

PROCUREMENT SERVICES

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Request for Proposal Group Dental Insurance RFP01-2303394B01-DENTAL-XXXXXX

<https://flvs.bonfirehub.com/projects/>

Public meetings shall be conducted via Zoom Conference.

Dial-In Number: 646 876 9923

Zoom Meeting Link: <https://flvs.zoom.us/j/6826895354>

Meeting ID: 682 689 5354

Direct all inquiries in writing to FLVS Procurement Services via Bonfire.

Description	Short Description	Date & Time	Location
Issue Date	Date of RFP posting	November 1, 2022	N/A
Question & Answer Deadline	Written question and answer period	November 14, 2022 no later than 2:00 PM EST	Submit via Bonfire
Bid Due Date/Time	All responses due. The names of the respondents announced.	December 5, 2022 no later than 2:00 PM EST	Public Zoom Conference
Proposal Evaluation Committee Meeting	Responses evaluated to identify shortlisted proposers for interview.	January 9, 2023 10:00 AM EST	Public Zoom Conference
Presentation and/or Interviews (optional)	Scoring (Public Meeting)	January 17, 2023 10:00 AM EST	Private Zoom Invite for interview
Notice of Intent to Award Date (Tentative)	Public notice of FLVS intentions to proceed	January 19, 2023	N/A
Award Date Tentative Date	Date of FLVS Board Approval	March 7, 2023	N/A

NOTICE TO ALL INTERESTED PARTIES: FLVS is accepting responses to this solicitation via electronic submission at <https://flvs.bonfirehub.com/opportunities>. No hardcopy submissions will be accepted. DO NOT ship or deliver your response to FLVS offices. Electronic submissions will be accepted only until the due date and time listed above. The drop box does not accept late submissions. Submission time stamps are determined by Bonfire's system clock. Proposers are responsible for ensuring all submissions are uploaded prior to the deadline. If technical support is needed during the submission process, contact Support@GoBonfire.com.

TABLE OF CONTENTS

Section 1	Overview	3
Section 2	Evaluation of Responses	4
Section 3	Compliance and Response Submission	9
Section 4	Instructions to Proposer	16
Section 5	Scope of Services	20
Section 6	Cost Proposal Form	39
Section 7	General Terms and Conditions	42
Section 8	Definitions	45

REQUIRED FORMS PACKET – RFP ATTACHMENT 1

Section 3	Response Checklist	2
Section 3	Compliance Information Sheet	3
Section 7.18	Certificate of Insurance meeting RFP required coverage	4
Appendix A	Contractor’s Statement of Qualifications	5
Appendix B	Acknowledgement of Business Type	6
Appendix C	Statement of Affirmation and Intent	7
Appendix D	Mutual Non-Disclosure Agreement	8
Appendix E	Addenda Form / Dispute Resolution Clause	11
Appendix F	Public Records Act/Chapter 119 Requirements	12
Appendix G	Reference Release Form	13
Appendix H	Mandatory Certifications: Contracts Supported by Federal Funds – Regulatory Compliance	14
Appendix H	Certification Regarding Non-Discrimination	16
Appendix H	Certification Regarding Lobbying	17
Appendix H	Debarment, Suspension, and Other Responsibility Matters	18
Appendix H	Drug-Free Workplace Certification	19
Appendix H	Non-Collusion Affidavit	20
Appendix I	E-Verify Certification Form, Vendor Application and W-9 Form	21
Appendix J	Master Service Agreement, Statement of Work, and Change Order	30

REQUEST FOR PROPOSAL GROUP DENTAL INSURANCE

1. OVERVIEW

1.1. Purpose

Florida Virtual School (“FLVS”) is seeking responses from qualified proposers for Group Dental Insurance coverage for FLVS active employees, retirees, and eligible dependents.

1.2. About FLVS

As an online Kindergarden-12th grade solutions provider, Florida Virtual School is committed to providing valuable resources for every school district and school across the nation. FLVS offers a variety of educational products and services to B2B and B2C audiences, including: K-12 Online Schools, Teacher Training and Professional Development, Digital Curriculum (190+ Courses), Tech Solutions and Platforms. Additional information about FLVS can be found on <https://www.flexpointeducation.com/> (National Products and Services) and www.flvs.net (Florida Services).

1.3. Contract Scope, Structure, Terms, and Pricing

1.3.1. **Contract Services, Structure, Term, Sequence and Pricing:** FLVS shall enter into a “single contract” with a “single prime Proposer”, or multiple proposers as deemed to be in FLVS’s best interest for all services as described under this RFP. It is the responsibility of the Proposer to partner as necessary and assemble the team, skills, assets and other qualifications to meet all requirements in the RFP. The selected Proposer shall assume all contractual responsibilities, obligations and comply with all contract terms and conditions.

1.3.2. **Scope of Work:** The scope of work under this contract is in Section 5 of this RFP.

1.3.3 Contract Structure:

FLVS shall contract the services described herein under a single contract. The single contract, however, shall be packaged into one Master Service Agreement (“MSA”) with an associated Scope of Work (SOW). A separate SOW shall be issued for all services to be provided. A brief summary of the expected contract scope under each of these agreements is shown below.

1.3.4 **Contract Term:** The term shall be for three (3) years with two (2) optional one-year renewals as directed by FLVS.

1.3.5 **Contract Pricing:** The MSA and SOW(s) shall be based upon the final negotiated prices. Contractors shall provide pricing as required on the proposal price sheet. Alternate price structures may be submitted in addition to the pricing requested. FLVS reserves the right to reject proposals that do not comply with the information requested on the proposal price sheet.

2. EVALUATION OF RESPONSES

Every response shall be reviewed/evaluated in terms of its conformance to the RFP specifications. FLVS shall generally follow the process outlined below. In doing so, FLVS at its will, reserves, at a minimum, the following rights:

- a. All responses properly completed and submitted shall be accepted by FLVS. However, FLVS reserves the right to reject any or all responses, reject any response that does not meet all mandatory requirements, or cancel this RFP according to its best interest.
- b. FLVS also reserves the right to waive minor irregularities in responses if that action is in the best interest of FLVS. If the Proposer is awarded the contract, such a waiver shall in no way modify the requirements stated in this RFP or excuse the Proposer from full compliance with the specifications stated in this RFP or resulting contract.
- c. FLVS reserves the right, before awarding the contract, to require Proposer to submit additional evidence of qualifications or any other information FLVS may deem necessary.
- d. FLVS shall not be under any requirement to complete the evaluation or negotiations by any specific date and reserves the right to suspend or postpone the evaluation or negotiation process should the need arise due to budget constraints, time constraints or other factors as directed by FLVS.
- e. The award shall be made to the Proposer that best meets FLVS needs.
- f. FLVS reserves the right to request clarifications at any time throughout the evaluation and negotiation process.
- g. There will be no interim briefing regarding the status of a particular response until the evaluation of all responses is complete.

2.1. Proposal Evaluation Committee (PEC)

Responses shall be reviewed and evaluated by the PEC as described herein.

2.1.2 The PEC committee shall consist of FLVS staff members who are voting members, non-voting subject matter experts (SMEs) and at FLVS's discretion, non FLVS staff. The voting members of the PEC shall convene, review, evaluate and rank all valid responses submitted based on the evaluation criteria. Non-voting member(s) responsibilities include reviewing the proposals, testing in demo environments where applicable, and providing subject matter expertise.

2.1.2 The PEC, at its sole discretion may waive the requirement to have demonstrations or interviews and may determine an award based on the evaluation criteria listed in the Table in Section 2.4.1.

2.1.3 The PEC reserves the right to interview any, all or none of the Proposers that responded to the RFP and to require at the discretion of FLVS formal

presentations with the key personnel who shall administer and be assigned to work on behalf of the contract before recommendation of award.

2.1.4 The PEC reserves the right to conduct site visits of a Proposer's facilities and/or of a current project they are managing.

2.1.5 FLVS reserves the right to request login access to a test environment or other simulation of proposed solution for evaluation purposes.

2.2 Public Notices. FLVS Public notices shall be posted on Bonfire: <https://flvs.bonfirehub.com/> and Florida Virtual School Procurement Opportunities: <https://www.flvs.net/about/procurement>

2.3 Reply Opening

All submissions will be opened by FLVS Procurement via Zoom Conference as per the cover sheet. The list of responses received shall be made available within 48 hours following the opening as described in 2.2 Public Notices.

2.4 Responsiveness to Submittal Requirements

A preliminary evaluation by FLVS Procurement Services shall determine whether each received response is complete and compliant with the minimum qualifications and all other instructions and/or submittal requirements in the RFP. Section 3.1 Compliance will be reviewed by the Procurement Department and reported to committee during the evaluation session. Any responses that are incomplete or that do not comply with the instructions and /or submittal terms and conditions may be rejected and excluded from further consideration. Responses which are compliant as determined solely by FLVS, are moved to the evaluation stage.

2.5 Proposal Evaluation

2.5.1 Step 1: Evaluation

Proposals will be evaluated and scored by a PEC approved by the Procurement Director. Using the evaluation criteria specified below, the PEC will evaluate and score responsive replies and, at the sole discretion of the PEC, may proceed to oral presentations with one or more respondent(s) selected.

FLVS shall evaluate each written response based on the evaluation criteria listed in Section 2.6.1, using a 0-10 rating system multiplied by the weights assigned. This meeting shall be open to the public via the zoom link provided on the cover page.

