

ADDENDUM #3

June 26, 2020

Reference Request for Proposals #3000015188 soliciting Proposals from any qualified proposers to provide Flexible Spending Arrangement and COBRA Administration Services.

Addendum #3 includes additional responses to written inquiries received by the deadline stated in the Request for Proposals (RFP), and provides amendments to the RFP.

THIS ADDENDUM IS HEREBY OFFICIALLY MADE A PART OF THE REFERENCED REQUEST FOR PROPOSALS.

INQUIRIES AND RESPONSES

No	Inquiry	Response
1	In Section 2.2 Task and Services, Item 3 under Tasks, It is stated that we are to provide a credit of \$100,000 to offset OGB’s expenses associated with the RFP, transition and Ongoing services. It further states the vendor ‘s responsibility to track such services and provide OGB a quarterly report upon request of current utilization and remaining balance. Can you please further explain in what method will the vendor be aware of such services being rendered and time spent for tracking purposes?	See response to written inquiry #6, in FSA and COBRA RFP Addendum#2, and Section 2.2 Tasks and Services, Task 1: Implementation Services, No. 3 amendment in FSA and COBRA Addendum #2. <u>Such credits applied to the implementation credit of \$50,000.00 for the RFP, transition, and ongoing service will be mutually agreeable to OGB and Contractor.</u>
2	In Section 2.2 Task and Services, under Task 2; Item 10; its disclosed there are at least 72 different payroll systems. Of these, how many different formats are the payrolls provided? Is there any standard format that we could expect to receive the payroll format from each location? How many payrolls are received from OGB? How many different locations will we be asked to remain in contact with? And does each location drop the payroll files or is the vendor required to collect the payroll files from each location? If so is there a standard that the locations are to follow when making the payroll files available?	Enrollment in the FSA plan is either online or by paper enrollment. Paper enrollments go to the State for payroll processing and to be included in the eligibility file. The successful proposer will not be required to interface with 72 payroll systems, but is only required to interface with OGB’s system.
3	In review of the answers to the 2017 RFP, it was noted that there were 83,534 covered active and retired employees on the covered plans. In the current RFP under Attachment IV Cost Proposal it indicates an estimated number of active and retiree employees enrolled in OGB health plan at 133,215. Can you please further elaborate on the discrepancies of these two numbers? Did OGB have other plans	The reason for the difference in the counts for the 2017 FSA and COBRA RFP and the counts provided in the FSA and COBRA RFP issued in 2020 is not available. The current FSA and COBRA RFP count of 133,215 includes both active employees, retirees, and their dependents.

