



County of El Paso Purchasing Department
800 E. Overland Room 300
El Paso, Texas 79901
(915) 546-2048 / Fax: (915) 546-8180
www.epcounty.com

ADDENDUM 3

To: All Interested Vendors
From: Oscar Avila, Procurement Data Analyst
Date: August 1, 2018
Subject: RFP #18-038, Provider of Prescription Drug and/or Dental Care Discount Cards for the County of El Paso

- ❖ **The Opening Date has been extended to Thursday, August 09, 2018 at 2:00 p.m.**
 - ❖ **Deadline to questions has not been extended.**
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The addenda has been issued to notify vendors of the following changes to the original specifications:

- **General Information for Vendors should read as follows:**
 - *The County of El Paso (County) is accepting proposals from qualified vendors who are providers of Prescription Drug and/or Dental Care Discount Cards and related services (Program) to provide discount cards to El Paso County residents at no cost. The initial term of the contract for Program products and services will be three (3) years, with three (3) additional one-year options to renew on the same terms and conditions.*
- **Section B., Program Requirements, Program Discount Card, Paragraph 3 should read as follows:**
 - *The Proposer shall enroll and distribute Program cards to all eligible persons who choose to participate using a uniform methodology. Proposer shall detail participation eligibility requirements in their application.*
- **Section B., Program Requirements, Program Discount Card, Paragraph 4 should read as follows:**
 - *The Proposer shall be accountable for establishing written procedures for recording and tracking any and all cardholder/Program cards including, but not limited to: distribution, replacement, and recovery.*
- **Section B., Program Requirements, Display Items and Sites, Paragraph 1 should read as follows:**
 - *Proposer shall design, print, deliver, stock and manage all associated collateral materials, including brochures, handouts, flyers, memos, and any other material describing the Program and related services for public access at various County locations. All locations for display of Program materials in County-owned facilities must receive prior approval by the County.*
- **Section B., Program Requirements, Display Items and Sites, Paragraph 4 should read as follows:**
 - *Proposer shall manage all display devices required to hold printed materials. The Proposer shall replace vandalized or damaged display devices within a reasonable time at Proposer cost.*
- **Section B., Program Requirements, Cardholder/Customer Service Plan, Paragraph 1 should read as follows:**
 - *The Proposer shall facilitate a customer service plan that provides a methodology for addressing cardholder concerns and questions. All time and personnel required for such service will be provided solely by the Proposer. However, the customer/cardholder service plan will include opportunities at County-owned facilities for County staff to receive background information on the Program if the County chooses to do so.*
- **Section B., Program Requirements, Cardholder/Customer Service Plan, Paragraph 2 should read as follows:**
 - *The Proposer shall establish and maintain customer complaint and resolution procedures to promptly track and address cardholders' complaints about any aspect of the Program.*

- **Section B., Program Requirements, Pharmacy and Provider Relationships and Notifications, Paragraph 2 should read as follows:**
 - *Proposer shall maintain methodology for notifying participating pharmacies, providers, and other entities of pricing, and for adjudicating, reconciling, invoicing, and collecting amounts owed or due.*
- **Section B., Program Requirements, County Responsibilities, Bullet Point 2 should read as follows:**
 - *Locations List – El Paso County will provide access and space during business hours at not less than ten various locations within County-owned facilities to serve as display sites. El Paso County will provide the opportunity to make discount cards available through the County’s website.*
- **Section B., Program Requirements, County Responsibilities, Bullet Point 4 should read as follows:**
 - *Additional Locations – Other locations within County-owned facilities may be added or removed at the County’s discretion throughout the term of the Agreement.*
- **Section C., Evaluation Criteria, Sub-section 5: Staff Qualifications and Availability, Paragraph 1 should read as follows:**
 - *Provide information concerning the educational background, experience, and professional resumes of those persons who would actually work on the Program. Identify Proposer’s methodology to ensure timely responses to issues or concerns that arise, such as replacing and stocking display devices or addressing County inquiries. Indicate present workload of the Program staff to demonstrate their ability to devote sufficient time to meet the proposed schedule.*
- **Section C., Evaluation Criteria, Sub-section 5: Staff Qualifications and Availability, Paragraph 2 should read as follows:**
 - *Proposer(s) need not indicate the actual names of employees when submitting resumes subject to the requirements of the RFP. Labels indicating job position may be used (e.g. Employee #1, Program Manager, Program Liaison). However, if selected as a finalist, Proposer(s) must disclose actual employee names matching the resumes submitted to the County, upon verbal request, to be used in performing background verifications.*