



STATE OF TENNESSEE
FINANCE & ADMINISTRATION, BENEFITS ADMINISTRATION

**REQUEST FOR PROPOSALS # 31786-00161
AMENDMENT # ONE FOR DPPO SERVICES**

DATE: April 14, 2021

RFP # 31786-00161 IS AMENDED AS FOLLOWS:

1. This RFP Schedule of Events updates and confirms scheduled RFP dates. Any event, time, or date containing revised or new text is highlighted.

EVENT	TIME (central time zone)	DATE
1. RFP Issued		March 10, 2021
2. Disability Accommodation Request Deadline	2:00 p.m.	March 16, 2021
3. Notice of Intent to Respond Deadline	2:00 p.m.	March 17, 2021
4. Written "Questions & Comments" Deadline	2:00 p.m.	March 24, 2021
5. State Response to Written "Questions & Comments"		April 14, 2021
6. Response Deadline	2:00 p.m.	April 28, 2021
7. State Completion of Technical Response Evaluations		May 10, 2021
8. State Opening & Scoring of Cost Proposals		May 11, 2021
9. State Notice of Intent to Award Released <u>and</u> RFP Files Opened for Public Inspection		May 27, 2021
10. End of Open File Period		June 4, 2021
11. State sends contract to Contractor for signature		June 7, 2021
12. Contractor Signature Deadline	2:00 p.m.	June 11, 2021

2. State responses to questions and comments in the table below amend and clarify this RFP.

Any restatement of RFP text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFP document.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
	1.	Can the Dental reference letters provided with RFP#31786-00159 be leveraged for this RFP as a courtesy to our current customers by not requesting they complete the reference forms again?	Yes, the respondent will need to confirm to the State that the customer references we have on file are still accurate. Please email Seannalyn Brandmeir (Seannalyn.brandmeir@tn.gov) and Heather Pease (heather.pease@tn.gov) for a list.
	2.	Due to the pandemic our previous dental references may have difficulty filling out the same reference survey as completed in Jan 2021 for the previous Dental PPO RFP #31786-00159. Will the State of TN accept our previous 5 reference surveys for RFP# 37186-00161?	Please see the State's response to Question #1.
	3.	If the references prefer to submit their recommendation via email, do they need to email them directly to you in order to be considered "sealed"? And if so, will [Redacted] receive notification that they've been successfully received?	Yes, if a customer prefers to send in a reference via email, it needs to come to the Solicitation Coordinator directly. Seannalyn Brandmeir (Seannalyn.brandmeir@tn.gov) and Heather Pease (heather.pease@tn.gov) are happy to confirm received references if the Respondent would like to email us for an update.
	4.	Can you provide RFP Attachments 6.2 and 6.4 in Word format in order to for us to complete the charts and forms?	Yes. The State will provide RFP #31786-00161, Release #2 in Word format. See Amendment item #6 below.
	5.	Can you provide a report showing the network discount schedule that is being achieved currently with Metlife?	No, this information is considered proprietary.
	6.	Since Covid19 has potentially suppressed utilization, can you provide 2018-2019 utilization reports as well?	Yes. Please see the new Appendix 7.13 State of TN Provider by Claim Count 2018. See Amendment item #5 below.
	7.	Can you send all utilization reports by CDT code or category (Cleanings, x-rays, restorations, etc)?	Yes, the State has revised Appendix 7.9. Please see Amendment item #5 below.
	8.	If [Redacted] feels as though they'd like to offer financial guarantees around areas such as network improvement, can you confirm where the appropriate place to include that in the RFP responses would be so as not be considered a disqualifying factor?	The Respondent may not include this offer in the RFP response. The awarded contractor may offer financial guarantees to the State after the contract becomes effective. Any offer the State accepts will not alter the Contractor's member premium rates listed in Contract Section C.3.

