



<input checked="" type="checkbox"/> AMENDMENT OF SOLICITATION <input type="checkbox"/> MODIFICATION OF CONTRACT
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City of New Braunfels
 Purchasing
 550 Landa Street
 New Braunfels, Texas 78130

1. Solicitation No. RFP 23-011		2. Contract No.		3a. Amendment No. 1	4. Effective Date of this Action 28-Mar-23	
				3b. Modification No.		
5. Name and Address of Offeror or Contractor			6. For Information Call: Paige McDonald Assistant Purchasing Manager Phone No.: 830-221-4081 Email: pmcdonald@newbraunfels.gov		7. Amount of Contract/Order is: Increased by: Decreased by: \$ _____ New Total: <input checked="" type="checkbox"/> Unchanged	
8. THIS BLOCK APPLIES TO AMENDMENTS OF SOLICITATIONS ONLY: The above numbered solicitation is amended as set forth in Block 10 below. <input checked="" type="checkbox"/> The date and time specified for receipt of offers IS NOT extended. <input type="checkbox"/> THE DATE AND TIME SPECIFIED FOR RECEIPT OF OFFERS IS CHANGED TO: Offerors must acknowledge receipt of this amendment prior to the date and time specified in the solicitation or as amended, by one of the following methods: (i) By completing Blocks 5 and 11 and returning this Amendment in the number of copies specified for the solicitation; (ii) By acknowledging receipt of this Amendment on each copy of the bid submitted; or, (iii) By separate letter, telegram, or fax referencing the solicitation and amendment. If by virtue of this Amendment offeror desires to change an offer already submitted, such change may be made by letter or email, provided each such notice makes reference to the solicitation AND this Amendment and is received prior to the date and time specified. NOTICE: NON-RECEIPT OF YOUR OFFER AND THIS AMENDMENT AT THE DESIGNATED PLACE WITHIN THE DATE AND TIME SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER.						
9. THIS BLOCK APPLIES TO MODIFICATIONS TO CONTRACTS, DELIVERY OR PURCHASE ORDERS ONLY. The above numbered Contract, Delivery, or Purchase order is modified as set forth in block 10 below. <input type="checkbox"/> This Change Order is issued in accordance with authority granted by instrument referenced in block 2. <input type="checkbox"/> The instrument in Block 2 is modified to reflect administrative changes. <input type="checkbox"/> This Supplemental Agreement is entered into pursuant to the Authority of: General Provision #2 Changes. <input type="checkbox"/> Other (Specify type of modification and authority): _____ <input type="checkbox"/> CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT. <input type="checkbox"/> Contractor is not required to sign this document but is requested to acknowledge receipt.						
10. DESCRIPTION OF CHANGES: a. This amendment incorporates the following questions and answers.						
Except as provided herein, all terms and conditions of the document referenced above remain unchanged and in full force and effect.						
11a. SIGNATURE OF OFFEROR OR CONTRACTOR			CITY OF NEW BRAUNFELS, TEXAS			
			<i>Paige McDonald</i>		3/28/2023	
11b. PRINTED NAME AND TITLE		11c. DATE		SIGNED		
				Paige McDonald		Date
				Assistant Purchasing Manager		

- 1.) I do not believe my company is a vendor to be considered for Healthcare Administration Services. Our benefits allow employers to provide employees free access to our platform and (optionally) a stipend to use towards caregiving services (like childcare) booked on our platform. Is there need for my services?
 - a. **The City is interested in supplemental benefits to add to our offerings. These items are optional for employees to enroll in, not healthcare.**
- 2.) Will you accept electronic signatures on all proposal forms if our quote is submitted electronically?
 - a. **Yes.**
- 3.) Is the City accepting quotes only for the Employee Assistance Program (EAP) from standalone EAP vendors under this RFP (not embedded within a wellness, medical, or mental health benefit)? **Yes.**

If yes, please provide the following information:

