



## Interoffice Memorandum

September 20, 2021

TO: Mayor Jerry L. Demings  
-AND-  
County Commissioners

Carrie Mathes

Carrie Mathes, CFCM, NIGP-CPP, CPPO, C.P.M., Manager,  
Procurement Division

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SUBJECT: Approval of Amendment No. 5, Contract Y15-1050-LC, COBRA,  
Retiree and Flexible Spending Accounts Administrative Services

### ACTION REQUESTED:

Approval of Amendment No. 5, Contract Y15-1050-LC, COBRA, Retiree and Flexible Spending Accounts Administrative Services, with Chard, Snyder & Associates, Inc., in the amount of \$100,000, for a revised total contract amount of \$225,000.

### PROCUREMENT:

This amendment will allow the Human Resources Division to continue to provide administrative services in compliance with Federal and State regulations and guidelines. Amendment No. 5 will extend the contract for a period of one year and add funds for the period of January 1, 2022 through December 31, 2022. This contract amount remains unchanged from the period ending December 31, 2021.

### FUNDING:

Funds are available in account number 5510-025-0328-3350.

### APPROVALS:

The Human Resources Division concurs with this recommendation.

### REMARKS:

The Board selected Chard, Snyder & Associates, Inc. on August 25, 2015, to provide third party administrative services for the Board and all participating agencies for an initial three-year term with two additional one-year renewal terms.

The contract was re-solicited and a procurement committee convened on November 4, 2020 to complete their evaluation. The contract received Board approval on January 12, 2021. A contract was executed on April 22, 2021 with Total Administrative Services Corporation (TASC). The Procurement Division received an Unsatisfactory Report from the Human Resources Division, which was routed to TASC requesting a response detailing how they would remedy the performance concern.

After reviewing TASC's response, the end user department indicated it was not a satisfactory response. The solicitation required that vendors provide online electronic enrollments for COBRA, Retiree, Overaged Dependents and ACA/FTE Post tax Medical only participants. The vendor indicated in the response to the Unsatisfactory Report that Open Enrollment for continuation services was not a part of their response. This response does not conform with the requirements of the RFP. Additionally, the vendor indicated during the implementation period that the mechanism they have in place to hold participants' money is through their MyCash application, instead of reimbursement to the participants' accounts. For these reasons, the contract was terminated, effective August 20, 2021. The Human Resources Division is currently working on revising the requirements to re-solicit the current contract. This contract extension is necessary to ensure continuity of services while a new procurement process is completed.

There are no increases in the 2022 administrative fees from the original quote per participant rates.

Previous contract amendments are as follows:

- Amendment No. 1: Increased the base period ending December 31, 2018, by \$30,000 and funded the period ending December 31, 2019, in the amount of \$125,000. There were no increases in the administrative fees, the increase was based on the remaining three months of 2018 and an anticipated increase in employee participation in Flexible Spending Accounts and increase in retiree enrollments.
- Amendment No. 2: Renewed the contract for the period of January 1, 2020 through December 31, 2020.
- Amendment No. 3: Extended the contract by a one-year term in order to meet open enrollment dates in November 2020 and allow sufficient time to complete a competitive procurement process and for implementation and transition to the new contract. The procurement process experienced delays as a result of COVID-19 as well as extensive coordination with the County Attorney's Office to review proposer's declarations of confidentiality and trade secret.
- Amendment No. 4: Added a line item to the contract for Premium Remittance & Reports, detailing the remittances and reports were to be distributed within 5 business days following the end of the month.