

PROCUREMENT SERVICES

Karen Stolarenko | kstolarenko@flvs.net

Group Vision Coverage

RFP01-2502100B01-VISION-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	December 13, 2024	N/A
Question & Answer Deadline	Written question and answer period	January 7, 2025 no later than 2:00 PM EST	Submit via Bonfire
Bid Due Date/Time	All responses due. The names of the respondents announced.	January 17, 2025 no later than 2:00 PM EST	Public Zoom Conference
Proposal Evaluation Committee Meeting	Responses evaluated to identify shortlisted proposers for interview.	January 29, 2025 10:00 AM EST	Public Zoom Conference
Presentation and/or Interviews (optional)	Scoring (Public Meeting)	February 5, 2025 10:00 AM EST	Private Zoom Invite for interview
Notice of Intent to Award Date (Tentative)	Public notice of FLVS intentions to proceed	February 7, 2025	N/A
Award Date Tentative Date*	Date of FLVS Board Approval	March 25, 2025	N/A

NOTICE TO ALL INTERESTED PARTIES: FLVS is accepting responses to this solicitation via electronic submission at <https://flvs.bonfirehub.com/>. 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.

*Updates to the Board schedule can be viewed at <https://go.boarddocs.com/fla/flvs/Board.nsf/Public>

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	15
Section 5	Scope of Services	19
Section 6	Cost/Plan Price Proposals Required Documents for Group Vision Coverage Proposal Submissions	25
Section 7	General Terms and Conditions	48
Section 8	Definitions	52

**MANDATORY CERTIFICATIONS/FORMS PACKET – RFP
ATTACHMENT 1**

Section 3	RFP Introduction – Respondent Requirements Checklist	2
Section 3	Compliance Information Sheet	3
MSA	Certificate of Insurance meeting required coverage (Section 10 Appendix J Master Service Agreement)	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
	Certification Regarding Non-Discrimination	16
	Certification Regarding Lobbying	17
	Debarment, Suspension, and Other Responsibility Matters	18
	Drug-Free Workplace Certification	19
	Non-Collusion Affidavit	20
Appendix I	Vendor Packet: Vendor Application, E-Verify, Foreign Country of Concern, W-9	21
Appendix J	Master Service Agreement, Statement of Work, Change Order, and Forced Labor Affidavit	30



**FLORIDA VIRTUAL SCHOOL
REQUEST FOR PROPOSAL
GROUP VISION SERVICES**

1. OVERVIEW

1.1. Purpose

Florida Virtual School (“FLVS”) is soliciting proposals from qualified insurance carriers for Group Vision Insurance coverage for active and retired employees and their eligible dependents.

1.2. About FLVS

As an online Kindergarten-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 2.6.1.

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 4.3 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. Step 2 evaluation is a “fresh evaluation” with scores from step 1 not carried forward.

- 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.
- g. The procurement representative will combine the evaluation scores submitted by all PEC members for this step to determine the highest scoring respondent ranking.
- 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	20%
2.	Demonstrated ability to meet or exceed Scope of Services and Responses to Questionnaire	10%
3.	Plan Design	20%
4.	Network Matching (Disruption Report)	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.

Note*: Cost Proposal for Price Analysis. Price Analysis is conducted through the comparison of Cost Proposals submitted. The maximum points will be awarded to the lowest acceptable Cost Proposal. Replies with higher costs will receive the fraction of the maximum points proportional to the ratio of the lowest Cost Proposal to the higher Cost Proposal. FLVS requires three pricing options (as shown below) and shall blend the premiums equally from each option to develop a blended premium for scoring. The fractional value of points to be assigned will be rounded to one decimal place. The criteria for price evaluation shall be based upon the following formula: $(\text{Low Price} / \text{Respondent's Price}) \times \text{Price Points (30)} = \text{Respondent's Awarded Points}$.

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	40%
2.	Question and answers session including requested clarifications that demonstrate Proposer's ability to meet or exceed RFP requirements	35%
3.	Additional value-added services	25%
	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 \$300,000.00 or more) or Procurement Director approval (if total value is under \$300,000.00).

