

ADDENDUM #2

May 13, 2021

Reference Request for Proposals #3000016930 soliciting Proposals from any qualified proposers to administer the Flexible Spending Arrangement (“FSA”) plans (general and limited health care and dependent care) and COBRA for health plan options, including, but not limited to, health care FSA’s offered by OGB.

Addendum #2 includes 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	Would the OGB explore an alternative solution where enrollment and eligibility services are provided by the COBRA/FSA administrator for all benefit plans offered (i.e. active employees/retirees enroll for health benefits via the new administrator’s system). Integrating these services within a single source solution provides the opportunity for an enhanced employee and employer experience and also drives greater efficiency and accuracy for the administration of your benefits plan.	No. The Office of Group Benefits (“OGB”) is only seeking services set forth in this Request for Proposals (“RFP”).
2	Please describe why an RFP for services has been released at this time.	OGB has issued the RFP at this time because the current FSA and COBRA contract expires on December 31, 2021.
3	How will the data be provided to support COBRA Initial Rights Notifications (e.g., employee indicative and employment data, dependent indicative data, enrolled coverage(s)).	A file will be sent from OGB to the Contractor on a daily basis (7 days a week, not excluding weekends and holidays). The type of file that is sent is a flat file.
4	How will the data be provided to support COBRA Qualifying Event Notifications (e.g., employee and dependent Qualifying Event reason, effective and enrollment dates, etc.).	A file will be sent from OGB to the Contractor on a daily basis (7 days a week, not excluding weekends and holidays). The type of file that is sent is a flat file.
5	Is the OGB open to an alternative approach to administration where the FSA Administrator also provides the enrollment platform and services to support FSA plan enrollment?	No. OGB is seeking services set forth in this RFP.
6	Please confirm that COBRA administration services are requested for both health and FSA plans.	Contractor to provide COBRA administration services for both health and FSA plans.

7	The RFP requests sample file layout specifications be provided (Section 1.9.5); however, it is also noted that the OGB's preferred layouts must be utilized in other sections of the RFP. Is the OGB open to mutually agreed upon file layouts and that is why samples are being requested? Please provide OGB's preferred layouts if use of the format(s) is required.	OGB would be open to a mutually agreed upon file layout. The OGB preferred layout has not been finalized. Proposers should still include file layout specifications for the following as requested in RFP section 1.9.5-Approach and Methodology. 1. new hire file (new hires eligible for health coverage; 2.FSA enrollment (enrolled FSA participants and election amounts) and 3. FSA substantiation (medical and pharmacy claims for FSA participants.
8	Please confirm the purposes of the "new hire file (new hires eligible for health coverage)."	The purpose of the new hire file is for the Contractor to provide the COBRA Initial Rights Notification.
9	The RFP requests the proposer to "Provide a secure online portal to accept individual contribution files and termination notifications from participating agencies and OGB." Please confirm the number of contribution files that should be assumed and the system of record from which they will be provided. Additionally, how will termination notifications be supplied (import, administrator entry, etc.)? Please confirm the number of sources and system of record from which termination notifications will be provided.	Terminations will be provided on the file provided by OGB. There is only one source of record for terminations. There are a total of 4 file interfaces for both FSA and COBRA to the incumbent contractor, and a total of 2 file interfaces for both FSA and COBRA from the incumbent contractor. Please note, the agencies submit their FSA contributions directly to the vendor. There are approximately 72 payroll systems.
10	Please describe the number of meeting locations, and meetings per location, where provider staff support is requested.	The enrollment meetings are held in 9 locations across the state. There will be 2 days of meetings per location, and 2 meetings per day. Contractor will be required to provide knowledgeable staff to attend statewide annual/special enrollments and any other informational meetings as requested by OGB, at Contractor's expense.
11	Please confirm the purpose of each of the following files and the parties with this integration is required. a. Check Register File b. Population Health Participation c. Wellness Participation d. Medical Claims File e. Provider Files f. Code Files g. Out of Pocket Maximum h. Adjusted Claims File	The OGB preferred layout has not been finalized. Mutually agreeable definitions will be determined by OGB and Contractor for the resulting contract.
12	Please confirm how the State defines "significant" publications and communications as it pertains to Section 1557 compliance.	Significant publications and communications means that the Contractor will have to provide deliverables listed in the contract, including Plan

