

## ADDENDUM ONE

DATE: January 10, 2014

TO: All Vendors

FROM: Michelle Thompson/Kristi Kling, Buyers  
State Purchasing Bureau

RE: Questions and Answers for RFP Number 4587Z1  
to be opened January 23, 2014 2:00 p.m. Central Time

Following are the questions submitted and answers provided for the above mentioned Request For Proposal. The questions and answers are to be considered as part of the Request For Proposal.

QUESTIONS	ANSWERS
<p><b>1.</b> RFP Section Reference Exhibit A RFP Page Number 1 &amp; 2 of Exhibit A</p> <p>How are out-of-network claims reimbursed? What percentile are out-of-network claims reimbursed at?</p>	<p>A - The current contractor uses their own database, as well as data from a nationally recognized independent data source, to ensure our allowances meet the highest industry standards in regard to claims reimbursement. Usual and customary charges are reviewed at least once each year and adjusted accordingly.</p> <p>B - Out-of-network claims are reimbursed at 90<sup>th</sup> percentile.</p>
<p><b>2.</b> RFP Section Reference Exhibit C RFP Page Number 1 &amp; 2 of Exhibit C</p> <p>Has there been any plan design changes in the experience periods provided (7/1/2010 to 10/31/2013)?</p>	<p>Since 7/1/2010, there have been no plan design changes. The only change to the policy was to extend eligibility for dependent children to age 26.</p>

QUESTIONS	ANSWERS
<p><b>3.</b> RFP Section Reference Exhibit E RFP Page Number 1</p> <p>Please confirm that the current rates have been in effect since 7/1/2010 and that there have been no rate changes.</p>	<p>The rates have not changed since 7/1/2010.</p>
<p><b>4.</b> RFP Section Reference F. SUBMISSION OF PROPOSALS RFP Page Number 4</p> <p>Please clarify if you would like one Original copy of the Technical Proposal and on Original copy of the Cost Proposal (2 original copies in total).</p> <p>The RFP requests “The Technical and Cost Proposals should be packaged <b>separately</b>,” however, it is also noted in the same section that “<b>one</b> (1) original of the <b>entire</b> proposal should be submitted.”</p>	<p>Please submit one original Technical Proposal and one original Cost Proposal. The Technical and Cost Proposals should be packaged separately.</p> <p>The Technical Proposals consist of the Signed, in ink, Request for Proposal for Contractual Services form, Corporate Overview, Technical Approach, and any required attachments.</p>
<p><b>5.</b> RFP Section Reference N. SECRETARY OF STATE/TAX COMMISSIONER REGISTRATION REQUIREMENTS RFP Page Number 7</p> <p>Please clarify if the Certificate of Good Standing or Letter of Good Standing is due upon receipt of intent to award or with our proposal submission.</p> <p>The RFP states: “The Bidder who is the <b>recipient of an Intent to Award</b> will be required to certify that it has so complied and produce a true and exact copy of its current (<b>within 90 days</b>), valid Certificate of Good Standing or Letter of Good Standing; or in the case registration is not required, to provide, in writing, the reason as to why none is required. This must be accomplished prior to the award of the contract.</p> <p>“Bidders should submit the above certification(s) with their bid.”</p>	<p>Bidders <b>may</b> submit either a Certificate or Letter of Good Standing with the proposal response.</p> <p>The awarded bidder <b>must</b> submit either a Certificate or Letter of Good Standing dated no later than 90 days, or a Letter of Exemption, if applicable.</p>

QUESTIONS	ANSWERS
<p><b>6.</b> RFP Section Reference TT. NEBRASKA TECHNOLOGY ACCESS STANDARDS C. PROJECT REQUIREMENTS, Question #6 and RFP Page Number 34 &amp; 41</p> <p>Is it the States expectation that the winning carrier be fully 508 compliant by the effective date?</p>	<p>We will allow vendors to put a proposed timeline in their bid for evaluation as part of the proposal, realizing the winning vendor may not seek 508 compliance until the bid is awarded, however the State expects that compliance will be achieved.</p>
<p><b>7.</b> RFP Section Reference TT. NEBRASKA TECHNOLOGY ACCESS STANDARDS C. PROJECT REQUIREMENTS, Question #6 and RFP Page Number 34 &amp; 41</p> <p>Are all of your current insurance carriers 508 compliant?</p>	<p>All vendors are required to comply with the Terms and Conditions of the finalized contract.</p>
<p><b>8.</b> RFP Section Reference TT. NEBRASKA TECHNOLOGY ACCESS STANDARDS C. PROJECT REQUIREMENTS, Question #6 and RFP Page Number 34 &amp; 41</p> <p>In order to ensure we achieve 508 compliance in a manner acceptable to the State, what certification process or governing body does the State use to validate and verify its vendor's 508 compliance?</p>	<p>The State does not specify a certification process. It is the responsibility of the vendor to ensure their software is compliant.</p>
<p><b>9.</b> RFP Section Reference Section C – Project Requirements RFP Page Number Page 40</p> <p>Would the State of Nebraska provide a provider utilization report?</p>	<p>The State of Nebraska dental plan is a fully-insured voluntary program. Provider information is not available.</p>
<p><b>10.</b> RFP Section Reference Section C – Project Requirements RFP Page Number Page 40</p> <p>Would the State of Nebraska provide TIN reports?</p>	<p>The State of Nebraska dental plan is a fully-insured voluntary program. TIN information is not available.</p>
<p><b>11.</b> RFP Section Reference Section B – Cost Proposal Requirements RFP Page Number Page 48</p> <p>What is Ameritas expected renewal action?</p>	<p>Contract 42615 O4 will expire on June 30, 2014. The remaining renewal option may not be exercised.</p>

