

## QUESTIONS AND ANSWERS

- Q1.** Is electronic-only submission allowed? That is our ask for all RFPs that require hard copies and clients have been okay with that given the circumstances. Please advise if San Bernardino Superior Court will accept and electronic copy only. - **No, proposals must be submitted as required by the RFP, Section 7.0 Submission of Proposals.**
- Q2.** The RFP states a census will be provided but it is not on the website. Can we get a member census with zip codes and benefit elections, we will need enrollment election for the Represented Employee population (employee, +spouse, +child or family) indicated on the census? – **Yes, we will have the census with this information sent to you.**
- Q3.** A GEO Access report was requested please provide census with zip codes so we can provide this data. – **see above answer.**
- Q4.** A Disruption Report was requested can you provide a list of current vision providers being utilized by the members so a report may be run? – **Provided to you by USI on August 10, 2020.**
- Q5.** Please provide experience/utilization information by plan – Exempt / Non-Represented Employees versus General / Represented Employees. – **The only utilization we have is what was posted on the California State Contracts Register and the Court’s website.**
- Q6.** The USI marketing letter, Exhibit A provides the current enrollment by plan on a 3 tier basis, given that the rates for the General / Represented Employees are on a 4 tier basis can this information be provided on a 4 tier bases? In regards to this item the USI Marketing Letter (Exhibit A) provided enrollment by plan on a 3 tier basis. Having this information on a 4 tier basis would be useful if the requested census does not address this or we have a challenge in obtain the census. – **4 tier basis provided to you by USI.**
- Q7.** Can you provide additional clarification on (from the USI letter). - **The Court uses an online eligibility system tied to its payroll to enroll employees; therefore, carrier feeds will need to be established on a weekly frequency. Please include an implementation timeline for this feature. Go “live” date will be November 25, 2020.** Assuming that we have to address the bullets in the marketing letter. Please confirm where this should be covered. - **You need to provide an implementation timeline using the November 25 go live date for the file feed.**
- Q8.** Do you want to see a self funded proposal also? Since the group is of sufficient size it may make sense to move to a self funded arrangement. – **No.**
- Q9.** Confirmed 36 month rates, would you prefer to also see a 4 yr rate guarantee if available? – **No, just as requested in RFP.**
- Q10.** Any additional lens options the group would like to see covered. Do we need to match the plan, or would you prefer to see an enhanced version of each plan? – **Please match current or enhance.**

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- Q11.** Can the court provide a more detailed utilization experience for calendar year 2019? This would include the average number of members (just subscribers), the number of exams, lenses (by type – single vision, bifocal, trifocal), the number of frames, and the number of contacts. – Attachment sent to you on August 12, 2020.
- Q12.** Please confirm the requested rate tier structure for vision, would you like us to provide 3 Tier or 4 Tier premium rates? – Please see 4 tier rates from documents on the court’s website and revised 4 tier census that was sent to you on August 11, 2020.
- Q13.** Please confirm when the vision benefit refreshes for the member, the one year from the last date of service or each calendar year? - Benefits refresh January 1 each year.
- Q14.** Anthem’s offices are closed due to Covid-19. Is permissible to provide the authorized representative’s electronic signature instead of a “wet” one? - Scanned or digital signatures are acceptable. Please note, person signing must be able to legally bind the company.
- Q15.** If a wet signature is required, do any of the Court attachments (3-7 or 8) need to be notarized? – see answer above.