



State of Rhode Island
Department of Administration / Division of Purchases
One Capitol Hill, Providence, Rhode Island 02908-5855
Tel: (401) 574-8100 Fax: (401) 574-8387

July 14, 2017

ADDENDUM # 1

RFP: 7554503

Title: Benefits Decision Support Software
Submission Deadline: 07/28/2017 @ 10:00 AM EST

Notice to Vendors:

Attached are the vendor questions with state responses. No further questions will be entertained.

Question 1: Would RI consider awarding contracts to multiple vendors for individual decision support product capabilities, for example, different vendors for health insurance selection decision support and dental or flexible spending?

Answer 1: **No.**

Question 2: Would RI consider a multi-year implementation, perhaps focusing on health insurance plan selection in year 1 and adding decision support for other products in year 2?

Answer 2: **Yes.**

Question 3: Are the engagement programs stand-alone, or do you anticipate the need to integrate with your benefits enrollment / administration systems as well? As this is intended for your employee population, with integration, the system can offer more targeted support based on actual demographics and enrollment information.

Answer 3: There are no plans to integrate with the enrollment/administration systems at this time.

Question 4: Is there a need to allow users to create accounts, save their preferences, etc., or will all users generally interact with this site anonymously? Is there a need for Single Sign-On (SSO) integration?

Answer 4: No to both questions.

Question 5: Do you have a list of defined parameters that determine the eligibility and recommendation for plans in each category? For instance, for Medical, the variable input parameters could be name(s) of physicians to check if they are covered under a plan; name(s) of prescription medication to see the branded/generic requirements and corresponding costs; expected # of routine / specialist visits each year to recommend HMO vs PPO plans, etc. For Dental, it could be the need for Orthodontia coverage for children, etc.

Answer 5: All State employees are eligible for all plan offerings. The State does not have a defined list of parameters for system operation. It requires a generalized approach that should incorporate, at a minimum, number of visits (both routine and specialty), optional “padding” for emergency instances, and planned treatment events/products (surgery, braces, etc.).

Question 6: What are some of the benefits offered under the financial benefits module besides retirement programs and financial planning tools?

Answer 6: None.

Question 7: By ‘providing solutions that learn’, were you mainly referring to the system adjusting based on user provided input and preferences, or are there other external inputs that need to be factored?

Answer 7: Yes, the language cited refers to the system adjusting based on user provided input.

Question 8: Are the tools designed to positively impact financial wellness stand-alone based on typical financial planning best-practices/recommendations, or is there a need to personalize at a greater extent / integrate with counseling and support programs offered by the State?

Answer 8: The financial wellness module is contemplated as a stand-alone system.

Question 9: What were some of the incentives you are envisioning to offer to participants who use these engagement tools? Does the system need to track and manage these incentives once awarded?

Answer 9: Envisioned incentives include credits against premium costs. Tracking would be handled internally by the State, but the engagement tools would need to provide a weblink at the end that takes the participant to a State-controlled site for tracking purposes.

Question 10: Marketing Materials – Is all the material available online in digital form, or is there a need to produce and mail plan-related correspondence to your participants (for instance - upcoming plan offering, changes for the new plan year, side-by-side comparisons, etc.?)

Answer 10: The vendor will not be required to develop marketing material.

**Sharon Louro
Buyer II**

Interested parties should monitor this website, on a regular basis, for any additional information that may be posted.