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RFP TITLE: RFP #24-021CG Part A and Part B

ADDENDUM NUMBER: 3 to Part A

Addendum #3 Questions and Answers

Dental and Vision

**Correction to Q&A #3 per addendum #2:**

3. There are contradictory instructions within Pricing Exhibit M regarding your rate expectations over the 4-year contract period. Can there be pre-determined rate changes in years 3 and 4? Or are you expecting the same rate for all 4 years?

Answer from addendum #2: Self-Insured fees/rates must be guaranteed for a minimum of two years. Self-Insured fees/rates for Years 1 & 2 must be the same (i.e., there cannot be a rate increase in Year 2). Fully Insured rates must be guaranteed for the full four-year maximum contract period (i.e., there cannot be a rate increase in Years 2-4). This is applicable to both Dental AND Vision.

Correct answer per addendum #3: Self-Insured fees/rates must be guaranteed for the full four-year maximum contract period (i.e., there cannot be a rate increase in Years 2-4). Fully Insured rates must be guaranteed for the first two years with fixed premium rate caps (dollar amount) in years 3 and 4. This is applicable to all lines of coverage for which both self-funded and fully-insured quotes are being requested.

Employee Assistance Program (EAP)

**Update to Q&A #102 per addendum #2:**

102. Confirm EAP pricing for the State of New Mexico should be based on 22,448 GDS Group employees and 10,876 LPB Group employees.

Answer from addendum #2: Pending further information. This will be provided in a subsequent addendum.

Updated answer per addendum #3: SoNM’s EAP is available to all employees, their dependents, and those living in the employee’s household, regardless of whether they subscribe to benefits. Total active State employees eligible for EAP services are estimated at 22,279, based on the most recent reports available. For LPBs the eligible population is estimated at 18,406, based on the most recent reports available.

Update to Q&A #103 per addendum #2:

103. Please provide a list of LPBs that are participating under the EAP contract.

Answer from addendum #2: Pending further information. This will be provided in a subsequent addendum.

Updated answer per addendum #3: The following table contains the current participating LPBs.

Lea County	Western Regional Housing Authority	Town Of Silver City
Rio Arriba County	Eastern Regional Housing Authority	City Of Sunland Park
Hidalgo County	T Or C Housing Authority	Village Of Eagle Nest
Harding County	City Of Socorro	City Of Deming
Chaves County	Central Region Educational Cooperative Rec #5	Village Of Roy
Roosevelt County	High Plains Regional Coop #3	City Of Portales
San Miguel County	Region Ix Education Cooperative	Village Of Taos Ski Valley
Valencia County	Carlsbad Irrigation District	Village Of Questa
Valencia County	Northwest Nm Regional Solid Waste Authority	City Of Bayard
Catron County	NW NM Regional Solid Waste Authority (NW NM Council Of Governments)	City Of Bloomfield
County Of Luna	South Central Nm Cotton Boll Weevil (Scnmcwcc)	Village Of Capitan
County Of Sierra	Elephant Butte Irrigation District	Town Of Carrizozo
Quay County	Soil & Water Conservation District	Village Of Cloudcroft
Quay County	Southwest Regional Education Cooperative Rec #10	Village Of Corona
Colfax County	Northeast Regional Education Cooperative	Village Of Des Moines
County Of Lincoln	El Prado Water And Sanitation District	Town Of Dexter
DeBaca County	Timberon Water & Sanitation District	City Of Eunice

Eddy County	El Valle De Los Ranchos Water & Sanitation Dist.	Village Of Grady
Guadalupe County	North Central Solid Waste Authority	Village Of House
Cibola County	Roosevelt General Hospital	Town Of Hurley
Otero County	North Central Nm Economic Development Dist	City Of Jal
Curry County	Eunice Special Hospital District	Village Of Logan
Union County	Sierra Vista Hospital	Village Of Los Lunas
Mckinley County	Eldorado Water And Sanitation	Village Of Loving
Socorro County	NM Association Of Counties	Village Of Magdalena
Mora County	Santa Fe Civic Housing Authority	Village Of Melrose
NM Lottery Authority	South Central Council Of Governments	City Of Lordsburg
State Legislators	Nm Beef Council	Village Of Mosquero
Town Of Estancia	De Baca Family Practice	Village Of Reserve
City Of Truth Or Consequences	Guadalupe County Hospital	Village Of San Jon
City Of Aztec	Socorro County Housing Authority	Town Of Tatum
City Of Espanola	North Central Regional Transit District	City Of Texico
City Of Santa Rosa	Southwest Nm Council Of Governments	Village Of Williamsburg
Town Of Taos	Alto Lakes Water & Sanitation District	Village Of Willard
Village Of Angel Fire	Arch Hurley Conservancy District	Village Of Santa Clara
City Of Roswell	Mesilla Valley Public Housing Authority	Bayard Housing Authority
City Of Las Vegas	Valencia Soil And Water Conservation District	New Mexico Municipal League Offices
Town Of Clayton	Regional Emergency Dispatch Authority	Santa Clara Housing Authority
Village Of Floyd	Emw Gas Association	Eastern Nm Natural Gas Assoc Inc.
City Of Las Cruces	Estancia Valley Solid Waste	City Of Elephant Butte
City Of Alamogordo	Union County General Hospital	Village Of Pecos
City Of Moriarty	South Central Regional Transit District (Scrtd)	Southeastern New Mexico Economic Development
Town Of Elida	Northern Regional Housing Authority	City Of Rio Communities
Town Of Hagerman	New Mexico Military Institute	Village Of Cimarron

