



October 27, 2025

**Addendum #1  
RP002-26  
Provision of Identity Theft Protection on a Multi-Year Contract**

**Clarification:**

- C1. In the financial questionnaire, rates should be inclusive of consultant commission in the amount of 35%. This is the current commission structure that is expected to continue for plan years 2027 and beyond.

**Questions & Answers:**

- Q1. What will the effective date be for this contract?  
**A1. The effective date will be January 1, 2027, as stated in the proposal documents.**
- Q2. Is there a reason why Gwinnett County is marketing this proposal this year?  
**A2. Gwinnett County is soliciting this contract in 2025 for a start date of 1/1/2027 due to the number of contracts the user department has that are due to expire by the end of 2026.**
- Q3. How many employees/lives does Gwinnett County anticipate will this benefit cover?  
**A3. The current enrollment information can be found on page 4 of the proposal document.**
- Q4. What benefits administration system does Gwinnett County use?  
**A4. As stated in the proposal, Gwinnett County is in the process of transitioning from SAP to Oracle as its enterprise solution. Services in scope for this request for proposal are expected to be implemented with Oracle.**
- Q5. How many total years will this contract be in effect for?  
**A5. This multi-year contract is for a total lifetime obligation of 5 (five) years.**
- Q6. Is this a new benefit that Gwinnett County is offering or is there an existing contract?  
**A6. Gwinnett County currently offers Identity Theft Protection as a benefit to its employees.**
- Q7. If there is an existing contract, can a copy of the current rates be shared?  
**A7. Please submit an Open Records Request through the Gwinnett County website for this information.**
- Q8. Can proposals be sent electronically or do they have to be physical copies?  
**A8. Gwinnett County is not currently set up to receive proposals in a digital envelope. Please submit two unbound single-sided copies (one marked original and one marked copy), and five digital (flash drive) copies (three technical and two financial), as stated in the proposal.**
- Q9. If mailing proposals, should a tracking number be provided to Gwinnett County?  
**A9. No, it is the responsibility of the service provider submitting the proposal to ensure that any proposals mailed are received by the deadline.**
- Q10. Can additional service enhancements be included in the proposals?

**A10. Gwinnett County is open to hearing about all capabilities that improve or enhance the member experience and/or administration of these benefits. Please note, this is for informational purposes only and will not be scored.**

Q11. Is the consulting firm, Aon, involved in this solicitation?

**A11. Yes. Please see above clarification section for additional information.**

Q12. Are bid bonds required for the proposal submission?

**A12. No.**

Q13. Is there an opportunity to get a non-disclosure agreement in place?

**A13. Gwinnett County is considered a local government agency. All government information is presumed to be available to the public pursuant to the Official Code of Georgia (O.C.G.A) 50-18-70 (Georgia Open Records Act). Certain exceptions may apply to the disclosure of the information.**

Acknowledge receipt of this addendum on Page 12 of the proposal document.

Sincerely,

A handwritten signature in cursive script that reads "Jenny L. Coleman".

Jenny Coleman  
Purchasing Associate II