		Participant printed materials in a medium widely accepted and in compliance with all applicable anti-discrimination laws.
13	Within Task 2: General Support Services (page 36-37) it states: 17. Upon request, provide digital recordings of phone calls within two (2) business days of request. Question: Is this a hard requirement of the awarded vendor to provide digital recordings of phone calls?	Yes.
14	Is OGB satisfied with the level of service they are receiving from the current administrator?	A final report which includes an evaluation of contractor performance and an assessment of the utility of the final product shall be completed within 60 days after completion of contract performance. See, La. R.S. 39:1569.1
15	Please explain any areas of dissatisfaction and/or pain points with the current administrator.	See Response to Question 14.
16	Does OGB have any additional marketing/RFPs going on (i.e. Medical, Dental, Ben Admin)?	Currently, OGB does not have another RFP published.
17	Is OGB open to negotiation on the Tasks and Services outlined within section 2.2 of the RFP document?	<p>The Proposer submits a proposal that will meet specifications in RFP sections 2.2 Tasks and Services.</p> <p>The proposer should submit with its proposal any exceptions or exact contract deviations that it wishes to negotiate. The FSA and COBRA RFP, section 1.29 Contract Award and Execution provides, in part, the following: The selected Proposer shall be expected to enter into a Contract that is substantially the same as the Sample Contract, Attachment II. A Proposer shall not submit its own standard contract terms and conditions as a response to this RFP. The Proposer should submit in its Proposal any exceptions or Contract deviations that its firm wishes to negotiate. Additionally, the selected Proposer shall execute a Business Associate Addendum that is substantially the same as Attachment IV. [Page 24 of the RFP.]</p>
18	Is OGB open to negotiation on the Deliverables outlined within section 2.3 of the RFP document?	<p>The proposer submits a proposal that will meet specifications in RFP sections 2.3 Deliverables.</p> <p>The proposer should submit with its proposal any exceptions or exact contract deviations that it wishes to negotiate. The FSA and COBRA RFP, section 1.29 Contract Award and Execution provides, in part, the following: The selected Proposer shall be expected to enter into a Contract that is substantially the same as the Sample Contract, Attachment II. A Proposer shall</p>

		not submit its own standard contract terms and conditions as a response to this RFP. The Proposer should submit in its Proposal any exceptions or Contract deviations that its firm wishes to negotiate. Additionally, the selected Proposer shall execute a Business Associate Addendum that is substantially the same as Attachment IV. [Page 24 of the RFP.]
19	Is it a requirement to bid on both products or could you bid on one or the other? If you can bid on only one, will it put the bidder at a disadvantage from a scoring perspective?	The RFP seeks the full scope of services, which includes FSA and COBRA administration services. Proposals will be evaluated based on OGB's request for all requested services.
20	Could you please provide a copy of your custom file specs so we can assess the level of configuration necessary? It will also help us understand the amount of lead time needed prior to 1/1/22 launch. We would like to see these file specs for FSA and COBRA.	OGB currently utilizes a file format from the current Contractor. OGB would be open to a mutually agreed upon file layout.
21	Regarding COBRA could you please confirm that you intend for vendor to derive the COBRA length of service based on qualifying event type? If not, please describe how we will know the length of service.	Yes. OGB intends for the Contractor to derive the COBRA length of service based on qualifying event type.
22	Regarding COBRA , could you please provide samples or details of the Medicare communications the OGB requires to be delivered?	See this addendum Attachment I: Sample Medicare Letter.
23	Regarding FSA, we understand that you will not pre-fund an account to pay claims from but you will reimburse an account that we set up on a daily basis. If this is the case, will it be acceptable for us to "Pull" the funds from your account via ACH rather than you pushing the funds to us?	No. It is not acceptable for the Contractor to "Pull" the funds from OGB's account via ACH.
24	Could you please clarify on how you define a "separate" bank account under page 39 #13? Is a "for benefit of" bank account for Optum clients acceptable, or must the account be solely used for State of Louisiana?	The bank account must be solely for the State of Louisiana.
25	Regarding FSA, our system allows the employees to access their accounts in real time 24/7/365. If they want to see or print a statement, they have access to do so at any time. Is this an acceptable process? Is mailing statements mandatory and if we are unable to perform that task, does it disqualify us from bidding on this RFP?	Regarding the FSA plan offering, the Contractor can make statements for participants available on Contractor's system for viewing and printing. The Contractor is not required to mail statements unless legally required to do so. A proposer would not be disqualified from this RFP for not proposing to mail statements for the FSA plan offering.

