

## WRITTEN QUESTIONS AND ANSWERS

### SP-18-0099 FSA/HSA, Cafeteria Plan, & COBRA Services

**ANSWERS ARE IN BLUE**

| QUESTION NUMBER | SECTION REFERENCE          | WRITTEN QUESTION & ANSWER   |
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| 1               | Not Provided by Questioner | <p>Are you having any service / claim issues with your current vendor, DataPath?</p> <p><a href="#">This question is not relevant to the Prospective Contractor's response to the requirements of this RFP.</a></p>   |
| 2               | Not Provided by Questioner | <p>Will you provide the current contracted fees (PEPM) for the administration of FSA, HSA, and COBRA?</p> <p><a href="#">This question is not relevant to the Prospective Contractor's response to the requirements of this RFP.</a></p>  |
| 3               | Not Provided by Questioner | <p>What is the average turnover of all employees?</p> <p><a href="#">See Addendum 2 for Section 2.2 of the RFP.</a></p>   |
| 4               | Not Provided by Questioner | <p>Will you support vendor contract? In other words, will the State of AR accept our standard contract?</p> <p><a href="#">The RFP document, inclusive of all attachments, and the successful Prospective Contractor's proposal, inclusive of the Revised Official Bid Price Sheet together constitute the contract. See also RFP items 1.17.D and 1.19.D.</a></p>  |
| 5               | Not Provided by Questioner | <p>Will you provide us with the various data file feed format requirements for payroll and enrollment?</p> <p><a href="#">See RFP Section 2.5.D, RFP Section 2.18.B-C, and Addendum 2 for Section 2.5 of the RFP.</a></p>   |
| 6               | Not Provided by Questioner | <p>Does the payroll reporting need to be separated by the various providers?</p> <p><a href="#">No.</a></p> <p>In other words, Will the State of AR be set up as one client for billing/reporting?</p> <p><a href="#">Yes. See Addendum 2 for Section 4.1 of the RFP.</a></p> <p>Or will there be different divisions? Where each division will be invoiced separately.</p> <p><a href="#">No. See Addendum 2 for Section 4.1 of the RFP.</a></p> |
| 7               | Not Provided by Questioner | <p>Why has the State decided to bid out for these services at this time?</p> <p><a href="#">This question is not relevant to the Prospective Contractor's response to the requirements of this RFP.</a></p>   |

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| 8  | Not Provided by Questioner | <p>We understand DataPath, Inc. is the provider for the State's current FSA, HSA and COBRA programs. Are there any account management, claims, reporting, service level or any other service issues with this provider, please explain?</p> <p><a href="#">See Question 1.</a></p>  |
| 9  | Not Provided by Questioner | <p>What are the current PEPM or PAPM fees the State is paying for its FSA, HSA and COBRA programs?</p> <p><a href="#">See Question 2.</a></p> <p>Can you elaborate if those fees are inclusive of printing and mailing for the associated FSA, HSA and COBRA programs for member outreach?</p> <p><a href="#">This question is not relevant to the Prospective Contractor's response to the requirements of this RFP.</a></p> <p>Are these said fees for inclusive of benefit fair sessions? (FSA and HSA Only)</p> <p><a href="#">This question is not relevant to the Prospective Contractor's response to the requirements of this RFP.</a></p> <p>What other fees (if any) is the State paying for its FSA, FSA, HSA and COBRA programs?</p> <p><a href="#">This question is not relevant to the Prospective Contractor's response to the requirements of this RFP.</a></p> |
| 10 | Not Provided by Questioner | <p>Who pays the fees for each of the State's FSA, HSA and COBRA programs, the State or the employees?</p> <p><a href="#">See Addendum 2 for Section 2.2 of the RFP.</a></p>   |
| 11 | Not Provided by Questioner | <p>What are the average balances for your FSA and HSA programs?</p> <p><a href="#">See RFP Section 2.2.K and Addendum 2 for Section 2.2 of the RFP.</a></p>   |
| 12 | Not Provided by Questioner | <p>We understand ASE employees receive \$300 single/\$600 family employer contributions for the HSA program. Can the State provide an explanation why PSE employees do not receive any employer contributions?</p> <p><a href="#">This question is not relevant to the Prospective Contractor's response to the requirements of this RFP. Also see Section 2.9.A of the RFP.</a></p>  |
| 13 | Not Provided by Questioner | <p>What are the FSA and HSA programs average balances for ASE and PSE respectively?</p> <p><a href="#">See Question 11.</a></p>   |
| 14 | Not Provided by Questioner | <p>What are the contribution amounts made (if any) by ASE and PSE employees respectively in the HSA program?</p> <p><a href="#">See Addendum 2 for Section 2.2 of the RFP.</a></p>  |