- i. Who is the current EAP provider and how long have they been providing services to the City?
 - a. **Optum EAP.**
- ii. How many employees will be covered/eligible to access the EAP? This should be the number on which pricing will be based.
 - a. **All active employees, about 800-1000.**
- iii. Please provide an EAP scope of work inclusive of the counseling visit model, number of training hours, number of critical incident support hours, number of health fair hours
 - a. **Optum EAP offers a 6-visit model with 10 hours of Critical Incidence Resources/or Training. We are interested in your recommendations as a subject matter expert.**
- iv. Please provide the current rate and rate history throughout the contract term for the EAP.
 - a. **Current rate is \$1.78 6 visits/10 hours and Identity Theft; Worklife \$0.24/ prior rates were guaranteed for 3 years \$1.68 for 6 visits/10 hours, Worklife \$0.24**
- v. Please specify the documents that will need to be completed and returned as part of a quote for standalone EAP only as many of the questionnaires are not applicable to the EAP.
 - a. **An additional EAP response form has been added to the solicitation documents.**
- vi. How many total hours of the following services were utilized in each of the last two (2) years?
 - Onsite training/orientation/educational seminars
 - **CY 2022 10 seminars; CY2023 – 1 seminar**

- Onsite health fair/event participation
 - **Supported by local UHC account team as integrated solution; CY2023 – 1 event; CY2022 – no event attended**
 - Onsite critical incident support events (# events/# hours)
 - **CY2022 1 event for 2 hrs.; CY2023 1 event for 2 hrs.**
 - Webinar training
 - **CY2022- 4 sessions; CY2023- none to date (all onsite)**
- vii. Please provide copies of 2021 and 2022 EAP utilization reports. If reports are not available, please provide the following for each of the last 2 years and YTD:
- Number of employees on which the report is based
 - Total number of clinical cases
 - Total number of work-life cases
 - Total number of clinical sessions
- a. **The 2022 utilization report can be requested with the attachments related to this amendment. Please send request to pmcdonald@newbraunfels.gov**
- viii. How many employees covered under the EAP fall under Department of Transportation (DOT) regulations?
- a. **Under 50.**
- ix. Are DOT Substance Abuse Professional (SAP) evaluations included within the EAP contract? If yes, is there a cap on the number of evaluations included each year within the EAP rate or are evaluations provided on a fee-for-service basis?
- a. **No.**
- x. How many Department of Transportation (DOT) Substance Abuse Professional (SAP) evaluations have been requested in each of the last three years?
- a. **N/A.**
- xi. Please provide insight into the condition of the workforce. Are your employees facing:
- Stress?
 - Morale?
 - Inflation?
 - Financial challenges?
 - Burnout?
- a. **The 2022 utilization report can be requested with the attachments related to this amendment. Please send request to pmcdonald@newbraunfels.gov**
- xii. What are the three components that are most important to you in an EAP?
- a. **Counseling Services, critical incident support, and wellness support.**