26	<p>The RFP discusses a Dedicated Account Team. Our experience and approach with a client the size and complexity of the State of Louisiana (including other states) is to provide you a dedicated team, however they wouldn't solely work with the State of Louisiana as they may have a couple of additional clients that they service. We will certainly dedicate the appropriate amount of resources to ensure an exceptional experience, which we can confirm through references from other states on our service, as well as our willingness to meet your PG requirements. Is this service model acceptable or would this disqualify us from this RFP?</p>	<p>OGB is interested in working with a Contractor whose Account Executive, Implementation Manager, COBRA Operations Manager, and Customer Service Manager is dedicated to OGB. However, proposing this service model would not disqualify proposer from the RFP.</p> <p>RFP Section 3 Evaluation provides that Proposed Staff Qualifications will be evaluated with a maximum score of 15 points. The scoring of proposer's Account Management Team is associated with Proposed Staff Qualifications.</p> <p>OGB will not rephrase the Account Management Team specifications provided in the RFP, Sample Contract, and Addendum 1.</p>
27	<p>Please confirm that the Performance Bond referenced on page 60 #12 is a requirement specific to this RFP?</p>	<p>The Performance Bond as described in Attachment II: Sample Contract, Section 12 is a requirement for the resulting FSA and COBRA administration services contract. OGB will not rephrase this requirement.</p>
28	<p>What population is represented in the different of the total population of the state health and welfare benefits program (250,000) and the total estimated employees and retirees enrolled in OGB health plans as of 03/1/2021 (132,216)?</p>	<p>The 132,216 count (as of 3/15/2021) mentioned in Attachment VII consists only of active and retired employees ("primary subscribers") who are enrolled in an OGB-sponsored self-funded health plan (Pelican and Magnolia plans), a fully insured HMO health plan (Vantage Medical Home HMO plan), several fully insured Medicare Advantage health plans, and an Individual Medicare Market Exchange plan with an HRA (Via Benefits). The 250,000 estimate count cited in section 1.2 of the RFP includes all primary subscribers and covered dependents of state-sponsored health plans. This includes (as of 3/15/2021) 95,913 covered dependents of the primary subscribers who are enrolled in the OGB-sponsored health plans mentioned above, as well as 11,330 primary subscribers and 9,525 covered dependents enrolled in LSU First health plans. Under an interagency agreement with OGB, the LSU System is allowed to administer their own health insurance plans. Eligibility for membership in an LSU First plan is limited largely to employees and retirees (and dependents) of the LSU system and of the legislative branch of Louisiana state government.</p>

29	Why this opportunity not awarded after your 2020 search? Please refer to RFP: 3000015188.	OGB cancelled RFP Solicitation No. 3000015188. It was determined that there was not sufficient time to obtain necessary contract approvals and implement the contract for January 1, 2021.
30	Why does the State want to award one vendor for this opportunity?	OGB is interested in working with only one Contractor that will handle both FSA and COBRA administration services. OGB wants to award one Contractor, because OGB does not wish to contract with multiple vendors to handle administration for FSA and COBRA services.
31	When is Open enrollment?	The annual enrollment period for OGB FSA health plan offering is from October 1 – November 15.
32	When is the plan renewal effective date?	The FSA and COBRA administration services contract will be effective January 1, 2022. Attachment II: Sample Contract Section 1 provides that State may also exercise an option to extend for up to twenty-four (24) additional months at the same rates, terms, and conditions of the initial Contract term.
33	When does your fiscal year start?	The fiscal year for the State of Louisiana is July 1st.
34	How many COBRA active and pending participants are there currently?	There is currently a total of 227 participants in COBRA. This count includes both subscribers and dependents. There are 123 subscribers and 104 dependents.
35	Is Attachment III to be returned with the submittal or only upon award? Attachment III is not listed in as one of the proposal response components in section 1.9.	The proposer should return a signed Attachment III: Electronic Vendor Payment Solutions form.
36	Section 2.2, Task 1, Item 5, indicates that contractor must accept OGB's standard file layout; please provide this layout.	OGB would be open to a mutually agreed upon file layout. The OGB preferred layout has not been finalized. Proposers should still include file layout specifications for the following as requested in RFP section 1.9.5-Approach and Methodology. 1. new hire file (new hires eligible for health coverage; 2.FSA enrollment (enrolled FSA participants and election amounts) and 3. FSA substantiation (medical and pharmacy claims for FSA participants.
37	Section 2.2, Task 2, Item 7 indicates that the contractor must provide a website specific to OGB. Please provide further details on the elements and content of this website, requirements for content maintenance, etc.	The website should include information that is specific to OGB. For example, if there is a dedicated customer services group to OGB, the website should have the contact number, address, email etc that OGB members should use for questions/assistance.

