



LARRY HOGAN
Governor

BOYD K. RUTHERFORD
Lieutenant Governor

DAVID R. BRINKLEY
Secretary

MARC L. NICOLE
Deputy Secretary

STATE OF MARYLAND DENTAL PLAN ADMINISTRATION AND INSURANCE SERVICES

RFP No. F10B9400020

**AMENDMENT #3
ISSUED FEBRUARY 7, 2019**

Ladies/Gentlemen:

This Amendment #3 is being issued to amend language and clarify information contained in the above-named RFP. All information contained herein is binding on all Offerors who respond to this RFP. The changes are listed below; new language has been double underlined and marked in red bold (ex. **new language**) and language deleted has been marked with a double ~~strike out~~ (ex. ~~strike out~~).

1. Revise the Key Information Summary Sheet of the RFP as follows:

Proposal Due (Closing) Date and Time:	Friday, February 15 <u>March 1</u> , 2019, 2 pm Local Time Offerors are reminded that a completed Feedback Form is requested if a no-bid decision is made (see page iv).
--	---

2. Replace F10B9400020 FA2 Attachment B_DPPO-SF Financial Proposal with Amendment 3 FA2 Attachment B_DPPO-SF Financial Proposal.

3. Revise Section 5.2.5 as follows:

B. Volume II – Financial Proposal consists of:

- 1) One (1) original executed Financial Proposal and all supporting material marked and sealed,
- 2) Four (4) duplicate copies of the above separately marked and sealed,
- 3) An electronic version of the Financial Proposal in Microsoft Excel format, version 2007 or greater, and
- 4) A ~~second~~ searchable Adobe pdf copy of the Financial Proposal, with confidential and proprietary information redacted (see **Section 4.8**).

4. Revise the title and text of Section 5.3.2 C, as follows:

C. ~~Offeror Information Sheet and~~ Transmittal Letter (Submit Under TAB B)

~~The Offeror Information Sheet (see Appendix 2) and a~~ Transmittal Letter shall accompany the Technical Proposal. The purpose of the Transmittal Letter is to transmit the Proposal and acknowledge the receipt of any addenda to this RFP issued before the Proposal due date and time. Transmittal Letter should be brief, be signed by an individual who is authorized to commit the Offeror to its Proposal and the requirements as stated in this RFP.

5. Revise Section 5.3.2 P (**Technical Proposal – Required Forms and Certifications**), as follows:

2) In addition to the information specified above, the Offeror must complete and submit the following attachments: **Larger files may be provided electronically only on a flash drive if no signature is required.**

For Functional Area 2-DPPO-SF

Required Submission	Title
Certified MBE Utilization and Fair Solicitation Affidavit	Attachment D-1
Completed MBE Pro-Ration Calculation Worksheet	Attachment D-1 Supplement
Veteran-Owned Small Business Enterprise Utilization Affidavit	Attachment E-1
Veteran-Owned Project Participation Statement	Attachment E-2
Completed Living Wage Affidavit of Agreement	Attachment F-1
Location of the Performance of Services Disclosure	Attachment L

6. Revise Attachment D. Minority Business Enterprise (MBE) Forms as follows:

See link at <http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/05/AttachmentDMBE-Forms-1.pdf>.

This solicitation includes Minority Business Enterprise (MBE) participation goals of

- Functional Area 1 – DHMS-FI 0.5% of total premiums paid to Contractor(s)
- Functional Area 2 – DPPO-SF 5.0% of total **administrative fees** ~~premiums~~ paid to Contractor(s)

and no subgoals.

7. Revise Attachment E. Veteran-Owned Small Business Enterprise (VSBE) Forms as follows:

See link at <http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/AttachmentE-VSBEForms.pdf>.

This solicitation includes VSBE participation goals of

- Functional Area 1 – DHMS-FI 0.5% of total premiums paid to Contractor(s)

- Functional Area 2 – DPPO-SF 0.5% of total administrative fees ~~premiums~~ paid to Contractor(s)
8. Replace F10B9400020 FA1 Attachment T_DHMO-FI Technical Proposal, with Amendment 3 FA1 Attachment T-DHMO-FI Technical Proposal. This attachment has been revised as follows:
- (a) FA1 Attachment T-6: Compliance Checklist, CC-3, “Offeror agrees to establish and provide a dedicated, state-of-the-art customer service operation (including a toll-free line) that is available to plan Participants (both in-state and out-of-state) Monday through Friday, from 8:00 a.m. to 8:00 p.m., EST (the “Live Hours”) ~~24 hours a day, seven days a week~~, staffed by live customer service representatives. Participants who call outside of the Live Hours will access the automated voice-response answering system that will inform Participants of the hours a live representative is available (the Live Hours).”
 - (b) FA1 Attachment T-6: Compliance Checklist, CC-5, “During call center ~~in~~ Live Hours, ~~as indicated above, the customer service phone intake~~ the automated voice-response answering system should will be an automatic answering system that picks up within 30 seconds and directs Participants into a queue to be serviced, ~~with an available~~ and will allow the Participant to opt-out to a live representative at any time during the call.”
 - (c) FA1 Attachment T-6: Compliance Checklist, CC-6, “~~Automated call~~ During call center Live Hours, the automated voice-response answering system will provide Participants with estimated wait time until live operator pick-up ~~to Participant.~~”
 - (d) FA1 Attachment T-6: Compliance Checklist, CC-38(b.), “(1) The Business Associate shall promptly notify the Department of a breach of unsecured PHI in its possession following the first day on which the Contractor (or Contractor's employee, officer, agent or subcontractor) knows of such breach or following the first day on which Contractor (or Contractor's employee, officer, agent or subcontractor) should have known of such breach. Such notice shall occur without unreasonable delay and in no event more than 30 days following discovery of the breach. Such notice shall occur if the breach impacts the State’s participants and/or data even if the breach is not of a Member of the State's Plan.”
 - (e) FA1 Attachment T-6: Compliance Checklist, CC-77, “~~A report summarizing the outcomes of the Offeror's Quality Management initiatives (as detailed in the Quality Assurance section below) for the prior plan year and areas of focus for the upcoming plan year.~~” Deleted
 - (f) FA1 Attachment T-9, Performance Guarantees, Standard/Goal, PG-1, “Average speed of answer by a live service representative (with knowledge of State of Maryland account) is 30 seconds or less during call center Live Hours. The representative must be able to address the member's issue/question. Time over which standard is measures: Quarter”
9. Replace F10B9400020 FA2 Attachment T_DPPO-SF Technical Proposal, with Amendment 3 FA2 Attachment T-DPPO-SF Technical Proposal. This attachment has been revised as follows:
- (a) FA2 Attachment T-6: Compliance Checklist, CC-3, “Offeror agrees to establish and provide a dedicated, state-of-the-art customer service operation (including a toll-free line)

