

TO: All Bidders Regarding RFP#4-FY26-HR-02 Employee Health and Welfare Benefits Brokerage and Consulting Services

FROM: Dalila Ajanovic, BA, Procurement Officer

DATE: May 13, 2026

SUBJECT: Final Addendum – Pre-Bid Conference & Emails, Questions #1-51.

NOTE: Due to unforeseen circumstances, additional information and the census data will be sent out soon.

Question 1: Regarding Attachment B, the Gila River Health Care Tribal Language Addendum, SECTION 3 - Jurisdiction and Governing Law: Would GRHC be open to discussing federal jurisdiction and court?

Answer: Gila River Health Care is open to Arizona court, not out of state or federal court. We do not do arbitration either.

Question 2: Regarding Attachment B, the Gila River Health Care Tribal Language Addendum, SECTION 4 – Indemnification, we respectfully request that the indemnification provisions be limited to third-party claims.

Answer: Exceptions can be requested; however, exceptions may place a bidder's proposal at a disadvantage during evaluation. The evaluation scoring rubric includes a category where a bidder must agree to the Acknowledgement Statement (Attachment D) which agrees to Attachment B, the Gila River Health Care Tribal Language Addendum, & Attachment C, the Bidder Integrity Clause, in order to receive a score.

Question 3: Regarding Attachment B, the Gila River Health Care Tribal Language Addendum, SECTION 8 – INSURANCE, It is our policy that our insurance structure can remain streamlined and effective without identifying additional named insureds. We do however have blanket policies that indeed extend to partnerships with our customers. Would GHRC be agreeable to accepting this coverage in lieu of adding GRHC as an additional insured?

Answer: Yes.

Question 4: This document is silent on limitation of liability. Would GRHC be open to a discussion about additional verbiage addressing limitation of liability tied to amounts payable on this contract?

Answer: GRHC is not amenable to these changes.

Question 5: We would like to provide a comprehensive analysis of your current plan design, along with our perspective on the goforward strategy for both the RFP submission and the finalist presentation. We are requesting the following items:

- Census including DOB (attached template), gender, medical plan enrolled, medical tier selected (EE, ES, EC, EF), and zip code
- Plan SBCs
- Employee and employer contribution details
- Total monthly rates
- LOA (Letter of Authorization)

Answer: GRHC will provide census information, which will be released soon due to unforeseen circumstances.

Question 6: Is the incumbent broker /consultant currently meeting your expectations? Positives/Negatives?

Answer: Yes, current broker is meeting expectations.

Question 7: Under VI. Evaluation Guidelines Vendor Proposal Evaluation, is GRHC currently not receiving MLR, PRC Stop-loss Chef claims (monthly, quarterly etc)?

Answer: Yes, GRHC does receive reporting from current broker.

Question 8: Under VI. Evaluation Guidelines Vendor Proposal Evaluation, Is GRHC not receiving multi-year strategy, alternatives to the current programs (medical, pharmacy) with recommendations been delivered base upon your current and future growth?

Answer: We do receive recommendations for programs and have discussed future growth.

Question 9: Under VI. Evaluation Guidelines Vendor Proposal Evaluation, Is GRHC not provided with a detailed outline / plan on renewals for carriers, TPA negotiations as with terms?

Answer: Yes, GRHC does receive renewal plans.

Question 10: Does the incumbent broker / consultant offer a Data Warehouse solution? If yes, what vendor are they using and is there a separate monthly/annual cost for these services?

Answer: We are not using a Data Warehouse Solution provided by our current broker.

Question 11: How does GRHC currently communicate benefits to employees outside of the benefit guide posted on GHRC website?

Answer: GRHC relies on email messages, meeting announcements, direct mail, and events to communicate benefits information to employees.

Question 12: On page 13 of the GHRC benefit guide we see a respectable Employee Wellness program. Does the incumbent broker / consultant provide a dedicated wellness person to provide insight based upon data or act as a partner with GRHC employees with best interest?

Answer: GRHC has a full-time Wellness RN on staff.

Question 13: Page 25 of the benefit guide we notice wellness rates do we have a sense of employee engagement?

Answer: Employees do participate to receive the discounted premium.