		<p>If OGB’s plan differs in any way from other plans, then the website should reflect that. For example, if there is an offering that your other books of business has that OGB does not, then the OGB specific website should reflect that. This could be as simple as a login portal that takes OGB members to their specific plan information.</p> <p>Additionally, if there are forms specific to OGB, they should be available to members on this website.</p>
38	May respondents propose exceptions or alternative solutions to the requirements in sections 2.2 and 2.3?	<p>The proposer should submit a proposal that will meet specifications in RFP sections 2.2 and 2.3.</p> <p>The proposer should submit with its proposal any exceptions or exact contract deviations that it wishes to negotiate. The FSA and COBRA RFP, section 1.29 Contract Award and Execution provides, in part, the following: The selected Proposer shall be expected to enter into a Contract that is substantially the same as the Sample Contract, Attachment II. A Proposer shall not submit its own standard contract terms and conditions as a response to this RFP. The Proposer should submit in its Proposal any exceptions or Contract deviations that its firm wishes to negotiate. Additionally, the selected Proposer shall execute a Business Associate Addendum that is substantially the same as Attachment IV. [Page 24 of the RFP.]</p>
39	Why did OGB cancel the RFP for these same services issued in 2020 (RFP 3000015188)?	OGB cancelled RFP Solicitation No. 3000015188. It was determined that there was not sufficient time to obtain necessary contract approvals and implement the contract for January 1, 2021.
40	Please outline the differences between the 2020 RFP and this one.	OGB will not provide an outline of the differences. The 2020 RFP Solicitation No. 3000015188 and the current RFP are two distinct RFPs. Prospective proposers should review and read this RFP Solicitation No. 3000016930 prior to submitting a proposal.
41	Can you provide more background on the requirement for an implementation credit (Section 2.2, Task 1, item 3)? The narrative indicates that the contractor must track “such services,” which seems to refer to OGB’s expenses. It’s unclear how the contractor would track OGB’s expenses unless OGB is reporting them to the contractor. An example of how this would work in practicality would be helpful.	The implementation credit will be applied on an as needed basis. The implementation credit will be used to offset OGB’s expenses associated with the RFP, transition, and ongoing services. At OGB’s request, the implementation credit could be used for transition and ongoing services, including but not limited to, modifying the file feed that was implemented for the contract, additional outreach to