Step 1a: The response evaluation committee members will discuss all contractor responses, and each evaluation committee member will score the responses individually.

Step 1b: Procurement will combine the evaluation scores submitted by all PEC members and shall determine the highest scoring responses based on the total

evaluation scores received. FLVS reserves the right to determine the cutoff score and the number of responses that may advance to Step 2. Step 2 is optional at the sole discretion of FLVS. If FLVS determines that Step 2 is not required, award recommendation will be made based on the scores from Step 1.

2.5.2 **Step 2 (optional): Presentation and/or Interview**

Finalists shall be notified by FLVS Procurement to appear in-person or via Zoom meeting at the discretion of FLVS, in no particular order, for a presentation and/or an interview of their response and detailed discussion of the elements of their response. Only the scoring session shall be a public meeting.

- a. Procurement Services will assign the date and venue for the demonstrations and/or oral presentations based upon a random drawing of the responses advanced to Step 2;
- b. The PEC may require the finalists to furnish additional information or respond to questions and/or clarifications prior to or at the oral demonstration/interview;
- c. FLVS may require finalists to provide login or access for testing systems if applicable as directed;
- d. FLVS reserves the right to invite additional subject matter experts from FLVS and/or its representatives to attend oral demonstrations/presentations;
- e. Following the oral demonstrations/oral presentations, FLVS may require finalists to furnish additional information or respond to questions and/or clarifications that might be needed to finalize the PEC scoring. May require additional public meeting(s).
- f. Using the evaluation criteria in Section 2.6.2, each member of the PEC will separately score each respondent's demonstration/oral presentation using a 0-10 rating system multiplied by the weights assigned. The procurement representative will combine the evaluation scores submitted by all PEC members for this step.
- g. This is a "fresh evaluation" with scores from Step 1 not being carried forward. Only the scoring session will be a public meeting.
- h. Procurement Services will post an Intent to Award Notice within approximately two weeks from finalist selection.

2.6 **Evaluation Criteria**

The responsive replies will be evaluated and ranked on a scale of 0-10 using the following criteria multiplied by the weights assigned. This meeting shall be open to the public via the zoom link provided on the cover page.

2.6.1 **Proposal Evaluation Criteria Step 1.** These criteria shall be used through the evaluation process as described subsequently:

Criteria No.	Step 1: Main Criteria Description	Weight
1.	Qualifications, Experience, and Letters of Reference	10%
2.	Demonstrated ability to meet or exceed Scope of Services	20%
3.	Plan Design	20%
4.	Network Matching	20%
5.	Cost Proposal	30%
	TOTAL	100%

The total maximum number of weighted points that can be earned in the evaluation process is 100 points.

2.6.2 **Respondent Demonstration/Interview Criteria – Step 2 (Optional)**

Criteria No.	Step 2: Main Criteria Description	Weight
1.	Substance and content of the presentation	60%
2.	Question and answers session including requested clarifications that demonstrate proposer’s ability to meet or exceed RFP requirements	30%
3.	Additional value-added services and/or cost saving strategies	10%
	TOTAL	100%

2.7 Basis of Award

Recommended award shall be made to the highest ranked Contractor(s) whose response is determined in writing to be the most advantageous, bringing “best value” to meet the criteria of FLVS. FLVS reserves the right to make awards by individual item, group of items, all or none or a combination thereof; to reject any and/or all bids/proposals or to waive any minor irregularities or technicalities. All purchases are contingent upon FLVS funding. Following the selection and upon final negotiation of the contract terms and conditions with the top ranked Respondent, recommendation for contract award will be submitted to FLVS Board of Trustees (if total value is \$300,000 or more) or Procurement Director approval (if total value is under \$300,000).

The FLVS Executive Team at their sole discretion shall accept or reject all recommendations of the Evaluation Committee. If the Executive Team accepts the

Evaluation Committee's recommendation, the process continues as noted in each step above. If the Executive Team rejects any Evaluation Committee's recommendation, the Executive Team at their sole discretion, shall proceed with any of the following methods: directing the Procurement Representative to recommence the selection ranking process at whatever state or step the Executive Team deems appropriate (including step 1, step 2, and/or step 3); pursuing the project by any other alternative method permitted under Florida law; or abandoning the project all together. If the Executive Team elects to pursue the project through an alternative method or abandon the project all together, FLVS shall provide public notice of that decision.

FLVS reserves the right to negotiate price and contract terms and conditions with the most qualified firm(s) to provide the requested service.

Services will be authorized to begin when the Contractor receives a fully executed contract and issuance of a Purchase Order from FLVS. Once awarded, Procurement will provide notice of the award to the Contractor

3. RESPONSE SUBMISSION FORMAT AND INFORMATION THAT MUST BE SUBMITTED

3.1 Compliance and Electronic Response Submission

Proposals must be received by FLVS Procurement Department through Bonfire at <https://flvs.bonfirehub.com/opportunities> no later than the response due date and time specified above. Proposals received after this time will not be considered. Proposals shall not be modified after the RFP closing date and time.

As a reminder, no late submissions can be accepted. Proposer is responsible for allowing adequate time to upload their documents to Bonfire.

If you're experiencing technical difficulties, contact support@gobonfire.com.

- Upload files in Adobe Portable Document Format (.pdf), Excel (.xls or .xlsx)
 - **No Zip Files shall be accepted**
- Enable Printing on all files submitted
- All required documents must be fully filled out and signed by an official who is authorized to legally bind the Respondent on all solicitation specifications
- **All documents must reference the LEGAL name of the Proposer exactly as it appears under business registration of state where registered/incorporated. The LEGAL name must match the FEIN or Tax ID number provided. Do not submit a proposal under a d/b/a (“doing business as”) or a fictitious business name.**
- Clearly identify each part of the submission as directed by the solicitation document
- Terms, and Conditions and/or Exceptions submitted by the Respondent which differ from those of the solicitation may be cause for disqualification of the proposal

3.1.1 Proposal Structure

In order to maintain comparability and consistency in the review and evaluation of responses, all responses shall be organized as specified below. Avoid any elaborate promotional materials and provide only information that is required. All supporting materials should clearly reference the portion of the RFP to which they pertain. **All proposal responses should use the below sections numbers and layout without deviation:**

- Table of contents
- Section 1 – Cover Letter and Compliance Information
- Section 2 – Qualifications, Background, References and Case Studies
- Section 3 – Response to the Scope of Work (all items listed in Section 5)
- Section 4 – Cost Proposal

Submit the following separate electronic documents clearly labeled

- One (1) electronic full unredacted response
- One (1) redacted version (see Public Records Appendix F)
- Cost Proposal and Forms (Section 6)
- Proof of Financial Stability

- Mandatory Forms Packet - must be submitted as part of the response completed fully and without edits
 - Minimum Functional Requirements & Highly Desired Specifications Question Set 1 (Scope of Service 5.A)
 - Required Contractor “Documents”:
- | | | |
|---|--|--|
| <ol style="list-style-type: none"> 1. Geo-access Report
(Document #1) 3. Detailed Cost Summary
(Document #3) 5. Insurance Plan Questionnaire
(Document #5) 7. Additional Materials (optional) | | <ol style="list-style-type: none"> 2. Disruption Report
(Document #2) 4. Benefits Summary Form
(Document #4) 6. Sample Contract & SPD
(Document #6) |
|---|--|--|
-
- Completed “Exhibits”
- | | | |
|--|--|---|
| <ol style="list-style-type: none"> 1. Provider Listing Report
(Exhibit 6) | | <ol style="list-style-type: none"> 2. Completed Census
(Exhibit 2) |
|--|--|---|

Responses not meeting the requirements herein may be determined to be non-responsive; non-responsive responses will receive no further consideration.

3.1.2 Table of Contents

Clearly outline and identify the material and responses by Section in sequential order for the major areas of the response, including enclosures. All pages must be consecutively numbered and correspond to the table of contents.

3.1.3 Proposal Section 1 - Cover Letter and Compliance Information

Provide a cover letter indicating your company’s understanding of the requirements/scope of this RFP. The letter must be a brief formal letter from the Proposer that provides information regarding the company’s interest in and ability to perform the requirements of this RFP. Unless specific exceptions are noted in the response to this package, all terms and conditions contained in the response to include the inclusive sample contract are considered to be accepted by the proposer. The prospective Proposer hereby certifies, by submission and signature of this letter, represents complete and unconditional acceptance of the requirements, terms and conditions of this solicitation and all appendices and any Addendum released hereto. Cover letter shall be signed by authorized principal party.

For each of the following provide a full list of names, titles, addresses, telephone numbers, and email addresses:

1. **Primary Contact:** Point of contact for solicitation process and contracting purposes.
2. **Principals and Authorized Signatures:** Person(s) or entities serving or intending to serve as principals, authorized to legally commit the Proposer’s organization to perform the services.

3.1.4 Mandatory Certifications/Forms Packet

Responses must include all Mandatory Certifications/Forms (provided in RFP Attachment 1 – “Mandatory Certifications/Forms Packet”) listed below along with copies of current Certificates of Insurance. All forms must be completed and signed (and notarized where applicable). These documents must not be modified in any manner. Note: The “Mandatory Certifications/Forms Packet” also contains an Appendix J, FLVS Master Service Agreement (MSA), Statement of Work (SOW) template, and Change Order template.