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 Requirements
- Section 4 – Cost Proposal

Submit the following separate electronic documents clearly labeled in PDF format

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

- Required Forms Packet - must be submitted as part of the response completed fully and without edits

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 10 Master Service Agreement) | <ol style="list-style-type: none"> 2. Compliance Information Sheet
(Section 3) 4. Contractor's Statement of
Qualifications (Appendix A) |
|---|---|

5. Acknowledgement of Business Type (Appendix B)	6. Statement of Affirmation and Intent (Appendix C)
7. Mutual Non-Disclosure Agreement (Appendix D)	8. Addenda Form / Dispute Resolution Clause (Appendix E)
9. Public Records Act / Chapter 119 Requirements (Appendix F)	10. Reference Release Form (Appendix G)
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 	
12. Vendor Application, E-Verify Certification, Foreign Country of Concern, and W-9 Form (Appendix I)	13. Master Service Agreement, Statement of Work, Change Order and Forced Labor Affidavit

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 in accordance with this definition by providing one of the following:

1. For bidder/proposer with annual revenues below \$1 billion
 - 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, F.S., 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 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 virtualization software.

Operating System Requirements: Must use current operating systems for servers, desktops, tablets, phones. We will not accept bids without further security analysis using EOL operating systems.

Web Requirements: Must use current web hosting technologies with cybersecurity safeguards to include secure web application headers, TLS/SSL configurations and certificates, and port security.

Database Requirements: Must use currently supported database models and languages. We will not accept bids without further security analysis using EOL database models or languages.

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 Microsoft Single Sign-on/Identify and Access Management tools. We will not accept bids from companies that do not work with Microsoft SSO without further security analysis.

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

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

3.1.7 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. Respondents shall also be able to provide an accessibility conformance report using the Voluntary Product Accessibility Template (VPAT) VPAT 2.5 WCAG (November 2023) which can be found at <https://www.itic.org/policy/accessibility/vpat>.

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

Describe your company’s experience with the services specified herein.

- a. Describe strategic advantages your organization brings to the partnership with FLVS.
- b. List awards won or industry/professional recognition related to your services in the last 5 years.
- c. List any publications related to your services (provide URLs if available)

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

- 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.

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 the public sector is highly desirable. 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.

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.

Space Intentionally Left Blank



5. SCOPE OF SERVICES

Scope of Services: Florida Virtual School (FLVS) is soliciting proposals from qualified insurance carriers for Group Vision 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.

Respondents shall provide all labor, materials, supervision, travel, facilities, and equipment to provide Group Vision Insurance Plan(s). 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.

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

Background/Overview of Scope of Services

There are approximately 3,541 active employees and retirees eligible for FLVS's Plan. Approximately 1,529 active employees and retirees are covered under the current Vision Plan. Under the current Vision Plan, FLVS currently offers one plan to its active and retired employees and dependents. The Vision Plan is offered on a voluntary basis with no contribution from FLVS. The Plan is offered to active and retired employees and their dependents.

Benefits Consultant Commission Rate: 5% to be included within proposer's premiums.

Plan Design

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.

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.

Provide Vision Plan Design proposal including plans as described in Section 5 Scope of Services.

Network Match (Disruption)

Respondents shall respond via the enclosed 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.

Vision Coverage Term

- Total annual cost for first year Vision Coverage including unit and extended pricing
- Total cost per year for duration of the contract term (3-year initial term plus two optional renewal periods)



Sample forms are included as Exhibit Detailed Cost Summaries, Plan Cost Form.

Requirements Summary

- A group vision insurance Plan for all full-time 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 vision 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 Vision Coverage Implementation Schedule

- | | |
|------------------------------------|----------------|
| • Contract Start Date | Upon Execution |
| • Planning for Enrollment Meetings | April 2025 |
| • Enrollment Meetings | May 2025 |
| • Start Date for Coverage Period | July 1, 2025 |

[SPACE INTENTIONALLY LEFT BLANK]

5.1 Respondent Questionnaire: Proposers must provide a **complete, detailed** response to each question listed below. Additional space may be used as needed.

RESPONDENT QUESTIONNAIRE	
Number	Description
1	<p>Implementation Plan & Schedule</p> <p>What is the proposed implementation plan that explains roles and responsibilities for transitioning FLVS to your company for the 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:</p> <ul style="list-style-type: none"> • Phase • Step • Activity • Task • Deliverables • Timelines <p>Response:</p>
2	<p>Samples of Available User Interface/Dashboard</p> <p>Does the offered solution include a user-friendly interface for both FLVS Benefits staff and enrolled participants? Provide screen shots of the employer portal for FLVS benefits administrators and participant user experience. Alternatively, provide URL to sample platform for evaluation committee review (preferred).</p> <p>Note:</p> <p>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 amounts and types of services covered for each Lot bid.</p> <p>Response:</p>

5.2 Functional Specifications and Minimum Requirements/Specifications

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:

Number	Description of Requirement	Included YES or NO?
Professional Qualifications		
1	A minimum of five (5) years of experience in providing group vision insurance (as applicable) in the state of Florida.	<input type="checkbox"/> Yes <input type="checkbox"/> No
2	Valid licensed as insurance carrier or agent per the Florida Department of Insurance regulations.	<input type="checkbox"/> Yes <input type="checkbox"/> No
3	Plan offered complies with all applicable Florida Statutes, laws and regulations.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Account Management		
	Plan offered complies with all applicable laws and regulations.	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Respondent is responsible for identifying and all differences from the Plans currently offered.	<input type="checkbox"/> Yes <input type="checkbox"/> No
	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
	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
	Account manager shall attend monthly meetings with FLVS or appointed FLVS contractor at a minimum.	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Account manager shall attend additional meetings on an as needed basis upon FLVS request.	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Respondent will provide at least one representative to attend FLVS' annual onsite “in service” event (wellness fair).	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Account manager is responsible for notifying FLVS with any changes in contact information for account manager.	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Respondent agrees to change account manager at the discretion of FLVS.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Customer Service and Staffing		
	Respondent provides local and/or toll-free telephone number to customer service system.	<input type="checkbox"/> Yes <input type="checkbox"/> No
	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

	Customer service call in system supports ADA requirements for the hearing impaired.	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Customer services staff is capable of answering benefit, claim, and network questions.	<input type="checkbox"/> Yes <input type="checkbox"/> No
	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
	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
	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
	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
	Respondent website is ADA compliant for visually impaired users.	<input type="checkbox"/> Yes <input type="checkbox"/> No
	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		
	Respondent provides established guidelines for claims processing.	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Respondent has a system to ensure claims are processed timely and accurately.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Plan Information and Materials		
	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
	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
	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
	Respondent provides Plan information materials to FLVS within fourteen (14) calendar days of written request.	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Respondent provides FLVS with the SPD Certificate of Coverage 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		
	Respondent provides necessary support for implementation of initial enrollment period.	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Respondent provides necessary support for annual open enrollment period for life of contract.	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Respondent will provide \$10,000 in implementation credits to be used for any integration costs in getting respondent "live" on FLVS' Workday platform.	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Respondent acknowledges that FLVS open enrollments occur on an annual basis (roughly between March and April typically in early May) with benefits periods from July 1 through June 30 each contract year.	<input type="checkbox"/> Yes <input type="checkbox"/> No
	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

5.3 Group Vision Coverage - Highly Desirable Performance Guarantees: Respondents must complete and submit, as part of their proposal, the Highly Desirable Requirements table(s) shown below. Indicate if the requirement will be met. Answering "Yes" affirms meeting or exceeding each requirement which is included in the proposed pricing provided in Section 6.

Number	Description of Requirement	Included YES or NO?
Professional Qualifications		
	Averages speed of answer is less than 2 minutes	<input type="checkbox"/> Yes <input type="checkbox"/> No
	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
	Member complaints are resolved in accordance with the mutually agreed upon terms and conditions of the agreement.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Claims and Administration		
	Meet enrollment material, SPD, identification card and Agreement deadlines	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Turnaround claims payments within 15 calendar days	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Claims paid with 100% accuracy	<input type="checkbox"/> Yes <input type="checkbox"/> No
	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		
	Phone calls returned and access to care issues resolved within 24 hours	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Enrollment and eligibility errors corrected within three (3) business days	<input type="checkbox"/> Yes <input type="checkbox"/> No
	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

6. Cost/Plan Price Proposals - Required Documents for Group Vision Coverage Proposal Submissions

In addition to the required compliance forms referenced in Section 3, respondents shall include the listed Proposal Appendix forms.

Group Vision Coverage

Respondents must complete all questions in full and return the completed Vision Insurance Questionnaire(s), Plan Cost Form(s) and Benefits Summary Form(s) with the proposal response at their own expense. Required documents shall be inserted in order specified directly behind required compliance documents in Tab 3.

Note: Price Proposal Forms - Provide a schedule of values for fees associated with the various services to be provided. Rates quoted shall be the all-inclusive, not to exceed rates for the life of the Agreement. All respondents are required to complete this Section as shown. 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. There is no minimum spend for this Contract.