		<p>participants at OGB's request, and any other program related ongoing service.</p> <p>OGB will report and submit written notice for expenses that will be applied to the implementation credit. The Contractor will apply such expenses to the implementation credit log. The Contractor will keep track of expenses and services that are applied to the log. At OGB's request, the Contractor will provide OGB a quarterly report of current utilization and remaining balance, if any.</p>
42	<p>Section 1.9.3 Executive Summary indicates the Proposer should address the specific language in the Sample Contract, Attachment II, Business Associate Addendum, Attachment IV, and submit whatever exceptions or exact Contract modifications that its firm may seek. Question: Other than where specifically indicated in the RFP that no deviations are permitted or it's a minimum requirement, are requested exceptions, deviations or modifications permitted regarding other aspects of the RFP, including but not limited to (i) Section 1 Administrative and General Information and (ii) Section 2 Scope of Services?</p>	<p>RFP Section 1 Administrative and General Information was provided for informational purposes for prospective proposers.</p> <p>The proposer submits a proposal that will meet specifications in RFP Section 2 Scope of Services.</p> <p>The proposer should submit with its proposal any exceptions or exact contract deviations that it wishes to negotiate. The FSA and COBRA RFP, section 1.29 Contract Award and Execution provides, in part, the following: The selected Proposer shall be expected to enter into a Contract that is substantially the same as the Sample Contract, Attachment II. A Proposer shall not submit its own standard contract terms and conditions as a response to this RFP. The Proposer should submit in its Proposal any exceptions or Contract deviations that its firm wishes to negotiate. Additionally, the selected Proposer shall execute a Business Associate Addendum that is substantially the same as Attachment IV. [Page 24 of the RFP.]</p>
43	<p>Section 1.9.6 Proposed State Qualifications indicates there should be dedicated Account Management Team, including but not limited to, the assigned dedicated Account Executive, Implementation Manager, Financial Analysis, Senior Operations Specialist, Compliance Analyst, COBRA Operations Manager, and Customer Service Manager, as well as any other personnel considered key to the success of the project. Question: Are each of these team members required to be exclusively dedicated to the State?</p>	<p>See the below Amendment to Section 1.9.6 Proposed Staff Qualifications.</p>

44	Section 1.9.7 indicates if a Proposer is not a certified small entrepreneurship as described herein, but plans to use certified small entrepreneurship(s), Proposer shall include in their proposal the names of their certified Veteran Initiative or Hudson Initiative small entrepreneurship subcontractor(s), a description of the work each will perform, and the dollar value of each subcontract. Question: Is there any requirement for a Proposer to use certified small entrepreneurship(s)?	No, the Proposer is not required to subcontract with a Veteran or Hudson Initiative vendor.
45	Section 1.9.7 also indicates during the term of the Contract and at expiration, the Contractor will also be required to report Veteran-Owned and Service-Connected Disabled Veteran-Owned and Hudson Initiative small entrepreneurship subcontractor or distributor participation and the dollar amount of each. Question: If Contractor has no plans to use any certified small entrepreneurship(s), is there still a requirement to file these reports?	If the Contractor did not enter into a contract with Veteran and Hudson subcontractor and does not use any in the future then there is no requirement to file these reports with OGB.
46	Section 1.9.7 also discusses compliance with a good faith subcontracting plan, the State may require Proposers to submit information on their business relationships and arrangements with certified LaVet or Hudson Initiative subcontractors at the time of proposal review. Question: Are there any requirements in this RFP requiring the compliance of a good faith subcontracting plan?	<p>The Proposer is not required to subcontract with a Veteran or Hudson Initiative vendor. If the Proposer has a LaVet or Hudson Initiative subcontractor, the State reserves the right to require a non-certified Proposer to provide documentation and information supporting a good faith subcontracting plan.</p> <p>If a contract is awarded to a Proposer who proposed a good faith subcontracting plan, the using agency, the Louisiana Department of Economic Development (LED), or the Office of State Procurement (OSP) may audit Contractor to determine whether Contractor has complied in good faith with its subcontracting plan.</p>
47	Section 1.32 Insurance Requirements for Contractors. Question: Will deviations and alternative suggested insurance provisions/requirements be allowed and considered?	Contractor must conform to the requirements listed in RFP Section 1.32 Insurance Requirements for Contractors.
48	Section 2.2 Tasks and Services, Task 1, paragraph 1 requests the assignment of a dedicated implementation team to manage the implementation process and the transition of services from the incumbent contractor. Question: Is this team required to be exclusively dedicated to the State?	Contractor's staff assigned to OGB includes a dedicated Account Executive, Implementation Manager, COBRA Operations Manager, and Customer Service Manager. The implementation team assigned to OGB does not need to be exclusively dedicated to the OGB, but the Implementation Manager does need to be dedicated to OGB.