Town Of Vaughn	NM School For The Blind And Visually Impaired	Village Of Maxwell
Village Of Milan	NM School For The Blind And Visually Impaired	Town Of Springer
Village Of Ft. Sumner	NM Highlands University	Town Of Red River
Town Of Mesilla	NM State University	Town Of Lake Arthur
Town Of Raton	Southeast New Mexico College	Town Of Kirtland
Village Of Wagon Mound	San Juan College	City Of Anthony
Disciplinary Board Of The Nm Supreme Court	City Of Tucumcari	Big Mesa Mdwca

Update to Q&A #105 per addendum #2:

105. How long has ComPsych been the EAP provider for SoNM?

Answer from addendum #2: Pending further information. This will be provided in a subsequent addendum.

Updated answer per addendum #3: The current contract with CompPsych went into effect July 1, 2020.

Update to Q&A #108 per addendum #2:

108. How many onsite training hours are included each year? How many onsite training hours were utilized each of the last 3 years?

Answer from addendum #2: Pending further information. This will be provided in a subsequent addendum.

Updated answer per addendum #3: Up to one hundred thirty-five (135) hours of a combination of the following types of Services per contract year: 1) employee/supervisor orientation sessions (in-person or via Webinar), 2) personal development workshops, 3) health/enrollment fairs, and 4) CISM Services. SoNM has used a total of 437 hours of services listed above since July 1, 2020.

Update to Q&A #109 per addendum #2:

109. How many webinar training hours are included each year? How many webinar training hours were utilized each of the last 3 years?

Answer from addendum #2: Pending further information. This will be provided in a subsequent addendum.

Updated answer per addendum #3: Up to one hundred thirty-five (135) hours of a combination of the following types of Services per contract year: 1) employee/supervisor orientation sessions (in-person or via Webinar), 2) personal development workshops, 3) health/enrollment fairs, and 4) CISM Services. SoNM has utilized 96 webinar trainings since July 1, 2020.

Update to Q&A #110 per addendum #2:

110. How many onsite critical incident response hours are included each year? How many onsite critical incident response hours were utilized each of the last 3 years?

Answer from addendum #2: Pending further information. This will be provided in a subsequent addendum.

Updated answer per addendum #3: Up to one hundred thirty-five (135) hours of a combination of the following types of Services per contract year: 1) employee/supervisor orientation sessions (in-person or via Webinar), 2) personal development workshops, 3) health/enrollment fairs, and 4) CISM Services.

Update to Part A Q&A #111 per addendum #2:

111. How many onsite health/benefits/open enrollment fairs is the EAP provider expected to attend annually? How many hours is each event?

Answer from addendum #2: Pending further information. This will be provided in a subsequent addendum.

Updated answer per addendum #3: One enrollment fair per contract year is expected. Allotted time for carrier presentation is 15 minutes.

Update to Q&A #112 per addendum #2:

112. Is a communication/promotional materials allowance included in the current contract? If so, in what amount annually?

Answer from addendum #2: Pending further information. This will be provided in a subsequent addendum.

Updated answer per addendum #3: Offerors should include the cost of providing communication/promotional materials to SONM in their proposed PEPM fee for EAP services.

Update to Q&A #114 per addendum #2:

114. Does IBAC currently have any internal or on-site services that they would like the new EAP to integrate with?

Answer from addendum #2: Pending further information. This will be provided in a subsequent addendum.

Updated answer per addendum #3: Only SoNM is soliciting EAP proposals through this RFP. SoNM is interested in potentially partnering with its clinic vendor, currently Proactive MD, for coordinating Patient Advocate services with the EAP.

