

Date: April 1, 2026

RFP Number: 270-20260320TPAS

RFP Description: Third Party Administrative Services

Addendum Number: 1

Using Agency: The North Carolina State Health Plan for Teachers and State Employees

Purchaser: Sharon Smith

Opening Date / Time: April 8, 2026 @ 10:00 a.m. ET

INSTRUCTIONS:

1. This Addendum is issued in response to questions submitted.
2. Section 2.6.2 Minimum Requirements Proposal Submission is amended to clarify submission requirements and is restated in its entirety as 2.6.2 First Amended and Restated Minimum Requirements Proposal Submission.
3. Section 2.6.3 Technical and Cost Proposal Submission is amended to clarify submission requirements and is restated in its entirety as 2.6.3 First Amended and Restated Technical and Cost Proposal Submission.
4. Attachment L: Minimum Information Security Requirements, Section 16. Security Risk and Compliance Assessment, b)i.9) is amended to delete "ISO 27001" as an example of a type of third-part security attestation; and is restated in its entirety as Attachment L: First Amended and Restated Minimum Information Security Requirements.
5. Attachment N: Minimum Requirements Response is amended to allow the submission of a supplemental document where longer responses do not fit within the fillable spaces, updates the naming convention for Attachment L, Exhibits 2 and 17; and is restated in its entirety as Attachment N: First Amended and Restated Minimum Requirements Response.
6. Attachment Q: Evaluation Methodology, "Section II. Technical Requirements Rating", is amended to identify and add Questions 150-196 to be evaluated against the rating scale set forth in Table II. – 2 – Risks Rating Scale; and is restated in its entirety as Attachment Q: First Amended and Restated Evaluation Methodology.
7. Exhibit 2: Current PCP Copay Incentive Scenarios is amended to correct the "Copay (Standard/Plus)" in "Member Selected" scenarios 3 and 4 and is restated in its entirety as Exhibit 2: First Amended and Restated Current PCP Copay Incentive Scenarios.
8. Exhibit 17: Standard Reports is amended to change the format from portrait to landscape and is restated in its entirety as Exhibit 17: First Amended and Restated Standard Reports.
9. Return two (2) properly executed originals of this Addendum Number 1 with your Minimum Requirements Proposal. Failure to sign and return this Addendum Number 1 may result in the rejection of Vendor's proposal.

Proposal Number: 270-20260320TPAS

Vendor: _____

Execute Addendum Number 1. RFP Number 270-20260320TPAS:

Vendor: _____

Authorized Signature: _____

Name and Title (Print): _____

Date: _____

No.	Reference	Vendor Question	Answer
1.	Minimum Requirements, General question	Are independent navigation vendors exempt from these minimum requirements, given that they are intended for carriers and TPAs? For example: Network Development and Management, Product and Plan Design, Finance and Banking, Claims Audit, Recovery, and Investigation (not an inclusive list).	Vendors bidding on this Contract must meet all the Minimum requirements. While there are a variety of technical components, they are all related to third-party claims administration. Vendors can utilize Subcontractors to meet the requirements, but all the Minimum Requirements must be met by either the Subcontractor(s) and/or the Vendor.
2.	Minimum Requirements, General question	If navigators are exempt from the minimum requirements, are they automatically invited to participate in Phase 2 of the RFP process?	Vendors bidding on this Contract must meet all the Minimum requirements. While there are a variety of technical components, they are all related to third-party claims administration. Vendors can utilize Subcontractors to meet the requirements, but all the Minimum Requirements must be met by either the Subcontractor(s) and/or the Vendor.
3.	Minimum Requirements, General question	Please confirm the use of e-signatures is acceptable.	The use of e-signatures is acceptable. Refer to g) in Section 2.6.2 First Amended and Restated Minimum Requirements Proposal Submission attached to this Addendum 1.
4.	Form, Page 2 of PDF	Do bidders need to return page 2 of the full RFP (i.e. the page with their Vendor eVP#) with the Full RFP, the Minimum Requirements or with both?	Vendors shall return page 2 of the RFP that requires the Vendor eVP# with its Technical and Cost Proposal submission pursuant to Section 2.7.2 of the RFP.
5.	Minimum Requirements, Page 12	Is the State expecting this to be provided with the Minimum Requirement submission or are you confirming this is something organizations will agree to provide during Phase 2?	Yes, this information must be included in the response to Minimum Requirements.