		See Amendment to RFP, Section 2.2 Tasks and Services, Task 1: Implementation Services, No. 1 in this addendum.
49	Section 2.2 Tasks and Services, Task 1, paragraph 3 requests contractor provide an implementation credit to OGB in the amount of \$50,000 to offset OGB's expense associated with the RFP, transition, and ongoing services. Question: Is this a requirement or will deviations and alternative suggested approach be allowed and considered, or will that render a proposal as nonresponsive and not considered for award?	<p>Proposed deviations to the implementation credit language will not render a proposal non-responsive. However, RFP Section 3 Evaluation provides that Approach and Methodology will be evaluated with a maximum score of 33 points. The scoring of Section 2 Scope of Services (which includes a service providing an implementation credit) is associated with Approach and Methodology.</p> <p>OGB is interested in a Contractor that will provide an implementation credit as set forth in the RFP.</p> <p>The FSA and COBRA RFP, section 1.29 Contract Award and Execution provides the following: The selected Proposer shall be expected to enter into a Contract that is substantially the same as the Sample Contract, Attachment II. A Proposer shall not submit its own standard contract terms and conditions as a response to this RFP. The Proposer should submit in its Proposal any exceptions or Contract deviations that its firm wishes to negotiate. Additionally, the selected Proposer shall execute a Business Associate Addendum that is substantially the same as Attachment IV.</p>
50	Section 2.4 Performance Guarantees indicates the stated performance guarantees are the minimum acceptable standards for the contract. Question: Will deviations and alternative suggested performance guarantees be allowed and considered, or will that render a proposal as nonresponsive and not considered for award?	<p>Proposed deviations to performance guarantees will not render a proposal non-responsive. However, RFP Section 3 Evaluation provides that Approach and Methodology will be evaluated with a maximum score of 33 points. The scoring of Section 2 Scope of Services (which includes conforming to performance guarantees) is associated with Approach and Methodology.</p> <p>OGB is interested in a Contractor that will meet the performance guarantees set forth in the RFP.</p> <p>The FSA and COBRA RFP, section 1.29 Contract Award and Execution provides, in part, the following: The selected Proposer shall be expected to enter into a Contract that is substantially the same as the Sample Contract, Attachment II. A Proposer shall</p>

		not submit its own standard contract terms and conditions as a response to this RFP. The Proposer should submit in its Proposal any exceptions or Contract deviations that its firm wishes to negotiate. Additionally, the selected Proposer shall execute a Business Associate Addendum that is substantially the same as Attachment IV. [Page 24 of the RFP.]
51	Section 6.7 Contractor Project Management, subsection A indicates that Contractor will provide an Account Management Team for the duration of the engagement including a dedicated Account Executive, Implementation Manager, COBRA Operations Manager, and Customer Service Manager. Question: Are each of these team members required to be exclusively dedicated to the State?	Yes. OGB expects that the Account Executive, Implementation Manager, COBRA Operations Manager and Customer Service Manager will be exclusively dedicated to OGB.

AMENDMENTS TO RFP

Amendment to RFP, Section 1.9.6 Proposed Staff Qualifications

Original Text:

1.9.6 Proposed Staff Qualifications

The Proposer should provide detailed information about the experience and qualifications of the Proposer's dedicated Account Management Team, including but not limited to, the assigned dedicated Account Executive, Implementation Manager, Financial Analysis, Senior Operations Specialist, Compliance Analyst, COBRA Operations Manager, and Customer Service Manager, as well as any other personnel considered key to the success of the project. Contractor's staff assigned to OGB will also include a Privacy Officer that is not required to be exclusively dedicated to OGB. The Account Executive must have at least one (1) back-up staff member designated to handle the overall responsibility of OGB

This information should include education, training, technical experience, functional experience, specific dates and names of employers, relevant and related experience, past and present projects with dates and responsibilities and any applicable certifications. This should also specifically include the role and responsibilities of each person on this project, their planned level of effort, their anticipated duration of involvement, and their on-site availability. Customer references (name, title, company name, address, and telephone number) should be provided for the cited projects in the individual resumes. Also, the Account Executive must have at least one (1) back-up staff member designated to handle the overall responsibility of OGB. The Proposer should demonstrate that their staff and/or subcontractor(s) have the necessary experience and knowledge to successfully perform the services listed in Section 2, Scope of Services. Individual resumes should be provided for the Account Management Team and any other assigned personnel considered key to the success of the project and include information detailing education, training, technical

experience, functional experience, specific dates and names of employers, relevant and related experience, past and present projects with dates and responsibilities.