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| 15 | Not Provided by Questioner | How many ASE and PSE participants in the HSA program do not contribute to their plans?<br><br><a href="#">See Addendum 2 for Section 2.2 of the RFP.</a>  |
| 16 | Not Provided by Questioner | What percentage of the ASE and PSE respective HSA dollars are invested?<br><br><a href="#">See Addendum 2 for Section 2.2 of the RFP.</a>   |
| 17 | Not Provided by Questioner | How many ASE and PSE investors versus ASE and PSE non-investors?<br><br><a href="#">This information is not available.</a>  |
| 18 | Not Provided by Questioner | Does the State have an investment committee or appointed an investment advisory firm for investment related services? If so, what is the name of the firm or entity?<br><br><a href="#">No.</a>   |
| 19 | Not Provided by Questioner | Will the State involve the services of a benefits consultant or broker in this procurement? If so, what is the name of the firm or entity?<br><br><a href="#">No.</a>   |
| 20 | Not Provided by Questioner | Who are the State's health plan providers?<br><br><a href="#">See Attachment B to this RFP for the State's current Benefit Coordinators.</a>  |
| 21 | 1.1.B.3                    | What methodologies has the State and its incumbent program provider(s) used in the past three (3) years, i.e., 2105, 2016 and 2017 to improve communication in order to keep ASE and PSE well-informed consumers?<br><br><a href="#">This question is not relevant to the Prospective Contractor's response to the requirements of this RFP.</a>  |
| 22 | 1.1.B.4                    | Is the State open to plan design changes that can help to increase ASE and PSE participation in HDHPs, HSAs and ARCap Programs?<br><br><a href="#">See Addendum 2 to RFP Section 2.5 of the RFP.</a>  |
| 23 | 1.5.A                      | Can the State explain why it will not accept any deviations from, or caveats to its Requirements in the Requirements Section if the goal is to enhance the Programs by increasing ASE and PSE participation?<br><br><a href="#">The requirements in the RFP are <i>minimum</i> requirements. The Prospective Contractor may provide additional services that exceed the minimum requirements.</a> |
| 24 | 1.27.A-C                   | What are the other methods of payment (if any) accepted by the State besides the VISA procurement card?<br><br><a href="#">This question is not relevant to the Prospective Contractor's response to the requirements of this RFP.</a>  |