Question 14: On page 27 of the benefit guide, GRHC have issue/s with any of the vendor partners listed. If so which ones and what have the HR and employee experience been thus far?

Answer: GRHC has established relationships with its vendor partners and generally receives adequate support when assisting employees. At times, employees are unsure which vendor to contact, and HR works collaboratively with vendors to help resolve issues and guide employees to the appropriate resources.

As the workforce continues to grow, these vendor relationships will play an increasingly important role in supporting a positive employee experience. Opportunities for improvement include expanded customer service hours and ensuring that brokers and vendors have a comprehensive understanding of GRHC's full benefits package. This is particularly important when assisting employees who may not fully understand how their benefits apply to their specific situations.

Question 15: Does GRHC currently have a HRIS system or benefits administration system (platform) you use for open enrollment. If yes, what vendor are you using and cost associated with the services?

Answer: GRHC uses INFOR for the Employee Self Service Portal and to house benefits data for payroll processing. The cost of the Employee Self Service Portal is included in the entire HRIS platform cost and not able to designate a specific cost for benefits processes.

Question 16: Does GRHC have a preferred broker/consultant compensation approach?

Answer: This would depend on the services and the structure of the service proposed.

Question 17: What is the current compensation structure as with amount?

Answer: There are different configurations such as cost per employee per month, flat fees, etc. We are not able to provide specific amounts.

Question 18: On page 7 of the RFP under V. Proposal Requirements Vendor Proposal bolded is that a link to additional questions? Then on page 8 B. there are 3 questions. In the Evaluation Guideline there is weighting based upon criteria. We did not see in the RFP an area to address the below weighting criteria.

1. Presents creative, cost-effective alternatives to the existing health plan, including actionable recommendations for pharmacy spend management
2. Provides strategies to manage and mitigate high-cost claims.
3. Provides a detailed explanation of the tools and communication materials that will be available to help employees easily understand and utilize benefits effectively.
4. Provides a detailed explanation of how compliance with all applicable federal, state, and tribal laws and regulations will be ensured
5. Provides a plan for conducting RFPs and renewals for carriers and third-party administrators, and for negotiating rates, terms, and performance guarantees. 5%
6. Provides an acceptable timeline and a potential start date.
7. Provide a plan of delivering reporting, analytics, and ongoing consultation to leadership.
8. Demonstrates robust quality customer service.
9. Presents familiarity with: MLR (Medicare-like rates) PRC (Purchase/ Referred care) Stop-loss Chef claims Multi-year strategy plan
10. Provides STD (short-term disability)/LTD (long-term disability) administration that coordinates with current GRHC leave of absence plans
11. Presents quality out of state and in-network insurance/coverage.
12. Utilizes a well-integrated platform.

Answer: These points identify expectations of a broker in providing benefits to GRHC eligible employees.

Question 19: Are there questions embedded in a link or an additional attachment we did not receive or Attachment A: Scope of Services (6 items) is this the section you would like us to outline to provide how we partner with GRHC?

Answer: No

Question 20: Are we required to complete the drug testing requirements outlined in the RFP?

Answer: No, the drug testing requirements do not apply to this RFP.

Question 21: Are we able to negotiate the \$5,000 fine for staff changes outlined in the RFP?

Answer: The \$5,000 staff change fine outlined in the RFP only applies for the implementation phase of the project.

Question 22: Are we required to comply with the TERO requirements listed in the RFP? Can you provide details for how we can go about this?

Answer: The TERO requirements do not apply to this RFP.

Question 23: What are you looking for exactly?

Answer: We are looking to establish a relationship with a brokerage firm, we currently have a relationship with a TPA and are looking for another TPA for consulting services.

Question 24: Are we working with BroadSpire currently?

Answer: No.

Question 25: Is billing an issue?

Answer: Yes, billing is an issue, especially self-bill reimbursement. Our billing is all over the map. We would like a brokerage firm to streamline that.

Question 26: Can bidders freeform how we can partner with GRHC?

Answer: Yes, provide text and context in those sections.

Question 27: Is there a preference for timeline?

Answer: Yes, we prefer 10/01/2026, but we are open to 1/1/2027 if needed.

Question 28: Do we have a plan for diabetes management?

