

Bulletin #1 to GLWA-CS-006

Please See Below for Update Information Pertaining To:

Statement of Qualification (SOQ) for Third Party Administrator

Posted June 12, 2015

This bulletin #1 is hereby made part of the above referenced SOQ and shall be taken into consideration by any and all respondents to this SOQ. Respondents must acknowledge receipt of this bulletin in the transmittal letter accompanying their responses due June 22, 2015.

RESPONSE TO VENDOR QUESTIONS/COMMENTS

(Please note that all vendor questions are responded to in **BOLD** and *ITALIC* font)

1. We have prepared documentation mirroring the SAS70 format for our clients to demonstrate the level of procedural controls in place. Should the GLWA wish to entertain further response from [us] despite the lack of the completed SSAE-16 Type II report, please let me know as soon as possible so that we can prepare the official response by the due date.

The Statement of Standards for Attestation Engagements 16 (SSAE 16) was issued in April 2010. It replaces SAS 70, making SSAE 16 the de facto standard for reporting on internal controls at service organizations. It is your firm's decision as to whether or not to expend resources on providing a response by June 22, 2015.

2. Will there be takeover claims as part of the new partnership?

The takeover of legacy claims has not yet been determined.

3. In Section 13.7, are you asking that all MO [medical only] claims be closed out after 90 days even if the claimant is still treating?

We are asking respondents to confirm whether or not this requirement can be met.

4. In Section 15.0, can you please provide some guidance/expectations in the performance guarantee?

This section is looking for an indication of the TPA's willingness to enter into a performance guarantee that is mutually agreeable. We are also interested in guarantees and key performance metrics that the TPA may already have in place with other comparably-sized clients.

5. Are you open to other pricing options outside of life-of-claim?

Yes. However, respondents are reminded that the submission requirements (see page 9 in particular) indicate that “cost proposals of any kind must not be included” in their SOQ response.

6. Who is your current TPA?

The Great Lakes Water Authority does not have a current TPA.

7. Please provide further clarification on the scope and intent of insurance provision 10.02(d) on page 35 of the contract.

The intent of the language in our standard form of contract is to avoid erosion of the aggregate due to claims paid to others during the policy period. The types and limits of insurance shown are minimums and are subject to change during final contract negotiations with the successful vendor.

*** End of Bulletin #1 ***