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| 25 | 2.5.D                      | <p>Will the EBD work closely with the Contractor to mutually agree on both the enrollment information and acceptable method during the Implementation Period?</p> <p><a href="#">See Addendum 2 for Section 2.5 of the RFP.</a></p>   |
| 26 | 2.6.A                      | <p>Does this dedicated account manager resource need to be located in the State of Arkansas or can this individual be remote?</p> <p><a href="#">Arkansas location is not a requirement in this RFP.</a></p>  |
| 27 | 2.6.A                      | <p>Is the State expecting dedicated account management resources for each of its Programs respectively or can one account management resource manage all the Programs?</p> <p><a href="#">See RFP Section 1.6.AA and 2.6.A.1 and 2.</a></p>   |
| 28 | 2.6.A                      | <p>Can the State say why it will not allow designated account management resources?</p> <p><a href="#">This question is not relevant to the Prospective Contractor's response to the requirements of this RFP.</a></p>  |
| 29 | 2.12.A                     | <p>Can the State please clarify what type of eligibility testing you are referencing?</p> <p><a href="#">See Addendum 2 for Section 2.12 of the RFP.</a></p>  |
| 30 | 2.14.D                     | <p>The State only wants the Contractor to have the capability to produce education and enrollment materials in Spanish but isn't necessarily expecting respondents to price out those services in the pricing submittals responses?</p> <p><a href="#">See RFP Section 2.4.B.</a></p> |
| 31 | 2.16.A-G                   | <p>Can the State provide copies of the policies, procedures, and practices for claims processing?</p> <p><a href="#">See Addendum 2 for Section 2.16 of the RFP.</a></p>  |
| 32 | 2.20.A-H                   | <p>Can the State provide samples of all the reports being requested in the this section?</p> <p><a href="#">See Technical Proposal Packet, Information for Evaluation, Item E.11.</a></p>   |
| 33 | 2.26.A-H                   | <p>Can the State provide copies of the current Service Levels for its FSA, HSA and COBRA programs?</p> <p><a href="#">This question is not relevant to the Prospective Contractor's response to the requirements of this RFP.</a></p>   |
| 34 | Not Provided by Questioner | <p>Whether companies from Outside Switzerland can apply for this?</p> <p><a href="#">See RFP Section 1.7.A.1.c – d and 2.3.E.</a></p>   |
| 35 | Not Provided by Questioner | <p>Whether we need to come over there for meetings?</p> <p><a href="#">See the RFP Sections 2.7 and 2.17 for meeting requirements.</a></p>  |

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| 36 | Not Provided by Questioner               | Can we perform the tasks (related to RFP) outside Switzerland?<br><br><a href="#">See RFP Section 2.3.E.</a>   |
| 37 | Not Provided by Questioner               | Can we submit the proposals via email?<br><br><a href="#">See Page 1 of the RFP.</a>   |
| 38 | 1.26                                     | The web address listed under "Compliance with the State's shared Technical Architecture Program" is not functional. Error states: Page Not Found.<br><a href="http://www.dis.arkansas.gov/policiesStandards/Pages/default.aspx">http://www.dis.arkansas.gov/policiesStandards/Pages/default.aspx</a> .<br><br>Will an updated address be provided?<br><br><a href="#">See Addendum 2 for Section 1.26 of the RFP.</a>  |
| 39 | Attachment D                             | Criteria: Administration – Damages: 5% of monthly invoice amount for any month whereby greater than 5% of Member accounts are incorrectly credited. Contractor will credit damages payment to the monthly invoice for which the damages apply.<br><br>Other damages indicate a grace period by which no penalty will be applied. Will a "grace period" apply? If so, what timeframe will be allotted for the "grace period"?<br><br><a href="#">Prospective Contractor must agree to Performance Standards as written in Attachment D. See RFP Section 2.26.</a> |
| 40 | 2.5.B                                    | Are you asking the vendor to have exclusive bank accounts for all services just for the State of Arkansas?<br><br><a href="#">No.</a>  |
| 41 | 1.11.D                                   | Do we need a separate BAA for each subcontractor and with the State of Arkansas? Or can you use current contracts our company currently has in place in accordance with state and federal laws?<br><br><a href="#">Section 1.11.D clearly states the requirement.</a>  |
| 42 | Not provided by Questioner               | Why did you go out to bid in January, withdraw the proposal then re-release it?<br><br><a href="#">This question is not relevant to the Prospective Contractor's response to the requirements of this RFP.</a>   |
| 43 | Not provided by Questioner               | Explain the EDB System Confidentiality Agreements. Who needs to sign this?<br><br><a href="#">See Addendum 2 for Section 2.21 of the RFP.</a>  |
| 44 | Revised Official Bid Price Sheet – Tab 4 | The Revised Official Bid Price Sheet requests PMPM fee, which normally stands for Per Member Per Month. However the tiers are based on COBRA members. Is the PMPM based on the number of cobra members (elected and participating)?<br>In other words, are you defining a COBRA Member as someone who is within the period to elect cobra and those participating or just those that are actively cobra participants?<br><br><a href="#">See Addendum 2 for the Revised Official Bid Price Sheet.</a>  |