



STATE OF TENNESSEE  
FINANCE & ADMINISTRATION, BENEFITS ADMINISTRATION

**REQUEST FOR PROPOSALS # 31786-00150  
AMENDMENT # ONE  
FOR DENTAL PREPAID**

**DATE: April 1, 2020**

**RFP # 31786-00150 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		March 2, 2020
2. Disability Accommodation Request Deadline	2:00 p.m.	March 6, 2020
3. Pre-response Conference	10 a.m.	March 9, 2020
4. Notice of Intent to Respond Deadline	2:00 p.m.	March 10, 2020
5. Written "Questions & Comments" Deadline	2:00 p.m.	March 16, 2020
6. State Response to Written "Questions & Comments"		April 1, 2020
7. Response Deadline	4:30 p.m.	April 13, 2020
8. State Completion of Technical Response Evaluations		May 4, 2020
9. State Opening & Scoring of Cost Proposals		May 5, 2020
10. State Notice of Intent to Award Released		May 21, 2020
11. RFP Files Opened for Public Inspection		May 22 – May 29, 2020
12. End of Open File Period		May 29, 2020
13. State sends contract to Contractor for signature		June 1, 2020
14. Contractor Signature Deadline		June 8, 2020

**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.

QUESTION / COMMENT	STATE RESPONSE
1. Please provide a full excel census with dob, gender, zip and tier.	Due to HIPAA regulations, dates of birth cannot be provided. The State has modified Appendix 7.2 with additional data we can provide.
2. Is the State of TN requesting a one-time implementation credit?	No, the State will not request this.
3. Please provide 36 months of Cigna DHMO enrollment, claims, premium	See Appendix 7.14 for 36 months of Cigna DHMO enrollment and premium information. There are no claims on a Prepaid Dental insurance program.
4. Please provide the Cigna DHMO full copayment/benefit summary/schedule	See Appendices 7.8 through 7.13
5. Please provide the Cigna DHMO provider disruption report	See revised Appendix 7.2
6. Given the national emergency situation, please advise if the State will be extending the due date or amending the RFP?	<p>The response deadline date has not changed. At this time, the State is modifying the schedule of events. See Amendment item #1 above.</p> <p>The State has modified RFP 3.2 Response Delivery. Please see Amendment item #6.</p> <p>Digital media submission instructions included below. Please see Amendment item #13 (Digital Media Submission Instructions document).</p>
7. Given that companies are asking people to work from home, what is the best way for respondents to complete the requirements of RFP Section B.17 – customer references?	<p>The State has modified RFP Attachment 6.2, Section B.17.</p> <p>See Amendment item #5 below.</p>
9. What are the DHMO rate guarantee and/or rate cap?	The monthly premium rates proposed will be the guaranteed monthly premium rates included in the pro forma contract. These monthly premium rates will also be the rate cap for each coverage tier.

QUESTION / COMMENT	STATE RESPONSE
	<p>The State does not guarantee a specific total amount of premium to be collected because of enrollment variations. The State will apply the monthly premium rates based on enrollments in the month to which the collections apply.</p>
<p>10. Please clarify if there is a participation goal for doing business with minorities, women, service-disabled veterans, persons with disabilities, and small business enterprises? If so, please confirm the targeted percentage amount</p>	<p>Although not mandatory, the State has an average “aspirational” goal of 12 percent diversity for all procurements.</p> <p>The diversity portion of the RFP does not have a specific point value but is included with other questions in Section B. – General Qualifications and Experience.</p>
<p>11. Are respondents able to obtain bonus point for doing business with minorities, women, service-disabled veterans, persons with disabilities, and small business enterprises, in support of this RFP? If so, please clarify how this question will be evaluated?</p>	<p>No. Please see response to question #10.</p>

3. **Delete RFP # 31786-00150, in its entirety, and replace it with RFP # 31786-00150, Release # 2, attached to this amendment.** Revisions of the original RFP document are emphasized within the new release. **Any sentence or paragraph containing revised or new text is highlighted.**

4. **Delete RFP Section 1.4.5 in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):**

1.4.5. Respondents must assume the risk of the method of dispatching any communication or response to the State. The State assumes no responsibility for delays or delivery failures resulting from the Respondent’s method of dispatch. **It is encouraged for suppliers to submit bids digitally.**

5. **Delete RFP Section 3.1.2.4 in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):**

3.1.2.4. A Respondent must submit the Cost Proposal to the State on a separate **e-mail or** USB flash drive from the Technical Response (as detailed in RFP Sections 3.2.3., *et seq.*).

