



NORTHWEST ARKANSAS COMMUNITY COLLEGE

REQUEST FOR PROPOSAL (RFP)

BID SOLICITATION DOCUMENT

SOLICITATION INFORMATION

Bid Number:	RFP-25-008	Solicitation issued:	04/30/2025
Description:	Benefits – List the Different Benefits		
Agency:	Northwest Arkansas Community College (NWACC)		

SUBMISSION DEADLINE FOR RESPONSE

Bid Opening Date:	5-21-2025	Bid Opening Time:	10:00 A.M., Central Time
<p>Proposals shall not be accepted after the designated bid opening date and time. In accordance with Arkansas Procurement Law and Rules, it is the responsibility of Vendors to submit proposals at the designated location on or before the bid opening date and time. Proposals received after the designated bid opening date and time shall be considered late and shall be returned to the Vendor without further review.</p> <p>The proposal response is required to be received by Lockton and NWACC.</p> <p>For proposals delivered to Lockton, it is preferred your proposal response be submitted electronically via email to the contacts listed below. Please reach out to the Lockton contacts via email for questions and details on the request.</p> <p>Allison Wilson: AWilson@lockton.com Bayley Woodson: BWoodson@lockton.com Caleb Harris: Caharris@lockton.com</p> <p>For hard copy responses, please mail to the delivery address listed below.</p>			

DELIVERY OF RESPONSE DOCUMENTS

Delivery Address:	Northwest Arkansas Community College Purchasing Department, Attn: Karen Walls Burns Hall Room 1128.7 One College Drive Bentonville, AR 72712
Proposal's Outer Packaging:	<p>Outer packaging must be sealed and should be properly marked with the following information. If outer packaging of proposal submission is not properly marked, the package may be opened for bid identification purposes.</p> <ul style="list-style-type: none"> • Bid Number • Date & Time of Bid Opening • Vendor's Name & Return Address

Proposed Timetable of Activities

04-30-2025	Solicitation Issued
05-07-2025	Last Day for written questions
05-14-2025	Answers Posted
05-21-2025	Bid Opening
	Optional - Presentations
	ALC Approval

SECTION 1 - GENERAL INSTRUCTIONS AND INFORMATION

- **Do not** provide responses to items in this section unless specifically and expressly required.

1.1 Introduction

On behalf of Northwest Arkansas Community College (NWACC), Lockton invites your organization to submit a proposal for the following Benefits – Medical, Dental, , Life – basic and voluntary, Accidental Death & Dismemberment (AD&D), Short-term and Long-term Disability, FSA administration, COBRA Administration, Retiree Billing Services, Family-forming benefits (if separate from medical), critical illness, and financial education effective January 1, 2026. All bidders must follow the instructions in these bid specifications and complete all questions and tables. If your organization is able to meet the requirements in this Request for Proposal (RFP), NWACC appreciates and welcomes your proposal.

NWACC reserves the right to award any service in whole or in part, if proposals suggest that doing so would be in NWACC's best interest. NWACC also reserves the right to issue no award or cancel or alter the procurement at any time. In addition, NWACC reserves the right to extend the proposed RFP period, if needed at their sole discretion. Proposals containing the lowest cost may not necessarily be awarded as NWACC recognizes that factors other than costs are important to the ultimate selection of a Benefit partner(s) for their benefit plan.

Proposals provided in response to this RFP must comply with the submittal requirements set forth in later sections, including all forms and certifications, and will be evaluated in accordance with the criteria and procedures described herein. Based on the results of the evaluation, NWACC will award the contract to the most advantageous Bidder. Any contract awarded hereunder shall be subject in accordance with applicable state laws and regulations.

Please read the entire solicitation package and submit an offer in accordance with the instructions. All forms contained in the solicitation package must be completed in full and submitted along with the Technical Response and Price Proposal Worksheet, which combined, will constitute the offer. This RFP and your response, including all subsequent documents provided during this RFP process will become part of the contract terms and policy between the parties.

Lockton serves as the ongoing consultant for NWACC and has been retained to assist in the evaluation of the proposals for completeness and responsiveness. Each proposal shall be evaluated in accordance with the selection criteria and other relevant factors such as, but not limited to, the ones listed below:

- Cost of the proposed benefits and/or services and any “value added” terms, conditions, and services.
- The Benefit Provider's ability to offer a proposal based on the lowest net cost (post fees and member cost share) on a per member per month basis.
- The Benefit Provider's ability to provide comparable access to care via their contracted provider network.
- Qualifications of the Benefit Provider(s) including financial capacity, staffing, and availability of staff to work with NWACC during Open Enrollment.
- The Benefit Provider's experience with comparable plans; commitment to such plans; experience offering such plans to employers.
- The Benefit Provider's ability to provide exceptional prior authorization and other utilization management programs.
- The Benefit Provider's ability to maintain a copay assistance/accumulator program.
- The Benefit Provider's ability to educate and communicate with program participants.
- The Benefit Provider's ability to minimize member disruption.
- The Benefit Provider's ability to mirror current plan designs.

1.2 Background

Northwest Arkansas Community College (NWACC) is a public institution of higher education, created by Arkansas law, to provide post-secondary education to the citizens of Arkansas. It is governed by a nine-

member Board of Trustees, elected by the community for up to 6 year terms. NWACC also has a cabinet consisting of leaders from around the college. The cabinet has delegated authority for oversight for all employee benefits plans. As a public entity, NWACC is not subject to ERISA.

- 2 NWACC includes 3 campuses dispersed across Northwest Arkansas with benefits-eligible employment of approximately 500 with approximately 1,100 total lives with dependents. Campuses include the NWACC main campus in Bentonville, Brightwater and Washington County. A full listing can be found at <https://nwacc.edu/>. NWACC's goal is to provide a best-in-class benefits program, offering excellent benefits, financial soundness, and innovative approaches to improving the health and well-being of our members.
- 3 NWACC serves approximately 367 enrolled employees in their Medical plan, 453 in their Dental plan, 471 enrolled employees in their Group Life plan, 200 employees enrolled in Voluntary Life and AD&D plans, 140 in short-term disability plan, 433 in the long-term disability plan, and 215 enrolled in FSA plans, 7 active COBRA participants, 48 active retirees for billing services.
- 4 Please refer to the NWACC information and benefits information available at <https://nwacc.edu/> attached to this RFP plus any additional requirements set forth in this RFP. NWACC requires that the Bidder implement the current plan design and administration of the plan as outlined on the website and as specified by NWACC management.

Several important highlights of the current programs include:

- **Medical**
- **Dental**
- **Life: Group and Voluntary**
- Short-term Disability
- Long-term Disability
- FSA (Flexible Spending Accounts)
- COBRA Administration
- Retiree Billing Services
- Family Forming Benefits
- Critical Illness
- Financial Wellness Program

4.1 Objective

NWACC reserves the right to award this contract in whole or in part, or to cancel this RFP and initiate a new solicitation if, in NWACC's sole judgment, it is in the best interest of the College to do so.