No.	Reference	Vendor Question	Answer
		<p>Vendor shall identify all systems, applications or platforms (whether cloud-based or on-premises) to be used by Vendor, its agents, or subcontractors to provide the services under this RFP that access, collect, store, process, transmit, or otherwise handle State Restricted Data. For each system, Vendor shall provide the following:</p> <ol style="list-style-type: none"> Service name; Service provider; Service administrator; Service hosting organization; Internet address (if applicable); Primary function of the Service; Whether the service utilizes Generative AI (Yes/No); Whether data resides exclusively within the United States (Yes/No); Type of third-party security attestation (e.g., SOC 2, , GovRamp, HITRUST, ISO 27001); and An un-Redacted copy of the corresponding third-party assessment report. 	
6.	Solicitation, Page 12	<p>The Minimum Requirements submission instructions appear somewhat unclear. Could you please review and confirm our interpretation:</p> <ul style="list-style-type: none"> Attachment G – 2 original copies, signed Attachment N + additional fillable attachments – 2 original copies, 8 	See Section 2.6.2 First Amended and Restated Minimum Requirements Proposal Submission attached to this Addendum 1.

No.	Reference	Vendor Question	Answer
		<p>additional copies, 1 redacted copy</p> <ul style="list-style-type: none"> 2 flash drives, which includes Attachment G and Attachment N + additional fillable attachments 1 flash drive, redacted copy 	
7.	§§ 2.4, 2.9	Please confirm that bids can be withdrawn without cause any time after the public bid opening on April 8, 2026 (when the Minimum Requirements Submission is due).	Any withdrawal request made after bid opening shall be allowed only for good cause shown and in the sole discretion of the Plan pursuant to Attachment B: Instructions to Vendors, 14. "Withdrawal of Bid or Proposal".
8.	2.6.2, Page 12-13	Can the Attachments requiring a signature be signed electronically (i.e. printed with an electronic signature affixed, but no "wet ink" signature)?	Yes, refer to g) in Section 2.6.2 First Amended and Restated Minimum Requirements Proposal Submission.
9.	2.6.2.a, Page 12	Please confirm that section 2.6.2.a intends two printed and signed copies of Attachment G and two printed copies of Minimum Requirements Proposal responses (attachment N) and an additional 8 printed copies of both G and N resulting in 10 originals/copies of G and N.	See Section 2.6.2 First Amended and Restated Minimum Requirements Proposal Submission attached to this Addendum 1.
10.	2.6.2, Page 12-13	Can you confirm that the two signed originals of Attachment G asked for in Letter (i) can go in the two Minimum Requirements Proposal responses asked for in Letter (ii). The State would then get two complete originals and 8 physical copies of the complete Minimum Requirements Proposal.	See Section 2.6.2 First Amended and Restated Minimum Requirements Proposal Submission attached to this Addendum 1.
11.	§ 3.3	This section and other parts of the RFP say that the Plan intends to award the contract to the vendor that offers the best value to the	Best value is the selection of a Vendor based on a determination of which proposal offers the best trade-off between price and