- xiii. Please provide an employee census so we may complete a GeoAccess coverage report. What standards would you like to be used for the EAP report?
 - a. **The census is included in the requested documents available from pmcdonald@newbraunfels.gov**
- xiv. Please provide all other documents associated with this RFP.
 - a. **All documents can be requested from pmcdonald@newbraunfels.gov**
- 4.) Does the City currently work with any broker or consultant?
 - a. **Yes, the City's benefits consultant is Catto & Catto.**
- 5.) In the Healthcare Administration Services PDF, it mentions the bids must be fully insured. Is this a barrier, or will you still consider non-fully insured bids?
 - a. **Both self-funded bids and fully insured bids will be considered.**
- 6.) Just confirming the effective date is 10/1/23, not 1/1/24, correct?
 - a. **Correct.**
- 7.) Please confirm the submission requirement: email, bidnetdirect.com, hard copy, or all of these?
 - a. **Email is NOT an acceptable form of submission. Section 3.1 of the solicitation notes that submission via Bid Net Direct or a hard copy sent to City Hall are acceptable forms of submission. Please refer to section 3.1.a for directions for submission via Bid Net Direct and section 3.1.b for directions for submission to City Hall. One or the other is acceptable. You do not have to submit both ways.**
- 8.) Please clarify under which tabs documents are to be submitted based on the submission instructions from page 5 of the "RFP 23-011 Healthcare Administration Services" document. Some of the documents listed in the instructions do not match what the document itself is labeled when we received it.
 - a. **Please submit documents as outlined in section 3.3 Proposal Content. Tab 5 is a "catch all" for any additional items not listed in other tabs.**
- 9.) Under Tab 4: Proposed Cost of Services; it states to "return pricing on spreadsheets requested". We do not find a document that matches this name in the documents received. Please clarify which document this refers to.
 - a. **Please complete pricing forms found in the attachment titled "To Be Completed by Carriers"**
- 10.) There is a document labeled "Carrier Submission Form" and one labeled "Carrier Allowance Form" however we do not see these documents listed under the section 3.3 Proposal Content submission instructions telling us under which tab to submit those responses if we are required to submit hard copy.
 - a. **Please see the answer to question 8 above.**

- 11.) There are 2 Stop Loss Cost Proposal Forms, one labeled, "Stop Loss Cost Proposal Form", the other labeled "Stop Loss Cost Proposal Form Scope B". We do not see reference or instructions regarding Scope B in instructions. Please clarify the use of each document.
- a. **These spreadsheets are the same. Stop Loss is labeled as "Scope B" in the RFP.**
- 12.) If our response is submitted through the BidNet portal, are we still required to send via hard copy and USB?
- a. **No.**
- 13.) The RFP states our response cannot exceed 30 pages; however, the current length of the solicitation document is 28 pages long. Please clarify what is limited to 30 pages. Is it our entire submission, pricing exhibits?
- a. **The instructions state the response shall be limited to 30 pages exclusive of tabs and forms. This does not include the RFP itself, only your response.**
- 14.) On pg. 5 of the solicitation, there is a reference to the City of New Braunfels Carrier Questionnaire under TAB 5: Additional Supporting Documentation/Benefits Not Outlined in Spreadsheet. We do not have this document, nor does it appear on the BidNet portal. Please send ASAP if it is required.
- a. **This is a document in the zip folder labeled "Documents to be Completed by Carriers"; the spreadsheet is titled "RFP Carrier Submission Form".**
- 15.) The City has already approved our Administrative Services Agreement and related amendments since 2018; therefore, as the incumbent is the city willing to agree?
- a. **Regardless of contracting status with the City, if your company has exceptions to using the City's terms and conditions listed, please note on the appropriate form and suggest any edits or changes your company desires.**
- 16.) Can we submit any documents via pdf? The RFP requests an electronic Word file.
- a. **PDF is acceptable.**
- 17.) Are safety glasses included in the City's vision plan and do they currently have \$0 Vision Copay?
- a. **The current benefit is safety glasses are covered in lieu of prescription glasses. They would be covered the same as prescription glasses.**
- 18.) Under OFFER on page 2 of the RFP they state, "Proposer will comply with the General Terms and Conditions required by the City of New Braunfels." On page 4, they refer to their 'terms and conditions' but list their MSA instead. On page 24 they state, "The successful Proposer will be required to enter a written contract with the City. The City's legal terms and conditions for this contract are included herein." Please advise what terms and conditions document they're referring to, is it the Purchasing Standard Terms and Conditions document we have access to (which I attached here), is there a different 'Legal' or 'General' terms and conditions document, or are they simply referring to their standard MSA? If it's their standard MSA, can we ask if it's necessary to review as the incumbent considering we already have a working ASA in place?
- a. **All terms and conditions referred to in the Solicitation are the MSA terms and conditions found under the link in item 3.2.**