Lockton serves as the ongoing insurance consultant/broker for NWACC and has been retained to assist in the evaluation of the proposals for completeness and responsiveness. All bidders will receive supplementary documentation and materials to utilize and provide a proposal.

Please complete the provided questionnaire with all applicable information – Will be provided once you request additional materials for applicable plans to quote on. Initial plan details on Pages 24-32.
Clearly define all applicable fees (with rate guarantees) and estimated annual pricing
Provide access report based on zip codes provided in the questionnaire/census
Please include any applicable implementation credits and performance guarantees

Direct all questions, comments, or concerns you may have regarding this solicitation to the Lockton contacts listed on the first page of the RFP.

4.2 TYPE OF CONTRACT

- A. A Term contract will be awarded per section. It may be awarded to a single supplier per section or multiple suppliers or all sections to one supplier whichever is the most advantageous for the institution.

- B. The term of this contract **shall** be no longer than seven (7) years. The anticipated starting date for the contract is 1/1/2026. Upon mutual agreement by the vendor and agency, the contract may be renewed by NWACC on a year-to-year basis, for up to (6) additional one-year terms or a portion thereof.

4.3 BID OPENING LOCATION

Responses submitted by the opening time and date **shall** be opened at the following location:

NorthWest Arkansas Community College
One College Drive, Burns Hall, Room # 1128.7
Bentonville, AR 72712
10:00 AM Central Standard Time

4.4 CONTACT

Please submit all questions about this RFP to:

The Lockton contacts listed on Page 1 of the RFP

4.5 DEFINITION OF REQUIREMENT

- A. The words “**must**” and “**shall**” signify a requirement of this solicitation and that vendor’s agreement to and compliance with that item is mandatory.
- B. Exceptions taken to any mandatory requirement in this *Bid Solicitation*, whether submitted in the vendor’s response or in subsequent correspondence, **shall** cause the vendor’s response to be disqualified.

4.6 DEFINITION OF TERMS

- A. The State Procurement Official has made every effort to use industry-accepted terminology in this *Bid Solicitation* and will attempt to further clarify any point of an item in question as indicated in *Clarification of Bid Solicitation*.
- B. The words “bidder” and “vendor” are used synonymously in this document.
- C. The words “The State”, “Agency”, and “NWACC” are used synonymously in this document.
- D. The terms “Request for Proposal”, “RFP” and “Bid Solicitation” are used synonymously in this document.
- E. The term “OSP” refers to the “Office of State Procurement” with the State of Arkansas.

4.7 RESPONSE DOCUMENTS

A. *Original Response Packet*

1. The original *Response Packet* **must** be submitted on or before the bid opening date and time.
2. The *Response Packet* should be clearly marked “Original” and **must** include the following:
 - a. Original signed *Response Signature Page*. (See *Response Signature Page*.)
 - b. Other documents and/or information as may be expressly required in this *Bid Solicitation*.
 - c. EO 98-04 Disclosure Form. (See *Standard Terms and Conditions*.)
 - d. Copy of Vendor’s *Equal Opportunity Policy*. (See *Equal Opportunity Policy*.)
 - e. Prohibition of Employment of Illegal Immigrants.

B. *Additional Copies of the Response Packet*

In addition to the original *Response Packet*, the following items should be submitted:

- a. One (1) usb-flash drive with a copy of the *Response Packet*.
- b. All additional hard copies and electronic copies **must** be identical to the original hard copy. In case of

a discrepancy, the original hard copy **shall** govern.

4.8 ORGANIZATION OF RESPONSE DOCUMENTS

A. It is strongly recommended that vendors adhere to the following format and suggestions when preparing their Response.

- *Response Signature Page.* (See Appendix)
- Signed Addenda, if applicable.
- E.O. 98-04 – *Contract Grant and Disclosure Form.* (See Appendix)
- *Equal Opportunity Policy.*
- *Combined forms*
- Other documents and/or information as may be expressly required in this *Bid Solicitation*. Label documents and/or information to reference the *Bid Solicitation's* item number.

4.9 CLARIFICATION OF BID SOLICITATION

- A. Any questions requesting clarification of information contained in this *Bid Solicitation* **must** be submitted in writing via email by 10:00 a.m., Central Time on or before May 7, ,2005 to the individual listed in section 1.4 *Contact*, of this *Bid Solicitation*.
1. For each question submitted, vendor should reference the specific solicitation item number to which the question refers.
 2. Vendors' written questions will be consolidated, and NWACC's written response is anticipated to be posted to the NWACC website by the close of business on May 14, 2025.
- B. Vendors may contact Lockton with non-substantive questions at any time prior to the bid opening.
- C. Oral statements by purchasing agents of NWACC **shall not** be part of any contract resulting from this solicitation and may not reasonably be relied on by any vendor as an aid to interpretation unless it is reduced to writing and expressly adopted by NWACC.

4.10 RESPONSE SIGNATURE PAGE

- A. An official authorized to bind the vendor(s) to a resultant contract **must** sign the *Response Signature Page* included in this Bid Solicitation, located in appendix.

4.11 PRICING

Pricing will be a weighted part of the overall scores given to each submitted proposal.

4.12 PRIME CONTRACTOR RESPONSIBILITY

- A. A single vendor **must** be identified as the prime contractor.
- B. The prime contractor **shall** be responsible for the contract and jointly and severally liable with any of its subcontractors, affiliates, or agents to the State for the performance thereof.

2 PROPRIETARY INFORMATION

- A. Submission documents pertaining to this *Bid Solicitation* become the property of the State and are subject to the Arkansas Freedom of Information Act (FOIA).

3 CAUTION TO VENDORS

- A. Prior to any contract award, all communication concerning this *Bid Solicitation* **must** be addressed through NWACC.
- B. Vendor **must not** alter any language in any solicitation document provided by NWACC.
- C. All official documents and correspondence related to this solicitation **shall** be included as part of the resultant contract.
- D. Responses **must** be submitted only in the English language.
- E. The State **shall** have the right to award or not award a contract, if it is in the best interest of the State to do so.
- F. Vendor **must** provide clarification of any information in their response documents as requested by Lockton

4 REQUIREMENT OF ADDENDUM

- A. This *Bid Solicitation* **shall** be modified only by an addendum written and authorized by NWACC.
- B. An addendum posted within three (3) calendar days prior to the bid opening **may** extend the bid opening and may or may not include changes to the Bid Solicitation.
- C. Vendor **shall** be responsible for checking the NWACC website, <http://www.nwacc.edu/administrativeservices/purchasing/bids.aspx>

5 NEGOTIATION AND AWARD PROCESS

- A. Negotiations
 1. If the agency so chooses, it **shall** also have the right to enter discussions with the highest-ranking vendor to further define contractual details. All negotiations **shall** be conducted at the sole discretion of NWACC. NWACC **shall** solely determine the items to be negotiated.
 2. If negotiations fail to result in a contract, NWACC may begin the negotiation process with the next highest-ranking vendor. The negotiation process may be repeated until an anticipated successful vendor has been determined, or until such time NWACC decides not to move forward with an award.

