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February 23, 2022

ECUA RFP NO. 2022-11
Employee Benefits and Group Insurance

ADDENDUM NO. 1

This addendum forms a part of the RFP Documents and provides for a response to questions received by the deadline of February 16, 2022 at 12:00pm central time and clarifies the original RFP Document, dated February 3, 2022 as noted below. This addendum consists of fourteen (14) pages. **All respondents must acknowledge receipt of this addendum by signing in the space provided below. Submit signed addendum with proposal submittal under Tab 3.**

Please note that the due date for proposal submission has been extended to Thursday, March 10, 2022 at 2 pm local time.

Questions/Responses

1. How many employees are benefit eligible for the dental plan?

Response: There are 661 employee/retirees benefit eligible for the dental plan.

2. Please advise if the employer contributes towards the Employee and/or dependent dental premium and if so, how much?

Response: ECUA contributes \$23.94 per enrolled employee (excluding insured retirees).

3. How long has the group been with the current dental carrier?

Response: ECUA has been with the current dental carrier since October 2018.

4. Please provide a 36 month rate history for all dental plans.

Response: The dental rate history is provided as an attachment to this addendum: "Dental Current Rates 2022_3 years.pdf".

5. Please provide the dental certificates for all dental plans.

Response: The dental certificates are provided as attachments to this addendum: "Dental PPO Enhanced Option Certificate.pdf" and "Dental PPO Basic Option Certificate.pdf".

6. Please confirm the High PPO plan out of network reimbursement is 80th UCR and the low plan is Max allowed. If not, please advise.

Response: The Enhanced (high) PPO plan's out-of-network reimbursement is "80th UCR" and the Basic (low) plan's is "PPO Max."

7. Please advise if there have been any dental plan changes in the past 24 months.

Response: ECUA renewed with the current carrier, but made some changes to our plans effective 10/1/2021.

8. We received 12 months of claim data. However, please provide the dental PPO claim experience for the past 36 months to include by month; the claims paid, premium and enrollment separated by plan(s) and utilization (par vs non-par) and total members.

Response: This information is provided as an attachment to this addendum: "Dental P&C 36 months.pdf"

9. Please provide a claims listing to include the top 50+ providers by claims paid.

Response: This information is not available.

10. Please provide the current medical rates, 2 years of medical claims and TIN.

Response: Refer to the RFP on page 6, subsection 8 (Taxes) for the TIN. The Medical claims information is provided as an attachment to this addendum: "Medical Premium Paid Report 01.01.2020 - 12.31.2021.pdf".

11. Is Emerald Coast Utilities Authority accepting proposals from insurance carriers who are working directly with consultants/brokers? If so, would ECUA agree to appoint us as their broker of record if our proposal(s) are chosen to be the winner(s)? Note - our compensation would be included in the winning rates.

Response: It is ECUA's intent to market directly to carriers with no commission built into these programs.

12. Can you please share the current/renewal rates for the Life insurance?

Response: ECUA's current rate for Basic Life Insurance is \$0.19 per \$1,000, plus \$0.015 per \$1,000 for AD&D. The current rates for other types of life insurance are included in Appendix E of RFP 2022-11. At this time, ECUA has not received the renewal rates for the Life Insurance from the current insurer.

13. Can you send the policy or copies of the certificates, if available, for Life, STD and LTD as well as the employer paid rates for the Life and LTD?

Response: The life and disability certificates are provided as attachments to this addendum: "Life Certificate.pdf", "Disability STD Certificate.pdf" and "Disability LTD Certificate.pdf".

14. Is there a current agent/broker on any of the services for the insurance coverages listed in the RFP?

Response: No.

15. In Section 1.0 it states, "... any commission, service fee or other form of remuneration paid to any agent, broker, lobbyist or third party in connection with these services must be disclosed through proposal submissions and throughout the term of the contract. Proposals should be net of commission." Is the ECUA looking for an agent/broker to place/shop all the coverages in the RFP?

Response: No.

16. Are you able to confirm if Emerald Coast Utilities Authority is looking for a proposal for their 401k or 457 plan, retirement plan?

Response: RFP 2022-11 does not solicit proposals for any supplemental retirement plans.