Required Proposal Response Plan Price Documents	Document Number
Geo-access report utilizing the following criteria (Required Document 1 to be <u>completed</u> and provided by respondent).	1
Disruption Report (Required Document 2 provided by respondent)	2
Sample contract and Certificate of Coverage for each Plan proposed (Required Document 3 provided by respondent) <ul style="list-style-type: none"> • 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 	3
Plan Cost Form – Price Proposal 1 Match Current Benefits (shall be used for cost evaluation purposes)	4
Plan Cost Form – Price Proposal 2 Alternate Proposal 1	5
Plan Cost Form – Price Proposal 2 Alternate Proposal 2	6
Benefits Summary Form Vision Respondents shall complete and attach to their response the Benefits Summary Form.	7
Price Proposal 1 – Current Plan (shall be used for cost evaluation purposes)	8
Price Proposal 2 (Alternate)	9
Price Proposal 3 (Alternate)	10
Insurance Plan Questionnaire Respondents shall complete and attach to their response the Vision Plan Insurance Questionnaire. The Vision Plan Insurance Questionnaire	11
Vision Plan Annual Cost including Optional Renewals	12
Additional Materials (Optional Document(s)) 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	13



Required Vision Document 4 -

Detailed Cost Summary – Plan Cost Form – Plan Price Proposal 1 (Match current benefits)

Group Vision Insurance Plans

Provide your Company’s Name, Plan Name/Number and premium rates for the proposed plan. Respondent shall complete one form per proposed plan. Plan year is **July 1, 2025- June 30, 2026. (Shall be used for evaluation purposes).**

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	\$
<p>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</p> <p>If yes, provide details:</p>	
<p>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</p> <p>If yes, provide details:</p>	
<p>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</p> <p>If yes, provide details:</p>	
<p>Are you willing to provide a premium guarantee or a rate renewal cap for Plan year (for each Contact Renewal period)</p> <p>July 1, 2028- June 30, 2029? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>July 1, 2029- June 30, 2030? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, provide details:</p>	



Required Vision Document 5

Detailed Cost Summary – Plan Cost Form – Plan Price Proposal 2 (Alternate)

Group Vision Insurance Plans

Provide your Company’s Name, Plan Name/Number and premium rates for the proposed plan. Respondents shall complete one form per proposed plan. Plan year is July 1, 2025- June 30, 2026.

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	\$
<p>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</p> <p>If yes, provide details:</p>	
<p>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</p> <p>If yes, provide details:</p>	
<p>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</p> <p>If yes, provide details:</p>	
<p>Are you willing to provide a premium guarantee or a rate renewal cap for Plan year (for each Contact Renewal period)</p> <p>July 1, 2028- June 30, 2029? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>July 1, 2029- June 30, 2030? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, provide details:</p>	



Required Vision Document 6

Detailed Cost Summary – Plan Cost Form – Plan Price Proposal 3 (Alternate)

Group Vision Insurance Plans

Provide your Company’s Name, Plan Name/Number and premium rates for the proposed plan. Respondents shall complete one form per proposed plan. Plan year is July 1, 2025- June 30, 2026.

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, 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:	
Are you willing to provide a premium guarantee or a rate renewal cap for Plan year (for each Contact Renewal period) July 1, 2028- June 30, 2029? <input type="checkbox"/> Yes <input type="checkbox"/> No July 1, 2029- June 30, 2030? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, provide details:	



**Required Document 7
Benefits Summary Form
Group Vision Insurance Plans**

Provide your Company's Name, Plan Name/Number for the proposed plan. Proposers shall complete one form per proposed plan. Plan year is July 1, 2025- June 30, 2026.

Instructions

FLVS is seeking two proposals from respondents:

1. Price Proposal 1 - Match current benefits (shall be used for Cost Evaluation Purposes)
2. Price Proposal 2 - Provide an enhanced: benefit option.
3. Price Proposal 3 – Provide an enhanced benefit option.
4. Confirm that all benefits, limits, copays, etc., match the current plans. OR
5. 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.



Plan Price Proposal 1 (Document 8)

COMPANY NAME: _____

PLAN NAME/NUMBER _____

Benefits	Current Benefits			Proposed Benefits Must be completed by Proposer (Note: Benefits shall match existing amounts unless Proposer is not filed to do so.)		
	In Network	Out of Network	Frequency	In Network	Out of Network	Frequency
Routine Vision Exam	\$10.00	\$30.00	12 months			
Retinal Imaging	\$39.00 allowance	N/A	12 months			
Contact Lens Exam Standard Lens Fit & Follow up	\$55.00 allowance	N/A	12 months			
Contact Lens Exam Premier Lens Fit & Follow up	10% off retail	N/A	12 months			
Frames	\$120.00 allowance 20% off balance over \$120.00	\$50.00 allowance	24 months			
Lenses						
Single	\$20.00	\$25.00 allowance	12 months			
Bifocal	\$20.00	\$40.00 allowance	12 months			
Trifocal	\$20.00	\$60.00 allowance	12 months			
Lenticular	\$20.00	\$100.00 allowance	12 months			
Covered Lens Options						
UV Coating	\$15.00	N/A	12 months			
Tint (solid and gradient)	\$15.00	N/A	12 months			
Standard Scratch Resistance	\$15.00	N/A	12 months			
Standard Polycarbonate – Adult	\$40.00	N/A	12 months			
Standard Polycarbonate – Child <19	\$40.00	N/A	12 months			
Standard Anti-Reflective Coating	\$45.00	N/A	12 months			
Premium Anti-Reflective Coating						
-Tier 1	\$57.00	N/A	12 months			
-Tier 2	\$68.00	N/A	12 months			