6. **Delete RFP Section 3.2. in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):**

### 3.2. Response Delivery

3.2.1. A Respondent must ensure that both the original Technical Response and Cost Proposal documents meet all form and content requirements, including all required signatures, as detailed within this RFP, as may be amended.

3.2.2. A Respondent must submit original Technical Response and Cost Proposal documents and copies as specified below.

#### 3.2.2.1. Digital Media Submission

##### 3.2.2.1.1. Technical Response

The Technical Response document should be in the form of one (1) digital document in "PDF" format properly recorded on its own otherwise blank, standard USB flash drive and should be clearly identified as the:

**"RFP # 31786-00150 TECHNICAL RESPONSE ORIGINAL"**

and two (2) digital copies of the Technical Response each in the form of one (1) digital document with **separate individual corresponding appendices or exhibits** in "PDF" format properly recorded on its own otherwise blank, USB flash drive labeled:

**"RFP # 31786-00150 TECHNICAL RESPONSE COPY"**

The customer references should be delivered by each reference in accordance with RFP Attachment 6.2, Section B.17.

##### 3.2.2.1.2. Cost Proposal

The Cost Proposal should be in the form of one (1) digital document in "XLS" format properly recorded on a separate, otherwise blank, USB flash drive clearly labeled:

**"RFP #00149 COST PROPOSAL"**

An electronic or facsimile signature, as applicable, on the Cost Proposal is acceptable.

#### 3.2.2.2. E-Mail Submission

##### 3.2.2.2.1. Technical Response

The Technical Response document should be in the form of one (1) digital document in "PDF" format or other easily accessible digital format attached to an e-mail to the Solicitation Coordinator. Both the subject and file name should both be clearly identified as follows:

**"RFP #31786-00149 TECHNICAL RESPONSE"**

The customer references should be delivered by each reference in accordance with RFP Attachment 6.2, Section B.17.

##### 3.2.2.2.2. Cost Proposal:

The Cost Proposal should be in the form of one (1) digital document in "XLS" format or other easily accessible digital format attached to an e-mail to the Solicitation Coordinator. Both the subject and file name should both be clearly identified as follows:

**"RFP #31786-00149 COST PROPOSAL"**

An electronic or facsimile signature, as applicable, on the Cost Proposal is acceptable.

3.2.3. For e-mail submissions, the Technical Response and Cost Proposal documents must be dispatched to the Solicitation Coordinator in separate e-mail messages. For digital media submissions, a Respondent must separate, seal, package, and label the documents and copies for delivery as follows:

3.2.3.1. The Technical Response copies must be placed in a sealed package that is clearly labeled:

**"DO NOT OPEN... RFP # 31786-00150 TECHNICAL RESPONSE FROM [RESPONDENT LEGAL ENTITY NAME]"**

3.2.3.2. The Cost Proposal must be placed in a separate, sealed package that is clearly labeled:

**"DO NOT OPEN... RFP # 31786-00150 COST PROPOSAL FROM [RESPONDENT LEGAL ENTITY NAME]"**

3.2.3.3. The separately, sealed Technical Response and Cost Proposal components may be enclosed in a larger package for mailing or delivery, provided that the outermost package is clearly labeled:

**"RFP # 31786-00150 SEALED TECHNICAL RESPONSE & SEALED COST PROPOSAL FROM [RESPONDENT LEGAL ENTITY NAME]"**

3.2.3.4 Any Respondent wishing to submit a Response in a format other than digital may do so by contacting the Solicitation Coordinator.

