



Office of the Mayor-President
Purchasing Division
City of Baton Rouge
Parish of East Baton Rouge
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Phil Gore
Interim Director of Purchasing

ADDENDUM NO. 1
June 17, 2026

Your reference is directed to:

Solicitation Number: **RFP 2026-01-4610 City Parish Third Party Claims Administrator**

Scheduled to open: **June 22, 2026 02:00 pm CST**

The following questions and answers are hereby officially made a part of the referenced solicitation and should be attached to the bidder's proposal or otherwise acknowledged therein.

If you have already submitted your proposal and this addendum causes you to revise your original bid, please indicate changes herein and return to Purchasing prior to bid opening in an envelope marked with the file number, bid opening date, and time. If this addendum does not cause you to revise your bid, please acknowledge receipt of the addendum by signing your name and company below and returning it in accordance with the provisions above.

dsstewart@brla.gov
225-389-3259 x 3264

Signature

Date

Company

**RFP 2026-02-4610
City Parish Pharmacy Benefits Manager
Questions & Answers**

Q1: Section 1.27 Contract Award and Execution states "in no event is a proposer to submit its own standard contract terms and conditions as a response to this RFP". However, Section 2.6 Proposal Elements states that quotes should include "c. a specimen of the master contract your organization would issue to the City-Parish". Please confirm that bidders are to assume Attachment D Sample Contract for City-Parish Third Party Claims Administrator (and disregard the request for a specimen of the bidder's master contract).

A1: The USB should have all documentation that is included in your paper response; it contents should mirror your RFP submission.

Q2:Section 1.5.1 Number of Response Copies within RFP 2026-01-4610 City Parish Third Party Claims Administrator - RFP – PUBLISHED states "See Section 1.6. A USB flash drive must also be provided". Will you please clarify what information is to be included on the USB? Are bidders to provide one USB with a redacted copy of our submission and a second USB with a non-redacted/original copy of our submission?

A2 Provide one USB with a redacted and non-redacted copy of your submission.

Q3:Please identify challenges and pain points in the current process (e.g., vendor issues, service issues, quality issues, pricing issues, etc.). Please identify top process improvement initiatives either being contemplated or currently underway.

A3: The system should provide the capability to run eligibility report for all covered members.

Q4: How do you perceive the overall member satisfaction to be regarding the plan and current network setup? Are members having any issues that you are looking to have a new administrator improve?

A4: There is no issues with the network. The plan works well for City-Parish employees and provide the necessary coverage.

Q5: Please provide claims volume for 2024 and 2025.

A5:

Below is the claim count for the 2024 and 2025 plan year for medical claims only.

Group #	Group Name	Month	Medical Claim Count
75897FF4	CITY OF BATON ROUGE	202401	21,850
75897FF4	CITY OF BATON ROUGE	202402	19,083
75897FF4	CITY OF BATON ROUGE	202403	16,679
75897FF4	CITY OF BATON ROUGE	202404	19,887
75897FF4	CITY OF BATON ROUGE	202405	20,046
75897FF4	CITY OF BATON ROUGE	202406	18,217
75897FF4	CITY OF BATON ROUGE	202407	21,316
75897FF4	CITY OF BATON ROUGE	202408	18,019
75897FF4	CITY OF BATON ROUGE	202409	22,876
75897FF4	CITY OF BATON ROUGE	202410	19,829
75897FF4	CITY OF BATON ROUGE	202411	21,585
75897FF4	CITY OF BATON ROUGE	202412	22,834
75897FF4	CITY OF BATON ROUGE	202501	17,464
75897FF4	CITY OF BATON ROUGE	202502	18,776
75897FF4	CITY OF BATON ROUGE	202503	23,557
75897FF4	CITY OF BATON ROUGE	202504	19,613
75897FF4	CITY OF BATON ROUGE	202505	19,177
75897FF4	CITY OF BATON ROUGE	202506	22,254
75897FF4	CITY OF BATON ROUGE	202507	18,893
75897FF4	CITY OF BATON ROUGE	202508	18,424
75897FF4	CITY OF BATON ROUGE	202509	21,954
75897FF4	CITY OF BATON ROUGE	202510	19,265
75897FF4	CITY OF BATON ROUGE	202511	19,252
75897FF4	CITY OF BATON ROUGE	202512	23,143

Q6: Please provide total number of customer service calls for 2024 and 2025, ideally differentiating number of provider calls vs. member calls.

A6: Human Resources does not track calls.

Q7: For delivery purposes, will City of Baton Rouge-Parish of East Baton Rouge's Purchasing Division have different hours of operation on Thursday, June 18th and/or Friday, June 19th in observance of Juneteenth?

A7: The Purchasing Division will be closed on June 19. Closure on June 18 from 2-5 PM is tentative.

Q8: Do FedEx and UPS deliver to the following address (since Section 1.4 Proposal Submittal states that the U.S. Postal Service does not):

City of Baton Rouge-Parish of East Baton Rouge
Purchasing Division
Saint Louis Street, Room 826 Baton Rouge, LA 70802

A8: Yes

Q9: Note:

- Section 2.2 Period of Agreement states "The term of the initial contract will be for five (5) years, with an exclusive option by the City-Parish to renew for two (2) additional years in one (1) year increments not to exceed a total of seven (7) years".
- Section 2.3 Price Schedule states "Proposed fees for claim administration, network access, utilization management services, Employee Assistance Program (EAP), COBRA administration outsourcing and claims audit must be guaranteed for the first five (5) years of the contract, and must be quoted on a per employee per month basis (PEPM). You must quote a single fee over the initial five (5) year term period followed by a guaranteed PEPM cost for optional years six (6) and seven (7)".

