

## ATTACHMENT 6



Department of  
Civil Service

**Performance Guarantees**  
**RFP entitled:**  
**“Dental Plan Services”**

**Offeror Name:** \_\_\_\_\_

**Implementation Guarantee:** The Offeror proposes to forfeit \$\_\_\_\_\_ for each Calendar Day or part thereof, that all Implementation requirements are not met in the time frame stated in Section 3.2. The forfeited amount (Standard Credit Amount) is \$1,500.00 a day for each Calendar Day the guarantee is not met. However, an Offeror may propose higher amounts. This guarantee is not subject to the limitation of liability provisions of the Contract.

**Enrollment Management Guarantee:** The Offeror proposes to forfeit \$\_\_\_\_\_ for each twenty-four-hour period or part thereof in which 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. The forfeited amount (Standard Credit Amount) is \$1,000.00 for each twenty-four-hour period or part thereof in which this guarantee is not met. However, an Offeror may propose higher amounts.

**Call Center Response Time Guarantee:** The Offeror proposes to forfeit \$\_\_\_\_\_ for each quarter in which the number of phone calls answered within thirty seconds falls below 90% of all incoming calls. The forfeited amount (Standard Credit Amount) is \$15,000.00 a quarter for each quarter in which this guarantee is not met. However, an Offeror may propose higher amounts.

**Availability Guarantee:** The Offeror proposes to forfeit \$\_\_\_\_\_ for each quarter in which the Offeror’s telephone line is not operational and available to Members and Providers 99.5% percent of the time. The forfeited amount (Standard Credit Amount) is \$15,000.00 a quarter for each quarter in which this guarantee is not met. However, an Offeror may propose higher amounts.

**Telephone Abandonment Rate Guarantee:** The Offeror proposes to forfeit \$\_\_\_\_\_ for each quarter in which more than 3% of callers disconnect a call prior to the call being answered by a CSR. The forfeited amount (Standard Credit Amount) is \$15,000.00 a quarter for each quarter in which this guarantee is not met. However, an Offeror may propose higher amounts.

**Telephone Blockage Rate Guarantee:** The Offeror proposes to forfeit \$\_\_\_\_\_ for each quarter in which more than 0% of incoming calls to the Offeror’s telephone line are blocked by a busy signal. The forfeited amount (Standard Credit Amount) is \$15,000.00 a quarter for each quarter in which this guarantee is not met. However, an Offeror may propose higher amounts.



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**Reporting Services Guarantee:** The Offeror proposes to forfeit \$\_\_\_\_\_ for each Calendar Day the Department has not received the Dental Plan management reports and claims file by their respective due dates as outlined in *Program Reporting* (Attachment 17). The forfeited amount (Standard Credit Amount) for each management report or claim file that is not received by its respective due date is \$100 per Calendar Day per report. However, an Offeror may propose a higher amount.

**Claims Payment Accuracy Guarantee:** The Offeror proposes to forfeit \$\_\_\_\_\_ for each year in which 98% of claims payment accuracy is not achieved as determined based on an annual audit conducted by the Department. The forfeited amount (Standard Credit Amount) is \$60,000.00 for each year this guarantee is not met. However, an Offeror may propose higher amounts.

**Claims Processing Guarantee – Twenty-Four (24) Calendar Days Turnaround Time:** The Offeror proposes to forfeit \$\_\_\_\_\_ for each quarter in which less than 99.5% of claims that require no additional information in order to be correctly processed, are not processed within twenty-four Calendar Days from either the date the claim is received electronically or in the Offeror’s designated post office box to the date the payment is transmitted to the Provider or mailed to the Member as calculated on a quarterly basis. The forfeited amount (Standard Credit Amount) is \$15,000.00 a quarter for each quarter in which this guarantee is not met. However, an Offeror may propose higher amounts.

**Network Access Urban Areas Guarantee:** The Offeror proposes to forfeit \$\_\_\_\_\_ for each quarter in which urban Enrollees do not have Dental Provider access that meets the network Access-Urban Areas requirements as outlined in Section 3.3. The amount quoted by the Offeror shall be applied only once per quarter for General Dentistry and for each of the individual Specialist types if the Offeror fails to maintain required access in Urban Areas. The quoted access standard is not an overall aggregate of Dental Provider access in Urban Areas (i.e., there is one standard for General Dentists and a standard for each of the individual Specialty types as outlined in Section 3.3). The forfeited amount (Standard Credit Amount) is \$15,000.00 for any Dental Provider type, calculated quarterly. An Offeror may propose a higher amount.

**Network Access Suburban Areas Guarantee:** The Offeror proposes to forfeit \$\_\_\_\_\_ for each quarter in which suburban Enrollees do not have Dental Provider access that meets the network Access-Suburban Areas requirements as outlined in Section 3.3. The amount quoted by the Offeror shall be applied only once per quarter for General Dentistry and for each of the individual Specialist types if the Offeror fails to maintain required access in Suburban Areas. The quoted access standard is not an overall aggregate of Dental Provider access in Suburban Areas (i.e., there is one standard for General Dentists and a standard for each of the individual Specialty types as outlined in Section 3.3). The forfeited amount (Standard Credit Amount) is \$15,000.00 for any Dental Provider type, calculated quarterly. An Offeror may propose a higher amount.

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**Network Access Rural Areas Guarantee:** The Offeror proposes to forfeit \$\_\_\_\_\_ for each quarter in which rural Enrollees do not have Dental Provider access that meets the network Access-Rural Areas requirements as outlined in Section 3.3. The amount quoted by the Offeror shall be applied only once per quarter for General Dentistry and for each of the individual Specialist types if the Offeror fails to maintain required access in Rural Areas. The quoted access standard is not an overall aggregate of Dental Provider access in Rural Areas (i.e., there is one standard for General Dentists and a standard for each of the individual Specialty types as outlined in Section 3.3). The forfeited amount (Standard Credit Amount) is \$15,000.00 for any Dental Provider type, calculated quarterly. An Offeror may propose a higher amount.

**Transition and Termination Guarantee:** The Offeror proposes to forfeit \$\_\_\_\_\_ for each day or part thereof that the Transition Plan requirements are not met. The forfeited amount (Standard Credit Amount) is \$1,000.00 for each day this guarantee is not met. However, an Offeror may propose higher amounts.