Proposers should clearly describe their ability to exceed the qualifications described in the Mandatory Qualifications for Proposer section.

Proposers should clearly describe their ability to exceed the qualifications described in the Desired Qualifications for Proposer section.

Revised Text:

1.9.6 Proposed Staff Qualifications

The Proposer should provide detailed information about the experience and qualifications of the Proposer's ~~dedicated~~ Account Management Team. The Account Management Team will include dedicated Account Executive, Implementation Manager, COBRA Operations Manager, and Customer Service Manager. Contractor's staff assigned to OGB will also include a Privacy Officer, Financial Analysis, Senior Operations Specialist, Compliance Analyst that is not required to be exclusively dedicated to OGB. Proposer's Account Management team may include any other personnel considered key to the success of the project. The Account Executive must have at least one (1) back-up staff member designated to handle the overall responsibility of OGB

This information should include education, training, technical experience, functional experience, specific dates and names of employers, relevant and related experience, past and present projects with dates and responsibilities and any applicable certifications. This should also specifically include the role and responsibilities of each person on this project, their planned level of effort, their anticipated duration of involvement, and their on-site availability. Customer references (name, title, company name, address, and telephone number) should be provided for the cited projects in the individual resumes. Also, the Account Executive must have at least one (1) back-up staff member designated to handle the overall responsibility of OGB. The Proposer should demonstrate that their staff and/or subcontractor(s) have the necessary experience and knowledge to successfully perform the services listed in Section 2, Scope of Services. Individual resumes should be provided for the Account Management Team and any other assigned personnel considered key to the success of the project and include information detailing education, training, technical experience, functional experience, specific dates and names of employers, relevant and related experience, past and present projects with dates and responsibilities.

Proposers should clearly describe their ability to exceed the qualifications described in the Mandatory Qualifications for Proposer section.

Proposers should clearly describe their ability to exceed the qualifications described in the Desired Qualifications for Proposer section.

AMENDMENTS TO RFP

Amendment to RFP, Section 2.2 Tasks and Services, Task 1: Implementation Services, No. 1

Original Text:

1. Assign a dedicated implementation team to manage the implementation process and the transition of services from the incumbent contractor.

Revised Text:

1. Assign an ~~dedicated~~ implementation team to manage the implementation process and the transition of services from the incumbent contractor. The Implementation Manager will be dedicated to OGB .

ATTACHMENT I: SAMPLE MEDICARE LETTER

Discovery Benefits, LLC
PO Box 2079
Omaha, NE 68103-2079



3/16/2021

Dear

According to our records, you are now eligible for Medicare benefits. You may have begun the process of contacting the Social Security Administration so that you can complete the forms necessary to establish your entitlement to Medicare. If you have not, you may wish to do so. Please read the following information as it may affect your COBRA continuation through Office of Group Benefits State of Louisiana.

As prescribed by the COBRA regulations, if your Medicare benefits are effective after your COBRA election date, your participation in the Office of Group Benefits State of Louisiana group health plan must terminate as soon as you are notified by the Social Security Administration that you have been approved for Medicare benefits and are now entitled to them (your benefits have begun). If your Medicare benefits were effective prior to your COBRA election date, you may continue both Medicare and your COBRA continuation coverage.

If your Medicare benefits begin after your COBRA election, please send us the following when you receive confirmation of your Medicare benefit entitlement:

1. A copy of your Medicare card
2. A completed Benefits Termination Form, which is available at www.discoverybenefits.com

This will ensure that the correct plans are terminated for the appropriate beneficiaries.

Discovery Benefits, LLC
PO Box 2079
Omaha, NE 68103-2079

Your eligible qualified dependents, if any, may continue to participate in the Office of Group Benefits State of Louisiana group health plan under certain circumstances. Please contact our Customer Service Department at (866) 451-3399 within 60 days of your Medicare benefits effective date for details regarding the cost and availability of that continued participation.

If you have questions about your COBRA coverage, please contact our Customer Service Department at (866) 451-3399 during business hours.

Sincerely,

Discovery Benefits, LLC