- 19.) Please provide an updated census reflecting the population as of February 2023
- a. **The census was pulled in February 2023; thus it already reflects the population as of February 2023. An updated census is not necessary at this time.**
- 20.) Please provide claims from 2/1/21-1/31/22 and 2/1/22 to 1/31/23.
- a. **These items are included in the additional documents added, which can be requested from pmcdonald@newbraunfels.gov**
- 21.) Please provide LOSS LARGE WITH DIAGNOSIS REPORT and Payments by Month reports from 2/1/21-1/31/22 and 2/1/22-1/31/23.
- a. **These items are included in the additional documents added, which can be requested from pmcdonald@newbraunfels.gov**
- 22.) Please supply the address, zip code, and NPI number for the disruption report.
- a. **This information is now available to be requested directly from pmcdonald@newbraunfels.gov**
- 23.) Please confirm the frequency of the payroll deductions. 24 payroll deductions is indicated, but then bi-weekly is noted. Bi-weekly would be 26 pay periods, so is bi-monthly more accurate?
- a. **The City pays bi-weekly, however only 24 pay periods include payroll deductions.**
- 24.) There is an exhibit labeled Self-Funded Rate Table with conflicting rates compared to the other exhibits provided for dental and vision. The Open Enrollment Booklet available on the City’s website indicates another conflicting rate which is also leading to confusion. Please confirm the accurate current rates for dental and vision.
- a. **The accurate current rates are below:**

Dental	DHMO	DPPO	
Employee	\$4.85	\$16.71	
Employee + Spouse	\$9.69	\$33.41	
Employee + Child(ren)	\$10.90	\$37.58	
Employee + Family	\$15.74	\$54.29	
Vision			
Employee	\$3.33		
Employee + Spouse	\$6.32		
Employee + Child(ren)	\$6.65		
Employee + Family	\$9.77		

- 25.) Please provide a detailed benefit summary for the vision plan which includes the cost of lens options.
- a. **This information is now available to be requested directly from pmcdonald@newbraunfels.gov**

- 26.) Vision - Please provide 2-3 years of exam utilization data.
- a. **Vision was only placed with The Standard 10/1/2022, so what was previously sent out to those who requested is all that is available (10/2022-2/2023). Prior to The Standard, vision was with Superior Vision, but claims experience is not available.**
- 27.) Life - Please provide 3-5 years of premium and claims.
- a. **This is a document titled, "City of New Braunfels Claim Experience Report 2018 thru 2023" now available in the additional documentation that can be requested from pmcdonald@newbraunfels.gov**
- 28.) Life - Please provide claims generated from employees on waiver of premium.
- a. **There are no waiver of premium claims.**
- 29.) Disability - Please provide a detailed listing of LTD and STD claims for the last 3-4 years.
- a. **The only available data is posted in the additional documentation that accompanies the census. Data available is 10/2022-2/2023. Please request this documentation from pmcdonald@newbraunfels.gov.**
- 30.) Disability - Please provide LTD premium vs claims experience for the last 3-4 years.
- a. **This information is not available, as the current provider does not produce experience reports with less than 500 enrollees.**
- 31.) Please provide a census indicating the disability benefits selected by the current employees.
- a. **Please see the attachment titled, "Census LTD-STD" in the additional attachments that can be requested from pmcdonald@newbraunfels.gov**
- 32.) Is the City requesting a reprice?
- a. **Yes, the City is requesting an Rx reprice.**
- 33.) Please include corresponding benefit elections for STD plan, LTD plan, and Voluntary Life elections in the census
- a. **Voluntary Life is covered in the original census sent out to requestors. STD and LTD is covered in the additional documents, which can be requested from pmcdonald@newbraunfels.gov**
- 34.) What is the renewal that is anticipated for this customer?
- a. **All ancillary renewals will be received about 90-120 days in advance.**
- 35.) What is the current technology system in place?
- a. **Employee Navigator**
- 36.) Do you offer Permanent Life (Universal or Whole Life with a Long Term Care or Chronic Condition Benefit rider) to your employees?
- a. **City of New Braunfels offers a Universal Life policy.**