No.	Reference	Vendor Question	Answer
		Plan. What is the Plan's definition of "best value" for this purpose?	performance, where quality is considered an integral performance factor.
12.	§ 3.4	This section says that the technical criteria in the table are listed in descending order of importance. Are there any significant "break points" in the importance of the criteria—that is, points where the criteria listed below that point are notably less important to the Plan than the criteria listed above it?	No.
13.	§ 3.4	This section says that "Total Cost to the Plan is also a factor and is weighted significantly less than all other factors combined." Will the Plan use any quantitative method to assign a weighting to total cost? If so, what is that method? Also, what are the "all other factors combined" to which this sentence refers?	No, a quantitative weight will not be assigned. All other factors are a reference to the technical criteria set forth in the table in section 3.4 Evaluation Criteria and Methodology.
14.	§ 3.4	Will the Plan use any quantitative method to create a technical rank for each vendor? If so, what is that method?	A quantitative method will not be used. See Attachment Q. First Amended and Restated Evaluation Methodology for information on the evaluation process.
15.	§ 3.4	Will the Plan use any quantitative method to decide the outcome of the cost evaluation? If so, what is that method?	Vendor cost proposals will be ranked according to the total cost to the Plan from lowest to highest based on administrative fees and programmatic cost as described in section 3.4 and Attachment Q First Amended and Restated Evaluation Methodology.
16.	§ 3.4 and attachment Q, section IV	Does the Plan mean to say both that it will not assign a rating for total cost (§ 3.4) and that "cost proposals will be ranked according to total cost from lowest to highest" (attachment Q, section IV)? If so, what is the reconciliation of these statements?	Each technical response criterion will receive a rating (as described in Attachment Q: First Amended and Restated Evaluation Methodology and technical responses will then be ranked. Cost proposals will only be ranked according to

No.	Reference	Vendor Question	Answer
			total cost from lowest to highest.
17.	§ 3.4	Will the Plan use any quantitative method to decide the overall rank for each vendor? If so, what is that method?	No, the overall ranking will be based on the adjectival ratings for the criteria considering the order of importance of the criteria and supported by a narrative description of strengths and weaknesses as described in Attachment Q: First Amended and Restated Evaluation Methodology.
18.	§4.7(e)	§4.7(e) requires disclosure of “any civil litigation, arbitration, proceeding, or judgments pending against the Vendor during the three years preceding submission of its proposal.” Please confirm that this requirement applies only to civil litigation pending against the Vendor entity itself, and does not extend to civil litigation involving the Vendor’s individual employees, officers, directors, or other personnel, except to the extent such matters are expressly covered elsewhere in Section 4.7.	Confirmed.
19.	5.1, Page 29	Do subcontractors need to provide references on Attachment D for the Minimum Requirements submission?	If Vendor utilizes a Subcontractor for certain services, then references will be needed for the Subcontractor.
20.	5.1, Page 29	Do subcontractors need to provide references on Attachment D for the Minimum Requirements submission if they will fulfill the optional services?	If Vendor utilizes a Subcontractor for certain services, then references will be needed for the Subcontractor.
21.	5.1, Page 29	Regarding the minimum requirements for a bid involving a vendor and key subcontractors, could you clarify if meeting the requirements is necessary for the vendor and the key subcontractor? Or if one party (vendor or subcontractor) fulfills the	Either the Vendor or the Subcontractor must meet the requirement.