QUESTIONS	ANSWERS
<p><b>12.</b> RFP Section Reference Exhibit A – Plan Structures &amp; Rates RFP Page Number Pages 1 and 2</p> <p>We would like full copies of both the Basic and Premium Plans benefits i.e., Summary Plan Descriptions. Will you provide?</p>	<p>The information made publicly available concerning our dental insurance benefit program is available on State of Nebraska employee benefits website. Click here to link directly to the website:  <a href="http://das.nebraska.gov/Benefits/Active-2013/dental-2013.html">http://das.nebraska.gov/Benefits/Active-2013/dental-2013.html</a></p>
<p><b>13.</b> RFP Section Reference Section C- RFP Page Number Question 17</p> <p>This question indicates that “the bidder must be able to accept eligibility feeds from Workday, the State’s HRIS vendor”. What kind of file format will the eligibility feeds be in?</p>	<p>The eligibility file from Workday to our current carrier is formatted as EDI 834 transaction sets and being transmitted to the vendor from Workday servers using SFTP. The file must be transmitted to an SFTP site.</p>
<p><b>14.</b> RFP Section Reference N/A RFP Page Number N/A</p> <p>Please confirm the State is requesting the Quote net of any commissions.</p>	<p>Yes, bidders pricing is to be submitted net of any commissions.</p>
<p><b>15.</b> RFP Section Reference Section J RFP Page Number Page 5</p> <p>Is the State considering offering Dental on a slice (multiple carrier) basis?</p>	<p>The State will only select one carrier that can provide the best fully insured Dental Plans for State employees as requested in the RFP. It is the discretion of each bidder to offer and specify a single network of in-network providers or multiple networks of in-network dental providers that allow State employees the best access to dental care as requested in the RFP.</p>
<p><b>16.</b> RFP Section Reference N/A RFP Page Number N/A</p> <p>Please provide the Ameritas renewal rates.</p>	<p>See response to Question #11.</p>
<p><b>17.</b> RFP Section Reference N/A RFP Page Number N/A</p> <p>What is the Out of Network UCR reimbursement level (i.e. 80th percentile, 90th percentile, etc)?</p>	<p>See response to Question #1B.</p>
<p><b>18.</b> RFP Section Reference N/A RFP Page Number N/A</p> <p>Have there been any plan changes in the past 3 years?</p>	<p>See response to Question #2.</p>

QUESTIONS	ANSWERS
<p><b>19.</b> RFP Section Reference N/A RFP Page Number N/A</p> <p>Please provide a detailed description of any plan changes.</p>	<p>See response to Question #2.</p>
<p><b>20.</b> RFP Section Reference N/A RFP Page Number N/A</p> <p>Please provide the claims utilization broken out for in-network vs. out-of-network, <u>and</u> include the current in-network discounts.</p>	<p>The State of Nebraska dental plan is a fully-insured voluntary program. Provider information is not available.</p>
<p><b>21.</b> RFP Section Reference N/A RFP Page Number N/A</p> <p>What is the minimum rate guarantee time period that the State would consider?</p>	<p>Rates must be guaranteed for the initial two-year contract period. For <u>each</u> subsequent two-year renewal, bidders may identify a rate for that period. This rate can be an exact cost, a “not to exceed” cost or percentage increase, or some other form of pricing that may be utilized if mutually agreed upon by the State and the contractor at the time of the renewal period.</p> <p>Otherwise, the State will assume and contractor will agree that for each renewal period for the price for said renewal period will be the same as the initial period.</p> <p>See Attachment 1 – REVISED Dated 1/10/2014, Attachment 2 – REVISED Dated 1/10/2014 and Attachment 3 – REVISED Dated 1/10/2014.</p>
<p><b>22.</b> RFP Section Reference N/A RFP Page Number N/A</p> <p>On the experience reports the “Dep #Lives” column appears to be the number of employees that have one or more dependent, not the total amount of dependents. Can you supply the actual number of dependents by month?</p>	<p>The State of Nebraska dental plan is a fully-insured voluntary program. A count of dependents by month is not available.</p>
<p><b>23.</b> RFP Section Reference N/A RFP Page Number N/A</p> <p>Please provide two years of provider claim dollar utilization by Provider Tax Identification Number, name and address. Please specify if claims were adjudicated in versus out of network.</p>	<p>The State of Nebraska dental plan is a fully-insured voluntary program. Provider information is not available.</p>