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	9.	Can you give additional details about what the state would like to have included on the Splash page?	<p>There are items specifically listed in Contract Section A.9b below as well as links to our current Dental vendor splash pages. Sample screen shots are included in a new Appendix 7.12. See Amendment item #5 below.</p> <p>The Splash Page shall at a minimum contain the following information or a link to the information with no log in required:</p> <ul style="list-style-type: none"> (1) Contractor customer service phone number and hours; (2) Program benefits, limitations, and exclusions; (3) Member handbook(s); (4) Generic Certificate(s) of Coverage; (5) Up-to-date searchable internet-based database of current in-network providers (specific to the Program); (6) Member tools, forms, and information; and (7) Other information as requested by the State. <p>Dental plan splash URLs: https://www.metlife.com/stateoftn/dental/ https://www.cigna.com/sites/stateoftn/dhmo-prepaid-plan-highlights.html</p>
pages 86, 87-88	10.	With respect to the various RFP provisions that request that we flow-down obligations to our subcontractors, can agree to comply with these requirements with respect to third-party subcontracts entered into exclusively to perform services related to the State of Tennessee's dental insurance coverages. As examples, we note Pro-Forma Contract section E.8.c. and e.	The State agrees. The contract language only applies to the services being provided by the Contractor, and subcontractors, for the sole purpose of providing service listed in this contract.
Section E.8.a.(2) (page 84)	11.	Pro Forma Contract, Section E.8.a.(2) (page 84). We propose the following revision: "(a) (2) The Contractor shall encrypt Confidential State Data at rest and in transit using the current version of Federal Information Processing Standard ("FIPS") 140-2 validated encryption algorithms. "	The State accepts this modification. See Amendment item #4 below.
Section E.8.b(1) (page 85)	12.	Pro Forma Contract, Section E.8.b(1) (page 85). With respect to section E.8.b(1), Vendor has its own policies and standards which	The State expects the Contractor to comply in good faith. The State is willing to review Contractor's policies prior to contract signing.

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		constitute best practices within our industry. If awarded the business, we propose that the State review a summary of Vendor's policies and review the contract language.	
Section E.8.c. (page 86)	13.	Pro Forma Contract, Section E.8.c. (page 86). With respect to section E.8.c., we propose that this be revised to reflect the fact that we permit reviews of its information technology infrastructure, along with access to personnel, subject to certain restrictions on access designed to protect the confidentiality and security of that infrastructure, and subject to the execution of a nondisclosure agreement. We do not permit a customer to audit controls. However, we will provide a copy of a SOC2 report that covers the dental product.	The State is willing to consider limited negotiations during contract award pursuant to RFP Section 5.3.6. The State will require the Contractor to provide an annual SOC 2 Type 2 report and will negotiate the required scope of the SOC examination. The State may also require other security certifications, such as ISO 27001. In addition, the State will require that the Contractor provide to the State corrective actions for any issues identified in the SOC examinations and ISO audits. The State will not negotiate or sign a non-disclosure agreement as any privacy and confidentiality issues should be covered by the contract.

3. Delete RFP Section 1.4.2.1 in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):

- 1.4.2.1. Prospective Respondents must direct communications concerning this RFP to the following person designated as the Solicitation Coordinator:

Seannalyn Brandmeir
Procurement and Contracts Director
Tennessee Department of Finance & Administration, Division of Benefits Administration
312 Rosa L. Parks Avenue, Suite 1900
Nashville, Tennessee 37243
Seannalyn.Brandmeir@tn.gov
Telephone: 615.532.4598
Fax: 615.253.8556

Heather Pease
Benefits and Contracting Assistant Director
Tennessee Department of Finance & Administration, Division of Benefits Administration
312 Rosa L. Parks Avenue, Suite 1900
Nashville, Tennessee 37243
heather.pease@tn.gov
Telephone: 615.253.1652
Fax: 615.253.8556

4. Delete Pro forma Section E.8.a(2) in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):

- (2) The Contractor shall encrypt Confidential State Data at rest and in transit using the current version of Federal Information Processing Standard ("FIPS") 140-2 validated encryption algorithms.

5. Add the following as RFP Appendices and renumber any subsequent sections as necessary:

REVISED:

Appendix 7.9 Claims History updated thru Aug 2020 Revised

NEW:

Appendix 7.12 Splash Page Screen Shots

Appendix 7.13 State of TN Provider by Claim Count 2018

6. Delete RFP #31786-00161 in its entirety, and replace with RFP #31786-00161, Release #2. Revisions of the original RFP document are emphasized within the new release. Any sentence or paragraph containing revised or new text is highlighted.
7. **RFP Amendment Effective Date**. The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFP not expressly amended herein shall remain in full force and effect.