17. Is the current dental and vision offered on an Employer Sponsored or Voluntary basis?

Response: Both dental and vision insurances are voluntary benefits; however, ECUA contributes toward the premium for dental insurance. Vision is an employee-paid benefit.

18. Please provide current rates.

Response: The current rates are provided as an attachment to this addendum: "Current Rates 2022 Medical Dental Vision.pdf"

19. Please provide vision claims experience (24 months) if available.

Response: The current carrier is unable to provide this information.

20. Regarding the Census, please provide a census file with: DOB, Gender, Home Zip, Salary, Occupation, Class and Coverage Election.

Response: This information may be obtained by emailing Emily Weddington at Emily.weddington@ecua.fl.gov.

21. There are 776 lives for Dental, Vision and STD but only 565 for LTD and Basic Life. Can you explain why? Is everyone eligible for Life, LTD, Voluntary STD, Dental and Vision?

Response: There are 661 employee/retirees eligible for the dental plan, and 565 active fulltime employees who are eligible for vision, STD, LTD, Basic Life, Additional Life, and Dependent Life.

22. Please provide the Disability plan summaries.

Response: The Disability Plan Summaries are provided as an attachment to this addendum: "Disability STD Plan Summary.pdf" and "Disability LTD Plan Summary.pdf"

23. Are the retirees' open or closed class?

Response: Retirees are a closed class.

24. What are the employer contributions?

Response: This information is provided as an attachment to this addendum: "ECUA Cost-Share Rate Sheet FY2022.pdf".

25. Can you provide the current/renewal rates for the dental and vision?

Response: ECUA does not have current renewal rates.

26. Can you provide vision experience?

Response: The current carrier will not provide ECUA with this information.

27. Our Life & Disability Underwriter is requesting a census with the following info: We need a census with salaries included for the disability and multiple of salary plan designs. Also, the census has multiple tabs of benefits at the bottom but they are not lining up properly. Without them having names, it's hard to match to the correct person. If all benefits are combined into one spreadsheet, the DOB's only line up for the first few people. It says the employer paid benefits are for all full-time active employees but not sure of the true count based on the breakdown for Lives Count: Basic Life 565, LTD 564, Additional Life 778, and VTSD 778. Can the group provide clarification on the discrepancy?

Response: To clarify, there are 661 employee/retirees eligible for the dental plan, and 565 active fulltime employees who are eligible for vision, STD, LTD, Basic Life, Additional Life, and Dependent Life. Active fulltime employees end at Row 570 on the Census.

28. Can you provide the number of eligible lives for COBRA?

Response: ECUA requested clarification from the firm that posed this question; however, ECUA has not received clarification from the firm.

29. There appears to be 2 tiers on the dental census (EE only and Employee + family). Please provide clarification as to why "Dual Employee" appears on the census and does it impact the tier in any way?

Response: The reference to "Dual Employee" indicates the employee is the spouse of another ECUA employee.

30. Will you accept electronic signatures?

Response: An electronic signature using an industry acceptable software such as DocuSign, Adobe Signature, etc. is acceptable.

31. Will vision renewal rates be provided?

Response: ECUA has not received renewal rates for vision.

32. Will vision claims experience be released?

Response: The current carrier will not provide ECUA with this information.

33. In the 'Instructions to Proposers' Section of the RFP, Item 27. Non-Confidentially of Proposals states that "ECUA does not warrant the confidentiality of proposals submitted in response to this Request for Proposals. All proposals are subject to Florida's public records law. Proposers requiring confidentiality should not submit."

(a) Please confirm that offerors will be able to identify sections of their proposal as exempt from public disclosure based on exemptions in the Florida Public Records law (Florida statutes section 119, et. al), as well as Florida statutes sections 815.045 and 812.081 and that ECUA will not provide those marked sections in response to a public records request?

Response: ECUA will handle records in accordance with Florida Public Records law.

(b) If not confirmed, please describe how ECUA will comply with the Florida Public Records law with regard to an offerors' trade secret information or other information that is exempt from public disclosure by law.

Response: ECUA will handle records in accordance with Florida Public Records law.

DISABILITY

34. Please provide a detailed open and closed claims listing including: date of disability, date of birth (or age), gender, net monthly benefit, reserve amount, total paid to date, social security status and offsets (or gross monthly benefit), diagnosis and date of recovery.

Response: This information may be obtained by emailing Emily Weddington at Emily.weddington@ecua.fl.gov.

