



**Department of
Civil Service**

**Performance Guarantees
RFP entitled:
“New York State Vision Plan Services”**

Offeror Name: _____

Implementation Guarantee: The Offeror proposes to forfeit \$_____ for each Calendar Day or part thereof, that all Implementation and Start-Up requirements are not met in the time frame stated in Section 3.2. This guarantee is not subject to the limitation of liability provisions of the Contract.

Network Access Urban Areas Guarantee: The Offeror proposes to forfeit \$_____ for each quarter in which less than ninety-five percent (95%) of urban Enrollees in New York State do not have Provider access that meets the Network Access-Urban Areas requirement listed in Section 3.3(1)(a) of the RFP.

Network Access Suburban Areas Guarantee: The Offeror proposes to forfeit \$_____ for each quarter in which less than ninety-five percent (95%) of suburban Enrollees in New York State do not have provider access that meets the Network Access-Suburban Areas requirement listed in Section 3.3(1)(a) of the RFP.

Network Access Rural Areas Guarantee: The Offeror proposes to forfeit \$_____ for each quarter in which less than ninety-five percent (95%) of rural Enrollees in New York State do not have provider access that meets the Network Access-Rural Areas requirement listed in Section 3.3(1)(a) of the RFP.

Turnaround Time for Receiving Eyewear Guarantee: The Offeror proposes to forfeit \$_____ for each quarter in which less than ninety-five percent (95%) of all orders from a Participating Provider for covered eyewear are not shipped to the Participating Provider within seven (7) Calendar Days after the order is received by the lab processing the eyewear.

Call Center Response Time Guarantee: The Offeror proposes to forfeit \$_____ for each quarter in which the the number of telephone calls answered within sixty (60) seconds falls below ninety percent (90%) of all incoming calls.

Telephone Availability Guarantee: The Offeror proposes to forfeit \$_____ for each quarter in which the Offeror’s customer service toll-free telephone line is not operational and available to Members and Providers ninety-nine and five-tenths percent (99.5%) of the time.

Telephone Abandonment Rate Guarantee: The Offeror proposes to forfeit \$_____ for each quarter in which more than three percent (3%) of callers disconnect a call prior to the call being answered by a CSR.



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Telephone Blockage Rate Guarantee: The Offeror proposes to forfeit \$_____ for each quarter in which more than three percent (3%) of incoming calls to the Offeror’s telephone line are blocked by a busy signal.

Website Maintenance Guarantee: The Offeror proposes to forfeit \$_____ for each Calendar Day beyond thirty (30) Calendar Days notification by the Department that all Vision Plan benefit changes are not accurately updated to the Vision Plan’s customized website.

Management Reports and Claims File Guarantee: The Offeror proposes to forfeit \$_____ for each Calendar Day the Department has not received the Vision Plan management report and claims file by their respective due date.

Enrollment Management Guarantee: The Offeror proposes to forfeit \$_____ for each twenty-four (24) hour period or portion thereof in which one hundred percent (100%) of the enrollment records that meet the quality standards for loading are not loaded in the Offeror’s enrollment system after such enrollment records have been released by the Department.

Transition and Termination Guarantee: The Offeror proposes to forfeit \$_____ for each Calendar Day or part thereof that the Transition Plan requirements are not met.