewer, in PDF format, and included within each

115. What level of involvement does SFHSS expect from the broker during the implementation phase, such as carrier selection, Open Enrollment support, and communication materials? Are there specific challenges from past implementations that you believe respondents should address in their proposals?

SFHSS Response:

As a result of this RFP, SFHSS is seeking a single agreement with a risk bearing entity and not brokerage services. Please also refer to RFP Section 3 (Response Requirements) including the Minimum Qualifications (3.2). Please see RFP Section 2.5 (Communications).

116. What are SFHSS's current strategies for engaging employees with their life and disability benefits? Are there areas where you believe the broker could help improve the current approach?

SFHSS Response:

SFHSS uses a variety of mediums to engage members with the in-scope benefits, including direct mail (during and outside of annual Open Enrollment), the SFHSS website (SFHSS.org), the SFHSS monthly (email) newsletter, and new employee videos, trainings and onboarding materials. SFHSS has narrowly tailored this RFP seeking responses for highly qualified vendors with experience working with large public sector entities with diverse populations working at multiple physical locations. We look forward from Questionnaire responses that allow us to evaluate that experience including potential strategies for improving our administration of the in-scope life and disability benefits. One area for improvement could be better engaging members in providing updated beneficiary designations annually.

117. Please confirm who distributes claim forms to beneficiaries.

SFHSS Response:

As a result of this RFP, SFHSS expects our vendor partner to provide dedicated ongoing off-site support and resources (see Minimum Qualification, RFP Section 3.2 M., as amended, and Q.21) to assist SFHSS in the administration of life and disability benefits. Currently, SFHSS supports beneficiaries in completing claims forms for Group (Basic Life) and Supplemental Life (voluntary) coverage. Currently, our third-party administrator Workterra confirms supplemental life coverage prior to claim filing.

118. As a result of this RFP, will the selected vendor be asked to provide support outside of beneficiary questions?

SFHSS Response:

Yes, SFHSS expects our vendor partner to provide dedicated ongoing off-site support and resources for employees (see Minimum Qualification, RFP Section 3.2 M., as amended, and Q.21) and to fully assist SFHSS in the administration of life and disability benefits.

119. When do the current inforce rates expire?

SFHSS Response:

The short-term disability (STD) rates do not expire at the end of the year. STD premiums are set up as issues age. The rates can change if the plan has a change in rates. The current ManhattanLife STD Plan has a three (3) year rate guarantee. However, rates have not changed and will remain the same through the 2025 plan year.

The supplemental life premiums are attained age with a 5-year rate band. The rate change for employees that have an age band rate change after 1/1 of the current plan year will not occur until 1/1 of the following plan year. The rate will change to the new age band rate as of 1/1 of the new plan year.

Example: Employee was 64 on 1/1/24 and employee's birthday was 6/1/24 on which employee turned 65. Employee's rate remained age 64 through the 2024 plan year. The rate change to age 65 rate occurs on 1/1/25.

Appendix A

SFHSS Hartford Life, AD&D, and LTD insured rates, 2019 to 2025

San Francisco Health Service System: Hartford Insurance Rates, 2019-2025

Information also available via Health Service Board rate approval documents during 2019 to 2024 on <https://sfhss.org/>.

HSB meeting dates: 6/13/19, 5/14/20, 4/8/21, 2/10/22, 2/9/23, 2/8/24

BASIC LIFE INSURANCE (Monthly Rate per \$1,000 Coverage)

Plan Year -->	2017-2019	2020	2021-2022	2023-2025
Insurance Rate	\$0.080	\$0.114	\$0.105	\$0.089

LTD INSURANCE (Rate per \$100 Covered Payroll)

Plan Year -->	2017-2019	2020-2022	2023-2025
60% Coverage	\$0.363	\$0.290	\$0.218
66.6667% Coverage	\$0.327	\$0.262	\$0.197

SUPPLEMENTAL LIFE INSURANCE (EMPLOYEE AND DEPENDENT - Monthly Rate per \$1,000 Coverage)