35. Is a copy of the LTD paid and incurred exhibit available? If not, please provide monthly incurred claims, paid premium and average lives for the last 3 to 5 years, along with rate history.

Response: Refer to Appendix D of RFP 2022-11.

36. Is a copy of the STD paid and incurred exhibit available? If not, please provide monthly paid claims, paid premium and average lives for the last 2 - 3 years, along with rate history.

Response: Refer to Appendix D of RFP 2022-11.

DENTAL

37. Is a copy of the Dental paid and incurred exhibit available? If not, please provide monthly paid claims, paid premium and average lives for the last 2 - 3 years, along with rate history.

Response: Refer to Appendix B of RFP 2022-11.

VISION

38. Is a copy of the Vision paid and incurred exhibit available? If not, please provide monthly paid claims, paid premium and average lives for the last 2 - 3 years, along with rate history.

Response: The current carrier will not provide ECUA with this information.

39. Please confirm forms completed in PDF as received with the RFP are acceptable.

Response: This proposal forms package is constructed to facilitate the Emerald Coast Utilities Authority's review of proposals received. Five (5) proposals are to be submitted: one (1) paper original and four (4) paper copies (a total of five) along with one (1) USB flash drive of the

complete proposal. The USB flash drive must contain your proposal in Microsoft Word, and all proposal attachments in the appropriate format, Microsoft Word and/or Microsoft Excel, and a scanned copy of your original submittal. You may request the Word version of the Proposal Forms from Emily Weddington via email at emily.weddington@ecua.fl.gov.

General Questions

40. What are current employee contributions for all benefit programs?

Response: The employee contribution is provided as an attachment to this addendum: "ECUA Cost-Share Rate Sheet FY2022.pdf".

41. Please provide a census file complete with the following information: age (DOB), gender, address (zip code being most critical), relationship indicator (tier) and plan indicator (if applicable).

Response: This information may be obtained by emailing Emily Weddington at Emily.weddington@ecua.fl.gov.

42. Please provide the latest 24 months of claim experience and utilization data with enrollment by month and large claims for the same time period.

Response: The Medical claims reports information is provided as an attachment to this addendum: "Medical Premium Paid Report 01.01.2020-12.31.2021.pdf".

43. Is the current plan an ERISA or Non-ERISA plan for medical?

Response: The current medical plan is Non-ERISA.

Wellness

44. Please describe wellness activities that are offered to employees and their families under the current plan.

Response: The current medical plan offers ECUA a variety of wellness activities, to include health coaching, health screenings, health and wellness activity incentives, a custom health promotion/wellness website, and a Wellness Coordinator for ECUA's group.

45. Are there any incentives offered and if so, what is required to earn them?

Response: Yes, incentives are offered to covered employees and eligible spouses under the current carrier's plan. To earn incentives, participants must complete an online health assessment, a biometric screening, and participate in health coaching sessions and/or a variety of other wellness activities and health challenges on an annual basis.

46. Is there a current wellness allowance with the current medical benefits program? If so, how much?

Response: There is not wellness allowance with the current medical benefits program.

Network

47. Can we please obtain a list of top providers (Top 100 Facilities and Providers) for the Medical plan?

Response: The list of the top 100 providers for the Medical Plan is provided as an attachment to this addendum: "Medical FMIT Provider Utilization. pdf".

Pharmacy

48. List of currently covered medications and exclusion list if applicable.

Response: The prescription drug list is provided as an attachment to this addendum: "Medical UHC Formulary 01.2022.pdf".

49. List of current pharmacies available under current plan.

Response: The prescription drug list is provided as an attachment to this addendum: "Medical Pharmacy Employer broad network list.pdf".

RFP 2022-11 Employee Benefits and Group Insurance Proposal Forms Package (PDF Document)

50. Instructions to Proposers, Page 12 – Item 27: Please confirm we are we allowed to mark specific information confidential.

Response: ECUA will handle records in accordance with Florida Public Records law.

51. Section 3.0 Proposal Response Requirements, Page 21 – Item 3.3: May we provide an additional tab behind the required sections for additional information we feel is pertinent to the proposal?

Response: Yes

52. Please confirm that an individual with binding authority can sign the required documents.

Response: Yes, an individual with binding authority can sign the required documents.