Update to Q&A #115 per addendum #2:

115. Within the IBAC population, are there any particular needs regarding language support beyond English and Spanish?

Answer from addendum #2: Pending further information. This will be provided in a subsequent addendum.

Updated answer per addendum #3: Only SoNM is soliciting EAP proposals through this RFP. The SoNM's deaf and visually impaired plan members may need assistance beyond your usual language support.

Update to Q&A #116 per addendum #2:

116. The RFP requests that the Client be able to run ad hoc reports online itself. Is this an absolute requirement and will we be automatically disqualified if we cannot provide that?

Answer from addendum #2: Pending further information. This will be provided in a subsequent addendum.

Updated answer per addendum #3: The ability to run ad hoc reports online is not a mandatory specification in this RFP. As such, failure to provide this will not result in an automatic disqualification.

Update to Q&A #118 per addendum #2:

118. The RFP states that SoNM requires at least 1, but 2 are preferred, New Mexico-based Account Specialists. Is this an absolute requirement or will we be disqualified if the Account Specialist is located out of state?

Answer from addendum #2: Pending further information. This will be provided in a subsequent addendum.

Updated answer per addendum #3: A New Mexico-based Account Specialist is not a mandatory specification in this RFP. As such, failure to provide this will not result in an automatic disqualification.

Update to Q&A #119 per addendum #2:

119. The RFP asks to confirm if the EAP will provide timely support for analysis of federal and New Mexico legislation that has the potential to impact the IBAC benefit plans. Analysis of pending legislation during the legislative session requires 24-hour turnaround time and must include the qualitative and quantitative impacts for each agency. Is this an absolute requirement or will we be automatically disqualified if we cannot provide this?

Answer from addendum #2: Pending further information. This will be provided in a subsequent addendum.

Updated answer per addendum #3: The 24-hour turnaround time is not a mandatory specification in this RFP. As such, failure to provide this will not result in an automatic disqualification.

Update to Q&A #123 per addendum #2:

123. Are there specific plan designs that IBAC would like to see quoted? Specifically what is the number of visits desired, bank of hours for critical incident and training and are work life services included?

Answer from addendum #2: Pending further information. This will be provided in a subsequent addendum.

Updated answer per addendum #3: Only SoNM is soliciting EAP proposals through this RFP. SoNM is particularly interested in EAP proposals for 6 and 7 counseling sessions per incident. SoNM is also interested in proposals for 135 (current), 150, and 160 training/CISM hours per contract year.

Update to Q&A #125 per addendum #2:

125. Are there any additional features or special needs that the IBAC is looking to add to their new EAP program?

Answer from addendum #2: Pending further information. This will be provided in a subsequent addendum.

Updated answer per addendum #3: Only SoNM is soliciting EAP proposals through this RFP. SoNM would like proposals including but not limited to the following services: legal information and resources, financial information, resources and tools, referrals and resources for work-life needs as well as online information and tools.

Update to Q&A #128 per addendum #2:

128. Will IBAC be submitting an eligibility file for any special reasons (ie, reporting, etc)?

Answer from addendum #2: Pending further information. This will be provided in a subsequent addendum.

Updated answer per addendum #3: Only SoNM is soliciting EAP proposals through this RFP. No eligibility file will be submitted. Eligibility is tied to active employees and their households.

Update to Q&A #129 per addendum #2:

129. Are there any special requirements or customization around communication material and the member website experience? Are you looking for just one branding of the program or will each agency require its own branding?

Answer from addendum #2: Pending further information. This will be provided in a subsequent addendum.

Updated answer per addendum #3: Only SoNM is soliciting EAP proposals through this RFP. SoNM requires customizations for all SoNM communications.

Update to Q&A #131 per addendum #2:

131. Are there any special nuances related to the reporting that IBAC is looking to receive?

Answer from addendum #2: Pending further information. This will be provided in a subsequent addendum.

Updated answer per addendum #3: Only SoNM is soliciting EAP proposals through this RFP. Meetings between SoNM and the EAP vendor will occur monthly. Quarterly utilization reports must include a summary of remaining hours for CISM and training hours.

Update to Q&A #135 per addendum #2:

135. Is SONM happy with the current program model for EAP? For example, session model and number of hours included for training and CISM.

Answer from addendum #2: Pending further information. This will be provided in a subsequent addendum.

Updated answer per addendum #3: SoNM is particularly interested in EAP proposals for 6 and 7 counseling sessions per incident in replace of the current 5. SoNM is also interested in proposals for 135 (current), 150, and 160 training/CISM hours per contract year.