- B. Anticipation to Award

Once an anticipated successful vendor has been determined, the anticipated award will be posted on the NWACC website at <http://www.nwacc.edu/administrativeservices/purchasing/bids.aspx>

1. The anticipated award will be posted for at least a period of three (3) days prior to the issuance of a contract. Vendors and agencies are cautioned that these are preliminary results only, and a contract will not be issued prior to the end of the three-day posting period.
2. NWACC **shall** have the right to waive the policy of Anticipation to Award when it is in the best interest of the State.
3. It is the vendor's responsibility to check the NWACC website for the posting of an anticipated award.

6 MINORITY & CERTIFIED WOMEN-OWNED BUSINESS POLICY

- A. Minority is defined by Arkansas Code Annotated § 15-4-303 as a lawful permanent resident of this State who is:
 - African American
 - American Indian
 - Asian American
 - Hispanic American
 - Pacific Islander American
 - A Service Disabled Veterans as designated by the United States Department of Veteran Affairs
- B. Women-owned business is defined by Arkansas Code Annotated § 15-4-303 (9) as a business that is at least fifty-one percent (51%) owned by one or more women who are lawful permanent residents of the state of Arkansas.
- C. The Arkansas Economic Development Commission conducts a certification process for minority businesses and disabled veterans. The vendor's Certification Number should be included on the vendor's *Response Signature Page*.

7 EQUAL OPPORTUNITY POLICY

- A. In compliance with Arkansas Code Annotated § 19-11-104, NWACC is required to have a copy of the vendor's *Equal Opportunity (EO) Policy* prior to issuing a contract award.
- B. *EO Policies* may be submitted in electronic format to the following email address: eeopolicy.osp@dfa.arkansas.gov, but should also be included as a hardcopy accompanying the solicitation response.

D. Vendors who are not required by law by to have an *EO Policy* **must** submit a written statement to that effect.

8 PROHIBITION OF EMPLOYMENT OF ILLEGAL IMMIGRANTS

A. Pursuant to Arkansas Code Annotated § 19-11-105, prior to the award of a contract, selected vendor(s) **must** have a current certification on file with OSP stating that they do not employ or contract with illegal immigrants.

B. It is the vendor's responsibility to make sure their certification has not expired and is on file. The vendor **must** provide a copy of their certification to NWACC before a contract will be awarded.

9 PAST PERFORMANCE

In accordance with provisions of State Procurement Law, specifically OSP Rule R5:19 -11-230(b) (1), a vendor's past performance with the State may be used to determine if the vendor is "responsible". Responses submitted by vendors determined to be non-responsible **shall** be disqualified.

10 PUBLICITY

A. Vendor **shall not** issue a news release pertaining to this *Bid Solicitation* or any portion of the project without NWACC's prior written approval.

B. Failure to comply with this Requirement **shall** be cause for a vendor's response to be disqualified.

11 RESERVATION

NWACC **shall not** pay costs incurred in the preparation of a response.

SECTION 2 – MINIMUM REQUIREMENTS

- **Do not** provide responses to items in this section unless specifically and expressly required.

2.1 PERFORMANCE STANDARDS

- State law requires that all contracts for services include Performance Standards for measuring the overall quality of services provided. *Performance Standards should* identify expected deliverables, performance measures, or outcomes; and defines the acceptable standards a vendor **must** meet in order to avoid assessment of damages.
- NWACC will outline the Performance Standards with those vendors that NWACC wishes to negotiate a contract with during contract negotiations pursuant to state law.
- NWACC may be open to negotiations of Performance Standards prior to the commencement of services, or at times throughout the contract duration.

2.2 REQUIRED MINIMUM SPECIFICATIONS –

Per Benefit Section - Provide the Minimum required specifications.

The items listed below may not apply to all Vendors. If a Prospective Contractor does not offer a particular item, record "N/A" or "Does not apply" in the appropriate area of the Information for Evaluation section of the Technical Proposal Packet.

- Complete all questions in the questionnaire provided by Lockton for applicable benefits.
- Provide all costs associated with services offered

2.3 ETHICAL STANDARDS

In accordance with Ark. Code Ann. § 19-11-708(a), (b), and (c): It shall be a breach of ethical standards for a person to be retained, or to retain a person, to solicit or secure a state contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, except for retention of bona fide employees or bona fide established commercial selling agencies maintained by the contractor for the purpose of securing business.

SECTION 3 – CRITERIA FOR SELECTION

- **Do not** provide responses to items in this section.

3.1 RESPONSE PACKET

- NWACC will review each *Response Packet* the response should be in the same format as the RFP answering per section and number as listed. NWACC will review and verify submission Requirements have been met.
- Response Packets* that do not meet submission *Requirements* **shall** be disqualified and **shall not** be evaluated.

3.2 PROPOSAL EVALUATION (100 Points max)

Criteria for Scoring	Points
#1-Overall Proposal Content	20
#2-Service offerings	20
#3-Dedicated account management	5
#4-Communication strategy	5
#5-Performance guarantees & Reporting capabilities	10
#6- Cost	40
Total 100 - Max	

3.3 COST (40 Points)

Points shall be assigned for the cost of the services which comprise the overall proposed solution, as follows:

- Cost points will be assigned on the Total Project Cost (including cost of disruption) reflected on

the Summary Presentation schedule of the Cost Proposal, for comparison and evaluation purposes.

- The bid with the lowest estimated cost of the overall system will receive the maximum points possible for this section.
- Remaining bids will receive points in accordance with the following formula:

$$(a/b)(c) = d$$

a = lowest cost bid in dollars

b = second (third, fourth, etc.) lowest cost bid

c = maximum points for Cost category (40)

d = number of points allocated to bid

3.4 BEST AND FINAL OFFER

NWACC reserves the right to request an official “Best and Final Offer” from Respondents if it deems such an approach in the best interest of NWACC. In general, the “Best and Final Offer” will consist of an updated cost proposal in addition to an opportunity for the vendor to submit a final response to specific questions or opportunities identified in subsequent discussions related to the original proposal response submitted to NWACC. If NWACC chooses to invoke a “Best and Final Offer” option, all responses will be re-evaluated by incorporating the information as requested in the official “Best and Final Offer” document, including costs and answers to specific questions presented in the document. The specific format for the official “Best and Final Offer” request will be determined during evaluation discussions. The official request for a “Best and Final Offer” will be issued by the NWACC Procurement Department.

