



STATE OF TENNESSEE
DEPARTMENT OF FINANCE & ADMINISTRATION, BENEFITS ADMINISTRATION

**REQUEST FOR PROPOSALS #31786-00182
AMENDMENT #TWO
FOR HEALTH SAVINGS ACCOUNTS AND FLEXIBLE
SPENDING ACCOUNT SERVICES**

DATE: October 23, 2024

RFP #31786-00182 IS AMENDED AS FOLLOWS:

1. This RFP Schedule of Events updates and confirms scheduled RFP dates. Any event, time, or date containing revised or new text is highlighted.

EVENT	TIME (central time zone)	DATE
1. RFP Issued		August 29, 2024
2. Disability Accommodation Request Deadline	2:00 p.m.	September 4, 2024
3. Pre-response Conference	1:00 p.m.	September 6, 2024
4. Notice of Intent to Respond Deadline	2:00 p.m.	September 9, 2024
5. Written "Questions & Comments" Round 1 Deadline *NOTE: Submit written questions and comments on Appendix 7.6 the written questions and comments template	2:00 p.m.	September 12, 2024
6. State Response to Written "Questions & Comments"		October 2, 2024
7. Written "Questions & Comments" Round 2 Deadline *NOTE: Respondents may submit no more than five (5) questions to the State in the 2nd round of Written Questions and Comments.	2:00 p.m.	October 14, 2024
8. State Response to Written "Questions & Comments" Round 2		October 23, 2024
9. Response Deadline	2:00 p.m.	November 12, 2024
10. State Completion of Technical Response Evaluations		December 12, 2024
11. State Schedules Respondent Oral Presentations		December 17-19, 2024
12. Respondent Oral Presentations		January 6-9, 2025
13. State Opening & Scoring of Cost Proposals	2:00 p.m.	January 10, 2025
14. Negotiations	4:30 p.m.	January 14-16, 2025
15. State Notice of Intent to Award Released <u>and</u> RFP Files Opened for Public Inspection	2:00 p.m.	January 23, 2025
16. End of Protest Period		January 30, 2025

17. State sends contract to Contractor for signature		January 31, 2025
18. Contractor Signature Deadline	2:00 p.m.	February 7, 2025

2. State responses to questions and comments in the table below amend and clarify this RFP.

Any restatement of RFP text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFP document.

RFP SECTION		QUESTION / COMMENT	STATE RESPONSE
	1.	Can you provide member call volume to the call center for 2023?	The current contractor had 11,151 member calls during 2023.
	2.	What is your anticipated future growth for total number of employees, HSA accounts and FSA accounts?	<p>It is expected that the total number of employees, HSAs and FSAs will remain mostly flat. HSAs are available to any state, higher education, local education or local government employee who enrolls in a consumer-directed health plan (CDHP). The number of employees is expected to remain steady for state and higher education and there are currently no plans to steer these members to the CDHP. New school systems or city/county agencies may join the plan but the size of future groups and the number of employees who may choose the CDHP are unknown. Historically from January 2021 to August 2024 the month over month increase in HSA enrollment has been 0.6%. It is up to participating local education and local government employers to decide if they want to contribute funds to employee HSAs. Regarding FSAs, we expect that the enrollment patterns will most likely continue to follow those shown on page 6 of the RFP. There have not been large deviations from one year to the next on the flex enrollments for either state or higher education employees.</p>
	3.	To the extent that they do not conflict with any of TN's proposed terms and condition, does the State agree that the terms and conditions of [REDACTED's] template Administrative Services Agreement shall be incorporated into the contract between [REDACTED] and the State of Tennessee.	<p>The State does not agree. RFP Section 3.3.1 states that "A response must not include alternate terms and conditions. If a response contains such terms and conditions, the State, at its sole discretion, may determine the response to be a non-responsive counteroffer and reject it."</p> <p>Suggested edits to the contract should be provided during Round 1 or 2 of the Q&A process for the State's review and consideration.</p>
RFP Section C.14	4.	Will you accept a biography instead of a resume for the proposed account team if it includes the individual's title, education, current position, and experience on similar projects for large employers, and employment history.	The State will accept a biography. It should include all criteria listed in C.14.a.

RFP SECTION		QUESTION / COMMENT	STATE RESPONSE
Pro Forma Contract, Section A.7.u	5.	Please confirm if the State is open to removing this requirement if the Contractor's escheatment process is to reissue all expired checks for any open plan year for the flexible spending account plans. All HSA checks will be reissued upon expiration. Various reports are available from the platform to track all activity.	Benefits Administration does not agree to removing Contract Section A.7.u. We do not have the authority to override state escheat laws and regulations applicable to this contract.
Pro Forma Contract, Section A.4.r	6.	Does the State require the Contractor to provide the initial COBRA Right Notice to FSA enrollees?	Yes.
Pro Forma Contract, Section A.18	7.	Please confirm if the State is open to the following modifications/clarifications for this section. iii: Our system will restrict user login after a total of 4 invalid attempts. d. Our technology provider has established reviews/audits with our established approach/methodology. We can share our SOC Reports, PCI attestation, HIPAA and HITRUST certifications upon request. g: It is not customary for our technology provider to provide customers direct access to data facilities. We will work with to provide any necessary data requirements.	iii. The State approves. d. The State agrees on the condition that the Contractor provide the SOC report in compliance with <i>pro forma</i> Contract Attachment C, report #12. g. The State does not agree. The Contractor shall provide the State access to data facilities upon request.
Attachment E, HIPAA BAA	8.	Does the State find the following edits to the BAA acceptable? See attachment 1 to view requested edits.	The State does not agree.

3. Delete RFP #31786-00182 Release #2 in its entirety and replace with RFP #31786-00182 Release #3. Revisions of the original RFP document are emphasized within the new release. Any sentence or paragraph containing revised or new text is highlighted.

4. RFP Amendment Effective Date. The revisions set forth herein shall be effective upon release. All the terms and conditions of this RFP not expressly amended herein shall remain in full force and effect.