- | | |
|--|---|
| <ol style="list-style-type: none"> 1. Response Checklist
(Section 3) 3. Certificate(s) of Insurance
(Section 7.18) 5. Acknowledgement of Business Type
(Appendix B) 7. Mutual Non-Disclosure Agreement
(Appendix D) 9. Public Records Act / Chapter 119
Requirements (Appendix F) | <ol style="list-style-type: none"> 2. Compliance Information Sheet
(Section 3) 4. Contractor’s Statement of
Qualifications (Appendix A) 6. Statement of Affirmation and Intent
(Appendix C) 8. Addenda Form / Dispute
Resolution Clause (Appendix E) 10. Reference Release Form
(Appendix G) |
| <ol style="list-style-type: none"> 11. Mandatory Certifications (Contracts Supported by Federal Funds) (Appendix H) including: <ul style="list-style-type: none"> • Regulatory Compliance • Certifications Regarding Non-Discrimination • Certifications Regarding Lobbying • Debarment, Suspension & Other Responsibility Matters • Drug-Free Workplace • Non-Collusion Affidavit | |
| <ol style="list-style-type: none"> 12. E-Verify Certification Form, Vendor
Application and W-9 Form (Appendix I) | <ol style="list-style-type: none"> 13. Master Service Agreement |

3.1.5 Financial Stability

Financial stability means, at a minimum, having adequate income and capital and the capacity to efficiently allocate resources, assess, and manage financial risks, and maintain financial soundness through the term of the Agreement. Bidder/Proposer shall demonstrate financial stability by providing one of the following:

1. For bidder/proposer with annual revenues below \$1billion
 - Audited financial statements that demonstrate their satisfaction of financial stability criteria. Or;
 - Documentation of an investment grade rating from a credit reporting agency designated as a nationally recognized statistical rating organization by the Securities and Exchange Commission.

2. In addition to the above two options, bidders/proposers with annual revenues exceeding \$1 billion can provide a letter containing a written declaration, pursuant to s. 92.525, issued by the chief financial officer or controller attesting that the supplier is financially stable and meets the definition of financial stability

3.1.6 Cybersecurity Compliance. Describe in detail your organization's cybersecurity compliance policies. Respondents must demonstrate policies in place to prevent a variety of common cybersecurity attacks. This includes, but is not limited to:

- Demonstrate use of proper input validation using common security libraries such as ESAPI from OWASP to prevent common attacks if contractor intends to employ user input.
- Demonstrate use of current, supported and patched applications and libraries to minimize vulnerabilities in applications code as applicable.
- Demonstrate use of a proper error handling code to ensure that system information is not revealed.
- Disclose any plugins, add-ons, third party tools or similar that will be included in your proposed solution.

General Requirements for self-hosted solution include:

Virtualization Requirements. Supports virtual machines running on currently supported version of VMWare vSphere ESXi and Nutanix AHV.

Operating System Requirements. Windows Server 2019 or newer / RedHat Enterprise Linux 8 or newer.

Web Requirements. IIS 10.0 or newer / Apache 2.4 or higher

Database Requirements. SQL 2019 or newer / MySQL 8.0 or newer.

Other Components. Validation with FLVS Infrastructure Manager to confirm support for additional hardware, software, or other dependencies when applicable.

Maintenance and Support Requirements. 24x7x365 access to technical support with a maximum of 4-hour response time. Maintenance updates to ensure FLVS is on the latest version and patched for known vulnerabilities.

General Requirements for Contractor-hosted solution include:

Contractor Compliance. Contractor has, and continues to maintain, an active SOC2 report that is available to FLVS upon request.

Availability. Dependent upon the business criticality that has been defined:

- Mission Critical Products – Minimum of 99.95% availability SLA (preferred 99.99%)
- Business Critical Products – Minimum of 99.9% availability SLA (preferred 99.5%)
- Important Business Products – Minimum of 99.5% availability SLA (preferred 99.9%)

Data Retention Requirements (All):

Search Retrieval of Records. Allows FLVS to schedule and download backups of our data to fulfill retention requirements or:

- Allows FLVS to configure record retention lengths
- Allows FLVS to search records
- Allows FLVS to produce records including ones deleted by users that are within the retention period configured

Access Controls.

- Integrates with FLVS Single Sign-on/Identify and Access Management tools or provides ability to:
 - Force a password reset upon next logon
 - Disable access to a user account
 - Remove disabled user accounts
 - Limit repeated password attempts by locking the account after a configurable number of attempts between 1 and 6
- Provides an ability to set levels of permissions based on the minimum level of permissions necessary
- Provides an ability to grant access for the minimum amount of time required

Audit and Accountability

- Provides an ability to audit and download the following types of events:
 - Access to PII or other sensitive data
 - Actions taken by user with administrative access
 - Failed access attempts
 - When identification and authorization mechanisms are used
 - Creation and deletion of privileged or system-level objects
- **Audit Logs Contain:**
 - User ID
 - Type of Event
 - Date and Time
 - Success or Failure Status
 - Origin of Event
 - Identify of the affected data, component, or resource

Configuration Management. Provides an ability to test and validate changes before deployment to the production environment.

Contingency Planning. Provides ability to:

- Reroute traffic and data to an alternate site in the event of an area-wide disruption or disaster
- Backup and retain copies of FLVS configurations and data

Identification & Authentication. Integrates with FLVS Single Sign-on/Identity and Access Management tools or provides ability to:

- Enable multifactor authentication privileged accounts
- Enable multifactor authentication for employees, administrators, and third parties
- Integrate with Microsoft Active Directory for granting access to the management portal(s).

Maintenance. Contractor-hosted solution notifications are sent a minimum of seven (7) days prior to scheduled maintenance and will minimally include:

- Date, time, and duration of maintenance
- Description of maintenance

System & Communication Security. Provides ability to:

- Use strong cryptography and security protocols to protect sensitive data transmitted across public and private networks

- Configure protocols to use secure configurations and disable insecure versions and options
- Configure encryption strength to ensure alignment with Contractor recommendations and industry recognized secure practices
- Encrypt data at rest

3.1.8 Accessibility Requirements

Respondent deliverables shall adhere with Americans with Disabilities Act (ADA) in accordance with federal, state and local disability rights legislation in accordance with WCAG 2.1 and 508 Accessibility Standards.

3.2 Proposal Section 2 – Qualifications, Background and References Instructions

Summarize the qualifications of the Proposer's project team and provide references. Where the project team includes sub-contractors or sub-consultants, qualifications of the proposed sub-contractors or sub-consultants shall also be provided.

3.2.1 Background (Qualifications) - Complete the Compliance Information Sheet within the forms packet Attachment 2.

3.2.2 Experience

This section must include a brief company profile which includes a history of the firm, your firm's strategic vision, strengths, and weaknesses and an organization chart that relates to functions pertinent to this RFP. Provide a statement of qualifications that indicates your firm's professional credentials and experience in providing group dental and group vision insurance and reflects your firm's capability, integrity and reliability.

Include information regarding the length and depth of experience in providing group dental and group vision insurance in Florida, particularly to local governmental agencies, and in implementing similar programs. Indicate the number of employer accounts currently services, the number of active and retired employees covered and number of dependents, and the types of plan designs.

Provide a synopsis regarding the firm's staffing and managerial resources. Include a biography of the dedicated account manager and other personnel key to the Agreement and include what function each will serve in the accomplishment of work and their experience and professional background. Supply names and experience of key persons involved in Plan design and implementation. The estimated time commitments for assigned key personnel should be indicated. Include a statement of your understanding of the specifications and how to integrate these specifications successfully across multiple departments. Provide the names of other team members who will work on the Plan and a biography indicating their experience with similar Plans.

3.2.3 References

- a. Provide **three (3) written letters of reference** from the last thirty-six (36) months. Letters of reference should be on company letterhead from the referee and include signature and contact information.

- b. Proposers are required to sign the Authorization for (Appendix G) to contact and check previous performance on projects.

FLVS reserves the right to contact all references and to obtain, without limitation, information on the proposer’s performance on the listed work efforts.

3.2.4 **Case Studies and Samples of Work** - Proven Success of Prior Experience

Proposer shall include a minimum of three (3) Case Studies demonstrating prior experience and proven success delivering similar services to other clients. Prior experience in educational sector is highly desirable (preferably within K-12 and/ or digital education experience preferred.) Case studies shall define accomplishments from the past three years and be relevant to the scope of services.

- a. Describe the client requirements, challenge, budget, goals, and objectives.
- b. Strategies developed to achieve goals and objectives.
- c. Explain in detail what the outcome was and what value your services realized for the client against chosen metrics.

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4. INSTRUCTIONS TO PROPOSER

- 4.1 To ensure proper and fair evaluation, FLVS has established a **Cone of Silence** applicable to all Competitive Solicitations. The Cone of Silence is designed to protect the integrity of the procurement process by shielding it from undue influences. The Cone of Silence will be imposed upon all Competitive Solicitations (including the RFP) beginning with the advertisement for the same and ending with the approval for award.

Upon the issuance of this RFP, all contact with FLVS must be made through the procurement representative named on the first page. The Proposer must limit communication with the designated contact to the means specified in this document. Other employees and representatives of FLVS and the participating agencies are instructed not to answer questions regarding the RFP or otherwise discuss the contents of the RFP with the Proposer or its representatives. Any contacts made with other employees and representatives of FLVS will be reported and forwarded to Procurement. Proposer shall not, under the penalty of law, offer any gratuities, favors or anything of monetary value to any officer or employee of FLVS in connection with this competitive procurement.