3.5 SUMMARY & EXPERIENCE

This section will include details of the respondent’s background, size, and resources as well as details of experience relevant to the proposed project. Please detail the respondent’s familiarity and proven experience with this type of contract and demonstrated ability to serve NWACC’s needs for services associated with these activities.

3.6 REFERENCES

Please provide references of at least three (3) current customers that you provide services which are comparable to NWACC. Please list contact names, addresses, email addresses and telephone numbers. Recommendations and references must be parties who can attest to the respondent’s qualifications relevant to providing the services outlined in the Request for Proposals. Organization or professional recommendations and references must be submitted; personal recommendations and references will not be accepted. Recommendations and references may be verified. NOTE: A negative response may disqualify the proposal.

NWACC will give attention and consideration to the innovation in the responses that come back and it shall be part of our selection criteria.

SECTION 4 – GENERAL CONTRACTUAL REQUIREMENTS

- **Do not** provide responses to items in this section.

4.1 PAYMENT AND INVOICE PROVISIONS

- A. Invoicing procedures **shall** be agreed upon with the winning bidder.
- B. Payment will be made in accordance with applicable State of Arkansas accounting procedures upon acceptance of goods and services by the agency.
- C. NWACC **shall not** be invoiced in advance of delivery and acceptance of any goods or services.
- D. Payment will be made only after the vendor has successfully satisfied the agency as to the reliability and effectiveness of the goods or services purchased as a whole.
- E. The vendor should invoice the agency by an itemized list of charges. The agency's Purchase Order Number and/or the Contract Number should be referenced on each invoice.
- F. Other sections of this *Bid Solicitation* may contain additional Requirements for invoicing.

4.2 GENERAL INFORMATION

- A. The State **shall not** contract with another party to indemnify and defend that party for any liability and damages.
- B. The State **shall not** pay damages, legal expenses, or other costs and expenses of any other party.
- C. Any litigation involving the State **must** take place in Benton County, Arkansas.
- D. The State **shall not** agree to any provision of a contract which violates the laws or constitution of the State of Arkansas.
- E. The State **shall not** enter a contract which grants to another party any remedies other than the following:
 - The right to possession.
 - The right to accrued payments.
 - The right to expenses of reinstallation.
 - The right to expenses of repair to return the equipment to normal working order, normal wear and tear excluded.
 - The right to recover only amounts due at the time of repossession and any unamortized nonrecurring cost as allowed by Arkansas Law.
- F. The laws of the State of Arkansas **shall** govern this contract.
- G. A contract **shall not** be effective prior to award being made by a State Procurement Official.
- H. In a contract with another party, the State will accept the risk of loss of the equipment and pay for any destruction, loss or damage of the equipment while the State has such risk, when:
 - The extent of liability for such risk is based upon the purchase price of the equipment at the time of any loss, and
 - The contract has required the State to carry insurance for such risk.

4.3 CONDITIONS OF CONTRACT

- A. The vendor **shall** at all times observe and comply with federal and State of Arkansas laws, local laws, ordinances, orders, and regulations existing at the time of, or enacted subsequent to the execution of a resulting contract which in any manner affect the completion of the work.
- B. The vendor **shall** indemnify and save harmless the agency and all its officers, representatives, agents, and employees against any claim or liability arising from or based upon the violation of any such law, ordinance, regulation, order or decree by an employee, representative, or subcontractor of the vendor.

4.4 STATEMENT OF LIABILITY

- A. The State will demonstrate reasonable care but will not be liable in the event of loss, destruction or theft of vendor-owned equipment or software and technical and business or operations literature to be delivered or to be used in the installation of deliverables and services. The vendor **shall** retain total liability for equipment, software and technical and business or operations literature. The State **shall** not at any time be responsible for or accept liability for any vendor-owned items.
- B. The vendor's liability for damages to the State **shall** be limited to the value of the Contract or \$5,000,000, whichever is higher. The foregoing limitation of liability **shall not** apply to claims for infringement of United States patent, copyright, trademarks or trade secrets; to claims for personal injury or damage to property caused by the gross negligence or willful misconduct of the vendor; to claims covered by other specific provisions of the Contract calling for damages; or to court costs or attorney's fees awarded by a court in addition to damages after litigation based on the Contract. The vendor and the State **shall not** be liable to each other, regardless of the form of action, for consequential, incidental, indirect, or special damages. This limitation of liability **shall not** apply to claims for infringement of United States patent, copyright, trademark or trade secrets; to claims for personal injury or damage to property caused by the gross negligence or willful misconduct of the vendor; to claims covered by other specific provisions of the Contract calling for damages; or to court costs or attorney's fees awarded by a court in addition to damages after litigation based on the Contract.
- C. Language in these terms and conditions **shall not** be construed or deemed as the State's waiver of its right of sovereign immunity. The vendor agrees that any claims against the State, whether sounding in tort or in contract, **shall** be brought before the Arkansas Claims Commission as provided by Arkansas law, and **shall** be governed accordingly.

4.5 CONFIDENTIALITY

- A. The vendor, vendor's subsidiaries, and vendor's employees **shall** be bound to all laws and to all Requirements set forth in this *Bid Solicitation* concerning the confidentiality and secure handling of information of which they may become aware during the course of providing services under a resulting contract.
- B. Consistent and/or uncorrected breaches of confidentiality may constitute grounds for cancellation of a resulting contract, and the State **shall** have the right to cancel the contract on these grounds.
- C. Previous sections of this *Bid Solicitation* may contain additional confidentiality Requirements.

4.6 CONTRACT INTERPRETATION

Should the State and vendor interpret specifications differently, either party may request clarification. However if an agreement cannot be reached, the determination of the State **shall** be final and controlling.

4.7 CANCELLATION

- A. In the event the State no longer needs the service or commodity specified in the contract or purchase order due to program changes, changes in laws, rules, or regulations, relocation of offices, or lack of appropriated funding. The State **shall** give the vendor written notice of cancellation, specifying the terms and the effective date of contract termination. The effective date of termination **shall** be 30 days from the date of notification, unless a longer timeframe is specified in the notification.
- B. Upon default of a vendor, the State **shall** agree to pay only sums due for goods and services received and accepted up to cancellation of the contract.

4.8 SEVERABILITY

If any provision of the contract, including items incorporated by reference, is declared or found to be illegal, unenforceable, or void, then both the agency and the vendor **shall** be relieved of all obligations arising under such provision. If the remainder of the contract is capable of performance, it **shall not** be affected by such declaration or finding and **shall** be fully performed.

