



**CITY OF HOUSTON**  
**FINANCE DEPARTMENT**  
 Strategic Procurement Division

**Annise D. Parker**

Mayor

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**September 15, 2015**

**SUBJECT: Letter of Clarification No. 3**  
**REFERENCE: RFP: S69-T25538 Voluntary Supplemental Insurance**  
**TO: All Prospective Proposers**

**CLARIFICATION NO. 3**

**FOR**

**REFERENCE: SOLICITATION: S69-T25538**  
**REQUEST FOR PROPOSAL (RFP) FOR VOLUNTARY SUPPLEMENTAL**  
**INSURANCE**

**For which responses for clarification are scheduled to be received to the Finance Department Strategic Procurement Division, 2:00 p.m., Central Time on September 18, 2015.**

**The following changes and/or revisions are incorporated into the above referenced RFP Document a noted. All other provisions and requirements as originally set forth remain enforce and are binding.**

1. To Add Exhibit XXIV – Quarterly & Annual Reporting Samples
2. The following questions and requests for clarification were submitted in accordance with the instructions provided, Communications between the City and Respondents. The City’s response (**in bold italics**) follows each question or request for clarification in the table below:

**CLARIFICATIONS TO QUESTIONS**

<b>Question 1:</b>	Part II Scope of Work/Technical Specifications Item B.12.c, can you define the data which would need to be included in the quarterly and YTD comprehensive claims reports and can you provide a sample of the current reports?
<b>COH Response:</b>	<b><i>Please see posting samples of the quarterly and annual reports (EXHIBIT XXIV) with the required data for Performance Guarantees and other utilization data. There may be additional ad-hoc reports required.</i></b>

<b>Question 2:</b>	Part II - Scope of Work/Technical Specifications Item B.17 - can you provide a list of languages other than English for which booklets may be required?
<b>COH Response:</b>	<b><i>Some of the languages may address the Spanish, Vietnamese, and Chinese speaking population.</i></b>
<b>Question 3:</b>	<b><i>Part V - Submission of Proposal Section D, Item A - please define what types of historical claims data would be required for up to seven years following termination of the agreement.</i></b>
<b>COH Response:</b>	<b><i>The same data that is required to produce the performance guarantee and utilization reports, as answered in question no. 1.</i></b>
<b>Question 4:</b>	Exhibit XII, please provide the City's definition of "process-ready claims."
<b>COH Response:</b>	<b><i>A "process-ready claim" is one in which all documentation needed by the Contractor has been submitted and ready to be executed.</i></b>
<b>Question 5:</b>	Exhibit XII, can you provide a copy of the current administration manual?
<b>COH Response:</b>	<b><i>The city does not have an administration manual. AFLAC manages and administers all components of the Supplemental Insurance Program. All member interfaces are handled by AFLAC.</i></b>

### END OF CLARIFICATION NO. 3

Should you have any additional questions or request further clarification regarding this proposal, please contact Regina Spencer at [regina.spencer@houstontx.gov](mailto:regina.spencer@houstontx.gov) or at (832) 393-8707.

Sincerely,

*Regina Spencer*

Regina Spencer  
Sr. Procurement Specialist

CH/rrs

cc: File

*Partnering to better serve Houston*

**Council Members:** Helena Brown Jerry Davis Ellen Cohen Wanda Adams Mike Sullivan Al Hoang Oliver Pennington Edward Gonzalez  
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