- 4.2 Proposer to this Response or persons acting on their behalf are specifically instructed not to contact Board of Trustees, members, staff, or Committee Members during the course of the Response and Selection process. All procedural matters shall be directed to Procurement. Evaluation Committee members or other School employees shall not be contacted or approached by representatives of any potential Proposer to this RFP. Contact or communication initiated by any responding firm may result in rejection of the Response.

- 4.3 **Public Records.** Upon award recommendation or thirty (30) days after opening, whichever is earlier, any material submitted in response to this RFP will become a public record and shall be subject to public disclosure consistent with Chapter 119, Florida Statutes (Public Records Law). Proposers must claim the applicable exemptions to disclosure provided by law, in their response to the RFP, by identifying materials to be protected and must state the reasons why such exclusion from public disclosure is necessary and legal. FLVS reserves the right to make any final determination of the applicability of the Public Records Law.

4.3.1 Redacted Submissions

If Proposer considers any portion of the documents, data or records submitted in response to this solicitation to be confidential, proprietary, trade secret or otherwise not subject to disclosure pursuant to Chapter 119, Florida Statutes, the Florida Constitution or other authority, Proposer shall mark the document as "Confidential" and simultaneously provide a separate redacted copy of its response and briefly describe in writing the grounds for claiming exemption from the public records law, including the specific statutory citation for such exemption. This redacted copy shall contain the solicitation name, number, and the Proposer's name on the cover, and shall be clearly titled "Redacted Copy." The Redacted Copy should only redact those portions of material that the Proposer claims is confidential, proprietary, trade secret or otherwise not subject to disclosure.

In the event of a request for public records pursuant to Chapter 119, Florida Statutes, the Florida Constitution or other authority, to which documents that are marked as confidential are responsive, FLVS shall provide the Redacted Copy to the requestor. If a requestor asserts a right to the Confidential Information, the Department shall notify the Proposer such an assertion has been made. It is the Proposer's responsibility to assert that the information in question is exempt from disclosure under Chapter 119, Florida Statutes, or other applicable law. If FLVS becomes subject to a demand for discovery or disclosure of the Confidential Information of the Proposer in a legal proceeding, FLVS shall give the Proposer prompt notice of the demand prior to releasing the information (unless otherwise prohibited by applicable law). The Proposer shall be responsible for defending its determination that the redacted portions of its response are confidential, proprietary, trade secret, or otherwise not subject to disclosure.

By submitting a bid, the Proposer agrees to protect, defend, and indemnify FLVS for any and all claims arising from or relating to the Proposer's determination that the redacted portions of its reply are confidential, proprietary, trade secret, or otherwise not subject to disclosure. If Proposer fails to submit a redacted copy of information it claims is confidential, FLVS is authorized to produce the entire documents, data, or records submitted in answer to a public records request for these records.

- 4.4 **Posting of Public Notices:** All public notices will be posted for review by interested parties on <https://flvs.bonfirehub.com> and <https://www.flvs.net/about/procurement>. Notices will remain posted for a period of 72 hours. Failure to file a Notice of Intent to Protest within the time prescribed in Section 120.57(3) b, Florida Statutes, shall constitute a waiver of proceedings under Chapter 120, Florida Statutes.
- 4.5 **Bid Protests:** Any person who believes they are adversely affected by any specification in this Bid or RFP or any decision or intended decision concerning this Bid or RFP and who wishes to protest such specification, decision, or intended decision shall file a Notice of Intent to Protest in accordance with Section 120.57(3), Florida Statutes. Notice must be sent to procurement@flvs.net. Following Notice, a formal written protest must be accompanied by a bond payable to FLVS in an amount equal to one percent (1%) of the total value of the proposed contract. Security shall be in the form of a bond, a cashier's check, or money order. Failure to file a protest within the time prescribed in Section 120.57(3), Florida Statutes, or failure to post the bond or other security within the time frame set forth in Section 287.042(2)(c), Florida Statutes, shall constitute a waiver of proceedings under Chapter 120, Florida Statutes.
- 4.6 **Written Clarifications:** Any Proposer in doubt as to the true meaning of any part of this RFP or related documents may submit a written request for clarification through Bonfire no later than the date and time specified on the cover sheet. Any interpretation to a Proposer shall be made only by amendment duly issued. All Amendments will be posted and disseminated on the following websites:
- Bonfire (<https://flvs.bonfirehub.com/opportunities>)
 - Florida Virtual School Procurement Opportunities (<https://www.flvs.net/about/procurement>)

4.6.1 Prior to submitting the response, it shall be the sole responsibility of each Proposer to determine if addenda were issued and, if so, to download such addenda from Bonfire or FLVS.net for attachment to the response (**Appendix E**).

NOTE: If you download a copy of this response from Bonfire you will be notified by Bonfire (via email) of postings during the life of this solicitation. **You will not be notified if you downloaded a copy of this response from FLVS.net.**

4.6.2 All questions must be submitted in writing and submitted through Bonfire.

- 4.7 Any corrections or amendments will be posted as addenda issued no later than five (5) days prior to the response due date. Proposers should not rely on any statements other than those made in this RFP or written response to questions and/or addendum to this RFP. Where there appears to be a conflict between the RFP and any addenda issued, the last addendum issued will prevail.
- 4.8 All responses must be prepared and submitted in accordance with the instructions provided in this RFP. Each response received will be reviewed to determine if the response is responsive to the submission requirements outlined in the RFP. A responsive response is one that follows the requirements of the RFP, includes all documentation, supporting exhibits, is of timely submission, and has the appropriate signatures as required on each document. Failure to comply with these requirements may deem your response non-responsive.
- 4.9 FLVS will receive sealed electronic responses until the date and time indicated on the cover page. Responses must be submitted electronically to the electronic drop box on <https://flvs.bonfirehub.com/opportunities> as described on the cover page. No late submissions will be accepted. It will be the Proposer's responsibility to submit the electronic response to the drop box on time. Respondent shall contact Bonfire for technical support if they experience difficulty uploading their submission at Support@GoBonfire.com. Note that the official clock, for the purpose of receiving responses, is the Bonfire system timestamp.
- 4.10 **Purchase Order:** The award of the response shall not constitute an order. Before services rendered, Proposer must receive a purchase order from FLVS.
- 4.11 **Conflict of Interest**
- 4.11.1 No contract for goods or services shall be made with any business organization other than governmental agencies in which any of the following apply:
- a. The CEO/President or a member of the Board of Trustees has any financial interest whatsoever
 - b. A spouse or child of the CEO/President or a member of the Board of Trustees has an employment relationship, or a material interest as defined by Section 112.312(15), Florida Statutes
 - c. An employee of the FLVS has a material interest as defined by Section 112.312.(15), Florida Statute, unless the contract is based upon a competitive bid and the employee has not, directly, or indirectly, participated in the development of bid specifications or in the recommendation for purchase or award

4.11.2 No employee or official of the Board of Trustees shall use bid prices or school prices or receive any other preferential treatment in the making of personal purchases. Neither shall any employee or official make purchases for personal use through the school or FLVS. Nothing contained herein shall be deemed to prohibit an employee from participating in activity or purchasing program that is publicly offered to all employees of FLVS.

4.11.3 Any violation of any provision of this subsection by an employee of FLVS shall be grounds for disciplinary action that could include dismissal.

4.11.4 No employee shall be the approver or initiator of purchases from any business organization in which a family member is the point of contact, the person performing the work, or works for the business organization. In this situation, the employee is required to recuse themselves from participating directly or indirectly in the procurement process.

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5. SCOPE OF WORK

Scope of Services: Florida Virtual School (FLVS) is soliciting proposals from qualified insurance carriers for group Dental Insurance coverage for active and retired employees and their eligible dependents. FLVS is seeking the most advantageous coverage at the lowest, long-term net cost to FLVS and the lowest, long-term cost to its employees, retirees, and dependents. Proposers shall demonstrate the capacity, experience, and expertise necessary to provide the required services as described herein. As a leading provider of K-12 education, FLVS provides robust, winning curriculum to public, private, charter, and homeschool families and school districts nationwide.

Respondents shall provide all labor, materials, supervision, travel, facilities, and equipment to provide Group Dental Insurance Plan. Respondent shall provide administrative services and documentation including but not limited to Plan brochures, members insurance cards, and reports, and shall administer the Plan in compliance with FLVS specifications and other applicable laws and regulations. The term "Agreement" refers to the agreement to be entered into between FLVS and the awarded respondent.

The Respondent is responsible for providing appropriate work environment including high speed internet connectivity to appointed staff for the duration of this project. Reimbursement for travel is not contemplated for this RFP. However, in the rare event that FLVS directly requests and agrees to reimburse any travel related costs they must be authorized and pre-approved by FLVS in writing and will be reimbursed in accordance with applicable Florida Statute and FLVS Policy.

FLVS shall coordinate all employee and employer communication and marketing activities related to the Plan(s).

FLVS shall only accept fully insured proposals at this time. Self-funded or ASO quotes are not being solicited via this RFP and will not be considered for selection. The preferred Plan will closely duplicate the current Plan and in offering Plan design options as much as possible.

FLVS shall evaluate benefits, costs, and network options for all Plan designs proposed. FLVS shall consider Plan options that may depart from the current plan design but would enhance benefits and/or reduce rates. However, proposals should MATCH the current benefit. If there are any other Plan options proposed with any deviation, the proposal must be clearly indicated in the proposal. FLVS wishes to compare benefits, pricing, and networks in order to determine which Offerors may be the most competitive compared to the current Plans. Proposers shall quote all options listed on a sole source carrier basis.

