

October 11, 2005

Summary of Pre-Proposal Conference
State of Maryland Behavioral Health and EAP Benefit Administration Services
Request for Proposal
State Highway Administration
Office of Traffic & Safety Training Room
October 6, 2005

Solicitation No. F10R6200070

The pre-proposal conference began a 9:15 a.m. The pre-proposal agenda was distributed to attendees and the eligibility census file was made available to attendees who signed a properly filled out “Confidentiality and Non-Disclosure Agreement”.

- I. Welcome and Introduction – Ed Bannat, Procurement Officer, Department of Budget and Management (DBM).

Mr. Bannat introduced the panel: Diane Bell, Director of Operations, Employee Benefits Division; Jake Pyzik, Director, Fiscal Management, Employee Benefits Division; Tecia Pierce, Special Projects Manager, Employee Benefits Division; Aon Representative, Dan Graf and Susan Kappel, Managed Care Advisors. Janice Montague, DBM’s Minority Business Enterprise (MBE) Liaison Officer and Cathie Phelps, Procurement Analyst, were also in the audience representing the State of Maryland.

Transcript – Bill Milleker of Conference Recording Services recorded the Conference. He informed the attendees that a transcript of these proceedings would be available after October 11, 2005 for a fee of \$25 per copy. He stated that it could be sent via Fed-Ex for an additional fee.

The following is a summary of the pre-proposal conference.

Sign-in Sheet – Mr. Bannat welcomed the attendees to the pre-proposal conference and reminded everyone to sign the attendance sheet. The attendance sign-in sheet was distributed at the end of the conference.

- II. General Procurement Information – Mr. Bannat gave an overview of the RFP highlighting the following.
 - a. eMaryland Marketplace – Mr. Bannat discussed information about the new State of Maryland regulations that require that the awardee of a state contract be registered on eMaryland Marketplace and pay a fee to eMaryland Marketplace.

- b. Proposal Due/Closing Date – The closing date for submission of proposals is Tuesday, November 1, 2005 at 2:00 p.m. local time. **IMPORTANT: If a proposal is late, even by a minute, it will not be accepted!!! There are no exceptions to this rule, so give yourself plenty of time.**
- c. Duration of contract – The contract duration is for a five-year period.
- d. Questions – Mr. Bannat requested sending questions by e-mail for quicker response.
- e. Revisions to the RFP – Mr. Bannat stated that addenda/amendments to the RFP might be issued. Offerors must acknowledge receipt of all addenda/amendments to the RFP in the transmittal letter of the technical proposal.
- f. Multiple or Alternative Proposals – Multiple or alternative proposals will not be accepted.
- g. Subcontractors – Subcontractors must be identified in each proposal.
- h. MBE – The MBE goal for this procurement is 15 percent of the administrative fees. Mr. Bannat stressed how much emphasis the State of Maryland is giving MBE attainment and he had the MBEs in the audience stand up and identify themselves and their company. Also, he stated that Attachments D-1 & D-2 must be submitted with your proposal. This is **IMPORTANT: If your proposal doesn't contain a completed D-1 and D-2, your proposal will be eliminated from further consideration!!! There are no exceptions to this rule, so make sure your filled-out D-1 and D-2 are included with your proposal. This is very important!!!!**
- i. Oral Presentation – Oral Presentations will take place two to four weeks after the proposal closing date.
- j. Attachment A (Contract) – Attachment A in the RFP is an illustration of the State's contract. When the recommended awardee is determined, the State will send a contract to them. The recommended awardee will have to sign and return the contract within five days after notification. That is not the time to take exception to the terms and exceptions of the contract. Any exceptions to the terms and conditions in the contract must be identified now in the Executive Summary of the technical proposal.
- k. Attachment B (Proposal Affidavit) – Mr. Bannat clarified the meaning of the terms “Domestic” and “Foreign”. He explained that “Domestic” means a company incorporated in the State of Maryland, and “Foreign” means a company incorporated in another state. He further explained that all businesses must register to do business with the State of Maryland, whether a domestic corporation or a foreign corporation, and have a

resident agent. The Proposal Affidavit must identify the resident agent and be properly signed.

- l. Verification of Registration and Tax Payment – Mr. Bannat stressed that in order to do business with the State of Maryland, the business must be registered with the Department of Assessment and Taxation and be in good standing to do business with the State of Maryland.
- m. Electronic Funds Transfer – If selected for award, the Electronic Funds Transfer form (Attachment I) must be completed and submitted. All payments to vendors will be via electronic funds transfer.
- n. Technical Proposal - One unbound original, seven bound copies and three electronic copies (CDs) of the technical proposal must be submitted in a sealed envelope separate from the financial proposal.
- o. Financial Proposal – Financial proposals must be submitted in a sealed envelope separate from the technical proposal. One unbound original, seven bound copies and three electronic copies (CDs) of the financial proposal are required.

III. Scope of Work – Diane Bell highlighted the requirements for benefits coordination training and open enrollment fairs. She stated that the Benefits Coordination training will probably be held in March and April and the Open Enrollment Fairs in April through June. The awardee of the contract will need to be at all the fairs held throughout the State. Many employees attend the fairs but those who can't, receive a description of the plan in their Open Enrollment booklet.

She stated the minimum offeror qualifications are 1) having three years experience in administering behavioral health benefits for more than 100,000 members in their book of business and 2) having three years experience in administering directly or through a subcontractor, EAP benefits for more than 50,000 employees in their book of business.

Ms. Bell also mentioned that the State will be changing the Plan Design, Attachment L-5, both pages, last sentence to read “When Medicare is primary for outpatient visit services, the State’s outpatient visit coinsurance amounts are not applied to the Medicare balance”. An addendum to the RFP will be issued to reflect this. She then addressed some of the Compliance Checklist items.

IV. Financials – Jake Pyzik reported on Attachment M (the Financial Proposal) of the RFP. He explained that the State pays claims on a weekly basis, so we need a weekly invoice from the vendor(a fax), broken down into the different categories; active employees, retired, direct pay and satellite employees. The State would wire the funds to the vendor within 24 hours on the next business day. Administrative fees will be paid monthly and the payment will be based on the enrollment in the PPO and POS health plans using the State’s records.

Mr. Pyzik then explained the Performance Guarantees.

- V. Dan Graf explained how to complete the electronic portion of the technical and financial RFP (Attachments L and M) and further explained the sections in Attachment L. He said that many sections have a yes/no drop-down box. However, if you have a “no” response, it must be explained in Attachment L-4. It must be noted that the lines in Attachment L-4 are limited to 1,024 characters. So if your explanation is over 1,024 characters, you must use multiple lines. Mr. Graf then explained how Attachment M-4 automatically calculates the offeror’s proposed Administrative Fees.
- VI. Question and Answers – Several questions were asked and answered during the conference. Mr. Bannat stated that he had also received emails of questions prior to the conference. He would provide an email response to all such questions. He asked that the attendees submit their questions to him via email and he will respond via email to all their questions.

The pre-proposal conference adjourned at 10:58 a.m.

Edward Bannat
Procurement Officer