Age Band	2017 – 2019		2020 – 2022		2023 – 2025	
	Non-Smoker	Smoker	Non-Smoker	Smoker	Non-Smoker	Smoker
<25	\$0.040	\$0.060	\$0.034	\$0.050	\$0.027	\$0.040
25-29	\$0.050	\$0.070	\$0.043	\$0.060	\$0.034	\$0.048
30-34	\$0.070	\$0.090	\$0.060	\$0.077	\$0.048	\$0.062
35-39	\$0.080	\$0.100	\$0.068	\$0.085	\$0.054	\$0.068
40-44	\$0.100	\$0.120	\$0.085	\$0.100	\$0.068	\$0.080
45-49	\$0.150	\$0.160	\$0.128	\$0.136	\$0.102	\$0.109
50-54	\$0.230	\$0.250	\$0.196	\$0.213	\$0.157	\$0.170
55-59	\$0.430	\$0.470	\$0.366	\$0.400	\$0.293	\$0.320
60-64	\$0.660	\$0.720	\$0.561	\$0.612	\$0.449	\$0.490
65-69	\$1.270	\$1.380	\$1.080	\$1.173	\$0.864	\$0.938
70+	\$2.060	\$2.240	\$1.751	\$1.904	\$1.401	\$1.523
Child Life	\$0.150	\$0.150	\$0.150	\$0.150	\$0.120	\$0.120

SUPPLEMENTAL AD&D INSURANCE (EMPLOYEE AND DEPENDENT - Monthly Rate per \$1,000 Coverage)

Covered Lives	2017 – 2019	2020 – 2022	2023 – 2025
Employee Only	\$0.020	\$0.020	\$0.016
Spouse Only	\$0.020	\$0.020	\$0.016
Employee and Family	\$0.025	\$0.025	\$0.020

Appendix B
Table of Union Codes and Benefits Eligibility

Union Code	Union Description	Life	Life (Supp)	LTD	LTD (Supp)
001	Misc. Unrepresented Employees	X	X	X	
002	Mgt. Unrepresented Employees	X	X	X	
003	Operating Engineers, Local 3		X	X	
004	SF City Workers United	X	X	X	
006	Electrical Workers, Local 6	X	X	X	
007	BrickLayers, Local 3	X	X	X	
012	Carpet, Linoleum & Soft Tile	X	X	X	
016	Theatrical Stage Emp, Local 16	X	X	X	
021	Prof & Tech Eng, Local 21	X	X	X	
022	Prof & Tech Eng, Local 21	X	X	X	
023	Court-Local 21 Professional	X	X	X	
034	Pile Drivers, Local 34	X	X	X	
036	Hod Carriers, LiUNA, Local 261	X	X	X	
038	Plumbers, Local 38	X	X	X	
039	Stationary Engineers, Local 39	X	X	X	
040	Roofers, Local 40	X	X	X	
066	Plasterers & Shphnds, Local 66	X	X	X	
104	Sheet Metal Workers, Local 104	X	X	X	
121	Court Local 21 Staff Attorneys	X	X	X	
122	Court-Unrep Clerical/Technical		X	X	
125	Court		X		
130	Auto Machinist, Local 1414	X	X	X	
163	Physician/Dentists 11-AA, UAPD	X	X	X	
164	Physician/Dentists 8-CC, UAPD	X	X	X	
191	Court-Supr Court Interpreters	X	X	X	
195	Court-Unrep Professional	X	X	X	
196	Court-Unrep Management	X	X		X
197	Court-Court Reporters	X	X	X	
198	Court-Pro Tem Commissioners		X		
199	Courts-Unrepres Interpreters		X		
200	TWU, Local 200	X	X	X	
216	Teamsters, Local 853	X	X	X	
220	Law Librarian and Assistant	X	X	X	
221	Law Library - Bookbinder		X		
236	Carpenters, Local 22	X	X	X	
250	SEIU, Local 1021, Misc	X	X	X	
251	TWU, Local 250-A, Misc	X	X	X	

Union Code	Union Description	Life	Life (Supp)	LTD	LTD (Supp)
252	TWU, Local 250-A, AutoServ	X	X	X	
253	TWU, Local 250-A, TransitOpr		X		
254	TWU, Local 250-A, TranFare		X	X	
257	Member, Board Of Sups	X	X	X	
261	Laborers, Local 261	X	X	X	
302	Indv. Employment Contract-MTA	X	X	X	
311	Municipal Attorneys Assoc	X	X	X	
323	Member, Board Or Commission		X		
330	Commissioner No Benefits		X		
351	Municipal Exec Assoc, Misc	X	X	X	
352	Municipal Exec Assoc, Fire		X		X
353	Municipal Exec Assoc, Police		X		X
356	Court-MEA	X	X		X
357	SF Courts Commissioner Assoc	X	X		X
377	Iron Workers, Local 377	X	X	X	
419	SFDA Investigators Assn		X		
498	Deputy Sheriffs' Assoc (DSA)		X		
499	Sheriffs' Mgrs and Supv (MSA)		X		
535	SEIU, Local 1021, Misc	X	X	X	
556	Elected Officials	X	X	X	
580	Cement Masons, Local 300 (580)	X	X	X	
604	Port Director				
651	Probation Off Assoc (DPOA)	X	X		
718	Glaziers, Local 718		X	X	
790	SEIU, Local 1021, Misc	X	X	X	
791	SEIU, Local 1021, RN	X	X	X	
792	Utd Pub EmpL790 SEIU-Crt Clrks	X	X	X	
793	SEIU, Local 1021, H-1		X		
798	Firefighters,Local 798, Unit 1		X		
799	Firefighters,Local 798, Unit 2		X		
856	Teamsters, Local 856, Multi	X	X	X	
858	Teamsters, Local 856, Spv RN		X	X	
911	POA		X		
929	Building Inspects - 6332		X	X	
930	Building Inspects - 6331/33	X	X	X	
933	Court-Judge		X		
965	Sup Probation Ofcr, Op Eng 3	X	X		
969	SFIPOA, Op Eng, Local 3		X		
981	CAIR/CIR (Interns & Residents)		X		
990	Unrepresented Contract Rte FBP	X	X	X	