53. Our workforce, including those who assemble binders, have not yet transitioned back into the office full time. We would prefer to provide only an electronic version of our response by the due date. Please confirm that this is acceptable in fulfilling the submission requirements of the RFP.

Response: This proposal forms package is constructed to facilitate the Emerald Coast Utilities Authority's review of proposals received. Five (5) proposals are to be submitted: one (1) paper original and four (4) paper copies (a total of five) along with one (1) USB flash drive of the complete proposal. The USB flash drive must contain your proposal in Microsoft Word, and all proposal attachments in the appropriate format, Microsoft Word and/or Microsoft Excel, and a scanned copy of your original submittal. You may request the Word version of the Proposal Forms from Emily Weddington via email at emily.weddington@ecua.fl.gov.

54. If binders are required, does the original binder require original wet signatures?

Response: An electronic signature using an industry acceptable software such as DocuSign, Adobe Signature, etc. is acceptable.

55. If binders are required, can large files (i.e. samples, brochures, disruptions, provider directories, etc.) be provided only on USB?

Response: No

RFP 2022-11 Employee Benefits and Group Insurance Proposal Forms Package (Word Document)

56. Exceptions, page 15: Please confirm that the Exceptions section at the bottom of page 15 should be broken out into its own form or should it be included as part of the Pricing/Rate Proposal Form?

Response: The Exceptions section at the bottom of page 15 should be included as part of the Pricing/Rate Proposal Form.

57. For the GEO Access report, how many providers within 10 miles would you like on the report? Our standard is 2 in 10 for providers and 1 in 10 for hospitals.

Response: Refer to the RFP on page 6.

58. Does ECUA offer funding towards either dental plan option and if so, please provide the contribution breakdown by tier.

Response: ECUA contributes \$23.94 per enrolled employee (excluding insured retirees).

59. Please provide the most recent 36 months of claims experience for the current dental and vision plans, if available.

Response: This information is provided as an attachment to this addendum: "Dental P&C 36 months.pdf". The current vision carrier will not provide ECUA with this information.

60. Please provide a full eligible employee census including Zip, DOB, Gender, and current tier participation.

Response: This information may be obtained by emailing Emily Weddington at Emily.weddington@ecua.fl.gov.

61. Please provide full certificates of coverage for all current dental and vision plans.

Response: The dental certificates are provided as an attachment to this addendum: "Dental PPO Enhanced Option Certificate.pdf" and "Dental PPO Basic Option Certificate.pdf". Only a benefit summary is available for the vision coverage. Refer to Appendix C of the RFP.

62. Please provide current dental and vision rates, as well as a 3 year rate history.

Response: This information is provided as an attachment to this addendum: "Dental Current Rates 2022-3 years.pdf" and "Vision Current Rates 2022.pdf".

63. Please provide dental and vision renewal rates, if available.

Response: ECUA does not have renewal rates for dental and vision insurance.

64. Can you clarify if the ExtendSM Network is considered in-network or out-of-network with Aetna?

Response: ExtendSM Network is considered In-Network with Aetna.

65. Would ECUA be open to bundled rates in addition to standalone rates?

Response: Yes.

66. Please confirm the current UCR percentage for the DPPO high and DPPO low dental plans.

Response: Refer to Appendix B of RFP 2022-11.

67. Is ECUA open to receive Alternate High/low dental plan options to fulfill a service or plan need?

Response: Yes.

68. In the past three years, have there been any plan design or coverage changes to the current dental and vision plans?

Response: ECUA renewed with the current dental carrier and made plan design changes to both dental plans effective 10/1/2021. The vision plan has remained the same for the past three years.

69. Are there any 'wish list' items Emerald Coast Utility Authority would like to see in the dental and vision programs going forward?

Response: No.

70. Please confirm if an e-signature (DocuSign, etc.) is acceptable.

Response: An electronic signature using an industry acceptable software such as DocuSign, Adobe Signature, etc. is acceptable.

Proposal Submittal Criteria:

71. We take COVID 19 seriously. Our associates are working remotely and following social distancing as directed by the CDC. At this time we are providing an electronic signature. We are happy to provide a wet signature / notary, if required, at a later date. Please indicate if this will cause us to be disqualified.

Response: An electronic signature using an industry acceptable software such as DocuSign, Adobe Signature, etc. is acceptable.