Proposals shall provide Dental Plan Design including both low dental plans and high dental coverage plans as described herein.

Background

FLVS contracts with Gallagher Benefit Services, Inc. to provide consulting and brokerage services for the group insurance plan and other employee benefits. Commissions on these Plans are to be paid to Gallagher Benefit Services, Inc. as part of the FLVS Agreement. **Respondents shall include a 2% commission payable to Gallagher Benefit Services, Inc.**

Proposals are requested to match current benefits. If this is not possible, you must clearly disclose all deviations (both, positive and / or negative) to your proposed plan option(s).

Group Dental Coverage

Background – Group Dental Coverage

There are approximately 3,200 active employees and retirees eligible for FLVS’s Plan. Approximately 2,800 active employees and retirees are covered under the current Dental Plan. Under the current Dental Plan, FLVS offers two Preferred Provider Organization (“PPO”) options to its active and retired employees and their dependents. A Comparison of Benefits for each Plan is located in Dental Exhibit 1. FLVS makes a contribution to the benefit plan. The current premium and contribution is listed in Dental Exhibit 2.

Group Dental Coverage Requirements Summary

- A group dental insurance Plan for all fulltime and part-time regular active and retired employees and their eligible dependents
- A local or toll-free telephone call-in number for member inquiries as well as a secure on-line Internet site. The telephone call-in number shall provide access for hearing impaired members and access to members.
- An internet accessed, secure website for purposes of account information and management by FLVS and members
- Management by FLVS and members
- Identification cards for each member at no charge to either FLVS or member
- Plan brochures and informational materials to FLVS for distribution to members at no charge to FLVS
- Assistance to FLVS with the communication of the Plan to employees/retirees including conducting enrollment meetings
- Stable contractual relationships with dental providers
- Manage and control costs for members and FLVS through proven methodologies such as negotiated discounted fees for services, or capitation where providers are paid at a set dollar amount determined by a per member per month calculation
- Timely and accurate claims processing

Group Dental Coverage Implementation Schedule

- | | |
|------------------------------------|----------------|
| • Contract Start Date | Upon Execution |
| • Planning for Enrollment Meetings | April 2023 |
| • Enrollment Meetings | May 2023 |
| • Start Date for Coverage Period | July 1, 2023 |

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5.1 Minimum Functional Requirements & Highly Desired Specifications

(Question Set 1 in Bonfire Portal)

A. Functional Requirements. A response of “Yes” guarantees respondent shall meet or exceed the specified requirement which is included in the proposed pricing (Section 6). For each “No” response, proposers shall provide written details as an Exception and/or Alternative as described below. **The proposed solution includes:**

Bonfire Ref #	Requirements	Shall Meet or Exceed Stated Requirement “Yes”
Professional Qualifications		
1.1.1	A minimum of five (5) years of experience in providing group dental administration (as applicable) in the state of Florida.	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.1.2	Valid licensed as insurance carrier per the Florida Department of Insurance regulations.	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.1.3	Plan offered complies with all applicable Florida Statutes, laws and regulations.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Account Management		
1.2.1	Respondent is responsible for identifying all differences from the Plans currently offered.	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.2.2	Offering includes provision of dedicated account manager to serve as primary point of contact who is readily available to administer the Plan on a day-to-day basis.	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.2.3	Account Manager at a minimum is responsible for overseeing all aspects of servicing and issue resolution with ability to make decisions, and/or report to decision authority, concerning process changes required to service the FLVS account.	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.2.4	Account manager shall attend monthly meetings with FLVS or appointed FLVS contractor at a minimum.	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.2.5	Account manager shall attend additional meetings on an as needed basis upon FLVS request.	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.2.6	Account manager is responsible for notifying FLVS with any changes in contact information for account manager.	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.2.7	Respondent agrees to change account manager at the discretion of FLVS.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Customer Service and Staffing		
1.3.1	Respondent provides local and/or toll-free telephone number to customer service system.	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.3.2	Customer service hours are provided between 8:00 AM EST and 5:00 PM EST Monday through Friday (at a minimum).	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.3.3	Customer service call in system supports ADA requirements for the hearing impaired.	<input type="checkbox"/> Yes <input type="checkbox"/> No

1.3.4	Customer services staff is capable of answering benefit, claim, and network questions.	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.3.5	Respondent records, maintains information regarding complaints reported by covered employees and/or employee representatives and provides follow up information regarding issue resolution to FLVS on an as needed basis.	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.3.6	Respondent is responsible for training customer support and claims staff adequately to provide technical support specific to the FLVS account.	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.3.7	Response includes quality assurance program currently in operation for this staff that is monitored on a daily basis.	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.3.8	Response includes Internet accessed, secure website for purposes of obtaining account information and Plan management by FLVS and its members.	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.3.9	Respondent website is ADA compliant for visually impaired users.	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.3.10	Respondent manages the member inquiry process on behalf of FLVS, including but not limited to the research and resolution of member inquiries and concerns.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Claims Processing and Benefits Payments		
1.4.1	Respondent provides established guidelines for claims processing.	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.4.2	Respondent has a system to ensure claims are processed timely and accurately.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Plan Information and Materials		
1.5.1	Offering includes the development, design, print and mail service agreements, certificates or booklets (summary Plan Description), network directories and any other appropriate informational materials, describing the Plan and its options, to FLVS for distribution to employees as needed during the term of the Agreement at no charge.	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.5.2	Literature distributed to employees is in laymen's terms and must be approved by FLVS and meet any regulatory filing requirements.	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.5.3	Required materials are provided to FLVS for annual Open Enrollment as well as monthly orientation meetings held for newly eligible employees.	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.5.4	Respondent provides Plan information materials to FLVS within fourteen (14) calendar days of a written request.	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.5.5	Respondent provides FLVS with the SPD (Summary Plan Description) in Microsoft Word format for placement on FLVS Intranet website.	<input type="checkbox"/> Yes <input type="checkbox"/> No

Group Plan Implementation and Annual Enrollment Support		
1.6.1	Respondent provides necessary support for implementation of initial enrollment period	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.6.2	Respondent provides necessary support for annual open enrollment period for life of contract	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.6.3	Respondent acknowledges that FLVS open enrollments occur on an annual basis (roughly between March and April) with benefits periods from July 1 through June 30 each contract year.	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.6.4	Respondent participates in initial enrollment and annual open enrollments meetings including making presentation on plan designs and coverage and providing information to employees and presenting cost containment explanations and instructions.	<input type="checkbox"/> Yes <input type="checkbox"/> No
PPO & Network Match		
1.7.1	PPO. Match current PPO Plans; Plans function as a PPO, i.e. no gatekeeper or Primary Dental Facility approval required to access the network benefits (match current).	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.7.2	Network Match. Respondents shall respond via the provided excel spreadsheet. Respondents shall indicate whether the provider is currently being utilized by FLVS members, are in network or out of network with your firm. In the event you firm offers and secondary network, identify the network provider falls under (Exhibit 6 – Provider Listing Report)	<input type="checkbox"/> Yes <input type="checkbox"/> No

B. Highly Desirable Performance Guarantees (to be completed in Bonfire)

Bonfire Ref #	Specifications	Shall Meet or Exceed Stated Requirement "Yes"
Customer Services		
1.8.1	Averages speed of answer is less than 2 minutes	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.8.2	Incorrect information given to member does not penalize member who acts in good faith on that information	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.8.3	Member complaints are resolved in accordance with the agreed upon terms of the agreement.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Claims and Administration		
1.9.1	Meet enrollment material, SPD, identification card and Agreement deadlines	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.9.2	Turnaround claims payments within 15 calendar days	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.9.3	Claims paid with 100% accuracy	<input type="checkbox"/> Yes <input type="checkbox"/> No

1.9.4	Provide standard claim experience reports within 20 calendar days of end of experience period for monthly experience periods and within 30 calendar days for annual experience	<input type="checkbox"/> Yes <input type="checkbox"/> No
Account Management		
1.10.1	Phone calls returned and access to care issues resolved within 24 hours	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.10.2	Enrollment and eligibility errors corrected within three (3) business days	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.10.3	All written communication to be distributed to members will be sent to FLVS a minimum of two (2) business days in advance of member distribution	<input type="checkbox"/> Yes <input type="checkbox"/> No

5.2 Respondent Methodology

1. Describe plan for performing the work specified. For each of the required services identified in the scope of services, describe how your firm will accomplish each activity. Include practices, methods, and processes that determine how best to plan, develop, control, and deliver the work specified until successful completion.
2. Discuss overall communications methodology for communicating to key target audiences/stakeholder groups such as project team members, users, and external (resident and contractor) community.
3. Define the expectations that you have of your clients.
4. Describe any additional value-added services that contractor is proposing.

5.2.1 Implementation Plan & Schedule. Respondent shall provide a description of their proposed implementation plan that explains their roles and responsibilities for transitioning FLVS to their company and subsequent enrollment period (year one and subsequent years throughout life of the agreement (A schedule submitted in Microsoft Project may also be provided as a substitute as long as it addressed the items listed below.) The steps should include:

- Phase
- Step
- Activity
- Task
- Deliverables
- Timelines

The final implementation schedule shall be determined within 10 days of the contract execution (tentatively March 10, 2023). It is anticipated that the implementation period shall be completed in time for the FLVS annual benefits enrollment period commencing in May 2023.

