

**Universal Service Administrative Co. (USAC)
HR-26-013 – Benefits Broker Services
Questions & Answers**

Q#	Question	Answer
1	Can you confirm whether attendance is required exactly two days per week on-site, or are alternative schedules acceptable (e.g., flexible days or remote options and only onsite for required meetings)?	Not required. Meetings are conducted virtual or on site.
2	Do you require wet ink signatures for all submitted documents, or will Adobe-certified electronic signatures be accepted?	No, it is not required
3	Why is USAC conducting the RFP?	In accordance with USAC procurement policies any contract over \$250k must be recompeted to ensure compliance, pricing competitiveness and best value.
4	How do employees view the benefit programs offered by USAC? Do they identify any gaps?	no
5	USAC's total employee count vs how many are on your benefit plan?	All USAC employees on our benefits plan. Current headcount around 670
6	Is USAC: Fully Insured? Self-Funded? Level-Funded?	Fully Insured
7	How is the program performing from a utilization perspective? What seems to be driving claims usage?	All benefits programs are highly utilized by USAC employees.
8	Are there any additional point solutions that are offered to members as part of the medical/Rx program?	n/a
9	What carriers are utilized for Medical, dental, vision and the ancillary lines (life/disability)?	UHC - Medical, dental, vision Guardian -STD, LTD GTL and FMLA
10	Do you cover retirees on the medical/Rx program?	no

11	Will USAC release plan summaries of the programs in-force?	Plan will be available to the awarded contractor
12	Will USAC release medical/Rx plan utilization on a summary level basis?	Plan will be available to the awarded contractor
13	How are the carriers performing? Are there any service issues?	Good performance
14	What is working well with your current vendor (broker)?	USAC cannot disclose any information about current incumbent.
15	Does the current vendor/broker pay for COBRA Administration as part of their fees? Should we include that in our pricing?	USAC cannot disclose any information about current incumbent.
16	Does the current vendor/broker offer a Call Center/Advocacy Service to members are part of their service?	USAC cannot disclose any information about current incumbent.
17	How does USAC communicate with members? Is it effective?	In-person and virtual meetings; email and phone calls. Yes, it is effective
18	Does USAC have a formal wellness program? What vendor(s) are used? Do employees earn rewards for participating?	UHC our Wellness program sponsor. Yes, employees earn awards through UHC programs
19	What ben Admin platform is used for enrollment?	ADP
20	What Voluntary programs are offered? Who is the carrier(s)?	Pet Assure, Wish Bone and Legal Guard
21	Approximately how many employees are enrolled in the benefit programs?	670 employees
22	How many main locations are employees located at?	One location
23	Is the Benefit Advisor required to participate at annual enrollment benefit fairs or employee meetings?	yes

24	If the answer to #3 is YES, approximately how many locations are involved and how many benefit fairs or meeting events are held annually that requiring broker attendance?	1 location; 3 days of benefits fair; 3 open enrollment meetings
25	Please provide the employer's 2026 Benefits Guide or outline for employees for the benefits supported under this contract.	Guide will be available to the awarded contractor
26	Which benefit programs offered are Federal (employee) benefit plans and which are not?	USAC is not part of the government so no employees are federal
27	If non-federal benefits are offered, how are those plans enrolled? (what technology platform is used and who provides it	USAC is not part of the government so no employees are federal, Please see answer to question #9.
28	Who is USAC's current advisor providing the Benefits Broker services?	USAC cannot disclose any information about current incumbent.
29	How long has the existing advisor relationship been in place?	USAC cannot disclose any information about current incumbent.
30	What is the annual budget for current year Benefit Broker Services?	This cannot be disclosed. Please provide best and final pricing.
31	What are the reasons for this RFP process?	In accordance with USAC procurement policies any contract over \$250k must be recompeted to ensure compliance, pricing competitiveness and best value.
32	Are there any areas of Advisor services that USAC/HR would like to have enhanced or changed?	no
33	Which benefit programs are in scope (e.g., medical, pharmacy, dental, vision, life/AD&D, disability, voluntary benefits, EAP, wellness, retirement), and are any lines explicitly out of scope?	All programs are in scope, except the retirement
34	Are you willing to provide a de-identified census file, including benefit elections for in scope programs,	No

	employer and employee cost share, employee ZIP code, date of birth, and gender?	
35	Please provide your 2026 benefits guide and/or open enrollment presentation materials.	Guide will be available to the awarded contractor
36	What are your expectations for meeting cadence and the balance of on-site versus virtual support?	We require on-site and virtual meetings
37	How often does USAC expect to go to market for each line of coverage (e.g., annually for all lines vs. a multi year strategy)? Which RFPs are currently anticipated over the next three years, and should those events be considered within or outside the core scope of work?	Annually. All within the core scope
38	Which benefit vendors are currently in place, and are there any key pain points or areas of concern with incumbent carriers?	USAC cannot disclose any information about current incumbent.
39	Who is your current benefits broker/consultant, and what has their compensation been for each of the past three years?	USAC cannot disclose any information about current incumbent.
40	Is this RFP primarily a due diligence exercise, or is USAC actively seeking to change broker/consultant partners?	In accordance with USAC procurement policies any contract over \$250k must be recompeted to ensure compliance, pricing competitiveness and best value.
41	What specific compliance areas are of greatest concern to USAC?	N/A
42	How does USAC currently govern benefits strategy (e.g., benefits committee, executive sponsors), and what level of support is expected for board and/or executive reporting?	All benefits programs require annual board review and approval
43	What reporting and analytics does USAC currently receive, and where do you see the most significant gaps or unmet needs?	Various market analysis and USAC's claim data and analytics

44	Do you currently use a data warehouse or other integrated data/analytics platform for benefits?	Our benefits broker provides us all data analytics
45	What level of open enrollment and year round communication support are you seeking (e.g., meeting formats, materials)?	Heads on support all year around
46	What is the total FTE Headcount / Part-time or contract employee head count? Please provide.	670
47	How many employees participate in medical, dental and vision plans?	670
48	Are employees all centrally located in DC, if not please provide number of headcount by state.	All employees work in DC
49	How many medical, dental, vision, life and disability plans are offered to employees at this time?	One plan for each program
50	Are the medical, dental and vision plans insured or partially self-insured or ASO with a BUCA?	All plans are fully insured
51	Who are the current vendors for their employee benefit programs (medical, dental, vision, Life &DI, COBRA, FSA, ACA reporting)	UHC - Medical, dental, vision Guardian -STD, LTD GTL and FMLA
52	How many medical vendors have they had in the last 5 years?	two
53	HRIS system – What system is USAC using currently and who supports system inputs for employee benefits, deductions, etc. (in-house or contracted service)	This will be discussed with the selected contractor.
54	Can you please provide a Summary Plan Description?	Plan will be available to the awarded contractor