72. Please provide the "coverage details and claims data reports included as appendices to RFP 2022-11 and the FY2021 Operating Budget" indicated in the questionnaire.

Response: Please refer to appendices located at ecua.fl.gov, under "Doing Business with ECUA."

General:

73. Do you currently use a benefits administration platform for your enrollment? If so, can the name of the vendor be released?

Response: Yes, Bentek is ECUA's current platform for enrollment.

74. Please provide current rates for each line of coverage. Please provide full policies and certificates for each class.

Response: The current rates, summaries and certificates are provided as attachments to this addendum: "Current Rates 2022 Medical Dental Vision.pdf", "Dental PPO Basic Option Certificate.pdf", "Dental PPO Enhanced Option Certificate.pdf", etc.

Disability:

75. Please provide current LTD rates.

Response: The current LTD rate is \$.345/\$100.

76. Please confirm whether the group participates in Social Security.

Response: Yes, the group participates in Social Security.

77. Please confirm whether the premium contributions are paid with pre or post tax dollars.

Response: The premium contributions for Life and Disability are paid with post-tax dollars.

78. Please confirm whether the group prepares W-2s for STD claimants, or if the group requires the carrier to do so.

Response: The STD carrier prepares W-2s for STD claimants.

79. Please confirm whether the group currently has telephonic claims service on the STD.

Response: Telephonic claims is an option with the current carrier; however, ECUA does not utilize this option.

80. Please confirm what (if any) state retirement plan the group participates in, and which classes participate.

Response: The group participates in the Florida Retirement System. All job classes participate with the exception of students.

81. Please provide a disability census with all of the following information: DOB, DOH, Gender, Salary, Occupation, Class number/designation (if applicable), Elections (if applicable), Sick leave in days (if applicable).

Response: This information may be obtained by emailing Emily Weddington at Emily.weddington@ecua.fl.gov.

82. Please provide a detailed LTD Open and Closed Listing, showing: Total Paid, Reserve, Gender, Date of Loss, Date of Birth, Net Monthly Benefit, and Gross Monthly Benefit.

Response: This information may be obtained by emailing Emily Weddington at Emily.weddington@ecua.fl.gov.

83. Can we get an open/closed claims list for LTD?

Response: This information may be obtained by emailing Emily Weddington at Emily.weddington@ecua.fl.gov.

84. Can we get an incurred claims analysis for LTD?

Response: This information may be obtained by emailing Emily Weddington at Emily.weddington@ecua.fl.gov.

85. For both the STD/LTD do we have rate history?

Response: The rate history for LTD is \$.295/100 from 10/1/2016 - 9/30/2021 and increased on 10/1/2021 to \$.345/\$100. The rate history for STD has remained the same from 10/1/2016 - 9/30/2021.

86. Our best practice for executing our proposal documents is via electronic signatures, which are legally binding in the United States. There are two Acts that establish this legality of electronic signatures – the U.S. Electronic Signatures in Global and National Commerce Act (ESIGN, 2000) and the Uniform Electronic Transactions Act (UETA, 1999). Both ESIGN and UETA establish that electronic records and signatures carry the same weight and legal effect as traditional paper documents and handwritten signatures stating: A document or signature cannot be denied legal effect or enforceability solely because it is in electronic form.

We endeavor to meet your proposal requirements as closely as possible – in regards to signatures on your proposal documents, will you accept an electronic signature from the appropriate executive at our company?

Response: An electronic signature using an industry acceptable software such as DocuSign, Adobe Signature, etc. is acceptable.

87. Per the RFP instructions, you have requested 1 Original, 4 Copies and 1 USB copy of the RFP. We have been closely monitoring the spread of COVID-19 and taking actions where possible to reduce the risk of exposure in our communities. In addition, some delivery companies have temporarily suspended guaranteed delivery times. Please confirm if you will accept an electronic proposal response via email in place of the requested hard copies and USB. If email is acceptable, please provide us with an email address of a contact for us to submit our proposal response.

If Hard copies are still required:

Will you accept requested attachments and/or sample documents on a CD instead of printed hard-copy? If you require printed copies, please confirm you will accept double-sided printing.

Response: No, ECUA will not accept proposals via email in place of the requested hard copies and USB. Double-sided printing is acceptable.