No.	Reference	Vendor Question	Answer
		requirement is that sufficient to satisfy the requirement?	
22.	§ 5.1.3, ¶ 4, and attachment N, item 30	Does the requirement to have “no fewer than 3 network development and contracting professionals dedicated to the 6 Medicaid regions in NC” apply across the Medicaid regions as a group, or on a per-region basis?	No less than three (3) network professionals to all six (6) Medicaid regions.
23.	§ 5.1.3, ¶ 4, and attachment N, item 30	Do the 3 network resources have to be completely dedicated to the Plan or can they be designated to other accounts as well?	These resources do not have to be dedicated to the Plan. They may be designated to support the Plan.
24.	§ 5.1.5	Scope of Responsibility: Can you please confirm that the scope of our escheatment services would apply only to uncashed checks issued during the active term of the agreement, and that upon termination of the contract, responsibility for any remaining uncashed checks would transfer to the designated responsible party.	Vendor would have to manage escheats through the eighteen (18) month claims runout. When the Contract is closed out, any open checks would be transferred to the appropriate party.
25.	§ 5.1.5	Non-Mandated Due Diligence Activities: Are non-mandated due diligence mailings, outreach campaigns, or owner communications expected to be performed as part of the contract?	Vendor will be responsible for all elements of the State of North Carolina’s financial processing, banking, and reporting requirements which includes some non-mandated activities.
26.	§ 5.1.5	State Mandated Due Diligence Costs: For state mandated due diligence requirements, will postage and Plan-specific mail production costs be reimbursed separately?	All cost related to this Contract should be included in the Vendor’s cost proposal.
27.	§ 5.1.5	Audit Support: Please confirm whether formal unclaimed property audits and audit defense activities would be treated as out-of-scope or additional services. Please confirm audit support requests considered in scope would be routine state inquiries related to active filings.	The Plan cannot confirm these types of audits would be out of scope as noted in Section 5.2.10.2 requirements 1., 2., and 20.
28.	§ 5.1.5	Review & Approval Timelines: What are the Plan’s review and approval timelines for escheatment filings and related reports, and how are	As long as the Vendor provides the appropriate documentation and reporting, the Plan can turn

No.	Reference	Vendor Question	Answer
		delays or missed approvals handled with respect to statutory deadlines?	the approval around within five State Business Days.
29.	5.1.6, RFP Page 35	Does this RFP allow for a subcontractor, who is part of a bidding TPA's proposal, to be selected for non-optional services independently of the TPA during this RFP process?	The Plan will evaluate each bid separately. If one Vendor's Subcontractor also bids on the Contract independently, it is possible that Vendor could be awarded the Contract if they meet all the requirements and provide the best value for the Plan.
30.	§ 5.1.8 (28)	The requirement states: Vendor shall provide a custom provider data file(s) to the Plan on a bi-weekly basis. The file(s) requirements will be documented in a BRD during implementation and may be updated from time to time throughout the lifetime of the Contract, as requested by the Plan. Please confirm that the frequency is intended to be twice a month.	Yes, the frequency is intended to be twice per month.
31.	§ 5.1.8	Can you confirm that a plan can place its ID number to access the national network on the back of the card, similar to other plans? This would be in addition to the Plan's unique ID identifier. Would this also be allowed on the EOB?	The Plan's intent is that the only identification number that should be included on the ID Card is the Plan's unique Member identifier. The Plan will consider allowing a second identifier on the back of the ID card and/or the EOB, however no other vendor will utilize (nor load) this second identification number.
32.	§ 5.1.8	Can you clarify if we need to retain historical and current information for Medicare Part A and Part B effective and termination dates?	The Vendor will need to maintain historical Medicare effective dates and primacy spans as Plan Members go in and out of Medicare primacy.
33.	§ 5.1.8	Given that the EES vendor is responsible for determining Medicare primacy, and the TPA is	Detailed information about coordination of benefits can be found in the Plan's

No.	Reference	Vendor Question	Answer
		responsible for maintaining Commercial insurance information, how should privacy be handled when both Medicare and Commercial coverage are present, and how should privacy discrepancies be identified and documented?	Benefit Booklets posted on the Plan's website: shpnc.gov Below are links to each booklet: 2026 Standard PPO Plan Benefits Booklet ADA by North... - Flipsnack 2026 Plus PPO Plan Benefits Booklet ADA by North... - Flipsnack 2026 High-Deductible Health Plan Benefits Booklet ADA by North... - Flipsnack
34.	§ 5.1.12	Will there be a separate RFP for Population Health Management, as minimum requirements 5.1.12 says it will be carved out? Please confirm that vendors who include Population Health Management in the Optional Services will be considered for the carve out opportunity. Please confirm what services are expected in a Population Health Management solution.	There may be a separate RFP for Population Health Management (PHM) Services at a later date. The Plan considers the services outlined in Section 5.2.12.2 as PHM services. Vendors are required to complete Section 5.2.12.2. If a separate RFP for these services is issued, the TPA would be able to bid.
35.	5.1.12, RFP Page 39	Does this RFP allow for a subcontractor, who is part of a bidding TPA's proposal, to be selected for optional services independently of the TPA during this RFP process?	Vendors cannot, via this RFP, bid on the optional services alone.
36.	§ 5.2.2.2	The requirement states: Vendor shall Provide the Plan with access to its test regions to review test results.	The Plan is requesting access to the Vendor's test environments to review Plan test results. The Plan also