SECTION 5 – STANDARD TERMS AND CONDITIONS

- **Do not provide responses to items in this section.**
1. **GENERAL:** Any special terms and conditions included in this solicitation **shall** override these Standard Terms and Conditions. The Standard Terms and Conditions and any special terms and conditions **shall** become part of any contract entered into if any or all parts of the bid are accepted by the State of Arkansas.
 2. **ACCEPTANCE AND REJECTION:** The State **shall** have the right to accept or reject all or any part of a bid or any and all bids, to waive minor technicalities, and to award the bid to best serve the interest of the State.
 3. **BID SUBMISSION:** Original Response Packets **must** be submitted to NWACC on or before the date and time specified for bid opening. The Response Packet **must** contain all documents, information, and attachments as specifically and expressly required in the *Bid Solicitation*. The bid **must** be typed or printed in ink. The signature **must** be in ink. Unsigned bids **shall** be disqualified. The person signing the bid should show title or authority to bind his firm in a contract. Multiple responses, if applicable, **must** be placed in separate packages and should be completely and properly identified. Late bids **shall not** be considered under any circumstances.
 4. **PRICES:** Bid unit price F.O.B. destination. In case of errors in extension, unit prices **shall** govern. Prices **shall** be firm and **shall not** be subject to escalation unless otherwise specified in the *Bid Solicitation*. Unless otherwise specified, the bid **must** be firm for acceptance for thirty days from the bid opening date. "Discount from list" bids are not acceptable unless requested in the *Bid Solicitation*.
 5. **QUANTITIES:** Quantities stated in a *Bid Solicitation* for term contracts are estimates only, and are not guaranteed. Vendor **must** bid unit price on the estimated quantity and unit of measure specified. The State may order more or less than the estimated quantity on term contracts. Quantities stated on firm contracts are actual Requirements of the ordering agency.
 6. **BRAND NAME REFERENCES:** Unless otherwise specified in the *Bid Solicitation*, any catalog brand name or manufacturer reference used in the *Bid Solicitation* is descriptive only, not restrictive, and used to indicate the type and quality desired. Bids on brands of like nature and quality will be considered. If bidding on other than referenced specifications, the bid **must** show the manufacturer, brand or trade name, and other descriptions, and should include the manufacturer's illustrations and complete descriptions of the product offered. The State **shall** have the right to determine whether a substitute offered is equivalent to and meets the standards of the item specified, and the State may require the vendor to supply additional descriptive material. The vendor **shall** guarantee that the product offered will meet or exceed specifications identified in this *Bid Solicitation*. Vendors not bidding an alternate to the referenced brand name or manufacturer **shall** be required to furnish the product according to brand names, numbers, etc., as specified in the solicitation.
 7. **GUARANTY:** All items bid **shall** be newly manufactured, in first-class condition, latest model and design, including, where applicable, containers suitable for shipment and storage, unless otherwise indicated in the *Bid Solicitation*. The vendor hereby guarantees that everything furnished hereunder **shall** be free from defects in design, workmanship and material, that if sold by drawing, sample or specification, it **shall** conform thereto and **shall** serve the function for which it was furnished. The vendor **shall** further guarantee that if the items furnished hereunder are to be installed by the vendor, such items **shall** function properly when installed. The vendor **shall** guarantee that all applicable laws have been complied with relating to construction, packaging, labeling and registration. The vendor's obligations under this paragraph **shall** survive for a period of one year from the date of delivery, unless otherwise specified herein.
 8. **SAMPLES:** Samples or demonstrators, when requested, **must** be furnished free of expense to the State. Each sample should be marked with the vendor's name and address, bid or contract number and item number. If requested, samples that are not destroyed during reasonable examination will be returned at vendor's expense. After reasonable examination, all demonstrators will be returned at vendor's expense.
 9. **TESTING PROCEDURES FOR SPECIFICATIONS COMPLIANCE:** Tests may be performed on samples or demonstrators submitted with the bid or on samples taken from the regular shipment. In the event products tested fail to meet or exceed all conditions and Requirements of the specifications, the cost of the sample used and the reasonable cost of the testing **shall** be borne by the vendor.
 10. **AMENDMENTS:** Vendor's responses cannot be altered or amended after the bid opening except as permitted by regulation.
 11. **TAXES AND TRADE DISCOUNTS:** Do not include State or local sales taxes in the bid price. Trade discounts should be deducted from the unit price and the net price should be shown in the bid.
 12. **AWARD:** Term Contract: A contract award will be issued to the successful vendor. It results in a binding obligation without further action by either party. This award does not authorize shipment. Shipment is authorized by the receipt of a purchase order from the ordering agency. Firm Contract: A written State purchase order authorizing shipment will be furnished to the successful vendor.
 13. **DELIVERY ON FIRM CONTRACTS:** This solicitation shows the number of days to place a commodity in the ordering agency's designated location under normal conditions. If the vendor cannot meet the stated delivery, alternate delivery schedules may become a factor in an award. NWACC **shall** have the right to extend delivery if reasons appear valid. If the date is not acceptable, the agency may buy elsewhere and any additional cost **shall** be borne by the vendor.

14. **DELIVERY REQUIREMENTS:** No substitutions or cancellations are permitted without written approval by NWACC. Delivery **shall** be made during agency work hours only 8:00 a.m. to 4:30 p.m. Central Time, unless prior approval for other delivery has been obtained from the agency. Packing memoranda **shall** be enclosed with each shipment.
15. **STORAGE:** The ordering agency is responsible for storage if the contractor delivers within the time required and the agency cannot accept delivery.
16. **DEFAULT:** All commodities furnished **shall** be subject to inspection and acceptance of the ordering agency after delivery. Back orders, default in promised delivery, or failure to meet specifications **shall** authorize NWACC to cancel this contract or any portion of it and reasonably purchase commodities elsewhere and charge full increase, if any, in cost and handling to the defaulting contractor. The contractor **must** give written notice to NWACC of the reason and the expected delivery date. Consistent failure to meet delivery without a valid reason may cause removal from the vendors list or suspension of eligibility for award.
17. **VARIATION IN QUANTITY:** The State assumes no liability for commodities produced, processed or shipped in excess of the amount specified on the agency's purchase order.
18. **INVOICING:** The contractor **shall** be paid upon the completion of all of the following: (1) submission of an original and the specified number of copies of a properly itemized invoice showing the bid and purchase order numbers, where itemized in the *Bid Solicitation*, (2) delivery and acceptance of the commodities and (3) proper and legal processing of the invoice by all necessary State agencies. Invoices **must** be sent to the "Invoice To" point shown on the purchase order.
19. **STATE PROPERTY:** Any specifications, drawings, technical information, dies, cuts, negatives, positives, data or any other commodity furnished to the contractor hereunder or in contemplation hereof or developed by the contractor for use hereunder **shall** remain property of the State, **shall** be kept confidential, **shall** be used only as expressly authorized, and **shall** be returned at the contractor's expense to the F.O.B. point provided by the agency. Vendor **shall** properly identify items being returned.
20. **PATENTS OR COPYRIGHTS:** The contractor **must** agree to indemnify and hold the State harmless from all claims, damages and costs including attorneys' fees, arising from infringement of patents or copyrights.
21. **ASSIGNMENT:** Any contract entered into pursuant to this solicitation **shall not** be assignable nor the duties thereunder delegable by either party without the written consent of the other party of the contract.
22. **CLAIMS:** Any claims the Contractor may assert under this Agreement shall be brought before the Arkansas State Claims Commission ("Commission"), which shall have exclusive jurisdiction over any and all claims that the Contractor may have arising from or in connection with this Agreement. Unless the Contractor's obligations to perform are terminated by the State, the Contractor shall continue to provide the Services under this Agreement even in the event that the Contractor has a claim pending before the Commission.
23. **CANCELLATION:** In the event, the State no longer needs the commodities or services specified for any reason, (e.g., program changes; changes in laws, rules or regulations; relocation of offices; lack of appropriated funding, etc.), the State **shall** have the right to cancel the contract or purchase order by giving the vendor written notice of such cancellation thirty (30) days prior to the date of cancellation.