-Tier 3	80% of charge	N/A	12 months			
Standard Progressive (Add-on Bifocal)	\$25.00	\$40.00 allowance	12 months			
Premium Progressive as follows:						
-Tier 1	\$110.00	N/A	12 months			
-Tier 2	\$120.00	N/A	12 months			
-Tier 3	\$135.00	N/A	12 months			
-Tier 4	\$90 copy, 80% of charge less \$120.00 allowance	N/A	12 months			
Photochromatic/Plastic Transitions	\$75.00	N/A	12 months			
Polarized	20% off retail	N/A	12 months			
Contact Lenses (Applies to material only.)						
Conventional	\$105.00 allowance 15% off balance over \$105.00	\$80.00 allowance	12 months			
Disposable	\$105.00 allowance	\$80.00 allowance	12 months			
Medically Necessary	Paid in Full	\$200.00 allowance	12 months			

Proposers shall note any deviation from the current FLVS benefits schedule above (attach additional pages as needed).

Plan Price Proposal 2 (Alternate) (Document 9):

COMPANY NAME: _____

PLAN NAME/NUMBER _____

Benefits	(Alternate) Proposal 2			Proposed Benefits Must be completed by Proposer (Note: Benefits shall match existing amounts unless Proposer is not filed to do so.)		
	In Network	Out of Network	Frequency	In Network	Out of Network	Frequency
Routine Vision Exam	\$15.00	\$30.00	12 months			
Retinal Imaging	\$39.00 allowance	N/A	12 months			
Contact Lens Exam Standard Lens Fit & Follow up	\$55.00 allowance	N/A	12 months			
Contact Lens Exam Premier Lens Fit & Follow up	10% off retail	N/A	12 months			
Frames	\$200.00 allowance 20% off balance over \$200.00	\$50.00 allowance	12 months			
Lenses						
Single	\$15.00	\$25.00 allowance	12 months			
Bifocal	\$15.00	\$40.00 allowance	12 months			
Trifocal	\$15.00	\$60.00 allowance	12 months			
Lenticular	\$15.00	\$100.00 allowance	12 months			
Covered Lens Options						
UV Coating	\$15.00	N/A	12 months			
Tint (solid and gradient)	\$15.00	N/A	12 months			
Standard Scratch Resistance	\$15.00	N/A	12 months			
Standard Polycarbonate – Adult	\$40.00	N/A	12 months			
Standard Polycarbonate – Child <19	\$40.00	N/A	12 months			
Standard Anti-Reflective Coating	\$45.00	N/A	12 months			
Premium Anti-Reflective Coating						
-Tier 1	\$57.00	N/A	12 months			
-Tier 2	\$68.00	N/A	12 months			

-Tier 3	80% of charge	N/A	12 months			
Standard Progressive (Add-on Bifocal)	\$25.00	\$40.00 allowance	12 months			
Premium Progressive as follows:						
-Tier 1	\$110.00	N/A	12 months			
-Tier 2	\$120.00	N/A	12 months			
-Tier 3	\$135.00	N/A	12 months			
-Tier 4	\$90.00 copy, 80% of charge less \$120.00 allowance	N/A	12 months			
Photochromatic/Plastic Transitions	\$75.00	N/A	12 months			
Polarized	20% off retail	N/A	12 months			
Blue Light Filter	\$20.00	\$40.00	12 months			
Contact Lenses (Applies to material only.)						
Conventional	\$105.00 allowance 15% off balance over \$105.00	\$100.00 allowance	12 months (members can get contact lens' in addition to their standard lens/frames in the same year)			
Disposable	\$105.00 allowance	\$100.00 allowance	12 months (members can get contact lens' in addition to their standard lens/frames in the same year)			
Medically Necessary	Paid in Full	\$200.00 allowance	12 months (members can get contact lens' in addition to their standard lens/frames in the same year)			

Proposers shall note any deviation from the current FLVS benefits schedule above (attach additional pages as needed).



