

## **Attachment 12: Questions and Answers**

**The following questions were submitted in writing by Vendor A. (Answers follow.)**

### **RFP Section 2.1; paragraph 5**

- 1. Should the State Health Plan move to non-grandfathered status and the administrator incurs additional cost as a result of implementing these requirements (programmatic changes, etc.), should the all-inclusive fee reflect and include costs associated with such changes, or will the State Health Plan allow the Offeror to request additional administrative fee changes or cost reimbursements as a result of any changes required to administer the new plan at the time of implementation?**

**A:** The all-inclusive fee must reflect and include costs associated with such changes.

### **RFP Section 3.1.1; paragraph 1**

- 2. Does PEBA require a certain percentage of non-key personnel (including contractors, claims and customer service staff) to be within 100 miles of PEBA's offices? If so, please provide the percentage.**

**A:** No. PEBA does not require a certain percentage of non-key personnel (including contractors, claims and customer service staff) to be within 100 miles of PEBA's offices.

### **RFP Section 3.2.1; paragraph 1**

- 3. Would PEBA consider an alternative proposal from an Offeror utilizing its own proprietary network to administer and manage the requirements outlined in section 3.2 rather than administer and manage the Plan's own provider network in the State of South Carolina?**

**A:** At a minimum, potential Offerors must meet the requirements of the RFP. Offerors may propose enhancements/alternatives, which PEBA, in its sole discretion, may accept pursuant to RFP paragraph 1.38, Discussions and Negotiations.

**RFP Section 3.9.22; paragraph 1 and RFP Section 3.9.23; paragraph 1**

**4. Please confirm that supplementary reports with non-claims data, such as care coordination fees, PCMH, etc., can be provided in separate files versus a singular file.**

**A:** At a minimum, potential Offerors must meet the requirements of the RFP. Offerors may propose enhancements/alternatives, which PEBA, in its sole discretion, may accept pursuant to RFP paragraph 1.38, Discussions and Negotiations.

**RFP Section 3.11.1; paragraph 1**

**5. Please clarify that customer service representatives are required to be solely dedicated to the State Health Plan.**

**A:** Yes. Customer service representatives are required to be solely dedicated to the State Health Plan.

**RFP Section 3.11.6; paragraph 1**

**6. Would PEBA consider an alternative to the minimum 95% overall satisfaction rate with key components identified? If so, would PEBA be willing to collaborate with the vendor on member satisfaction requirements?**

**A:** At a minimum, potential Offerors must meet the requirements of the RFP. Offerors may propose enhancements/alternatives, which PEBA, in its sole discretion, may accept pursuant to RFP paragraph 1.38, Discussions and Negotiations.

**RFP Section 5; paragraphs 1.b, 1.c, and 1.f**

**7. In the spirit of reducing our carbon footprint, will PEBA accept electronic-only files for appendix documents exceeding 50 pages?**

**A:** PEBA's preference is to have printed documents but we are willing to allow electronic only files for appendix documents exceeding 50 pages.

**RFP Section 8; Attachment 5 – Business Associate Agreement**

**8. Please confirm if incumbents need to submit Attachment 5 - Business Associate Agreement.**

**A:** Confirmed. This is a new solicitation. All potential Offerors, including incumbents, are required to submit all requested information.

**The following question was submitted in writing by Vendor B. (Answer follows.)**

**9. You have listed 10:30 am ET on Wednesday, December 1, 2022, on page 15. However, December 1, 2022, is on a Thursday. What day is the conference?**

**A:** The Pre-Proposal Conference was on Thursday, December 1, 2022, at 10:30 AM ET. Attendance at pre-proposal conferences is strongly encouraged but is not mandatory.

**The following question was submitted in writing by Vendor C. (Answer follows.)**

**10. I wanted to see if the December 1, 2022, Pre-Proposal Conference is only in-person or if there is a video-conference option as well.**

**A:** The Pre-Proposal Conference was in person. Attendance at pre-proposal conferences is strongly encouraged but is not mandatory.