Any delivered but unpaid for goods will be returned in normal condition to the contractor by the State. If the State is unable to return the commodities in normal condition and there are no funds legally available to pay for the goods, the contractor may file a claim with the Arkansas Claims Commission under the laws and regulations governing the filing of such claims. If upon cancellation the contractor has provided services which the State has accepted, the contractor may file a claim. **NOTHING IN THIS CONTRACT SHALL BE DEEMED A WAIVER OF THE STATE'S RIGHT TO SOVEREIGN IMMUNITY.**
24. **DISCRIMINATION:** In order to comply with the provision of Act 954 of 1977, relating to unfair employment practices, the vendor agrees that: (a) the vendor **shall not** discriminate against any employee or applicant for employment because of race, sex, color, age, religion, handicap, or national origin; (b) in all solicitations or advertisements for employees, the vendor **shall** state that all qualified applicants **shall** receive consideration without regard to race, color, sex, age, religion, handicap, or national origin; (c) the vendor will furnish such relevant information and reports as requested by the Human Resources Commission for the purpose of determining compliance with the statute; (d) failure of the vendor to comply with the statute, the rules and regulations promulgated thereunder and this nondiscrimination clause **shall** be deemed a breach of contract and it may be cancelled, terminated or suspended in whole or in part; (e) the vendor **shall** include the provisions of above items (a) through (d) in every subcontract so that such provisions **shall** be binding upon such subcontractor or vendor.
25. **CONTINGENT FEE:** The vendor guarantees that he has not retained a person to solicit or secure this contract upon an agreement or understanding for a commission, percentage, brokerage or contingent fee, except for retention of bona fide employees or bona fide established commercial selling agencies maintained by the vendor for the purpose of securing business.
26. **ANTITRUST ASSIGNMENT:** As part of the consideration for entering into any contract pursuant to this solicitation, the vendor named on the *Response Signature Page* for this solicitation, acting herein by the authorized individual or its duly authorized agent, hereby assigns, sells and transfers to the State of Arkansas all rights, title and interest in and to all causes of action it may have under the antitrust laws of the United States or this State for price fixing, which causes of action have accrued prior to the date of this assignment and which relate solely to the particular goods or services purchased or produced by this State pursuant to this contract.
27. **DISCLOSURE:** Failure to make any disclosure required by Governor's Executive Order 98 -04, or any violation of any rule, regulation, or policy adopted pursuant to that order, **shall** be a material breach of the terms of this contract. Any contractor,

whether an individual or entity, who fails to make the required disclosure or who violates any rule, regulation, or policy **shall** be subject to all legal remedies available to the agency.

Appendix



NWACC
One College Drive
Bentonville, AR 72712

RESPONSE SIGNATURE PAGE

Type or Print the following information.

RESPONDENT'S INFORMATION			
Company:			
Address:			
City:	State:	Zip Code:	
Business Designation:	<input type="checkbox"/> Individual <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Public Service Corp <input type="checkbox"/> Partnership <input type="checkbox"/> Corporation <input type="checkbox"/> Nonprofit		
Minority Designation: <i>See Minority Business Policy</i>	<input type="checkbox"/> Not Applicable <input type="checkbox"/> African American <input type="checkbox"/> Hispanic American <input type="checkbox"/> Pacific Islander American <input type="checkbox"/> American Indian <input type="checkbox"/> Asian American <input type="checkbox"/> Service Disabled Veteran		
Women Owned Business	<input type="checkbox"/> Yes <input type="checkbox"/> Not Applicable		
	AR Minority Certification #: _____ Service Disabled Veteran Certification #: _____		

VENDOR CONTACT INFORMATION			
<i>Provide contact information to be used for bid solicitation related matters.</i>			
Contact Person:		Title:	
Phone:		Alternate Phone:	
Email:			

CONFIRMATION OF REDACTED COPY
<input type="checkbox"/> YES, a redacted copy of submission documents is enclosed. <input type="checkbox"/> NO, a redacted copy of submission documents is <u>not</u> enclosed. I understand a full copy of non-redacted submission documents will be released if requested.
<i>Note: If a redacted copy of the submission documents is not provided with vendor's response packet, and neither box is checked, a copy of the non-redacted documents, with the exception of financial data (other than pricing), shall be released in response to any request made under the Arkansas Freedom of Information Act (FOIA). See Bid Solicitation for additional information.</i>

An official authorized to bind the vendor to a resultant contract must sign below.

The signature below signifies agreement that either of the following **shall** cause the vendor's response to be disqualified:

- Additional terms or conditions submitted in their response, whether submitted intentionally or inadvertently.
- Any exception that conflicts with a Requirement of this *Bid Solicitation*.

Authorized Signature: _____ **Title:** _____

Printed/Typed Name: _____ **Date:** _____

Use Ink Only.

Questionnaire

Equal Opportunity Policy Disclaimer

ATTENTION BIDDERS

Act 2157 of 2005 of the Arkansas Regular Legislative Session requires that any business or person bidding, who is responding to a formal bid request, request for proposal or qualifications, or negotiating a contract with the state for professional or consultant services, submit their most current equal opportunity policy (EO Policy).

Although bidders are encouraged to have a viable equal opportunity policy, a written response stating the bidder does not have such an EO Policy will be considered that bidder's response and will be acceptable in complying with the requirement of Act 2157.

Submitting the EO Policy is a one-time requirement. The NWACC Purchasing Department will maintain a database of policies or written responses received from bidders.

This is a mandatory requirement when submitting an offer as described above.