Plan Price Proposal 3 (Alternate) (Document 10):

COMPANY NAME: _____

PLAN NAME/NUMBER _____

Benefits	(Alternate) Proposal 3			Proposed Benefits Must be completed by Proposer (Note: Benefits shall match existing amounts unless Proposer is not filed to do so.)		
	In Network	Out of Network	Frequency	In Network	Out of Network	Frequency
Routine Vision Exam	\$10.00	\$45.00	12 months			
Retinal Imaging	\$10.00 allowance	N/A	12 months			
Contact Lens Exam Standard Lens Fit & Follow up	\$10.00 allowance	N/A	12 months			
Contact Lens Exam Premier Lens Fit & Follow up	10% off retail	N/A	12 months			
Frames	\$200.00 allowance 20% off balance over \$200.00	\$100.00 allowance	12 months			
Lenses						
Single	\$10.00	\$40.00 allowance	12 months			
Bifocal	\$10.00	\$60.00 allowance	12 months			
Trifocal	\$10.00	\$80.00 allowance	12 months			
Lenticular	\$10.00	\$120.00 allowance	12 months			
Covered Lens Options						
UV Coating	\$15.00	N/A	12 months			
Tint (solid and gradient)	\$15.00	N/A	12 months			
Standard Scratch Resistance	\$15.00	N/A	12 months			
Standard Polycarbonate – Adult	\$40.00	N/A	12 months			
Standard Polycarbonate – Child <19	\$40.00	N/A	12 months			
Standard Anti-Reflective Coating	\$45.00	N/A	12 months			
Premium Anti-Reflective Coating						
-Tier 1	\$57.00	N/A	12 months			
-Tier 2	\$68.00	N/A	12 months			

-Tier 3	80% of charge	N/A	12 months			
Standard Progressive (Add-on Bifocal)	\$25.00	\$40.00 allowance	12 months			
Premium Progressive as follows:						
-Tier 1	\$110.00	N/A	12 months			
-Tier 2	\$120.00	N/A	12 months			
-Tier 3	\$135.00	N/A	12 months			
-Tier 4	\$90.00 copy, 80% of charge less \$120.00 allowance	N/A	12 months			
Photochromatic/Plastic Transitions	\$75.00	N/A	12 months			
Polarized	20% off retail	N/A	12 months			
Blue Light Filter Lenses	\$20.00	\$40.00 allowance	12 months			
Contact Lenses (Applies to material only.)						
Conventional	\$200.00 allowance 15% off balance over \$200.00	\$200.00 allowance	12 months (members can get contact lens' in addition to their standard lens/frames in the same year)			
Disposable	\$250.00 allowance	\$200.00 allowance	12 months (members can get contact lens' in addition to their standard lens/frames in the same year)			
Medically Necessary	Paid in Full	\$210.00 allowance	12 months (members can get contact lens' in addition to their standard lens/frames in the same year)			

Proposers shall note any deviation from the current FLVS benefits schedule above (attach additional pages as needed).

Required Document 11

Group Vision Insurance Plan Questionnaire

1. How many lives do you currently cover? How many employers? Use the chart below:

	Number of Employees	Number of Employers
National		
State of Florida		

1a. Does your proposal match the current benefits without modification? Yes or No
 If no, provide all deviations. _____

2. Provide the name, address and telephone number of the office that will service FLVS. Also provide the name the person who will have overall responsibility for this account.

3. Describe the enrollment assistance that you will provide to FLVS during Open Enrollment. Include samples of materials that would be included in the enrollment package.

4. How are updated provider directories made available to members? Describe alternative means for plan members to obtain information on network provider (i.e., the Internet, an automated voice response system, etc.). _____

5. Are patients subject to any ordering limitations (frequency or selection of eye wear)?
 Yes or No
 If yes, provide limitations. _____

6. Can a member receive an exam from one provider and materials (frames, lens or contacts) from another provider? Yes or No

7. How would your plan handle a situation where a patient orders additional materials or services that are not covered? _____

8. Indicate how glasses and contact lenses may be obtained; in office, by phone, or by mail.

9. What is the turnaround time (number of days) after an order for glasses and contact lenses has been made? _____

10. If the vision care provider has a facility located in their office, can they fill the prescription for the glasses / contact lenses? _____

11. What is the current number of participating providers? Indicate by optometrist, ophthalmologist, and dispensing facility in Florida

12. Provide a breakdown of the number of providers by independent practitioners and chain stores in Florida. _____

13. Describe your customer satisfaction guarantee (i.e., materials, warrantee programs, etc.).

14. Describe the components of a regular eye examination and a comprehensive eye examination by your network providers. Is there a cost difference in the exam? Does this exam vary for eyeglass users verses contact lens users? If yes, explain the difference.

