



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

**Annise D. Parker**

Mayor

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**September 18, 2015**

**SUBJECT: Letter of Clarification No. 5**  
**REFERENCE: RFP: S69-T25540 Dental – DHMO and Indemnity/DPPO**  
**TO: All Prospective Proposers**

**CLARIFICATION NO. 5**

**FOR**

**REFERENCE: SOLICITATION: S69-T25540**  
**REQUEST FOR PROPOSAL (RFP) FOR Dental – DHMO AND INDEMNITY/DPPO**

**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 15 – DPPO IN-NETWORK UTILIZATION
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>	<b>Is any work currently outsourced to foreign workers?</b>
<b>COH Response:</b>	<b>No services applicable to the current dental agreement are allocated to off shore workers.</b>
<b>Question 2:</b>	<i>Please provide monthly DHMO experience with monthly enrollment for the retiree population. The experience for the active population has already been received.</i>

<b>COH Response:</b>	<b><i>The monthly claims experience provided in Exhibit 2A – Updated DHMO Experience (3 years) and Exhibit 2B – Updated DPPO Experience (3 years) includes data for both active employees and their covered dependents, as well as retirees and their covered dependents.</i></b>
<b>Question 3:</b>	In Exhibit 9A – DHMO Provider Counts and Exhibit 9B - DPPO Provider Counts, the City requests, “Provide the number of contracted provider locations in the indicated area. Locations may be counted more than once if multiple locations exist.” Does the City mean, “locations may be counted more than once if the multiple providers exist?”
<b>COH Response:</b>	<b><i>The intent of the bottom half of Exhibits 9A and 9B is to determine the number of unique locations at which a member may receive service. For example, a dentist who treats patients at three separate offices would be counted once for each location. However, if a location includes more than one practicing dentist, that location should only be counted once.</i></b>
<b>Question 4:</b>	For Exhibit 9A - DHMO Provider Counts & Exhibit 9B - DPPO Provider Counts, the City requests “Provide the number of providers who have their PRIMARY location in the indicated area. Each unique provider should be counted only once.” Our dentists and specialists do not allocate offices as primary; therefore, this is not tracked. Will the city accept the true unique provider counts by 3 digit zip code?
<b>COH Response:</b>	<b><i>True unique provider counts by 3 digit zip may satisfy the intent of top half of Exhibits 9A and 9B as long as no dentist is counted more than once. For example, a dentist who treats patients at three separate offices would be counted only once (the respondent may choose what zip code to assign them to). However, if more than one dentist is practicing in a single location, you may count each dentist in that location (as long as they are not counted for multiple locations, where again the respondent may choose what location and zip code to which to assign each dentist).</i></b>
<b>Question 5:</b>	Exhibit 8 indicates the annual maximum applies to Types II and III services only. Exhibit 12B does not indicate that calendar year maximum does not apply to Type I. Please confirm Calendar year maximum applies to Type 1 services.
<b>COH Response:</b>	<b><i>The Annual Maximum applies to Class I, II and III services.</i></b>
<b>Question 6:</b>	Why is the City of Houston out to bid?
<b>COH Response:</b>	<b><i>As indicated in the RFP, the City of Houston has published this proposal for dental coverage because the contract currently in place expires at 12:00 midnight on April 30, 2016.</i></b>
<b>Question 7:</b>	Is the City of Houston currently satisfied with the incumbent?
<b>COH Response:</b>	<b><i>Yes. The City is satisfied with the incumbent.</i></b>
<b>Question 8:</b>	Is the Onsite Representative just for Dental? What is expected from the onsite Representative? Hours expected to work?
<b>COH Response:</b>	<b><i>Yes. The onsite representative provides customer service, both by phone and in person, for participants of the City of Houston’s <u>dental</u> plans only. This individual will directly interact with the city membership and also with Human Resources personnel. Hours are from 8:00 am – 5:00 pm Monday through Friday.</i></b>
<b>Question 9:</b>	What is the current in-network utilization (percent of claims paid in-network)?
<b>COH Response:</b>	<b><i>The Indemnity/DPPO in-network utilization is provided in “Exhibit 15 – DPPO In-Network Utilization,” posted under the Manage Documents section of ProposalTech on September 16, 2015.</i></b>
<b>Question 10:</b>	Please confirm accuracy of enrollment for February, March and April of 2014. If

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	accurate please advise why enrollment decreased in that time period.
<b>COH Response:</b>	<b><i>The enrollment headcounts provided for both plans are accurate. Enrollment decreased slightly due to general attrition and changes in family status.</i></b>

**END OF CLARIFICATION NO. 5**

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

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**Council Members:** Helena Brown Jerry Davis Ellen Cohen Wanda Adams Mike Sullivan Al Hoang Oliver Pennington Edward Gonzalez  
James G. Rodriguez Mike Laster Larry Green Stephen C. Costello Andrew Burks Melissa Noriega C.O. "Brad" Bradford  
Jack Christie **Controller:** Ronald C. Green