Should you have any questions regarding this requirement, please contact kwalls2@nwacc.edu

Sincerely,

Karen Walls

Karen Walls
Director of Purchasing and Contracts
Northwest Arkansas Community College

To be completed by business or person submitting response: (check appropriate box)

☐ **EO Policy Attached**

☐ **EO Policy previously submitted to NWACC Purchasing Department**

☐ **EO Policy is not available from business or person**

Company Name

Or Individual: _____

Title: _____ **Date:** _____

Signature: _____

EO 98-04 Disclosure Form

The EO 98-04 Disclosure Form can be found at the following location as a fillable PDF:

<http://content.nwacc.edu/administrativeservices/Procurement/contract%20and%20grant%20disclosure.pdf>

If you are unable to download this form, please contact Karen Walls, Purchasing Director for NWACC at:

Email: purchasing@nwacc.edu



Department of Transformation and Shared Services
Governor Sarah Huckabee Sanders
Secretary Leslie Fiskien

COMBINED CERTIFICATIONS FOR CONTRACTING WITH THE STATE OF ARKANSAS

Pursuant to Arkansas law, a vendor must certify as specified below and as designated by the applicable laws.

1. **Israel Boycott Restriction:** For contracts valued at \$1,000 or greater.
A public entity shall not contract with a person or company (the "Contractor") unless the Contractor certifies in writing that the Contractor is not currently engaged in a boycott of Israel. If at any time after signing this certification the Contractor decides to boycott Israel, the Contractor must notify the contracting public entity in writing. See Arkansas Code Annotated § 25-1-503.
2. **Illegal Immigrant Restriction:** For contracts valued at \$25,000 or greater.
No state agency may contract for services with a Contractor who knowingly employs or contracts with an illegal immigrant. The Contractor shall certify that it does not knowingly employ, or contract with, illegal immigrants. See Arkansas Code Annotated § 19-11-105.
3. **Energy, Fossil Fuel, Firearms, and Ammunition Industries Boycott Restriction:** For contracts valued at \$75,000 or greater.
A public entity shall not contract unless the contract includes a written certification that the Contractor is not currently engaged in and agrees not to engage in, a boycott of an Energy, Fossil Fuel, Firearms, or Ammunition Industry for the duration of the contract. See Arkansas Code Annotated § 25-1-1102.
4. **Scrutinized Company Restriction:** Required with bid or proposal submission.
A state agency shall not contract with a Scrutinized Company or a company that employs a Scrutinized Company as a subcontractor. A Scrutinized Company is a company owned in whole or with a majority ownership by the government of the People's Republic of China. A state agency shall require a company that submits a bid or proposal for a contract to certify that it is not a Scrutinized Company and does not employ a Scrutinized Company as a subcontractor. See Arkansas Code Annotated § 25-1-1203.

By signing this form, the Contractor agrees and certifies they are not a Scrutinized Company and they do not currently and shall not for the aggregate term of any resultant contract:

- Boycott Israel.
- Knowingly employ or contract with illegal immigrants.
- Boycott Energy, Fossil Fuel, Firearms, or Ammunition Industries.
- Employ a Scrutinized Company as a subcontractor.

Contract Number: _____ Description: _____

Agency Name: _____

Vendor Number: _____ Vendor Name: _____

Vendor Signature

Date

Medical Plan Summary and Rates

Please reach out to the Lockton team for reporting and additional plan documents to quote.

ASO Fees		
Network	Preferred Care Blue	
Plan	PPO \$900/\$2,500	
Employee Status	Active	Retiree
2025 ASO Rates PEPM		
Administration Fee PEPM	\$33.40	\$33.40
Network Access Fee	\$7.00	\$7.00
Eligibility		

Eligible Employees/Retirees

All full-time employees actively working 30 hours per week; ;
Retired Employees whose age plus years of service as an
Active Employee is equal to age 70. The Retired Employee
must have a minimum 10 consecutive years of full-time
service as an Active Employee to remain eligible for coverage.
Additionally, a Retired Employee whose age is equal to 60
and who has worked a minimum of five consecutive years of
full-time service as an Active Employee to remain eligible for
coverage.

Waiting Period

1st of the month following completion of 30-day
waiting period.

Enrollment (as of 1/1/2025)		
Network	Preferred Care Blue	
Plan	PPO \$900/\$2,500	
Enrollment as of January 2025	Active	Retiree
Employee Enrollment	367	6
Total Member Enrollment	728	6
2024 Plan Year Average	Active	Retiree
Employee Enrollment	337	7
Total Member Enrollment	685	7
2023 Plan Year Average	Active	Retiree
Employee Enrollment	332	6
Total Member Enrollment	692	6

Dental Plan Summary and Rates

Please reach out to the Lockton team for reporting and additional plan documents to quote.

	Network Only Plan	Out-of-Network	Fully Insured Rates	
Benefits			Employee Only	\$35.90
Individual / Family Deductible	\$50 / \$150	\$50 / \$150	Employee + Spouse	\$71.73
Preventive Services	100%	90%	Employee + Child(ren)	\$106.21
Basic Services	80%	72%	Family	\$127.12
Major Services	50%	45%		
Orthodontia	50%	45%		
Orthodontia Lifetime Max	\$3,000	\$3,000		
Annual Individual Max	\$1,000	\$1,000		
Maximum Rollover				
Threshold	\$499	\$499		
Rollover Amount	\$250	\$250		
Maximum Rollover Limit	\$1,000	\$1,000		

*Annual Max applies to basic restorative services and major restorative services per benefit period. Diagnostic & Preventative are excluded from annual max.

Life and AD&D Summary and Rates

Please reach out to the Lockton team for additional plan documents and reporting to quote.

Coverage		Current Rate Basis	
Employee Basic Life/AD&D		Employee	
All Eligible Active Employees	Flat \$20,000	Life Rate per \$1,000	\$0.065
All Eligible Retired Employees	Flat \$20,000	AD&D Rate per \$1,000	\$0.020
Reduction Schedule			
Pre-65 coverage amount reduces:	65% at age 65		
	40% at age 70		
	25% at age 75		

Voluntary Life and AD&D Summary and Rates

Please reach out to the Lockton team for additional plan documents and reporting to quote.

Coverage	Guaranteed Issue	Maximum Benefit
Employee		
\$10,000 increments	7x Annual Salary up to \$100,000	\$300,000
Spouse		
\$5,000 increments	100% employee benefit to \$30,000	100% employee benefit or \$150,000
Child(ren) - Over 14 days of age to age 19 or 25 if a full-time student		
\$10,000 increments	100% employee benefit to \$10,000	100% employee benefit or \$10,000
Reduction Schedule		
Pre-65 coverage amount reduces:	65% at age 65	
	40% at age 70	
	25% at age 75	
Spouse coverage terminates when you reach age 80		

Current Rate Basis	
Employee & Spouse per \$1,000	
0-34	\$0.08
35-39	\$0.11
40-44	\$0.17
45-49	\$0.29
50-54	\$0.51
55-59	\$0.83
60-64	\$1.08
65-69	\$1.81
70-74	\$3.30
75-79	\$4.98
80+	\$4.98
Children	\$2.00 PEPM
Voluntary AD&D	
Employee & Spouse per \$1,000	
	\$0.03

Voluntary Short Term Disability Summary and Rates

Please reach out to the Lockton team for additional plan documents and reporting to quote.