QUESTIONS	ANSWERS
<p><b>24.</b> RFP Section II Procurement Procedures, Letter F. Submission of Proposals, RFP Page 4,</p> <p>Please clarify the number of binders requested. Would you like one (1) original Technical Proposal and one (1) original Cost Proposal, for a total of two (2) binders? Or would you like 1 original binder with both the technical and cost proposals split into two sections? Are any copies requested? If so, just hard copies? Any CDs? If so please indicate how many.</p>	<p>Please submit one original Technical Proposal and one original Cost Proposal for a total of two binders.</p> <p>The Technical Proposals consist of the Signed, in ink, Request for Proposal for Contractual Services form, Corporate Overview, Technical Approach, and any required attachments.</p> <p>Copies are not requested.</p> <p>CD's are not requested.</p>
<p><b>25.</b> RFP Section II Procurement Procedures, Letter J., Evaluation of Proposals, RFP Page 5,</p> <p>How will the Evaluation of the Proposal be weighted between the 1. Corporate Overview, 2. Technical Approach and 3. Cost Proposal elements as described in this section? Will each of the (3) elements be weighted equally (33 1/3% each)? Or will one element be weighted more than the others? If so, what are the weightings per each element?</p>	<p>To protect the integrity of the RFP process, the State will not comment on the evaluation of the proposals during the question and answer period.</p> <p>Evaluation Criteria will be provided at the proposal opening and posted to the website.</p>
<p><b>26.</b> RFP Section III, Terms &amp; Conditions, RFP Pages 8 – 38, Should the initialed Terms and Conditions follow the signed Contractual Services Form in the Technical Proposal?</p>	<p>Yes, the initialed Terms and Conditions may follow the signed Contractual Services Form in the Technical Proposal section.</p>
<p><b>27.</b> RFP Section III.E., Terms &amp; Conditions, Ownership of Information and Data and Section III.HH., Terms &amp; Conditions, Audi Requirements, RFP Page 11 and 27, Are the State of Nebraska's unlimited right to the information and data and audit requirements subject to the applicable privacy laws including, but not limited to, HIPAA?</p>	<p>The State complies with the applicable privacy laws, including HIPAA.</p>
<p><b>28.</b> RFP Section IV.A., Project Overview, RFP Page 39, Does "mutually agreed upon by all parties" mean any renewal option is subject to future negotiations of the potential terms and rates for each renewal period by the parties?</p>	<p>See the answer to question #21.</p> <p>Terms and Conditions will not be renegotiated at any of the renewal periods.</p>

QUESTIONS	ANSWERS
<p><b>29.</b> RFP Section Attachments 1-3,  <b>Is the State of Nebraska looking for an 8-year rate guarantee or estimated projection?</b> On Attachments 1-3 - Dental Insurance Plan Required Cost Proposal, is the State asking for rates guaranteed out eight (8) years? Under section IV.A.4 (see question #5 above), it talks about the contract will be renewed for three (3) additional two (2) year periods <b>"as mutually agreed upon by all parties."</b> This statement is interpreted as meaning after the first (2) year rate period, the Carrier will be able calculate/negotiate a Renewal with the State as mutually agreed upon by all parties. So, please clarify if the carrier is required to submit (8) years worth of guaranteed rates, versus, will the State work with the carrier to develop appropriate renewal rates after each (2) year rating period to keep the plan financial sound?</p>	<p>See response to Question #21.</p>
<p><b>30.</b> RFP Section IV Project Description and Scope of Work, Letter F1. Reporting, G. Perform Implementation and Section V Proposal Instructions, Letter A2b. Financial Statements, RFP Pages 42-44,   Please advise where the requested samples and/or requested documentation should be included (i.e. sample reports, Implementation Schedule, audited financial statement). Please advise if there is a specific layout for the information requested?</p>	<p>Requested samples and/or requested documentation may be included in the Technical Proposal.   Label sections appropriately.</p>
<p><b>31.</b> RFP Section Form A – Bidder Contact Sheet, RFP Page 49,   Please advise where in the Technical Proposal Form A should be included.</p>	<p>Form A may be placed within the Technical Proposal.   Label sections appropriately</p>

QUESTIONS	ANSWERS
<p><b>32.</b> RFP Section V. PROPOSAL INSTRUCTIONS 2. Corporate Overview b. Financial Statements, RFP Page 44,</p> <p>On page 44 of the RFP there is a request for financial statements. Due to the size of the statements, would the State accept an electronic version on CD-ROM? Or do the statements need to be printed out and provided in the hard copy?</p>	<p>No, the State will not accept an electronic version of the financial statements on CD-ROM.</p> <p>The statements must be printed out and provided in hard copy with the original proposal response.</p>
<p><b>33.</b> RFP Section Reference N/A RFP Page Number N/A</p> <p>Please provide a more detailed roll-over report or spreadsheet that shows the annual maximum that will apply for each member for 2014</p>	<p>The State of Nebraska dental plan is a fully-insured voluntary program. Detailed member information is not available.</p>
<p><b>34.</b> RFP Section Reference N/A RFP Page Number N/A</p> <p>What is the U&amp;P percentile used on Non-network claims?</p>	<p>See response to Question #1B.</p>