3.2.4. A Respondent must ensure that the State receives a response no later than the Response Deadline time and date detailed in the RFP Section 2, Schedule of Events at the following address:

Seannalyn Brandmeir  
Procurement and Contracts Director  
Tennessee Department of Finance & Administration, Division of Benefits Administration  
312 Rosa L. Parks Avenue, Suite 1900  
Nashville, Tennessee 37243  
[Seannalyn.Brandmeir@tn.gov](mailto:Seannalyn.Brandmeir@tn.gov)  
Telephone: 615.532.4598  
Fax: 615.253.8556

7. Delete RFP Attachment 6.2, Section A.5 in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):

	<b>A.5.</b>	Provide EITHER:	
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		<p>(a) Provide an official document or letter from an accredited credit bureau, verified and dated within the last three (3) months and indicating a satisfactory credit rating for the Respondent (NOTE: A credit bureau report number without the full report is insufficient and will <u>not</u> be considered responsive.)</p> <p><b>OR</b></p> <p>(b) Provide a current credit rating from Moody's, Standard &amp; Poor's, Dun &amp; Bradstreet, A.M. Best or Fitch Ratings, verified and dated within the last three (3) months and indicating a positive credit rating for the Respondent.</p>	
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**8. Delete RFP Attachment 6.2, Section A.6 in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):**

	<b>A.6.</b>	<p>Provide the Respondent's most recent independent audited financial statements. Said independent audited financial statements <u>must</u>:</p> <ol style="list-style-type: none"> <li>(1) reflect an audit period for a fiscal year ended within the last 36 months;</li> <li>(2) be prepared with all monetary amounts detailed in United States currency;</li> <li>(3) be prepared under United States Generally Accepted Accounting Principles (US GAAP);</li> <li>(4) include the auditor's opinion letter; financial statements; and the notes to the financial statements; and</li> <li>(5) be deemed, in the sole discretion of the State to reflect sufficient financial stability to undertake the subject contract with the State if awarded pursuant to this RFP.</li> </ol> <p><b>NOTES:</b></p> <ul style="list-style-type: none"> <li>▪ Reviewed or Compiled Financial Statements will not be deemed responsive to this requirement and will <u>not</u> be accepted.</li> <li>▪ All persons, agencies, firms, or other entities that provide opinions regarding the Respondent's financial status <u>must</u> be properly licensed to render such opinions. The State may require the Respondent to submit proof that the person or entity who renders an opinion regarding the Respondent's financial status is licensed, including the license number and state in which the person or entity is licensed.</li> </ul>
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**9. Delete RFP Attachment 6.2, Section B.17 in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):**

	<b>B.17.</b>	<p>Provide customer references from individuals who are <u>not</u> current or former State employees for projects similar to the goods or services sought under this RFP and which represent:</p> <ul style="list-style-type: none"> <li>▪ two (2) accounts Respondent currently services that are similar in size to the State; <u>and</u></li> <li>▪ three (3) completed projects.</li> </ul> <p>References from at least three (3) different individuals are required to satisfy the requirements above, e.g., an individual may provide a reference about a completed project and another reference about a currently serviced account. The standard reference questionnaire, which <u>must</u> be used and completed, is provided at RFP Attachment 6.4. References that are <u>not</u> completed as required may be deemed non-responsive and may not be considered.</p>
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	<p>The Respondent will be <u>solely</u> responsible for obtaining fully completed reference questionnaires and <u>ensuring they are e-mailed to the solicitation coordinator or</u> including them in the sealed Technical Response. In order to obtain and submit the completed reference questionnaires follow <u>one of the two processes</u> below.</p> <p><b>Written:</b></p> <ul style="list-style-type: none"> <li>(a) Add the Respondent's name to the standard reference questionnaire at RFP Attachment 6.4. and make a copy for each reference.</li> <li>(b) Send a reference questionnaire and new, standard #10 envelope to each reference.</li> <li>(c) Instruct the reference to: <ul style="list-style-type: none"> <li>(i) complete the reference questionnaire;</li> <li>(ii) sign and date the completed reference questionnaire;</li> <li>(iii) seal the completed, signed, and dated reference questionnaire within the envelope provided;</li> <li>(iv) sign his or her name in ink across the sealed portion of the envelope; and</li> <li>(v) return the sealed envelope directly to the Respondent (the Respondent may wish to give each reference a deadline, such that the Respondent will be able to collect all required references in time to include them within the sealed Technical Response).</li> </ul> </li> <li>(d) <u>Do NOT open the sealed references upon receipt.</u></li> <li>(e) Enclose all sealed reference envelopes within a larger, labeled envelope for inclusion in the Technical Response as required.</li> </ul> <p><b>E-mail:</b></p> <ul style="list-style-type: none"> <li>(a) Add the Respondent's name to the standard reference questionnaire at RFP Attachment 6.4. and make a copy for each reference.</li> <li>(b) E-mail the reference with a copy of the standard reference questionnaire.</li> <li>(c) Instruct the reference to: <ul style="list-style-type: none"> <li>(i) complete the reference questionnaire;</li> <li>(ii) sign and date the completed reference questionnaire;</li> <li>(iii) E-mail the reference directly to the Solicitation Coordinator by the RFQ Technical Response Deadline with the Subject line of the e-mail as "[Respondent Name] Reference for RFP 31786-00149.</li> </ul> </li> </ul> <p>NOTES:</p> <ul style="list-style-type: none"> <li>▪ The State will not accept late references or references submitted by any means other than <u>the two</u> which <u>are</u> described above, and each reference questionnaire submitted must be completed as required.</li> <li>▪ The State will not review more than the number of required references indicated above.</li> <li>▪ While the State will base its reference check on the contents of the <u>reference e-mails or</u> sealed reference envelopes included in the Technical Response package, the State reserves the right to confirm and clarify information detailed in the completed reference questionnaires, and may consider clarification responses in the evaluation of references.</li> </ul> <p>The State is under <u>no</u> obligation to clarify any reference information.</p>
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**10. Delete the heading to RFP Attachment 6.4 in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):**

