

## Araceli Hernandez

---

**From:** Araceli Hernandez  
**Sent:** Wednesday, October 4, 2023 1:31 PM  
**To:** Elvia Jauregui  
**Subject:** FW: Clarification Questions and Best and Final Offer for RFP 23-030 Online Enrollment and Benefit Administration System for the County of El Paso Human Resources Department  
**Attachments:** EP County - Benefits Enrollment System Comparison.xlsx

Thank you,  
Araceli Hernandez, Formal Bid/Buyer  
[archernandez@epcounty.com](mailto:archernandez@epcounty.com)



**El Paso County Purchasing**  
Office: 915.546.2048 Ext. 4520 / Fax: 915.546.8180  
800 E. Overland Ste. 300 El Paso, Texas 79901  
<http://www.epcounty.com>



---

**From:** Avila, Patrick <patrick.avila@hubinternational.com>  
**Sent:** Friday, September 22, 2023 1:21 PM  
**To:** Araceli Hernandez <ArcHernandez@epcounty.com>  
**Cc:** McGraw, Randy <Randy.McGraw@hubinternational.com>  
**Subject:** RE: Clarification Questions and Best and Final Offer for RFP 23-030 Online Enrollment and Benefit Administration System for the County of El Paso Human Resources Department

Hi Araceli,

Please see updated plan comparison with TEB's BAFO fee proposal.

Let me know if you have any questions.

Thank you,



Risk & Insurance | Employee Benefits | Retirement & Private Wealth  
**Ready for tomorrow.**

**Patrick Avila**  
Account Executive

HUB International Texas  
601 N. Mesa St. Suite 1550  
El Paso, TX 79901  
**Office:** [915-206-6063](tel:915-206-6063)  
**Mobile:** [915-383-2665](tel:915-383-2665)  
**Fax:** [866-399-3972](tel:866-399-3972)  
**Email:** [patrick.avila@hubinternational.com](mailto:patrick.avila@hubinternational.com)  
[hubinternational.com](http://hubinternational.com)



---

**From:** Araceli Hernandez <[ArcHernandez@epcounty.com](mailto:ArcHernandez@epcounty.com)>  
**Sent:** Friday, September 22, 2023 1:11 PM  
**To:** Verenice Acosta <[VAcosta@epcounty.com](mailto:VAcosta@epcounty.com)>; Joanna Faudoa <[JFaudoa@epcounty.com](mailto:JFaudoa@epcounty.com)>; Reginal E. Powe <[RPowe@epcounty.com](mailto:RPowe@epcounty.com)>; Avila, Patrick <[patrick.avila@hubinternational.com](mailto:patrick.avila@hubinternational.com)>; Ruben Ocampo <[R.Ocampo@epcountytexas.gov](mailto:R.Ocampo@epcountytexas.gov)>; Mackenzie McLaughlin <[MMcLaughlin@epcounty.com](mailto:MMcLaughlin@epcounty.com)>  
**Subject:** [EXTERNAL] FW: Clarification Questions and Best and Final Offer for RFP 23-030 Online Enrollment and Benefit Administration System for the County of El Paso Human Resources Department

TGIF TEAM,

Please see email below and attachment from TEB INC.

Thank you,  
**Araceli Hernandez**, Formal Bid/Buyer  
[archernandez@epcounty.com](mailto:archernandez@epcounty.com)  
**El Paso County Purchasing**  
Office: 915.546.2048 Ext. 4520 / Fax: 915.546.8180  
800 E. Overland Ste. 300 El Paso, Texas 79901  
<http://www.epcounty.com>



---

**From:** Marc Hernandez <[marc@teb-inc.com](mailto:marc@teb-inc.com)>  
**Sent:** Friday, September 22, 2023 1:07 PM  
**To:** Araceli Hernandez <[ArcHernandez@epcounty.com](mailto:ArcHernandez@epcounty.com)>  
**Subject:** RE: Clarification Questions and Best and Final Offer for RFP 23-030 Online Enrollment and Benefit Administration System for the County of El Paso Human Resources Department

Mrs. Hernandez,

Thank you for the opportunity to submit our best and final offer. I have also answered the questions submitted below as well as attached sample documents and images of information requested .

- Is the cost for that service included in the Administrative Fee?
  - Yes. ACA reporting is included in the price. 1095 Forms are both mailed via U.S. Postal Service and available electronically and could be automatically emailed to all employees. In addition TEB/ENAV is E-File authorized by the IRS and we file the employer 1094 required report. TEB will also handle any IRS rejected 1095 forms and re-file corrected forms and or explanations related to the rejection. This service avoids severe penalties the IRS imposes on employers for not properly correcting rejections in a timely manner.
  
- Please clarify if you offer a mobile app. Describe its capabilities and provide a sample.
  - The mobile app was deemed to not be something employees were utilizing for enrollment and or access to their benefits information, furthermore due to the variety of mobile device brands and operating systems apps do not function the same on all different devices regardless of how sophisticated an app is, wherein a given mobile device's browser is designed specifically for that device. Therefore TEB/ENAV replaced the app and utilizes the QR Code/ link mobile capable approach on mobile devices that functions with the specific designed mobile device browser to deliver 100% function ability that a non-mobile device such as a home computer would deliver wherein apps may not deliver that same experience. Attached are some screenshots of what the mobile browser looks like across all mobile devices.
  
