



MANDATORY – OFFEROR QUALIFICATIONS AND REQUIRED WRITTEN RESPONSE

INSTRUCTIONS:

This form is being provided in 'WORD' format. Please fill in your answers to the questions on this form or on a separate page. It is recommended that you use a different colored font, such as red or blue, for ease of reading your responses by procurement manager. Please save the final document in PDF format, and email to bhidalgo@cityofanthonynm.org.

The Offeror must respond to each of the items listed below by providing succinct written narratives to clearly demonstrate your ability to provide/performance services proposed, identify the level of services and the product type(s) that you are proposing to provide a City of Anthony, NM employees under this solicitation. Failure to respond and comply with any requirement below may result in the Offeror's response being considered non-responsive.

A. COMPANY PROFILE - ORGANIZATION (50 Points)

Company Name

Address

City/State/Zip Code

Principal Office Location if different that stated above

1. Physical location, address, city, state and zip code of the company headquarters if different that above.
2. How long has your company resided at this location?

Please put an X in the space that identifies your type of organization, fill in the appropriate subparagraph (a. b. c. or d.) information and delete the paragraphs that do not apply.

1. Corporation Partnership Sole Proprietorship Joint Venture

B. Experience and Past Performance (100 points)

1. Provide an overview of your firm's capabilities and office structure regarding information and transaction capabilities available to participants through customer service representatives, call centers and the internet.
2. List the products and services that your company provides including a copy of the third-party administrator (TPA) license for each of the products proposed in this solicitation.
3. Clearly identify the areas of expertise, and the types, kinds and levels of consulting and support services being proposed for each product offered.
4. Describe the company's guidelines and the process relating to receiving and processing claims to include the average turn-around time for client claims.
5. Provide and describe the level of security utilized by your organization, including how the systems are monitored for intrusion.
6. Describe the controls used to ensure transactional integrity.
7. Describe the support and assistance your firm will provide City of Anthony, its employees and Participating Entities in the event of an audit.
8. Describe and/or provide samples of Plan Documentation, forms, materials etc., employer implementation guides and/or administration manual.

9. Should City of Anthony contract with a new Plan provider, provide an outline of your transition plan. Include a timeline that describes the necessary actions, responsible parties, target completion dates, communication of the transition plan to participants, blackout period and what participants can and cannot do during this period.

C. KEY PERSONNEL AND EXPERIENCE (50 points)

1. Provide a listing of all consultants and service providers, with a brief description of their areas of expertise, qualifications and experience that will be utilized to offer and provide the services offered.

Attach – TPA License and/or other Licensure Documents

D. Services and Quality Assurance (100 points)

The Offeror must provide the following information:

1. Provide proposed renewal rates and plan highlights.
2. Describe your firms' guidelines, timelines and the process relating to receiving and processing claims, to include the average turn-around time for client claims.
4. Describe your firm's quality control methodologies utilized as a third-party administrator to provide support to City, City employees to ensure that services and products delivered are of the highest quality, timely, meet or exceed industry standards, customer expectations and requirements.
5. Provide written documentation to describe the process utilized to:
 - a. Providing plan enrollment information to City and its employees, describe the process used to ensure new hires are contacted timely and enrolled.
 - b. Setting up, coordinating and conducting open enrollment meetings.