**RFP # 31786-00150 REFERENCE QUESTIONNAIRE**

**REFERENCE SUBJECT: RESPONDENT NAME (completed by Respondent before reference is requested)**

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The "reference subject" specified above, intends to submit a response to the State of Tennessee in response to the Request for Proposals (RFP) indicated. As a part of such response, the reference subject must include a number of completed and sealed reference questionnaires (using this form). Each individual responding to this reference questionnaire is asked to follow these instructions:

- complete this questionnaire (either using the form provided or an exact duplicate of this document);
- sign and date the completed questionnaire; and follow either process outlined below:

**Physical**

- seal the completed, signed, and dated questionnaire in a new standard #10 envelope;
- sign in ink across the sealed portion of the envelope; and
- return the sealed envelope containing the completed questionnaire directly to the reference subject.

**E-Mail**

- email the completed Questionnaire to SOLICITATION COORDINATOR NAME AND E-MAIL ADDRESS

**11. Delete RFP, Contract Attachment B, Liquidated Damages #2 in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):**

<b>2. Implementation</b>	
<i>Guarantee</i>	The Contractor shall comply with all tasks, deliverables, and milestones included in the project implementation plan, as required in Contract Section A.15., necessary to install the program by the Program go-live date.
<i>Assessment</i>	One thousand dollars (\$1,000) for each Business Day for each deliverable and/or milestone beyond the deadline up to, and including the Program go-live date specified in Contract Section A.17.a.33.
<i>Justification</i>	Timely and accurate completion of all tasks, deliverables, and milestones in the project implementation plan is critical to the successful implementation of a new contract. This assessment calculates the potential impact of missed or inaccurate implementation milestones.
<i>Measurement</i>	Assessed, reported, and reconciled no later than three (3) months after go-live.

**12. Replace the following as RFP Appendices and renumber any subsequent sections as necessary:**

- Revised Appendix 7.2 Prepaid Dental Enrollment Premium History Eligibility Counts TN Zip Codes

**13. Add the following as RFP Appendices and renumber any subsequent sections as necessary:**

- New - Appendix 7.8 Cigna Dental Prepaid Charge Schedule 2020
- New - Appendix 7.9 Cigna Dental Prepaid Charge Schedule az 2020
- New - Appendix 7.10 Cigna Dental prepaid Charge Schedule ca 2020
- New - Appendix 7.11 Cigna Dental Prepaid charge Schedule il 2020
- New - Appendix 7.12 Cigna Dental Prepaid Charge Schedule tx 2020
- New - Appendix 7.13 Cigna Dental Prepaid Charge Schedule wa 2020
- New - Appendix 7.14 Cigna Dental Enrollment and Premiums for 36 Months
- Digital Media Submission Instructions

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