

STATE OF ALASKA RFP NUMBER 2015-0200-2770
AMENDMENT NUMBER THREE



Department of Administration
Division of Administrative Services
333 Willoughby Avenue, 10th Floor
PO Box 110208
Juneau, Alaska 99811-0208

THIS IS NOT AN ORDER

DATE AMENDMENT ISSUED: July 7, 2015

RFP TITLE: LONG TERM CARE PLAN ADMINISTRATOR

IMPORTANT NOTE TO OFFERORS: This amendment is being issued to answer question(s) received and/or to modify a section of the Request for Proposals (RFP). Only the following items/sections referenced in this amendment are to be changed. All other terms and conditions of the original RFP remain the same.

Questions Received:

- Q. Are the calls in scope related to claims only OR member plan information, underwriting, enrollment, rate increases also?
- A. **The calls could be in any of these categories. We would expect that most calls would be related to claims (status, initiation, how to file a claim) and member specific plan information. Calls regarding the underwriting process or status of a new applications should be fairly light as underwriting is only required for new spouses added to the plan. We would expect the call center to be able to communicate basic information about rate increases or enrollment processes and refer back to our office as necessary.**
- Q. Please share expected claim volumes over the next 5 years, does State expect claim volumes to go up significantly from current number of claims.
- A. **Currently, there are approximately 300 members in active claim status or under their deductible period. The number of individuals in claim status has not increased significantly over the past few years, and we would not expect a significant increase going forward.**
- Q. Would you be able to share detailed requirements on the member portal (included in the RFP is high level requirements around secure website capability, access to claims and eligibility information, State's LTC Plan and benefits, downloadable forms, and Claim Processing Unit and Call Center contact information).
- A. **A member portal must be available to members through a secure website. This portal would provide claims history, current and prior eligibility information, copies of our LTC Plan documents, copies of any forms that the member may need to initiate a claim, or to submit a claim for reimbursement, as well as any forms to assign benefits to another party. Contact information for claims and eligibility, such as phone, fax, and email must be included on the web site as well.**
- Q. Please clarify on the % weightage for the cost proposal. Is it 40 points or 20 points? We noticed conflicting information in Sec 6.02 and Sec 6.0.4.
- A. **The table in 6.02 is incorrect. See modification to this section.**

Q. Alaska preference – can a company qualify for more than one preference - Alaskan bidder – 5%, Alaskan veteran – 5%, Alaskan Offerors – 10%?

A. Yes.

The following section has being modified to read as follow:

Page 28, Section 6.02 – EVALUATION AND SCORING PROCESS

Points	Percent	Evaluation Criteria	Scoring Method
50	50%	Technical Proposal	Scored by PEC
40	40%	Cost Proposal	Scored by Procurement Officer
10	10%	Alaska Offeror's Preference	Scored by Procurement Officer
100	100%	Total	