

SOLICITATION # 19T04020R0001
LE STAFF HEALTH INSURANCE SERVICES
Question and Answers from Pre-Proposal Conference:

Date: September 24, 2020

Question 1

Are you able to share the loss ratio?

Answer:

We do not provide a calculated claims ratio. Historical Claims paid and estimated number of employees are found in section J, Exhibit A & D. Historical expenditures under the legacy contract can be found at fpds.gov.

Question 2

Are there any improvement you are expecting: Benefits, IT Solutions, Service delivered

Answer:

The medical benefits categories and definitions is updated and expanded to reflect worldwide best practices and the benefit levels have been established based on analysis of global norms. Minimum levels of coverage are standardized at 50%, 80% and 100%. The reimbursement of the claims is also expected to be done through Electronic Funds Transfer or/and by check.

Question 3

Must all the section in the solicitation be filled out and added to proposal before submission

Answer:

Yes, complete all necessary sections. Please read carefully Section L for Instructions, conditions and notice to offerors. Paragraph L2 provides the required contents of the offers. The Section M also explains the evaluation factors for award.

Question 4

How often must Medical Claim be processed?

Answer:

Per the section H.4 "Contractor Responsibility in Claims and Reimbursement to Claimants" in the paragraph (c) Medical Insurance Claims, it is stated the following:

(3) The Contractor shall settle the claims no later than two weeks from the date the claim is submitted to the Contractor.

Question 5

When can we expect feedback on our offers?

Answer:

The solicitation closing date is October 13, 2020 at 4.00 pm. It may be necessary to extend the due date. All updates to the solicitation will be publicly available at <https://beta.sam.gov>.

Question 6

Is the solicitation available in French?

Answer:

No, it is only available in English.

Question 7

Is the registration in the System for Award Management mandatory before submitting an offer?

Answer:

Yes, The successful offeror shall be registered in the SAM (System for Award Management) database <https://www.sam.gov> prior to contract award pursuant to FAR provision 5.207. Therefore, prospective offerors are encouraged to register prior to the submittal of their proposal. The guidelines for registration in SAM are also available at: https://www.fsd.gov/fsd-gov/learning-center-system.do?sysparm_system=SAM.

Question 8

Are Electronic Bids acceptable?

Answer:

Yes, see revised RFQ allowing for electronic submissions electronically.

L.3. DELIVERY OF PROPOSALS AND EXCEPTIONS TO SOLICITATION. The offeror shall submit the complete offer to the address indicated at Block 7, if mailed, Block 9, if hand delivered, or Block 10C, if submitted electronically, of Standard Form 33, Solicitation, Offer and Award, or . Any deviation, exceptions, or conditional assumptions taken with respect to any of the instructions or requirements of this solicitation shall be identified and explained/justified in the appropriate volume of the offer.

Question 9

Please provide Claims history for health Insurance for the current year 2019-2020 (till now) in Exhibit D. It is standard practice in the insurance industry (and in other Department of State insurance solicitations) to provide this information to ensure equal/fair opportunity for all offerors in an open solicitation.

Answer:

We do not provide a calculated claims ratio. Historical Claims paid and estimated number of employees are found in section J, Exhibit A & D. Historical expenditures under the legacy contract can be found at fpds.gov.

Question 10

Do the claim figures mentioned in Section J- Exhibit D of the solicitation include claims from ORE & Peace Corps employees?

Answer:

No, claims figures do not include claims from ORE and Peace Corps employees.

Question 11

Premium history for health Insurance for the current year and EACH of the last 4 years - 2020 (till now), 2019, 2018, 2017, 2016. It is standard practice in the insurance industry (and in other Department of State insurance solicitations) to provide this information to ensure equal/fair opportunity for all offerors in an open solicitation.

Answer:

We do not provide a calculated claims ratio. Historical Claims paid and estimated number of employees are found in section J, Exhibit A & D. Historical expenditures under the legacy contract can be found at fpds.gov.

Question 12

When is this plan likely to commence?

Answer:

This plan is likely to commence in November 2020 or shortly thereafter depending on the contract award process.

Question 13

Please confirm if the local staff members who are covered under this insurance are considered as diplomatic staff with relevant immunities and privileges.

Answer:

Local staff members are not considered as diplomatic staff and do not have relevant immunities and privileges.

Question 14

Is there an incumbent contractor currently performing these services, if similar services have been performed in the past, or if this is a new requirement?

Answer:

This service is currently provided by Fidelia Assurances and similar services has been performed in the past.

Question 15

If this is a follow-on requirement, could you please provide the previous contract or task order number?

Answer:

The current contract # is STO40015D0002.

Question 16

Is participation of an international offshore insurer permitted or is the tender just for locally licensed insurance companies?

Answer:

Offshore insurance providers are permitted as long as they are licensed to operate in Togo. See Section L.4.3. Volume 3, Technical Proposal. Tender is not the appropriate term for this action. This acquisition utilizes a SF 33 in pdf format that is posted to beta.SAM.gov.