Answer: We have resources available to employees, but we are not sure how effective it is. We would like help with analytics and to know if this is helpful for our employees.

Question 29: Is pharmacy spend a concern?

Answer: Yes, it is a concern for sure, not for today, but for the future and sustainability.

Question 30: Can you provide utilization details?

Answer: You have to be a member of a sovereign tribal nation to be treated at GRHC or other tribal hospitals, about 1000 or so employees are members of a sovereign tribal nation. However, employees who are a member of a sovereign tribal nation most of the time choose to treat elsewhere due to privacy reasons or elect to only use pharmacy services at GRHC.

Question 31: What do you really want that you are not getting today?

Answer: We are looking for engagement with employees on their journey to wellness.

Question 32: We would like to provide a sneak peak of a workforce persona analysis and are requesting the following:

Mutual NDA protecting your data (and ours)

Census details

Answer: GRHC will provide census information, which will be released soon due to unforeseen circumstances.

Question 33: Q: Can we take Attachment A and respond in free-form format?

Answer: Yes that would help with evaluating the proposals.

Question 34: Can we take Attachment A and respond in free-form format?

Answer: Yes that would help with evaluating the proposals.

Question 35: With the current consultant, are there any issues or areas that are working/not working?

Answer: No major issues. We have not gone through this process in a long time, and we believe

this is a good business practice. Our workforce is growing and we are looking at plans that support long-term sustainability.

Question 36: What wellness initiatives are you currently doing?

Answer:

- Currently have a digital platform, educational communications, and prizes/rewards for milestones
- Looking at how these initiatives can be applied effectively and the associated plan costs.
- Would like assistance with analytics to determine whether current efforts are truly helping employees from a wellness perspective.
- Currently receiving data, but the focus is on improving employee engagement in their wellness journey
- Have a wellness RN, but additional support is needed for employee engagement

Question 37: What technology is being considered for employee engagement, and how should employees be engaged?

Answer: If we look at the workforce demographics, the majority are Gen X and Millennials, with some Baby Boomers who tend to prefer paper-based communication over digital platforms. Because there are four generations in the workforce, engagement will likely need to be a combination of both digital and traditional

Question 38: Can you send the recording of the pre-bid conference?

Answer: Unfortunately, there is not a recording of the pre-bid conference.

Question 39: When will the addendum be released?

Answer: GRHC has to collaborate across departments to address the numerous questions asked, the addendum will be released soon. (Now, there will only be 1 addendum, the final addendum due to the amount of and intricacy of questions received.)

Question 40: Who is your current broker/consultant?

Answer: Alliant.

Question 41: Who are you using for a Pharmacy Benefit Manager?

Answer: OPTUM.

Question 42: Can GRHC share aggregate claims data or a summary loss run for the current self-insured medical plan to allow respondents to provide more tailored strategy recommendations?

Answer: No.

Question 43: What third-party administrator (TPA) currently administers the self-insured medical plan, and is GRHC open to exploring alternative TPA arrangements?

Answer: We are currently in an agreement with Summit and open to exploring other options.

Question 44: Would you be willing to share census data?

Answer: GRHC will provide census information, which will be released soon due to unforeseen circumstances.

Question 45: Is your PBM (pharmacy benefit manager) relationship administered by BlueCross Blue Shield or your Third Party Administrator?

Answer: Third Party Administrator.

Question 46: Do you have on-site pharmacies? If so, are they strategically structured to dispense to your plan participants as well as your general patients?

Answer: No on-site pharmacies.

Question 47: Are your facilities closed-loop facilities meaning do you have to be a tribal member to utilize them?

Answer: Yes—GRHC does require membership in a sovereign community to use the facilities.

Question 48: How many of the 2,600 employees are currently participating in your medical plan?

Answer: 2076 employees.

Question 49: What is your specific stop loss deductible?

Answer: \$150,000.

Question 50: Do you carry aggregate stop loss insurance?

Answer: Yes.

Question 51: Will the questions asked during the pre-bid conference's answers be included within the completed addendum on May 13th, or should we expect to receive them earlier?

Answer: Originally, there were two addendums planned to be released, but working across departments to gather data for all questions resulted in only this addendum, The Final Addendum, to be released with all questions ever asked regarding this RFP via pre-bid conference or email.