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**STATE OF MARYLAND DENTAL PLAN ADMINISTRATION AND INSURANCE SERVICES**

**RFP No. F10B9400020**

**Q&A #1  
ISSUED JANUARY 24, 2019**

Ladies/Gentlemen:

This List of Questions and Answers #1, Questions 1 through 15, is being issued to clarify certain information contained in the above named RFP. No provided Answer to a Question may in and of itself change any requirement of the RFP.

*1) I came across this RFP, and see that the State has a benefits consultant. Does this RFP preclude independent agencies from getting income through commission or fees for their efforts to try to secure coverage for the State at a reasonable rate?*

**ANSWER:** Yes, the Department does not utilize broker services for its health insurance contracts; no commissions may be paid in association with an award from this RFP.

*2) Will independent agencies get commission from the insurance company or through the State of Maryland?*

**ANSWER:** The Department does not utilize broker services for its health insurance contracts; no commissions may be paid in association with an award from this RFP.

*3) Please define what is intended by "dedicated services." Does the State presently have dedicated member services? Dedicated claims services? Dedicated account management?*

**ANSWER:** The Department requires a dedicated toll free customer service phone line for its participants, but requires only a designated, that is "shared," account service team.

*4) In Section T-1, pages 3-4 of the Technical Proposal FA1, could you please advise if we can provide PPO references that are located within our DMO service area? In addition, please confirm that you are looking for a total of 9 references as outlined in the Technical Proposal FA1, as the RFP only requests 3 references on page 46. Please provide further clarification on this as it pertains to what you would like included in Tab H of our response.*

**ANSWER:** You may include PPO references located in your HMO service area if they are PPO providers included in the network for which you are proposing. There may be overlap if the three

largest clients are also current clients, but we need three each of current and terminated clients at a minimum.

5) *Page 42 of the RFP states “All pages of both Proposal volumes shall be consecutively numbered from beginning (Page 1) to end (Page “x”). Please confirm that page numbering can restart after each document or tab.*

**ANSWER:** Page numbering should not restart after each tab. The consecutively numbering through the entire proposal is to assist the evaluation team in evaluating your proposal.

6) *In addition to this question, “F10B9400020 FA1 Attachment T\_DHMO-FI Technical Proposal” is already numbered and locked for editing. Should we restart page numbering for each document as a result?*

**ANSWER:** No. Continue the previous numbering after Attachment T.

7) *Can you please confirm that a SOC 2 Type 2 audit report is only required for self-funded DPPO contracts and that it does not apply for fully insured DMO? If a SOC 2 Type 2 report is required for fully insured, please confirm if a different report would be acceptable in lieu of a SOC 2 Type 2 report if similar data elements were provided.*

**ANSWER:** A SOC 2 Type 2 audit report is required for both functional areas. A different report would not be acceptable even if similar data elements are provided.

8) *Page 41 of the RFP asks for One (1) original Technical proposal response. However, page 57 states that two original signatures are required. Could you please verify whether we are required to provide one original version or two?*

**ANSWER:** Page 57, Section 7, of the RFP is referring to Attachments and Appendices, not the Proposal itself. One signed copy of the Proposal is required. Two copies of the documents required to be submitted with the Proposal are required.

9) *FA2 Attachment T-8(a-f): Subcontractors Questionnaire: Please confirm that this only needs to be completed by subcontractors specifically hired for this contract.*

**ANSWER:** Attachment T-8 must be completed for all subcontractors proposed to work on this contract, regardless of whether or not they were specifically hired to work on this contract or have a previous relationship with the Offeror.

10) *Please advise if the F10B9400020 FA1 Attachment T\_DHMO-FI Technical Proposal document should be provided under Tab E or Tab O?*

**ANSWER:** Attachment T contains information that can fall into various tabs. It is up the Offeror to determine whether to place it as a single document in Tab E or Tab O, or to divide it and place each individual attachments in the appropriate tab.

11) *The allowance table on tab B-7 of FA2 Attachment B is locked. I am unable to enter our average reimbursements for each cdt code/zip code. Can you please provide a new attachment where the table is unlocked?*

**ANSWER:** An amended FA2 Attachment will be provided with the table unlocked.

*12) I just wanted to confirm as to when the census and claims experience documents will be released for the State of Maryland Dental Bid?*

**ANSWER:** The census and claims experience documents will be released to all vendors who submit a signed Non-Disclosure Agreement (Offeror).

*13) Would it be possible to get “unlocked” versions of all excel documents so that we may parse the work out to the appropriate areas internally?*

**ANSWER:** No, unlocked versions of the excel documents are not available.

*14) Do you need a hard copy of the Non-Disclosure Agreement (Offeror) or is the emailed copy sufficient?*

**ANSWER:** The emailed copy with an original signature is sufficient.

*15) Were exceptions taken to the terms and conditions in the last contract?*

**ANSWER:** No, no exceptions to the terms and conditions were permitted in the last contract.