that is available to plan Participants (both in-state and out-of-state) **Monday through Friday, from 8:00 a.m. to 8:00 p.m., EST (the “Live Hours”)** ~~24 hours a day, seven days a week~~, staffed by live customer service representatives. **Participants who call outside of the Live Hours will access the automated voice-response answering system that will inform Participants of the hours a live representative is available (the Live Hours).**”

- (b) FA2 Attachment T-6: Compliance Checklist, CC-5, “During call center ~~h~~**Live Hours**, ~~as indicated above, the customer service phone intake~~**the automated voice-response answering** system ~~should~~**will** be an automatic answering system that picks up within 30 seconds and directs Participants into a queue to be serviced, ~~with an available~~ **and will allow the Participant to** opt-out to a live representative at any time during the call.”
- (c) FA2 Attachment T-6: Compliance Checklist, CC-6, “~~Automated call~~**During call center Live Hours, the automated voice-response** answering system will provide **Participants with** estimated wait time until live operator pick-up ~~to Participant.~~”
- (d) FA2 Attachment T-6: Compliance Checklist, CC-39(b.), “(1) The Business Associate shall promptly notify the Department of a breach of unsecured PHI in its possession following the first day on which the Contractor (or Contractor's employee, officer, agent or subcontractor) knows of such breach or following the first day on which Contractor (or Contractor's employee, officer, agent or subcontractor) should have known of such breach. Such notice shall occur without unreasonable delay and in no event more than 30 days following discovery of the breach. Such notice shall occur **if the breach impacts the State’s participants and/or data** even if the breach is not of a Member of the State's Plan.”
- (e) FA 2 Attachment T-6: Compliance Checklist, CC-87, “~~A reporting summarizing the outcomes of the Offeror’s Quality Management initiatives (as detailed in the Quality Assurance section below) for the prior plan year and areas of focus for the upcoming plan year.~~” **Deleted**
- (f) FA2 Attachment T-9, Performance Guarantees, Standard/Goal, PG-1, “Average speed of answer **by a live service representative (with knowledge of State of Maryland account)** is 30 seconds or less **during call center Live Hours**. The representative must be able to address the member's issue/question. Time over which standard is measures: Quarter”

Date Issued: February 7, 2019

By: Pamela Malech
<Signed>

Attachments

Revised Key Information Summary Sheet

Amendment 3 FA2 Attachment B_DPPO-SF Financial Proposal

Amendment 3 FA1 Attachment T_DHMO-FI Technical Proposal

Amendment 3 FA2 Attachment T_DPPO-SF Technical Proposal

**STATE OF MARYLAND
DEPARTMENT OF BUDGET AND MANAGEMENT (DBM)
KEY INFORMATION SUMMARY SHEET**

Request for Proposals	SERVICES - STATE OF MARYLAND DENTAL PLAN ADMINISTRATION AND INSURANCE SERVICES
Solicitation Number:	F10B9400020
RFP Issue Date:	Friday, December 21, 2018
RFP Issuing Office:	DEPARTMENT OF BUDGET AND MANAGEMENT (DBM or the "Department")
Procurement Officer: e-mail: Office Phone:	Pam Malech 45 Calvert Street Annapolis, MD 21401 pam.malech@maryland.gov 410-260-7338
Proposals are to be sent to:	45 Calvert Street, Room 141 Annapolis, MD 21401 Attention: Pam Malech
Pre-Proposal Conference:	Tuesday, January 15, 2019, 2:00 pm Local Time First Floor Conference Room A 100 Community Place Crownsville, MD 21032 See Attachment A for directions and instructions.
Questions Due Date and Time	Wednesday, January 23, 2019, 2 pm Local Time
Proposal Due (Closing) Date and Time:	Friday, February 15 March 1 , 2019, 2 pm Local Time Offerors are reminded that a completed Feedback Form is requested if a no-bid decision is made (see page iv).
MBE Subcontracting Goal:	Functional Area 1 – DHMO-FI 0.5% of total premiums paid to Contractor(s) Functional Area 2 – DPPO-SF 5.0% of total administrative fees paid to Contractor(s)
VSBE Subcontracting Goal:	Functional Area 1 – DHMS-FI 0.5% of total premiums paid to Contractor(s) Functional Area 2 – DPPO-SF 0.5% of total administrative fees paid to Contractor(s)
Contract Type:	Indefinite Quantity Contract with Fixed Unit Prices
Contract Duration:	Five (5) year base period with no options.
Primary Place of Performance:	As proposed by Offeror
SBR Designation:	No
Federal Funding:	No