No.	Reference	Vendor Question	Answer
		Please confirm the access request is only for the test environment.	requests access to production data via Vendor's Employer Portal. See Section 5.2.8.2.1.
37.	Attachment B, Page 82	Can subcontractors and vendor partners bid with multiple TPAs?	The same Subcontractor can be included in multiple Vendors' bids.
38.	Attachment H: HIPAA Compliance Questionnaire, Page 103	The current pdf format of the Attachment H Fillable documents limits and truncates text. Could the State re-issue this in a format that allows full text, such MS Word (which vendors could pdf to submitted), or should vendors provide one supplemental document where the longer responses would be contained and referenced from Attachment H.	Vendors may provide a supplemental document where the longer responses would be contained and referenced from Attachment H. While the Plan has not set page limits for responding to each question, Vendor should be mindful to avoid providing superfluous information that unnecessarily lengthens the response.
39.	Attachment I, §§ IV.H, V.C	This section requires reporting to the Plan on data that federal law does not classify as PHI- De-Identified Data and Limited Data Sets. Is this section intended to restrict use of de-identified data?	Section IV. H was not found in Attachment I. All Plan information is considered confidential and can only be used as provided within the Contract or as approved by the Plan as set forth in Attachment C. paragraph 9. Confidential Information and HIPAA Requirements. As set forth in Attachment I, Section V.C., the Plan must be notified of all disclosure of data, regardless of classification.
40.	Attachment N: Minimum Requirements Response, Page 115	The current pdf format of the Attachment N Fillable documents limits and truncates text. Could the State re-issue this in a format that allows full text, such MS Word (which vendors could pdf to submitted), or should vendors	Vendors may provide a supplemental document where the longer responses would be contained. An accurate reference to each question to which a response is being provided

No.	Reference	Vendor Question	Answer
		provide one supplemental document where the longer responses would be contained and referenced from Attachment N.	must be included. While the Plan has not set page limits for responding to each question, Vendor should be mindful to avoid providing superfluous information that unnecessarily lengthens the response.
41.	Attachment N, item 17	What is the Plan's definition of "firewall"?	Vendors with multiple lines of business, for example a PBM and a TPA, must be able to segregate the TPA and PBM systems, records, personnel, etc., so that the Plan's Records and Data are only accessible by the appropriate TPA Vendor staff. Additionally, the TPA Staff should not discuss Plan Data or other information with staff in other lines of their business.
42.	Attachment N: Minimum Requirements Response, Items 115 and 116 and Section 5.1.12 Items 1 and 2	Can the State provide their definition of Population Health Services as discussed in the Minimum Requirements?	Population Health Services are described in Section 5.2.12.2.
43.	Attachment Q, section III	If the evaluation-committee members (after discussion) cannot reach a consensus, how will the committee assign a criterion-level rating for a given technical criterion?	If consensus is not clear or cannot be reached, a vote will be taken with the majority determining the outcome. A tie will be broken by a coin toss.
44.	Attachment Q, section III	If the evaluation-committee members (after discussion) cannot reach a consensus on a given vendor's overall rank, how will the committee assign that rank?	If consensus is not clear or cannot be reached, a vote will be taken with the majority determining the outcome. A tie will be broken by a coin toss.
45.	Attachment Q, section IV	Will the vendors' cost proposals for the option years (2031 and 2032) affect the evaluation in any way? If so, how?	No.
46.	Attachment Q, section IV	What does "the unit basis for each fee" mean? Please provide examples.	The term is used with respect to the Vendor administrative fees captured in Tables A-10.1 to A-10.4. Most of the administrative