- Please clarify on your history reporting capabilities. Does your system provide a history benefit summary (all enrolled benefits for that year) by plan year and is it accessible to the employees and administrative users? Provide a sample.
  - We are able to provide historical data that is accessible to administrative users broken down by plan type. Please see attached. The administrator can also use the data sheet or reports tab to get more information on the employee's prior plans. Employees have view access during enrollment to previous plan year information to compare to new plan year benefits if needed to.  
Example:

2021 Plans

## Enrollments

Current  Pending  Oper

PE ID	Benefit Category	Plan Id	Plan Title	Type	On COBRA	Employee Cost	Client Cost	Plan Cost	Rider Cost
4304546	Medical	55090	Consumer Driven Health Plan (CDHP) 2021	Prior		242.02	651.04	893.06	0.00
4304568	Health Savings Account	55089	Health Savings Account 2021	Prior					
4304682	Dental	55086	Dental with Medical 2021	Prior		59.04	29.53	88.57	0.00
4304692	Vision	55085	Aetna Vision 2021	Prior		10.94	0.00	10.94	0.00
4304732	Legal			Prior					
4304696	Life	54510	Basic Life and AD&D 2021	Prior		0.00	0.45	0.45	
4304720	Voluntary Short-Term Disability			Prior					
4304728	Voluntary Long-Term Disability			Prior					
4304714	Voluntary Life			Prior					
4304848	Universal	55243	Gym Membership 2021	Prior		0.00	0.00	0.00	
4304846	Employee Perk	54528	Nationwide 2021	Prior		0.00	0.00	0.00	
4304747	Parking	54529	County Parking 2021	Prior		0.00	30.00	30.00	
4304847	Executive	54530	TCDRS 2021	Prior		0.00	0.00	0.00	
4304571	Flexible Spending Account	55084	Healthcare FSA 2021	Prior					
4304583	Dependent Care Spending Account	55083	Dependent Care FSA 2021	Prior					
4304843	Parking Reimbursement	54531	Qualified Parking Tax Saving Account 2021	Prior					

## 2022 Plans:

### Enrollments

Current  Pending  Open

PE ID	Benefit Category	Plan Id	Plan Title	Type	On COBRA	Employee Cost	Client Cost	Plan Cost
5913417	Medical	71251	TRADITIONAL Consumer Driven Health Plan (CDHP) 2022	Prior		266.22	957.28	1223.50
5913479	Health Savings Account	71263	Health Savings Account 2022	Prior				
5913498	Dental	71264	Dental with Medical 2022	Prior		59.04	29.53	88.57
5913511	Vision	71995	Aetna Vision 2022	Prior		6.85	0.00	6.85
5913548	Legal			Prior				
5913517	Life	71996	Basic Life and AD&D 2022	Prior		0.00	0.45	0.45
5913542	Voluntary Short-Term Disability			Prior				
5913537	Voluntary Life			Prior				
5913568	Universal	71276	Gym Membership 2022	Prior		0.00	0.00	0.00
5913481	Flexible Spending Account	71281	Healthcare FSA 2022	Prior				
5913488	Dependent Care Spending Account	71283	Dependent Care FSA 2022	Prior				
5913562	Parking Reimbursement	71284	Qualified Parking Tax Saving Account 2022	Prior				

- Our best and final proposed cost would be \$ 1.95 PEPM Guaranteed to December 31, 2029.

Should you have any questions feel free to contact me.

Respectfully,

Marc Hernandez



O: 855.687.9887 ext 707 C: 915.276.6759 F: 915.542.3531

501 Congress Avenue, Suite 150, Austin Texas 78701  
702 Wyoming Avenue, El Paso, Texas 79902

[www.teb-inc.com](http://www.teb-inc.com)

(This e-mail and any attachments may be confidential or legally privileged. If you received this message in error or are not the intended recipient, you should destroy the e-mail message and any attachments or copies, and you are prohibited from retaining, distributing disclosing or using any information contained herein. Please inform us of the erroneous delivery by return e-mail. Thank you for your cooperation.)

---

**From:** Araceli Hernandez <[ArcHernandez@epcounty.com](mailto:ArcHernandez@epcounty.com)>  
**Sent:** Tuesday, September 19, 2023 3:43 PM  
**To:** Marc Hernandez <[marc@teb-inc.com](mailto:marc@teb-inc.com)>  
**Subject:** Clarification Questions and Best and Final Offer for RFP 23-030 Online Enrollment and Benefit Administration System for the County of El Paso Human Resources Department

Good afternoon Mr. Hernandez,

As one of the top scoring firms the County of El Paso evaluation teams has the following clarification questions:

- In regards to the ACA employee forms and IRS filing, is the cost for that service included in the Administrative Fee?
- Please clarify if you offer a mobile app. Describe its capabilities and provide a sample.
- Please clarify on your history reporting capabilities. Does your system provide a history benefit summary (all enrolled benefits for that year) by plan year and is it accessible to the employees and administrative users? Provide a sample.

He evaluation team is also requesting a Best and Final Offer. Responses and BAFO are due no later than Friday, September 22, 2023, by 4 :00 p.m. (MST).

If you have any questions please contact me.

**Thank you,**  
**Araceli Hernandez,** Formal Bid/Buyer  
[archernandez@epcounty.com](mailto:archernandez@epcounty.com)  
**El Paso County Purchasing**  
Office: 915.546.2048 Ext. 4520 / Fax: 915.546.8180  
800 E. Overland Ste. 300 El Paso, Texas 79901  
<http://www.epcounty.com>