5.2.2 Staffing Plan. Proposers are required to submit a staffing plan, including a listing of all sub-contractors, if applicable, and a description of the project team roles. The submission shall incorporate the following:

- a. Project organization chart or similar showing FLVS and Proposer staff, role descriptions, and a description of the correlation between FLVS and Proposer roles.

- b. Biographies of agency leadership and key personnel including but not limited to the account manager, media buyer and others as applicable.
- c. Resource Risk Mitigation: FLVS requires mitigation plans for resources on the project in the event a resource leaves the firm prior to completion of contract.

5.2.3 Reporting. Include a list and samples of the types of reports (form and features) included with the proposed services. Reports shall demonstrate the level of detail that shall be included among the regularly scheduled deliverables.

5.2.4 Assumptions and Constraints

- FLVS will provide the awarded contractor with the requirements for FLVS systems integration
- FLVS and Respondent will agree upon a detailed, event driven, implementation plan
- Timely and reasonable response and resolution issues identified during project phases

5.2.5 Samples of Available User Interface/Dashboard

Respondent shall include screen shots of the employer portal for FLVS benefits administrators. Screen shots shall include views of frequently used and critical screens need to support user inquiries, benefits administration and reporting functionality in order to demonstrate the range of available options and flexibility of the system.

Respondent shall also provide screen shots for member portal to be used by insured members including researching in network providers, available balances, and coverage a Plan Designs

5.3 Additional Required Response Documents

Respondents must complete all questions in full and return the completed Dental Insurance Questionnaire(s), Plan Cost Form(s) and Benefits Summary Form(s) with the proposal response at their own expense. Responses shall be brief and specific. All responses shall be submitted in .pdf or .xls format as directed. **Required documents shall be inserted in order specified directly behind required compliance documents in Section 3 within the main proposal.**

Respondents shall include the following attachments with their response:

1. Geo-access report utilizing the following criteria (*Required Document #1 provided by respondent*):
 - a. Two (2) general dentists within eight (8) miles
 - b. One (1) pediatric dentist within ten (10) miles
 - c. One (1) specialist within ten (10) miles
2. Disruption Report (*Required Document #2 provided by respondent*)
3. Detailed Cost Summary – Plan Cost Form (*Required Document #3 completed by respondent*)
4. Benefits Summary Form – (*Required Document #4 completed by respondent*)
5. Dental Insurance Plan Questionnaire (*Required Document #5 completed by respondent*)
6. Sample Contract and SPD for each Plan proposed (*Required Document #6 provided by respondent*) including:
 - Sample copies of enrollment materials for each Plan proposed



- Sample copies of applicable claim forms for each Plan proposed
- Copy of sample claim reports for each line of coverage that you are proposing

7. Additional Materials (*Optional Document(s) 6*) In this section include any additional information and or documents included but not limited to Screen shots of Benefits Administrators dashboard, User dashboards or other pertinent information. Also include information regarding any additional and/or value-added services your firm can offer that would be advantageous and provide a competitive advantage to FLVS at no additional cost.

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Additional Response Documents

PLACEHOLDER - Document #1

Geo-access report utilizing the following criteria (*provided by respondent*)

PLACEHOLDER - Document #2

Disruption Report (*provided by respondent*)

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**Required Dental Form (Document #3)
Detailed Cost Summary – Plan Cost Form**

Provide your Company’s Name, Plan Name/Number and premium rates for the proposed plan. Complete one form per proposed plan. Plan year is July 1, 2023 – June 30, 2024.

Instructions

If additional space is required, state “additional information attached” in response space provided and attach full response on a separate page immediately following the respective question page, referencing your company’s name and the appropriate question numbers.

Company Name:	
Plan Name/#:	
Employee Only	\$
Employee + Spouse	\$
Employee + Children	\$
Employee + Family	\$
Are you willing to provide a premium guarantee or a rate renewal cap for Plan year July 1, 2024- June 30, 2025? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, provide details:	
Are you willing to provide a premium guarantee or a rate renewal cap for Plan year July 1, 2025- June 30, 2026? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, provide details:	
Are you willing to provide a premium guarantee or a rate renewal cap for Plan year July 1, 2026- June 30, 2027? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, provide details:	
Are you willing to provide a premium guarantee or a rate renewal cap for Plan year July 1, 2027- June 30, 2028? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, provide details:	

*Detailed Cost Proposal Section 6 Dental Low and Dental High



**Dental Insurance Plans (Document #4)
Benefits Summary Form**

Provide your Company’s Name, Plan Name/Number and premium rates for the proposed plan. Complete one form per proposed plan. Plan year is July 1, 2023 – June 30, 2024.

Instructions

It is the goal of FLVS to receive plans that match our current plan options; you must either:

1. Confirm that all benefits, limits, copays, etc., match the current plans. OR
2. Clearly disclose those items in your plans that differ (either better or worse) from the current plan.

If additional space is required, state “additional information attached” in response space provided and attach full response on a separate page immediately following the respective question page, referencing your company’s name and the appropriate question numbers.

COMPANY NAME:

PLAN

NAME/NUMBER

Benefits	In Network	Out of Network
Annual Deductibles		
Dentist: office visit		
Specialist: office visit		
Missed Appointment		
Oral Evaluation		
Prophylaxis (child)		
Emergency Visit (regular office hours)		
X-Rays (bitewings, 4 films)		
Amalgam (4+ surfaces)		
Crown – Porcelain		
Crown – Noble Metal		
Root Canal (anterior, excl. final restoration)		
Root Canal (molar, excl. final restoration)		
Periodontal Scaling per quad		
Complete Denture		
Orthodontic Treatment, child (complete costs)		
Orthodontic Treatment, adult (complete costs)		
Lifetime Maximum Benefit		
Pre-existing Condition Exclusion		

Please clearly note any deviation from the current FLVS’s benefits schedule here (attach additional pages if needed).



Required Dental (Document #5)

Dental Insurance Plan Questionnaire

Instructions

If additional space is required, state “additional information attached” in response space provided and attach full response on a separate page immediately following the respective question page, referencing your company’s name and the appropriate question numbers.

If a question is a yes/or no response, provide a clear “yes” or “no” prior to any narrative.

Company

Name: _____

Address: _____

FLVS/State/Zip: _____

Contact Name: _____

Telephone: _____

Fax: _____

1. Provide a brief narrative of your company’s history in the group dental insurance market.

2. How many employers in Florida offer your group dental insurance?

	PPO
Number of Employers	
Largest Size Group:	
Smallest Size Group	

3. Percentage of enrollment represented by public sector clients?

4. Number of years your company has administered group dental insurance programs in Florida?

Provide a list of at least four (4) current clients and one (1) former client with 1,000+ employees. Florida Public sector clients are preferred

Client Name	Client Type	# of Years	Contact	Telephone
	<input type="checkbox"/> Current <input type="checkbox"/> Former			
	<input type="checkbox"/> Current <input type="checkbox"/> Former			

	<input type="checkbox"/> Current <input type="checkbox"/> Former			
	<input type="checkbox"/> Current <input type="checkbox"/> Former			
	<input type="checkbox"/> Current <input type="checkbox"/> Former			

5. How do you track member satisfaction in the area of customer service?

6. Would you be willing to share the results? Yes or No

7. Describe standard experience reports available to FLVS and include samples. How often are they produced? What additional reports can be purchased? Provide sample and any cost for each.

8. Do you agree to waive all actively at work and dependent non-confinement provisions for currently covered employees, retirees and dependents and agree to cover all currently enrolled members on a no loss, no gain basis? Yes or No

9. If final enrollment deviates from the assumptions in your proposal, do you agree to honor the quoted rate?

Yes or No

10. Explain your second-year, third-year, fourth-year and fifth-year rate guarantee, or rate cap basis.

11. Have you identified on your proposal all plan design deviations from current plans? Yes or No

12. Do your rates include any commission, override, production bonus, or service fees of any kind?

Yes or No

If yes, please identify amount, to whom it is to be paid.

13. What are your days and hours of operation?

14. What non-weekend holidays are you closed?

15. What are your claims appeal procedures?

16. Do you require dentists who contract with your plan to carry malpractice insurance? Yes or No

If yes, in what amount?

17. How are dentists in your plan compensated for their services by the plan (i.e. capitation, fee schedule, or other)?
-

18. How will you be willing to work with FLVS if we wish certain dentists to be recruited for your network?
-

19. Are any changes in the dental network planned on or before July 1, 2023? Yes or No

If yes, explain:

20. If selected as a finalist, we agree to discuss any planned network changes in the next 24 months.

Yes or No

21. Are there any major changes in the dental compensation methodologies planned during the next 24 months? Yes or No

22. Describe the procedure for changing primary dental facility, any restrictions, or limitations on frequency, etc.
-

23. May members self-refer to specialists, including pediatric dentists, for treatment with primary dental facility approval? Yes or No

24. For any member visit to a specialist through referral, if a condition is diagnosed requiring further treatment, may the member have this treatment without physically returning to the primary dental facility's office for additional referrals? Yes or No

25. If a network provider refers a member to a non-participating provider, is the member at risk for non-network or balance billed charges? Yes or No

26. When network dentists are terminated by the plan, what provisions can be made for members who are undergoing treatment?
-

Would charges be honored for a certain period of time? Yes or No How long?