Union Code	Union Description	Life	Life (Supp)	LTD	LTD (Supp)
C01	CCD Classified SEIU Local 1021				
C03	CCD Stationary Engineers				
C04	CCD Classified Manager				
C05	CCD Classified Supervisor				
C07	CCD Classified Confidential				
C08	CCD Classified Build Trade Sup				
C0A	CCD Administrators Monthly				
C0D	CCD Department Chairpersons				
C0F	CCD Faculty AFT Local 2121				
C0G	CCD Governing Board				
C0H	CCD Administrators Biweekly				
C10	CCD SFBCTCU				
CTA	County Transportation Author				
N02	Unrepresented Contract Rte FBP				
RD1	Architect & Engineers, Local				
RD2	Prof & Tech Eng, Local 21				
RD3	Management & Superv Local 21				
RD4	SEIU Local 1021				
RD5	Misc. Unrepresented Employees				
RDA	Redevelopment Agency				
S01	USD Cabinet				
S02	United Administrators of SF				
S03	USD Certificated Personnel				
S04	USD Classified Personnel				
S06	USD Local 21 Prof & Tech Eng				
S07	USD Local 22 Carpenters Crafts				
S08	USD Local 261 Laborers Union				
S09	USD Local 790 SEIU 1021				
S10	USD Board of Education				
S12	USD Board Designated				
S19	Pro Tech Team IFPTE Local 21				
S23	UESF Day to Day Substitutes				
S24	Paraprofessionals As Needed				
S26	USD Brd Designated Managerial				
S30	USD Various Unions				
S33	USD Certificated 30+ hours				
S42	USD Cert Personnel Bi-Weekly				
SS1	USD Superintendent				
TIA	Treasure Island Authority				

Appendix C

Key of City and County of San Francisco Departments, Divisions, & Commissions

Code	Department
AAM	Asian Art Museum
ADM	GSA - City Administrator
ADP	Adult Probation
AIR	Airport Commission
ART	Arts Commission
ASR	Assessor - Recorder
BOA	Board of Appeals
BOS	Board Of Supervisors
CAT	City Attorney
CCD	SF Community College District
CFC	Children & Families Commission
CHF	Children, Youth & Families
CII	Community Investment & Infrastructure
CON	Controller
CPC	City Planning
CRT	Superior Court
CSC	Civil Service Commission
CSS	Child Support Services
CTA	SF County Transportation Authority
DAT	District Attorney
DBI	Building Inspection
DEC	Dept of Early Childhood
DEM	Emergency Management
DPA	Police Accountability
DPH	Public Health
DPW	GSA - Public Works
ECN	Economic & Workforce Development
ENV	Environment
ETH	Ethics Commission
FAM	Fine Arts Museum
FIR	Fire Department

Code	Department
GEN	General City - Unallocated
HOM	Homelessness Services
HRC	Human Rights Commission
HRD	Human Resources
HSA	Human Services Agency
HSS	Health Service System
JUV	Juvenile Probation
LIB	Public Library
LLB	Law Library
MTA	Municipal Transportation Agency
MYR	Mayor
NON	Non-departmental-Banking
PDR	Public Defender
POL	Police
PRT	Port
PUC	Public Utilities Commission
REC	Recreation & Park Commission
REG	Elections
RET	Retirement System
RNT	Rent Arbitration Board
SAS	Dept of Sanitation & Streets
SCI	Academy of Sciences
SDA	Sheriff Accountability OIG
SHF	Sheriff
TIS	GSA - Technology
TJP	Transbay Joint Power Auth
TTX	Treasurer-Tax Collector
USD	County Education Office
WAR	War Memorial
WOM	Status Of Women