FMLA Included*

Coverage	
Eligibility	Must be actively working a minimum of 30 hours per week to be eligible. 60 day waiting period
Benefits	
STD Benefit	60% of earnings up to \$1,500
Benefit Amount	Primary weekly earnings before tax minus other income sources
Elimination Period	On the 8th day of disability/injury
Max Benefit Period	Up to 12 weeks
Max Weekly Benefit	\$1,500
Pre-Existing Condition Limitations	3/6
STD Rate Basis	\$0.54 per \$10 weekly benefit

Voluntary Long Term Disability Summary and Rates

Please reach out to the Lockton team for additional plan documents and reporting to quote.

Please provide a proposal matching current plan design, as well as a proposal excluding benefits earned from APERS or ARTRS as deductible income.

EAP Included*

Coverage

Eligibility

Must be actively working a minimum of 30 hours per week to be eligible.
60 day waiting period

Benefits

LTD Benefit	60% of earnings up to \$5,000
Benefit Amount	Primary monthly earnings before tax minus other income sources
Elimination Period	90 Days or the date STD ends
Own Occupation period	3 years
Pre-Existing Condition Limitations	3/12
Rate Basis	\$0.16 per \$100 of monthly covered payroll

Critical Illness

No current plan in place, please reach out to the Lockton team for additional details to quote.

- Quote as Attained Age
- Quote With \$75 wellness
- \$10K / \$20K / \$30K increments
- Quote with the maximum guaranteed issue possible for employee, spouse and child (prefer to have Spouse and Child ability to enroll in up to 100% of employee benefit)
- Plans must be perpetually guaranteed issue. Please confirm that they were quoted as such.
- Include all payable event triggers/diagnosis
- Include 100% recurrence & restoration
- Quote tobacco distincted rates AND uni-tobacco rates
- Provide Monthly rates in \$1,000 increments (including wellness in rate per \$1,000)
- Waive pre-existing conditions
- Waive reduction schedule

Flexible Spending Accounts

Please reach out to the Lockton team for additional plan documents and questionnaire to quote.

Current Administrator: TASC

of Eligible employees: 360

of Healthcare FSA participants: 215

of Dependent Care FSA participants: 6

Cobra & Retiree Billing

Please reach out to the Lockton team for additional plan documents and questionnaire to quote.

Current Administrator: TASC

of Cobra Eligible: 433

of Retirees: 48

Financial Wellness

Please quote any financial wellness services including, but not limited to, General budgeting, Debt relief resources, and loan repayment.

Family Forming Benefits

Please complete the below questionnaire, outlining all applicable information. If you have questions, please do not hesitate to reach out to the contacts listed in the introduction tab.

General	
Program Name	
Year Program was Founded	
Minimum Number of Lives	
How many clients do you have and how many clinics do you operate? How many of those employers are Lockton clients?	
Current Number of Clients in Arkansas	
Are you able to provide a higher education client reference if selected as a finalist?	
Outline your standard implementation timeline	
How do you intend to stay on top of market trends and continue to set the standard for excellence?	
Benefits Integration - Please confirm ability to integrate with Blue Cross Blue Shield of Arkansas (Blue Advantage), Liviniti, and QBE for reporting, accumulators, and eligibility.	
Are you able to integrate with Lockton's InfoLock platform to provide clinical data?	
Please outline your NPS score (if available)	
Please provide an overview of your program, outlining key services offered and methods of delivering these services to your members.	
Account Management	
Who will be the day to day contact from your organization for the implementation process?	

What is their background and experience?	
Services Offered - (Y/N) and provide any additional applicable information	
Diagnostic Services: - New patient visits - Sonograms - Follow-up visits - Timed intercourse	
Fertility: - IVF - Embryo transfer - IUI - PGT-A - Sperm preservation	
Do you have the capability to limit treatment based on number of cycles and/or a lifetime/annual dollar maximum? Please list any limitations and/or recommendations	
Adoption	
Surrogacy	
Egg Freezing Including Storage	
Donor Services	
Surrogacy Support	
Adoption/Foster Care Navigation	
Bundled Treatment	
Sleep Training	
Nutrition Counseling	
Lactation Support	
Return to work	
Milk Delivery	

Rx Management: - Waste/abuse management - Formulary (please provide) - Pharmacist support	
Parenting/Pediatrics	
Financial Planning/Support	
Postpartum Support	
Menopause Support	
Doula Services	
Navigation to high quality specialists	

Reporting Capabilities	
Describe your reporting system/tools and capabilities in detail.	
What is your flexibility in providing ad hoc/custom reports, outside of those standardly available? Are ad hoc reports included in the fee or an additional cost?	
Please provide examples of all of your standard/routine reports that you provide to clients to measure efficiency and effectiveness of the program.	
What is the frequency of reporting?	
Do you integrate claims data? If yes, how do you use that data in reporting?	

Pricing & Guarantees	
Please outline your applicable pricing based on group size and anticipated utilization: - If case rate, please provide full rate schedules - If PEPM fees, please outline fee and to what population it applies	

Please list here any assumptions used for pricing purposes	
How long is the above listed pricing guaranteed?	
Outline any applicable implementation fees (or other one-time fees)	
Please outline any performance guarantees offered along with the fees at risk with each guarantee	
Notes (Please include any additional information you would like - differentiators, additional services, buy-up programs, etc.)	

Communications & Engagement Strategy	
Provide your app capabilities: - iOS, Google Play Store, Web App/Website - Ability to connect with a provider via app - Ability to schedule appointments - Self-service guidance and support tools	
Please outline your communication strategy: - Co-branded materials - Methods of communication (printed flyers or posters, mailers, email, text, call) - Targeted communications - Cadence	
Is there a fee associated with custom communications?	
Are you able to meet on-site for open enrollment/wellness fairs to promote your services? If so, is there a fee associated?	

Business Continuity, Data Security, Risk, & Quality Management	
How will your organization handle employer's information that includes personally identifiable information?	
When has your company experienced a security breach?	
Describe how you handle security breaches.	
Describe your security policies and procedures in relation to your clinics and technology.	

Please provide attestation that your provider contracts do not contain any Gag Clauses per IRS Code section 9824, ERISA section 724, and PHS Act section 2799A-9

Contact Information

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