No.	Reference	Vendor Question	Answer
			fee tables prescribe the unit basis to be used – for example, per subscriber per month (PSPM) for Table A-10.1a. Other tables, notably Table A-10.2, provide greater flexibility. That table notes that fees can be a % of savings, PSPM, PMPM, etc.
47.	Attachment Q, section IV	This section states that “The Plan reserves the right to adjust calculations to reflect differences in scope, service design, or other proposal-specific factors that materially affect projects, as determined by the Plan.” If the Plan decides to make such an adjustment, will the vendor(s) affected by the adjustment be notified and given the opportunity to revise their cost proposals?	Outside of the BAFO process, Vendors will not be able to adjust the cost that is submitted with the original proposal.
48.	Attachment Q, section V	How will the Plan evaluate the tradeoff between a vendor’s technical performance and cost performance? Might the Plan apply any quantitative weights for technical ratings and cost ratings as part of this tradeoff? Are there other earlier awards (or judicial or quasi-judicial decisions) that illustrate the Plan’s expected approach to this tradeoff (if a tradeoff is indicated)?	Quantitative weights will not be applied. If a tradeoff is made, the rationale for the tradeoff and why a particular proposal is the most advantageous to the Plan compared to the other proposals will be documented.
49.	Attachment N, Q 109	Please define the term “Comprehensive Electronic Audits”?	These are 100% claims audits, where the Auditor runs the claims through their audit engine.
50.	Exhibit 17 – Standard Reports	Please provide a landscape version of the Standard Reports for Vendors to see a clear picture of the desired reporting and frequency.	Exhibit 17: Standard Reports is amended to change the format from portrait to landscape and is restated in its entirety as Exhibit 17: First Amended and Restated Standard Reports.
51.	Exhibit 2	Regarding Tier 1 Eligibility for Preferred (PPP) PCPs, please confirm that Tier 1 copays are awarded only when both the	The Preferred Provider can be seen at multiple locations within the Preferred Practice, but the Member

No.	Reference	Vendor Question	Answer
		selected Preferred (PPP) PCP and the selected Preferred practice/location match, and that seeing the same Preferred PCP at a different Preferred practice should not qualify for Tier 1? Should this scenario be added to Exhibit 2: Claim processes with Selected PPP PCP in another PPP practice	will not receive the reduced copay if the provider is seen at another practice. The exhibit will not be updated with the scenario described in Vendor's question at this time.
52.	Exhibit 2	<p>Regarding the Copay Tier Logic for NonPreferred (NonPPP) PCPs, for NonPreferred PCP selections, please confirm that the copay tier should follow the selected PCP (provider-based) rather than the rendering practice, allowing Tier 2 to apply even if the visit occurs at a different practice.</p> <p>For example, please confirm the following two scenarios:</p> <ul style="list-style-type: none"> ○ PPP PCP – Tier 1 incentive based on Selected Provider and Selected Practice. ○ Non-PPP PCP – Tier 2 incentive based on Selected Provider (Follow the provider belly button). 	<p>Both the Tier 1 and Tier 2 copays are based on the selected PCP and their practice. The rules are the same, but the copays are different. The Member can see any PCP in the practice at any location.</p> <p>Exhibit 2: Current PCP Copay Incentive Scenarios is amended to correct the "Copay (Standard/Plus)" in "Member Selected" scenarios 3 and 4 and is restated in its entirety as Exhibit 2: First Amended and Restated Current PCP Copay Incentive Scenarios.</p>
53.	Exhibit 2	What is the authoritative definition of "same practice" in Exhibit 2 for PCP copay tiering — Tax ID or Practice ID?	Tax ID of the Practice.
54.	Exhibit 2	How does the Plan expect the copay to apply when a PCP is retroactively terminated?	Members cannot lose their elected PCPs retroactively. Vendor will terminate the Member's PCP on a current basis and notify the Member to elect a new PCP.