Are bidders to maintain a single rate for Years 1 - 5 (with rate changes only permitted in Years 6 - 7)? Said differently, must the same flat rate apply across Years 1 - 5? Or, may bidders propose varying fee rates within the initial five-year contract period (Years 1 - 5)?

A9: Bidders are to maintain a single rate for years 1-5 with changes only permitted in years 6-7.

Q10: Cooperate with City-Parish wellness plan provider as directed by the City-Parish Department of Human Resources.

Who is the current wellness plan provider? Are there any other vendors that they plan to keep or use in 2027?

A10: The current wellness provider is Healthy Lives, Francisco's Health and Wellness.

Q11: Within Attachment F Compliance with the Code of Federal Regulations document, please confirm where they have March 3, 2021 and ends of December 31, 2024 that they really mean that begins on January 1, 2026 and ends of January, 31 2028.

Period of Performance. The period of performance for this award begins on the date hereof and ends on December 31, 2026. As set forth in Treasury's implementing regulations, the Service Provider may use award funds to cover eligible costs incurred during the period that begins on March 3, 2021 and ends on December 31, 2024.

A11: Period of Performance. The period of performance for this award shall be as follows: the term of the initial contract will be for five (5) years, with an exclusive option by the City-Parish to renew for two (2) additional years in one (1) year increments not to exceed a total of seven (7) years.

Q12: It does not appear a pharmacy claim file was part of the original RFP documents. Please provide the Rx Claims Data

A12: Refer to the BCBSLA City of Baton Rouge Rx Claims file (included in the Supporting RFP Plan and Claims Data drop box)

Q13: Reference: General Census

The provided census shows 4210 Subscribers, however the RFP states there are 3538. Please confirm the correct subscriber count.

A13: Currently, we have 3,355 active (including outside agency) employee and 3,041 retirees eligible for medical benefits. There are 2,712 active (including outside agency) employee and 2,025 retiree medical deductions not including Medicare Advantage.

Q14: General

Are there any off-shore restrictions?

A14: No restrictions.

Q15: General

he SL contract shows 3832 Enrolled Lives. The BCBS Admin Services and Associated Fees reflects 5,235 Total Employees. Can you confirm how many Enrolled Employees there are today?

A15: Please refer to the answer in question 13

Q16: General Census

Are all Retirees Eligible for coverage? If so, are the part of the 3832 Enrolled lives on the Stop Loss contract?

A16: To our knowledge retirees are eligible for stop loss coverage as long as they are not enrolled in Medicare.

Q17: General Census

Do you have a census that shows who's enrolled in 3 different plans being offered? If not, can you tell us how many Employees are enrolled in the Premier Blue, HMO and Blue Saver plans?

A17: Report added to the Supporting RFP Plan and Claims Data drop box.

Q18: General

Do you have an HSA vendor that you work with today? Are there fees associated with it?

A18: Health Equity, members may be charged an administrative fee of \$2.50 per month depending, on their account balance. A Statement fee of \$1.25 is charged to members who choose to receive paper statements.

Q19: General

Will you be marketing any Ancillary lines this year? Specifically, dental, vision, life or disability coverage? We can provide further savings to our proposal if we package any of these lines with Medical.

A19: No

Q20 General

Will you be marketing Stop Loss at a later date?

A20: Not at this time.

Q21 EAP

What visit model do they have in place today?

A21: City-Parish employees & retirees are eligible for up to 8 visits per calendar year.

Q22: EAP

Do they also want a work life quote?

A22: Yes

Q23: EAP

Please provide the most recent annual utilization report.

A23: Reports are not provided for EAP services due to the confidential nature of the program.

Q24: EAP

How many supervisor trainings did they provide last year?

A24: None. Services are provided on an as needed basis.

Q25: EAP

How many critical incidents did they have last year?

A25: Two supervisor referrals in 2025. This number may vary from year to year depending on the needs of the organization and individual circumstances.

Q26: EAP

Who is the incumbent vendor?

A26: Hidalgo Health Associates

Q27: EAP

How many employees does this cover and how many total members?

A27: All City-Parish employees, their eligible dependents, and retirees are covered and eligible to participate. There is a total of 7,341 active employees and retirees. We do not have a total for dependents. Employees do not have to be enrolled in the medical plan to utilize EAP.

Q28: EAP

What is the most recent rate/s on a pepm basis for the EAP?

A28: It is included in the administrative fee but the line item cost is \$1.45 per member per month.

Q29: General

Are paper copies required? Can one USB be sent instead of paper copies?

A29: Yes, 8 copies are required.

Q30: General

What kind of runout language do you have in your BCBS contract? We'd like to help offset any cost associated with leaving the current TPA and would like to know how much that is so we can include it in our proposal.

A30: Quoted Administrative fees are on a mature claims basis which means that no additional fees are required in the event of plan termination for processing of run out claims for a period of up to twelve (12) months.

Q31: General

Are there any restrictions with offshore call centers?

A31: No restrictions