

**Office of Group Benefits
EOB and Payment Systems RFP
Questions and Answers**

1. RFP: The contractor shall provide an option for inserts to members and/or providers mailing. The inserts may be required on different “color” paper. The information and layout will be sent to the contractor electronically.

Question: Please explain what the inserts are in reference to and, is color paper a non-negotiable requirement? Will all the inserts be the same?

ANSWER: OGB needs to send updated information to providers and/or plan members. This insert option is a backup option in case other printer services are not available. Details of inserts and color paper are negotiable. It is anticipated that all inserts are to be the same.

2. RFP: The contractor shall provide an option to mail standalone letters to the members and/or providers. The information on the standalone letters will be sent to the contractor electronically.

Question: Is the verbiage the same for all letters?

- a. A sample letter will be required to determine file format requirements. Can a sample be provided?
- b. Are these letters the same as those referenced in 4.1 p. 24 L.?

ANSWER: The verbiage would be the same for all letters of a particular mailing project. The verbiage may vary according to the number of mailing projects. No sample letter is available. These letters are those referenced in Part IV, 1. Section K and L of the RFP.

3. RFP: The contractor shall print and obtain OGB’s approval on the proof prior to scheduling the insert to the EOB mailing. The mailing could be for the providers and/or the members.

Question: Are these the inserts sent electronically in a file? If so, why is approval needed?

ANSWER: Inserts would be sent electronically. However, a final draft or proof is required for approval of the deliverable prior to the implementation of the mailing project.

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4. RFP: Occasionally OGB will send a standalone letter to be mailed to the provider and/or members. The contractor shall print and obtain OGB's approval on the proof prior to mailing.

Question: Are these the same letters mentioned in 2.1 p. 18, J? If so, why is approval needed?

ANSWER: Letters would be sent electronically. However, a final proof is required for approval of the deliverable prior to the implementation of the mailing project.

5. RFP: Print and mail checks and EOBs for all members and print those EOB/Checks that have not been transmitted electronically via 835.

Question: Please clarify the EOB/Checks that have not been transmitted electronically via 835. Are these for Providers?

ANSWER: Checks and EOBs are printed and mailed to members and providers. Not all providers receive electronic fund transfer payment with an 835 electronic file.

6. Please clarify or provide additional detail regarding the Page Counts Distribution information on page 14:
- a. 50% 50 pages or more, generally in the 50-100 page range
 - b. 50% Less than 50 pages, generally in the 3-5 page range
 - c. Total annual pages are approximately 15 million.

How do these numbers relate to the Total Annual Documents of 2.3 million? If 50% of the mail sets ($2.3/.5 = 1.15$ million) have 50+ pages, it appears that the total annual pages are closer to 61 million pages versus the 15 million note in the RFP.

ANSWER: These are estimated numbers. It is estimated that there is going to be about a total 15 million pages related to the total annual 2.3 million documents. The estimate break of the pages, by 50% more or less, are for illustrative purposes only.

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7. Is this service currently outsourced by OGB or is this a new approach to handling this component of OGB's TPA functionality?

ANSWER: These services are currently outsourced by OGB.

8. If there is a vendor providing these services today, will OGB provide:
- a. The name of the current vendor?
 - b. The term of the existing contract?
 - c. The reason for going out to bid?

ANSWER:

- a. **JP Morgan Chase**
- b. **The contract has to be re-bid every three years. Professional services contracts are limited to three year contracts.**
- c. **It is time for this contract to be re-bid.**