15. Describe how an employee accesses care from initial contact with your plan to making an appointment with a provider. _____
16. Describe any benefit pre-certification or vouchers that members would be required to obtain before benefits are provided. _____
17. Complete the following GeoAccess summary for FLVS employees. A current census file is included in the RFP. Your study should include a summary report for each of the items listed below. Each summary should indicate the total number and percentage of employees with access by zip code and by county. Please include GeoAccess Reports.
 - a. Number and percentage of employees with two Optometrists within 10 miles of the employee's zip code. _____
 - b. Number and percentage of employees with two Ophthalmologists within 10 miles of the employee's zip code. _____
18. Number and percentage of employees with two dispensing facilities / opticians within 10 miles of the employees zip code. _____

County	Number of Eligible Employees	Percentage of Employees with 2 Optometrists within 10 miles	Percentage of Employees with 2 Ophthalmologists within 10 miles	Percentage of Employees with 2 Facilities/Opticians within 10 miles
List by County				

19. Can you accept eligibility information electronically? Yes or No
20. Identify the office from which the account will be handled for claim processing and payment. _____
21. Describe the structure and staffing of your customer service office, including the number of customer service representatives and educational background/training. _____
22. What information is available to employees via a voice response unit? _____
23. Describe performance standards for customer service unit. _____
24. Are you willing to add providers specifically requested by FLVS? Yes or No
25. What would you anticipate your role and FLVS's role being in the implementation process? _____
26. What are the background, training, education and experience of the account executive and service representative assigned to FLVS? Please provide brief resumes for these individuals. _____
27. What other customers do the account executive and service representative assigned to FLVS serve? _____
28. How are employees protected against overcharges by providers? _____
29. How are costs established for frames and lenses? _____

30. Can you provide an improved LASIK benefit? Yes or No If yes, describe the benefits in detail. _____
31. Complete the following table outlining your wholesale pricing and member co-pays for the following items and include types of lenses in each level.

Options Price List			
Lenses	Wholesale Price	Retail Price	Member Copay
Level One Progressive			
Level Two Progressive			
Level Three Progressive			
Level Four Progressive			
Transitions / Sunsensor / Colomatic			
Anti-Reflection Standard			
Anti-Reflection Premium			
Standard Scratch			
Scratch Premium			
Ultra Violet Coating			
Hi-Index Lens Styles			
Non-Aspheric Design			
Hi-Index Lens Styles			
Hi-Index 1.53-1.59			
Hi-Index 1.60-1.66			
Trivex / Trilogy			
Aspheric Design			
Regular Plastic			
Polycarbonate			
Mid-Index Plastic			
Hi-Index 1.60-1.66			
Hi-Index 1.67			
Polarized Styles			
Polaroid Plastic			
Polaroid Hi-Index			
Polaroid Polycarbonate			

Vision – Annual Costs for initial contract term of 3 years plus 2 optional renewals (Required Document 10). 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
Vision	\$	\$	\$	\$	\$
Total Annual Cost	\$	\$	\$	\$	\$

Other Documents Provided for Informational Purposes (See provided Exhibits)

Exhibits (Informational)	
Vision Insurance Census Summary	Exhibit 1
Vision Insurance Census	Exhibit 2
Current Premiums Vision Coverage	Exhibit 3
FLVS Vision Benefits Summary	Exhibit 4
Vision Claims Experience	Exhibit 5
Provider Listing Report	Exhibit 6
FLVS Vision Certificate of Coverage	Exhibit 7

Group Vision Coverage

Exhibit 1

Vision Insurance Census Summary

Plan	Employee/ Retiree Only	Employee/ Retiree Plus Spouse	Employee/ Retiree Plus Child(ren)	Employee/Retiree Plus Family	Total
Vision	1049	307	506	667	2529

Exhibit 2

Group Vision Coverage

Employee Census (attached)

**Group Vision Coverage
Exhibit 3**

Current Premiums

Tier	Monthly Premium
Employee	\$ 5.99
Employee + Spouse	\$11.91
Employee + Child(ren)	\$11.32
Employee + Family	\$17.77

Exhibit 4

Group Vision Coverage – Current Plan

(See Vision Benefits Summary Attachment for completion - Item 4)

