

## NDPERS Dental RFP Vendor Questions

1. Attachment A - Compliance tab: Quarterly reports: CC-72, Define “Direct Pay”.  
A1: Direct Pay in this question refers to any member of the NDPERS plan that paid premiums directly to the carrier for their coverage. These member’s claims should be included in the quarterly paid claims reporting, along with any other members of the plan.
2. Attachment A - A-1 Minimum Requirements tab: A-5: The Offeror must have successfully implemented a dental benefits plan for at least one group of 15,000 active employees. Vendor A and Vendor B partner to offer dental benefits. In this partnership Vendor A owns the underwriting risk, designs plans, and determines rates. Vendor B provides all administrative services from implementation, dental cards, pays claims and provides customer service. Vendor B has successfully implemented multiple state plans and groups over 15,000. Is this acceptable?  
A2: Yes
3. Attachment A - 4a Questionnaire tab: Organization Financial Information: Q-6, Provide the following aggregate claims information for 2022 and 2023 - Does the consultant want to see Vendor A or Vendor B administered claims for all dental plans? Is the consultant looking for Employer Sponsored claims, Voluntary claims, or both?  
A3: Please provide the response for the vendor that would be handling the administrative services of the NDPERS dental plan if awarded. Please provide the aggregate claims information combined for both Employer Sponsored and Voluntary claims.
4. Attachment A - 4a Questionnaire tab: Organization Financial Information: Q-8, Please provide your current financial ratings: Is the consultant looking for Vendor A, Vendor B, or both ratings?  
A4: We are looking for the financial rating of the vendor who owns the risk.
5. Multiple Vision call outs. Safe to proceed with not addressing the vision coverage as we do not cover vision under our dental plans?  
A5: We are not able to locate where in the RFP or response documents where Vision coverage is called out. NDPERS is not requesting Vision coverage through this RFP, and therefore we do not need any responses as it relates to Vision coverage.
6. Please confirm if there have been any plan changes since 1/1/21?  
A6: No plan changes.
7. Is NDPERS required to pay state premium taxes?  
A7: NDPERS does not pay state premium taxes.
8. RFP III. GENERAL INFORMATION, 8. Conflicts of Interest List: Can you please provide additional detail with respect to the definition of conflict of interest (for example, a financial or social relationship with the agency that could give rise to the appearance of bias or financial interests that conflict with the interests of the state)?  
A8: A financial or social relationship with the agency (or our consultant) that could give rise to the appearance of bias or financial interests that conflict with the interests of the state.
9. RFP IV. CONTRACT REQUIREMENTS Failure to Comply: Does this refer to a provision in the agreement to be entered into by the NDPERS and the Contractor that will specify the amount of liquidated damages and the types of breach that will give rise to the liquidated damages?  
A9: We expect the vendor to comply with the contents of the RFP submission, as well as the agreement we enter into with the vendor. We would like to ensure the awarded vendor provides what they sold to NDPERS in their proposal and aren’t acting in an egregious fashion.

10. RFP - AGREEMENT FOR SERVICES BETWEEN (Insert Name of Contractor) AND NORTH DAKOTA PUBLIC EMPLOYEES RETIREMENT SYSTEM, 2. SCOPE OF WORK: CONTRACTOR agrees to provide the service(s) as specified in the 2024 bid document and VENDOR proposal (attached hereto and incorporated by reference Exhibit A). We were not able to locate Exhibit A. Please advise.  
A10: Upon award and contract negotiation, Exhibit A would be developed and incorporated into the final contract as the agreed upon Scope of Work.
11. Technical Proposal – Attachment A-4a, Q – 18, Are general/family dentists at any financial risk for specialty services? If so, please explain. Please provide the context for this question.  
A11: Examples: are general dentists at risk for specialty services that are referred out or does service liability solely fall on either the general dentist or specialist that performs the service? Is reimbursement solely based on claims submission, or are general dentists the gatekeeper for specialty services? Etc.
12. The Top 200 Provider Report provided has both PPO and Premier providers coded as in-network. So we may accurately produce a PPO disruption report, please update the Provider file with an indicator for PPO versus Premier providers.  
A12: This information is not available.