- 37.)What is the typical communication strategy for getting the employees information on their plans?
- a. **Information is sent via email to employees and provided as a printed enrollment guide. During open enrollment, we will have mandatory meetings for all team members to attend. The meetings will be recorded and provided to new hires during onboarding a well.**
- 38.)Has there been any known service issues around billing, file feeds, claims, or overall service that is incentivizing them to move?
- a. **No.**
- 39.)An updated census with the Worksite Disability Short Term elections shown.
- a. **Please see the attachment titled, "Census LTD-STD" in the additional attachments that can be requested from pmcdonald@newbraunfels.gov**
- 40.)A claim listing for Basic Life – an older monthly premium vs claims report does show there were some claims back in 2018 and 2019 but we have nothing showing more recently. Could you please request a claims listing?
- a. **This is a document titled, "City of New Braunfels Claim Experience Report 2018 thru 2023" now available in the additional documentation that can be requested from pmcdonald@newbraunfels.gov**
- 41.)A waiver listing for Basic Life or at least confirmation that there are no waivers currently.
- a. **There are currently no waivers.**
- 42.)The most recent 5 years of claims all together in one report vs two with 3 years each?
- a. **This is a document titled, "City of New Braunfels Claim Experience Report 2018 thru 2023" now available in the additional documentation that can be requested from pmcdonald@newbraunfels.gov**
- 43.)There are 55 "Seasonal" EE's that we need to confirm are not eligible for coverage.
- a. **Seasonal employees are not eligible for benefits.**
- 44.)There are 3 Retirees that we need to confirm are not eligible for coverage.
- a. **Retirees are eligible for Medical, Dental, and Vision.**
- 45.)A rate history for Basic Life? It does appear that the group has grown but premium is down so that indicates a rate change at some point in time.
- a. **Unknown, other than growth within the organization.**
- 46.)Have there been any plan changes for Basic Life? That could also account for the premium changes over the years.
- a. **There have been no recent plan changes.**

- 47.) It appears this group has had a lot of growth in the past few years, and this is rather odd for a municipality. Could you provide some clarification on the reason behind the growth? Do you anticipate continued growth, or will there be a plateau?
- a. **City Council approves resource requests related to new positions within the City. We do anticipate continued growth.**
- 48.) Who should be reimbursed for the tech credits (broker, group or a third party)?
- a. **Tech credits should be made payable to the City of New Braunfels.**
- 49.) Why is the group going out to bid?
- a. **The City solicits this service every 5 years. Additionally, the City has experienced growth and would like to enhance the benefits package in beneficial ways while being good stewards of City resources.**
- 50.) A current premium statement or bill.
- a. **This information is only available through an open records request.**
- 51.) Renewal rates.
- a. **Renewal rates are not available at this time.**
- 52.) The benefit certificates for the Voluntary STD and LTD coverages.
- a. **These can be found in the Posted – Additional RFP Backup Documentation**
- 53.) Do the employees participate in TMRS and Social Security disability?
- a. **Yes, both.**
- 54.) When was the group's last Open Enrollment in which late entrants were allowed without EOI? What amounts per employee and per spouse were allowed at that time?
- a. **2015-2016. We do not have information on the amounts.**
- 55.) Vision experience including monthly paid premium, claims, lives and claim count data with the number of exams, and number of materials detailed by type.
- a. **The only available data is posted in the additional documentation that accompanies the census. Data available is 10/2022-2/2023. Please request this documentation from pmcdonald@newbraunfels.gov.**
- 56.) Voluntary STD experience with monthly paid premium, claims, lives and any rate/plan changes.
- a. **The only available data is posted in the additional documentation that accompanies the census. Please request this documentation from pmcdonald@newbraunfels.gov.**
- 57.) Voluntary LTD experience including monthly paid premium, claims lives, reserves, individual claims listing and any rate/plan changes.
- a. **This information is not available, as the current provider does not produce experience reports with less than 500 enrollees.**