27. Describe any additional wellness benefits available to members.

28. Who will represent your company in negotiations with FLVS?

Name: _____
Title: _____
Office _____
Location: _____
Telephone () _____

29. Who will be the dedicated service account executive for FLVS? Name:

Name: _____
Title: _____
Office _____
Location: _____
Telephone () _____

30. Dates you can deliver the first draft of the:

- (a) Benefit Booklets (SPD): _____
- (b) Plan Document: _____
- (c) Network Directory: _____
- (d) ID Cards: _____

31. Will you provide all printed material needed for enrollment no later than April 1, 2023.

Yes or No

32. Are you willing and able to accept weekly enrollment extracts from FLVS’s payroll system (Workday, as well as making off-extract changes as necessary)? Yes or No

33. Please explain your missing tooth limitation, if any.

Additional Response Documents

PLACEHOLDER Document #6

Sample contract and SPD for each Plan proposed (*provided by respondent*)

PLACEHOLDER Document #7

Additional Materials (*provided by respondent*) if any

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EXHIBITS

Other Documents Provided for Informational Purposes (See provided Exhibits in Bonfire)

- Exhibit 1 – Dental Insurance Census Summary
- Exhibit 2 – Dental Employee Census
- Exhibit 3 – Current Premiums Dental Coverage
- Exhibit 4 – FLVS Current Dental Plan Options
- Exhibit 5 – Dental Claims Experience
- Exhibit 5.A – In and Out of Network Utilization
- Exhibit 6 – Provider Listing Report – **To be used for disruption purposes**
- Exhibit 7 – Certificates of Coverage, Policies and Benefit Summaries
 - Exhibit 7A-FLVS MetLife Dental Certificate Low Plan (July 2020)
 - Exhibit 7B-FLVS MetLife Dental Certificate Low Plan Texas (July 2020)
 - Exhibit 7C-FLVS MetLife Dental Certificate Low Plan Mississippi (July 2020)
 - Exhibit 7D-FLVS MetLife Dental Certificate High Plan (July 2020)
 - Exhibit 7E.1 – FLVS MetLife Dental Policy 2015
 - Exhibit 7E.2 – Policy Addendum 2020

Exhibit 1

Dental Employee Summary

Dental Insurance Census Summary

Plan	Employee/ Retiree Only	Employee/ Retiree Plus Spouse	Employee/ Retiree Plus Child(ren)	Employee/Retiree Plus Family	Total
PPO – LOW	632	153	293	474	1,552
PPO - HIGH	432	152	295	413	1,292

Exhibit 2

Group Dental Coverage

See Attachment in Bonfire

Exhibit 2 is available through the Bonfire Portal and can be downloaded along with the other supporting Documents for this Request for Proposal.

Exhibit 3

Current Premiums- Group Dental Coverage

	PPO – LOW	PPO - HIGH
Employee	\$22.99	\$43.85
Employee + Spouse	\$45.05	\$86.46
Employee + Child(ren)	\$51.88	\$103.56
Employee + Family	\$73.66	\$146.20

Exhibit 4

Dental Insurance Plans

FLVS Current Options – Dental Coverage:

	PPO - Low		PPO - High	
	In-Network	Out-of-Network	In-Network	Out-of-Network
Calendar Year Maximum Benefit	\$1,500	\$1,500	\$1,500	\$1,500
Annual Deductible (Individual/Family)	\$50/\$150	\$50/\$150	\$50/\$150	\$50/\$150
Type 1 - Diagnostic & Preventative	100% No Deductible	80% No Deductible	100% No Deductible	100% No Deductible
Type 2 - Basic Services	80%	60%	80%	80%
Type 3 - Major Services	25%	25%	50%	50%
Type 4 – Orthodontics – (Child and Adult)	Not Covered	Not Covered	50% up to \$1,500	50% up to \$1,500

Exhibit 5
Claims Experience
See Attachment in Bonfire

Exhibit 5 is available through the Bonfire Portal and can be downloaded along with the other supporting Documents for this Request for Proposal.

Exhibit 5.A
In and Out of Network Utilization
See Attachment in Bonfire

Exhibit 5 is available through the Bonfire Portal and can be downloaded along with the other supporting Documents for this Request for Proposal.

Exhibit 6
See Attachment in Bonfire

Provider Listing Report – To be used for disruption purposes

Exhibit 6 is available through the Bonfire Portal and can be downloaded along with the other supporting Documents for this Request for Proposal.

Exhibit 7
See Attachment in Bonfire

Certificates of Coverage, Policies and Benefit Summaries

Exhibit 7 is available through the Bonfire Portal and can be downloaded along with the other supporting Documents for this Request for Proposal.

5.2 Exceptions/Alternatives to the RFP: Proposers shall specify exceptions requested for consideration to any section of the Request for Proposal specified herein. FLVS at its sole discretion reserves the right to reject proposals with exceptions and / or alternatives to the requirements of this RFP and / or take the exceptions into consideration during the evaluation process as in its best interest.

Page #	Section # / Paragraph #	FLVS Original Language	Proposed Alternative/Revision for Consideration

5.3 Exceptions/Alternatives to FLVS Master Services Agreement Terms and Conditions: Proposers shall specify exceptions requested for consideration to the Sample Master Services Agreement provided (Appendix J of the Required Forms Packet). FLVS at its sole discretion reserves the right to reject proposals with exceptions and / or alternatives to the Master Services Agreement Terms and Conditions or take the exceptions into consideration during the evaluation process as in its best interest.

Page #	Section # / Paragraph #	FLVS Original Language	Proposed Alternative/Revision for Consideration

6. COST PROPOSAL FORMS: Provide a schedule of values for fees associated with the various services to be provided. Respondent costs shall include proposed strategies with proven success. Rates quoted shall be all inclusive of any related costs. All respondents are required to complete this Section as shown for each Lot of work proposed. Pricing shall be inclusive of all Work Product and/or Services as defined within the Scope of Services. FLVS reserves the right to further negotiate the proposed fees.

6.1 PROPOSAL PRICE SHEET

Respondents shall populate the cost proposal forms as provided below. All quantities are estimated and could be higher or lower at the sole discretion of FLVS. No minimums are guaranteed. Quantities shall be subject to benefit elections during enrollment periods and/or by changes in personnel.

Section 1 – Year One Dental Low Plan (complete bid table in Bonfire)

Description/Tier	Estimated Quantity	Unit of Measure	Unit Cost	Extended Cost
Employee/Retiree Only	632	Per month	\$	\$
Employee/Retiree + Spouse	153	Per month	\$	\$
Employee/Retiree +Child(ren)	293	Per month	\$	\$
Employee/Retiree + Family	474	Per month	\$	\$
Total Insured	1,552		Total Cost	\$

Section 2 – Year One Dental – High Plan

Description/Tier	Estimated Quantity	Unit of Measure	Unit Cost	Extended Cost
Employee/Retiree Only	432	Per month	\$	\$
Employee/Retiree + Spouse	152	Per month	\$	\$
Employee/Retiree +Child(ren)	295	Per month	\$	\$
Employee/Retiree + Family	413	Per month	\$	\$
Total Insured	1,292		Total Cost	\$

Section 3 -Year One Combined Dental Costs (Low and High Plans)

Total Year One Cost for Dental Low \$ _____

Total Year One Cost for Dental High \$ _____

Total Year One Combined Cost for Dental \$ _____

Section 4 Annual Costs for initial contract term of 3 years plus 2 optional renewals.

Respondent shall provide the annual cost for each tier using the provided estimated quantities including the optional renewal years.

Plan Tier	Total Year 1	Total Year 2	Total Year 3	Renewal Year 1	Renewal Year 2
Dental Low	\$	\$	\$	\$	\$
Dental High	\$	\$	\$	\$	\$
Dental Total (by Year)	\$	\$	\$	\$	\$
Total Annual Cost	\$	\$	\$	\$	\$

Lot A Dental Section 4 – Total combined five (5) year cost \$ _____

Section 5 Cost Proposal Form Part B P-Card Acceptance

Respondent shall accept payment via P-Card (with no additional Fees)

Yes No
(Check one)

6.2 Alternative Pricing: May be provided in Addition to Fixed Price (not as a replacement to the above)

Detailed Description	Total
	\$

6.3 Additional Services (optional)

Respondents shall provide rates for additional related services not specified in the scope of services. For additional available services, provide a detailed description of service along with associated rates. FLVS shall at its discretion exercise the right to purchase any proposed additional services as needed. Additional services proposed shall not factor into the evaluation process. Respondent shall specific any additional services offered.

6.4 Cost Proposal General Notes:

- If any services, functions, or responsibilities not specifically described in this solicitation are necessary for the proper performance and provision of the Services, they shall be deemed to be implied by and included within the scope of the Services to the same extent and in the same manner as if specifically described in this solicitation.
- Unit price will be used to determine the correct extended price if calculation error is found.

- Extended price should be computed as Estimated Total Hours multiplied by the Proposed Unit Price
- All quantities are estimated and could be higher or lower at the discretion of FLVS in accordance with the Statement of Work. Estimated quantities provided for evaluation purposes and do not guarantee dollar value of award.
- FLVS reserves the right to make award(s) by individual item, group of items, all or none or a combination thereof; to reject any and/or all bids/proposals or to waive any minor irregularity or technicality. Responders are cautioned to make no assumptions unless their proposal has been evaluated as being responsive. Cash discounts for prompt payment shall not be considered in determining the lowest net cost for bid evaluation purposes.
- FLVS Travel Policy (for any authorized, pre-approved travel related expenses)
In compliance with 112.061, Florida Statutes, FLVS will reimburse contractors following the same policy that is set in place for all FLVS staff for ordinary, necessary, and reasonable expenses incurred in the course of business-related travel in compliance with Florida State Law, based upon the rates established in sections 112.061(3),(6),(7), Florida Statutes. Travel expenses must be supported by receipts when submitting a Contractor Travel and Expense Reimbursement Form. Florida Virtual School will only reimburse up to what is considered acceptable based on FLVS travel policy.

