July 21, 2020

Addendum 2
Request for Proposal #20-25-208266
FSA and HSA Administration Services

Addendum number 2 is issued for additional Questions

The Closing Date for this ITB has not changed. Bids will be received until July 30, 2020 @ 3:00 PM Alaska time.

Questions:

- When do you plan to award this contract? August 2020.

- Our call center provides services from 4 a.m. to 4 p.m. local time. Is this acceptable? It is possible depending on what time zone the provider is in. 4 p.m. may be too early if not in PST.

- The RFP mentions that those who no longer participate in the HDHP pay a $2.25 monthly maintenance fee. What is the current monthly maintenance fee for HDHP participants? Who pays the fee – ARRC or the participant? For active has participants, the railroad pays the fee, and the fee is $2.95. For inactive HSA participants the fee should also be $2.95 – there was an editing error in the RFP.

- What HSA investment options are currently available to participants? What are the participant costs? ARRC’s HR department is not aware of what options are available or their investment fees.

- Under HSA claims processing, it states that you use a request for reimbursement form for HSA claims. Can you describe how this process works with your current contractor? The request for the reimbursement gets sent to the vendor, and the vendor cuts a check or transfers the money into the employee bank account.

- Per IRS guidelines, HSA claims do not require adjudication. Is ARRC open to allowing reimbursement of HSA claims with a debit card, electronic funds transfer or check disbursement initiated by the employee without the adjudication requirement? Yes we are open to debit cards, electronic funds transfer or checks and we understand that the IRS does not require adjudication.
I was hoping to receive clarification regarding question #29. Can you please define what a communication credit is? The communication credit to the ARRC in the amount of $5,000 will be used to print flyers/brochures about the new vendor for home mailings to approximately 650 employees during open enrollment – mid November 2020. After open enrollment closes and the ARRC has identified who elected an HAS or FSA, the balance of the funds will be used for printing and a home mailing to all who enrolled in a spending account to inform and remind them of new vendors and procedures. ARRC may also do a reminder mid-2021.

Does ARRC require the contractor to serve as a claims fiduciary? Does the current contractor serve as fiduciary? The current vendor serves as the claims fiduciary for the medical and dependent care FSA.

All other terms and conditions remain unchanged.
If there are any questions regarding this addendum please let me know.

Thank you,

Greg C Goemer
Sr. Contract Administrator
Alaska Railroad Corporation