88. The RFP includes the request that bidders include files on a USB. Will you, or a system administrator, have the ability to open an encrypted USB and/or download a .exe file in order to open it? If you do not, will you accept files on a CD?

Response: No, we do not have the ability to open an encrypted USB and/or download a .exe file in order to open it. In addition to one (1) hard copy original and four (4) copies, a CD is acceptable.

89. How many locations branches and/or locations?

Response: There are eight (8) ECUA locations.

90. What is the estimated number of administrative users or HR contacts?

Response: There are currently three (3) administrative users or HR contacts.

91. Is there a 3rd party consultant aiding in the decision process?

Response: There is not currently a third-party consultant aiding in the decision process.

92. How many insured employees?

Response: There are 661 employees/retirees eligible for the dental plan and 565 active fulltime employees are eligible for vision, STD, LTD and Basic Life.

93. What was the number of insured employees in 1/1/21 & 1/1/20?

Response: ECUA had approximately 556 employees insured on the medical plan on 1/1/2021 and approximately 559 employees insured on the medical plan on 1/1/2020.

94. How many COBRA active participants are there currently?

Response: One (1).

95. What is the population of COBRA eligible former employees who have not elected COBRA continuation, but are still within their election period?

Response: Seventeen (17).

96. What is the average number of COBRA qualifying events per month?

Response: Eight (8).

97. What is the average number of new hires per month?

Response: Eight (8).

98. What is the average number of terminations per month?

Response: Eight (8).

99. Are there any plans for downsizing?

Response: ECUA has no current plans for downsizing.

100. How many COBRA eligible plans are there? Please list their renewal dates.

Response: ECUA has four (4) COBRA eligible plans which all have a common renewal date of October 1.

101. How many insurance carriers provide plans to ECUA?

Response: Four (4).

102. What is the current COBRA administration software used by the Florida League of Cities?

Response: Unknown.

103. Who is the current Benefits administrator?

Response: ECUA.

104. What is the current pricing for COBRA administrative services?

Response: COBRA administrative services are included with the current medical plan.

105. Does the award COBRA vendor retain the 2% administration fee?

Response: Yes.

106. Is ECUA seeking a single provider for all requested services?

Response: No; however, ECUA is not opposed to that option.

107. Are you looking for a vendor to carry out open enrollment for the COBRA population? Are you looking for a vendor to conduct open enrollment for the 2022 plan year?

Response: No.

108. Please list any relevant insurance limits.

Response: Relevant insurance limits are addressed in the appendices linked to the RFP on the website.

109. Please provide the following additional dates to your RFP timeline.

a. Contract award date:

Response: See RFP Page 23, Section 4. Schedule of Events

b. Contract effective date:

Response: See RFP Page 23, Section 4. Schedule of Events

c. Open Enrollment date(s):

Response: to be determined, August 2-29, 2022

d. Fiscal year start & end dates:

Response: October 1 – September 30

110. Can you provide a disruption report? Clarification from Respondent: A disruption report would show the top providers your employees are seeing. We just need to see your top providers for Dental and Vision.

Response: The information for dental is provided as an attachment to this addendum: "Dental Provider Report.pdf". The current vision carrier is unable to provide this information.

111. In addition to the current/renewal rates can you provide rate history as well?

Response: ECUA has not received renewal rates from the current carriers. The current rates are provided as an attachment to this addendum: "Current Rates 2022 Medical Dental Vision.pdf".

112. Please provide Dental Experience for the most recent 24 months possible broken out by each of the PPO plans offered.

Response: This information has been requested from the current dental carrier, but has not been received by ECUA.

113. Please provide Dental Rates for both PPO dental plans offered.

Response: The dental rates are provided as an attachment to the addendum: "ECUA Current Rates 2022 Dental 3 years.pdf".

114. Are the deductibles and annual maximums plan year or calendar year for dental?

Response: Plan year.

ACKNOWLEDGEMENT:

I hereby certify that I have received RFP 2022-11 Addendum #1:

RESPONDENT'S SIGNATURE

DATE

NAME OF RESPONDENT FIRM

THIS ACKNOWLEDGEMENT MUST BE RETURNED WITH YOUR PROPOSAL.

**-END OF ADDENDUM NO. 1-
ECUA RFP NO. 2022-11**