



SAN FRANCISCO HEALTH SERVICE SYSTEM

Affordable, Quality Benefits & Well-Being

ADDENDUM NO. 6

Request for Proposals for Active Dental PPO Plan (ASO-PPO) for Plan Year 2027 (RFPQHSS2025.B2)

February 3, 2025

REQUEST FOR PROPOSALS FOR Active Self-Funded Dental PPO Plan for Plan Year 2027 (RFPQHSS2025.B2)

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This Addendum is being issued to modify the requirements in the above-referenced Request for Proposals (RFP) and to respond to questions and requests for clarification received by or before February 2, 2026 at 11:00 AM (PDT) (the “Deadline for Non-Financial Questions”).

Please review the terms of the RFP and this Addendum carefully. If there are any inconsistencies between the RFP (issued December 9, 2025) and the terms of this Addendum No. 6, then the terms of this Addendum No. 6 shall prevail.

Section references below are to the RFP and are provided for convenience of reference only.

A. Questions and Responses

1. Is there going to be an opportunity for Respondents to submit a best and final offer?

SFHSS Response:

No. SFHSS will not consider any supplemental bid, revised financial proposal, and/or Best and Final Offer (BAFO) submitted from any Respondent after the Deadline for Quantitative (Financial) Proposals on January 9, 2026 at 11:00AM (PT).

2. How should Respondents utilize the two (2) separate columns for *Vendor Response* and *Vendor Comments* in the Phase 2 Questionnaire to enter their responses?

SFHSS Response:

Respondents may utilize the *Vendor Response* column as the default cells for entering their responses to each respective question. The column for *Vendor Comments* allows for Respondents to provide further background and/or context, if warranted, on a given requested line item for a response up to the 100-word limitation (RFP Section 4.5.2 (Phase 2 – Qualitative Evaluation (Non-Financial Proposal))).

3. On the *Carrier Profile* tab of the Phase 2 Questionnaire, please clarify the relationship between Question 2 (rows 9-10) on clients similar to SFHSS and Question 11 (rows 27 – 31) on references. Can the same client(s) be listed in both sections, or do Respondents need to name different and separate clients?

SFHSS Response:

Yes. Under the *Carrier Profile* tab, it is possible that organization(s) referenced in the response to Question 2 may also be among the organizations listed for references under Question 11.

The Phase 2 Questionnaire seeks to understand a Respondent's experience supporting at least two (2) public sector clients the size of the SFHSS active employee population as referenced in RFP Section 2.2 (In-Scope Benefits, Populations, and Enrollment).

4. In the Phase 2 Questionnaire **Performance Guarantee** tab, Questions 2 to 5 (rows 5 – 8) under **Account Management** reference a “Client Satisfaction Survey”. Please clarify the owner of the survey.

SFHSS Response:

SFHSS will provide feedback at least once annually during each plan year on the selected Respondent’s Account Management team and using the selected Respondent’s version of a “Client Satisfaction Survey” (“survey”) tool. SFHSS reserves the right to review and request reasonable modifications to the selected Respondent’s survey for scope, breadth, and/or scoring methodology.

5. On the **Member Experience** tab of the Phase 2 Questionnaire, please confirm that the statement “these needs” in Question 11 (row 17) refers to supporting members in other languages and the hearing impaired, as outlined in Question 10.

Similarly, for Question 27 (row 35), please confirm that “these needs” references communications for diverse populations, as outlined in Question 26.

SFHSS Response:

Confirmed.

6. Please provide a copy of the “SFHSS standard eligibility format” referenced in Question 38 (row 49) of the Questionnaire’s **Administration** tab.

SFHSS Response:

SFHSS has uploaded a new file labeled “*SFHSS Standard Eligibility File Layout.xlsx*” to the SecureShare folder for organization’s participating in Phase 2 of the procurement.

7. Please provide a copy of the Health Service Board's (HSB) Rates and Benefits Calendar for 2027.

SFHSS Response:

Please refer to the two (2) documents posted for the January 8, 2026 HSB Regular Board Meeting at <https://sfhss.org/board-meeting/2026-01-08t210000#tab-35299>:

- January 8, 2026 HSB Rates and Benefits Calendar for Plan Year 2027:
<https://sfhss.org/sites/default/files/2026-01/January%208%2C%202026%20HSB%20Rates%20and%20Benefits%20Calendar%20for%20Plan%20Year%202027.pdf>
- January 8, 2026 HSB Rates and Benefits Annual Process and Cycle:
<https://sfhss.org/sites/default/files/2026-01/January%208%2C%202026%20HSB%20Rates%20and%20Benefits%20Annual%20Process%20and%20Cycle.pdf>

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