7. GENERAL TERMS AND CONDITIONS

Master Service Agreement (Appendix J in the Required Forms Packet) is the FLVS. By submitting a response to this RFP, Proposers acknowledge and agree that they have reviewed this agreement and have no objection to it. Further, if selected by FLVS, Respondents acknowledge and agree that they will execute this agreement, subject to FLVS' right to make revisions and modifications thereto prior to execution, where FLVS has determined, in its sole discretion that such revisions or modifications are in FLVS' best interest. This RFP and the related responses of the selected Proposer(s) will constitute the basis of the formal contract between the Proposer(s) and FLVS. No modification of this RFP, except by addendum issued by FLVS, shall be binding on FLVS.

7.1 FLVS may, at its sole and absolute discretion, reject any and all, or parts of any and all responses; re-advertise this RFP; postpone or cancel, at any time this RFP process; or waive any irregularities in this RFP, or in the responses received as a result of this RFP. FLVS also reserves the right to request clarification of information from any Proposer.

7.2 All expenses involved with the preparation and submission of responses to FLVS, or any work performed in connection therewith, shall be borne by the Proposer. No payment will be made for any responses received, any other effort required of or made, or expenses incurred by the Proposer.

7.3 It is understood and agreed between the parties hereto that FLVS shall be bound and obligated hereunder only to the extent that the funds shall have been appropriated and budgeted for the purpose of this RFP. In the event funds are not appropriated and budgeted in any fiscal year for payments due under this RFP, FLVS shall immediately notify awardee(s) of such occurrence and this RFP shall terminate on the last day of the fiscal year for which an appropriation(s) was (were) received without penalty or expense to FLVS of any kind whatsoever.

7.4 The awards made pursuant to this RFP are subject to the provisions of Chapter 112, Florida Statutes. All Proposers must disclose, with their response, the name of any officer, director, or agent who is also an employee of FLVS. Further, all Proposers must disclose the name of any FLVS employee who owns directly, or indirectly, an interest of five percent (5%) or more in the Proposer or any of its branches/subsidiaries.

7.5 Purchasing Agreements with Other Government Agencies. With the consent and agreement of the awardee(s), purchases may be made under this response by school boards and governmental agencies. Services are to be furnished in accordance with the contract of said product(s) and/or service(s) resulting from this response. Such purchases shall be governed by the same terms and conditions as stated herein. It is hereby made a part of this RFP that the submission of any response, in response to this advertised request, shall constitute a response made under the same conditions, for the same contract price, and for the same effective period as this response to all public entities if they so request. This agreement in no way restricts or interferes with the right of any governmental agency to re-solicit any or all items.

7.6 Proposers, their agents, and/or associates are subject to the provisions of the Florida Statute Chapter 286 and Sunshine Law, Florida Statute Chapter 119.

7.7 There shall be no discrimination permitted by any party under this engagement as to race, sex, color, creed, national origin, or handicap.

7.8 The Procurement Director may terminate this solicitation in whole or in part when it is in the best interest of FLVS. Notification of termination must be in writing and issued by the Procurement Director or designee. This action will be publicly posted as described above.

7.9 Should any Proposer fail to enter into a contract with FLVS, on the basis of the submitted response by said Proposer, the Proposer acknowledges that proposer shall be liable to FLVS for any lost revenue.

7.10 Legal Requirements: It shall be the responsibility of the awardee(s) to be knowledgeable of all federal, state, county and local laws, ordinances, rules and regulations that in any manner affect the items covered herein which may apply. Lack of knowledge by the Awardee(s) will in no way be a cause for relief from responsibility. Awardee(s) doing business with FLVS are prohibited from discriminating against any employee, applicant, or client because of race, creed, color, national origin, sex or age with regard to but not limited to the following: employment practices, rates of pay or other compensation methods, and training selection.

7.11 Patents and Royalties. The Proposer, without exception shall indemnify and hold harmless FLVS and its employees from liability of any nature or kind including cost and expenses for or on account of any copyrighted, patented, or unpatented invention, process, or article manufactured or used in the performance of the contract, including its use by Florida Virtual School. If the Proposer uses any design, device, or materials covered by letters, patent or copyright, it is mutually agreed and understood without exception that the proposed prices shall include all royalties or costs arising from the use of such design, device, or materials in any way involved in the work. In addition, FLVS shall maintain all rights to the written documentation, electronic media and other materials provided by the Proposer in response to this solicitation.

7.12 All information submitted in response to this request shall be submitted in compliance with Florida Statutes Chapter 119.07 Public Records and 812-081 Trade Secrets. All information submitted as "Trade Secret" shall be submitted electronically and labeled as "Confidential" with a second copy submitted and labeled as "Redacted Copy" retracting the Trade Secret information.

7.13 Financial Terms and Conditions.

7.13.1 Conditions to Payment

Payment to Contractor of the amounts due shall be conditioned strictly upon satisfaction of the conditions for such payment set forth in the Pricing Schedule under the agreement and specifically upon the successful and timely completion of the acceptance tests specified for the particular deliverable. FLVS reserves the right to determine the acceptance process which may include the approval and release of funds.

7.13.3 Performance Bond. **INTENTIONALLY OMMITTED**

7.13.4 Liquidated Damages applied to Implementation and or customizations

Liquidated damages may apply if the Contractor fails to meet the project implementation schedule as specified within the Statement of Work. FLVS may, at its discretion, elect to

assess liquidated damages in the amount of \$250.00 per calendar day until the earlier of the date that:

- a. the Contractor completes the task
- b. FLVS secures the deliverable elsewhere
- c. FLVS needs otherwise cease

7.14 All awardees shall comply with Chapter 442, Florida Statutes to any product or item delivered or used when providing goods or services under this contract by providing Material Safety Data Sheets (MSDS) when applicable.

7.15 Federal Provisions. If FLVS is using any federal funds for payment of the services, then the awarded Contractor shall execute and deliver to FLVS the Federal Certification(s) concurrent with Contractor's execution of this Agreement and concurrent with subsequent amendments (if any) to this Agreement.

7.16 Public Entity Crimes. A person or affiliate who has been placed on the convicted contractor list following a conviction for a public entity crime may not submit a bid/proposal on a contract to provide any goods or services to a public entity, may not submit a bid/proposal on a contract with a public entity for the construction or repair of a public building or public work, may not submit bid/proposal(s) on leases of real property to a public entity, may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity, and may not transact business with any public entity in excess of the threshold amount provided in Section 287.017, for CATEGORY TWO for a period of 36 months from the date of being placed on the convicted contractor list.

7.17 The Awardee(s) certifies by submission of this RFP, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

7.18 Identical Qualifying Bid/Proposals: In the event of identical qualifying bid/proposals, FLVS will execute the tie breaking procedure contained in the FLVS Board of Trustees Policy Manual.

7.19 ADA Compliance: Under Title II of the Americans with Disability (ADA) Act. The ADA requires that persons with disabilities are provided both physical and programmatic access to all programs and services offered by public entities. Contractor complies with all rules and regulations under the Americans with Disabilities Act (ADA) in accordance with federal, state and local disability rights legislation. Contractor agrees to comply with all with WCAG 2.1 A.A. and 508 Accessibility Standards specified within:

- [Section 508 of the Rehabilitation Act of 1973, as amended \(Sec. 508\)](#)
- [Americans with Disabilities Act of 1990, as amended \(ADA\)](#)

8. DEFINITIONS

The following words shall be defined as set forth below:

“Change Order (CO)” Contractual Document to request to modify a SOW.

“Contractor” means the provider of the Goods or Services under the Agreement.

“Cost Proposal Form” or **“Cost Proposal”** means the portion of the response that describes the proposed pricing.

“Intent to Award” (IAW) means a formal notice posted on FLVS.net notifying the public that FLVS has completed its evaluation process and intends to award a contract to the highest-ranking Respondent

“FLVS Master Service Agreement” or **“Agreement”** or **“Contract”** means the agreement between FLVS and the Contractor as defined by the terms of this FLVS Master Service Agreement and its incorporated documents.

“PEC” means the Proposal Evaluation Committee or Evaluation Committee

“Purchase Order” means the form or format used to make a purchase under the Agreement (e.g., a formal written purchase order, electronic purchase order, procurement card, or other authorized means).

“Proposer” or **“Respondent”** means the company, organization or contractor submitting a proposal in response to a published solicitation.

“Proposal” or **“Response”** or **“Submission”** means the submission provided in response to the ITN. May be used interchangeably throughout the document.

“Request for Proposal” or **“RFP”** is a solicitation used in negotiated acquisition to communicate government requirements to the prospective contractors and to solicit proposals.

“Services” means the services and deliverables as provided in the Master Service Agreement and as further described by the Statement of Work as required.

“Statement of Work (SOW)” means the Contractor’s Responsibilities as described in detail in the sample SOW Attached within the Required Forms Packet.

“Subject Matter Expert” (SME) means individual(s) who are considered authorities in a particular field or area of the business.

“Technical Response” or **“Technical Proposal”** means the response to the ITN excluding the Cost or Pricing Proposal Form. May be used interchangeably throughout the document.