	<p>merge into OGB plan, thus increasing the population? If so, are there any future plans for any other mergers or significant increases in enrolled employees? Do you see any significant reductions in covered retiree or active employees during the contract period?</p>	<p>If requested, OGB will allow enrollment for new state agencies, institutions of higher education, school boards and charter schools, and certain political subdivisions that elect to participate if they meet certain eligibility requirements. Each year during the OGB annual enrollment period, employees of an OGB participating agency are allowed to enroll in the OGB plan offerings.</p>																																																												
<p>4</p>	<p>How many written inquiries month to month are remitted to the current vendor?</p>	<p>There were a total of 55 email and 12 chat inquiries for COBRA in 2019</p> <table border="0"> <tr> <td>EMAIL</td> <td>55</td> </tr> <tr> <td>Jan</td> <td>3</td> </tr> <tr> <td>Feb</td> <td>4</td> </tr> <tr> <td>Mar</td> <td>9</td> </tr> <tr> <td>Apr</td> <td>2</td> </tr> <tr> <td>May</td> <td>5</td> </tr> <tr> <td>Jun</td> <td>2</td> </tr> <tr> <td>Jul</td> <td>7</td> </tr> <tr> <td>Aug</td> <td>5</td> </tr> <tr> <td>Sep</td> <td>6</td> </tr> <tr> <td>Oct</td> <td>2</td> </tr> <tr> <td>Nov</td> <td>4</td> </tr> <tr> <td>Dec</td> <td>6</td> </tr> <tr> <td>CHAT</td> <td>12</td> </tr> <tr> <td>Jan</td> <td>3</td> </tr> <tr> <td>Feb</td> <td>3</td> </tr> <tr> <td>Mar</td> <td>2</td> </tr> <tr> <td>May</td> <td>1</td> </tr> <tr> <td>Jul</td> <td>1</td> </tr> <tr> <td>Sep</td> <td>1</td> </tr> <tr> <td>Oct</td> <td>1</td> </tr> </table> <p>There were a total of 906 email and 90 chat inquiries for FSA Benefits in 2019.</p> <table border="0"> <tr> <td>EMAIL</td> <td>906</td> </tr> <tr> <td>Jan</td> <td>73</td> </tr> <tr> <td>Feb</td> <td>67</td> </tr> <tr> <td>Mar</td> <td>56</td> </tr> <tr> <td>Apr</td> <td>106</td> </tr> <tr> <td>May</td> <td>61</td> </tr> <tr> <td>Jun</td> <td>89</td> </tr> <tr> <td>Jul</td> <td>69</td> </tr> <tr> <td>Aug</td> <td>61</td> </tr> </table>	EMAIL	55	Jan	3	Feb	4	Mar	9	Apr	2	May	5	Jun	2	Jul	7	Aug	5	Sep	6	Oct	2	Nov	4	Dec	6	CHAT	12	Jan	3	Feb	3	Mar	2	May	1	Jul	1	Sep	1	Oct	1	EMAIL	906	Jan	73	Feb	67	Mar	56	Apr	106	May	61	Jun	89	Jul	69	Aug	61
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5	How many customer service calls are received month to month? What is the average length of the call from when the CSR answers the call to ending the call?	<p>There were a total of 1215 customer service calls for COBRA for calendar year 2019. For January –May 2020, there were a total of 380 customer service calls for COBRA. There were a total of 12,759 customer service calls for FSA Benefits for calendar year 2019. For January – May 2020, there were a total of 9,367 customer services calls for FSA Benefits.</p> <p>The average length of call from when customer service representative answers the call to ending the call is 4:57, for calendar year 2019.</p>																																				
6	How many manual claims are processed month to month? Of those, how many claims needed additional information to process the claim?	<p>See the details for month to month manual claims processed in the table below.</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Manual Claims Processed</th> <th>Denied due to Documentat ion</th> <th>Denied by request or due to lack of funds</th> </tr> </thead> <tbody> <tr> <td>January 2019</td> <td>59</td> <td>2</td> <td>0</td> </tr> <tr> <td>Feburary 2019</td> <td>29</td> <td>4</td> <td>0</td> </tr> <tr> <td>March 2019</td> <td>43</td> <td>9</td> <td>2</td> </tr> <tr> <td>April 2019</td> <td>39</td> <td>3</td> <td>0</td> </tr> <tr> <td>May 2019</td> <td>36</td> <td>5</td> <td>0</td> </tr> <tr> <td>June 2019</td> <td>30</td> <td>3</td> <td>6</td> </tr> <tr> <td>July 2019</td> <td>20</td> <td>3</td> <td>4</td> </tr> <tr> <td>August 2019</td> <td>21</td> <td>4</td> <td>2</td> </tr> </tbody> </table>	Month	Manual Claims Processed	Denied due to Documentat ion	Denied by request or due to lack of funds	January 2019	59	2	0	Feburary 2019	29	4	0	March 2019	43	9	2	April 2019	39	3	0	May 2019	36	5	0	June 2019	30	3	6	July 2019	20	3	4	August 2019	21	4	2
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7	Does the Current Vendor meet the requirements for the Hudson/ Veteran Score for the purpose of the RFP?	See response to written inquiry #47, in FSA and COBRA RFP Addendum#2.
8	Can you confirm the complete set of licensing requirements to qualify?	Per FSA and COBRA RFP Section 2.7 Contractor Requirements, the Contractor shall meet the following requirements prior to the execution of the contract: <ul style="list-style-type: none"> • Authorized to transact business in the State of Louisiana. OGB reserves the right to request information and documentation to support that the Contractor has met the Contractor requirements.

AMENDMENTS TO RFP

Amendment to RFP, Section 1.6 Schedule of Events

Original Text:

1.6 Schedule of Events

EVENT	DATE
Post RFP to LaPAC	May 22, 2020
Deadline for Receipt of Written Inquiries	4:00 PM CT, June 1, 2020
Issue Responses to Written Inquiries	June 19, 2020
Deadline for Receipt of Proposals	4:00 PM CT, June 30, 2020
Oral Presentations, if required	Time, Date, and Location to be determined
Notice of Intent to Award Announcement	TBD
Begin Implementation	August 1, 2020
Contract Effective Date	January 1, 2021

NOTE: OGB reserves the right to revise this schedule of events. Revisions, if any, before the Proposal submission deadline will be formalized by issuance of one or more addenda to the RFP.

Revised Text:

1.6 Schedule of Events

EVENT	DATE
Post RFP to LaPAC	May 22, 2020
Deadline for Receipt of Written Inquiries	4:00 PM CT, June 1, 2020
Issue Responses to Written Inquiries	June 19, 2020
Deadline for Receipt of Proposals	4:00 PM CT, <u>July 6</u> , 2020
Oral Presentations, if required	Time, Date, and Location to be determined
Notice of Intent to Award Announcement	TBD
Begin Implementation	August 1, 2020
Contract Effective Date	January 1, 2021

NOTE: OGB reserves the right to revise this schedule of events. Revisions, if any, before the Proposal submission deadline will be formalized by issuance of one or more addenda to the RFP.