Humana Vision 100

Florida Virtual Schools

Florida

Vision care services	If you use an in-network provider (Member cost)	If you use an out-of-network provider (Reimbursement)
Exam with dilation as necessary • Retinal Imaging ¹	\$10 Up to \$39	Up to \$30 Not covered
Contact lens exam options² • Standard contact lens fit and follow-up • Premium contact lens fit and follow-up	Up to \$55 10% off retail	Not covered Not covered
Frames³	\$120 allowance 20% off balance over \$120	\$50 allowance
Standard plastic lenses⁴ • Single vision • Bifocal • Trifocal • Lenticular	\$20 \$20 \$20 \$20	Up to \$25 Up to \$40 Up to \$60 Up to \$100
Covered lens options⁴ • UV coating • Tint (solid and gradient) • Standard scratch-resistance • Standard polycarbonate - adults • Standard polycarbonate - children <19 • Standard anti-reflective coating • Premium anti-reflective coating - Tier 1 - Tier 2 - Tier 3 • Standard progressive (add-on to bifocal) • Premium progressive - Tier 1 - Tier 2 - Tier 3 - Tier 4 • Photochromatic / plastic transitions • Polarized	\$15 \$15 \$15 \$40 \$40 \$45 Premium anti-reflective coatings as follows: \$57 \$68 80% of charge \$25 Premium progressives as follows: \$110 \$120 \$135 \$90 copay, 80% of charge less \$120 allowance \$75 20% off retail	Not covered Not covered Not covered Not covered Not covered Not covered Premium anti-reflective coatings as follows: Not covered Not covered Not covered Up to \$40 Premium progressives as follows: Not covered Not covered Not covered Not covered Not covered Not covered
Contact lenses⁵ (applies to materials only) • Conventional • Disposable • Medically necessary	\$105 allowance, 15% off balance over \$105 \$105 allowance \$0	\$80 allowance \$80 allowance \$200 allowance

Vision care services	If you use an In-network provider (Member cost)	If you use an out-of-network provider (Reimbursement)
Frequency <ul style="list-style-type: none"> - Examination - Lenses or contact lenses - Frame 	Once every 12 months Once every 12 months Once every 24 months	Once every 12 months Once every 12 months Once every 24 months
Diabetic Eye Care: care and testing for diabetic members <ul style="list-style-type: none"> • Examination <ul style="list-style-type: none"> - Up to (2) services per year • Retinal Imaging <ul style="list-style-type: none"> - Up to (2) services per year • Extended Ophthalmoscopy <ul style="list-style-type: none"> - Up to (2) services per year • Gonioscopy <ul style="list-style-type: none"> - Up to (2) services per year • Scanning Laser <ul style="list-style-type: none"> - Up to (2) services per year 	\$0 \$0 \$0 \$0 \$0	Up to \$77 Up to \$50 Up to \$15 Up to \$15 Up to \$33

Optional benefits

¹Member costs may exceed \$39 with certain providers. Members may contact their participating provider to determine what costs or discounts are available.

²Standard contact lens exam fit and follow up costs and premium contact lens exam discounts up to 10% may vary by participating provider. Members may contact their participating provider to determine what costs or discounts are available.

³Discounts may be available on all frames except when prohibited by the manufacturer.

⁴Lens option costs may vary by provider. Members may contact their participating provider to determine if listed costs are available.

⁵Plan covers contact lenses or frames, but not both.

Additional plan discounts

- Member may receive a 20% discount on items not covered by the plan at network Providers. Members may contact their participating provider to determine what costs or discounts are available. Discount does not apply to EyeMed Provider's professional services, or contact lenses. Plan discounts cannot be combined with any other discounts or promotional offers. Services or materials provided by any other group benefit plan providing vision care may not be covered. Certain brand name Vision Materials may not be eligible for a discount if the manufacturer imposes a no-discount practice. Frame, Lens, & Lens Option discounts apply only when purchasing a complete pair of eyeglasses. If purchased separately, members receive 20% off the retail price.
- Members may also receive 15% off retail price or 5% off promotional price for LASIK or PRK from the US Laser Network, owned and operated by LCA Vision. Since LASIK or PRK vision correction is an elective procedure, performed by specialty trained providers, this discount may not always be available from a provider in your immediate location.

Limitations and exclusions

In addition to the limitations and exclusions listed in your “Vision Benefits” section, this policy does not provide benefits for the following:

1. Any expenses incurred while you qualify for any worker’s compensation or occupational disease act or law, whether or not you applied for coverage.
2. Services:
 - That are free or that you would not be required to pay for if you did not have this insurance, unless charges are received from and reimbursable to the U.S. government or any of its agencies as required by law;
 - Furnished by, or payable under, any plan or law through any government or any political subdivision (this does not include Medicare or Medicaid); or
 - Furnished by any U.S. government-owned or operated hospital/institution/agency for any service connected with sickness or bodily injury.
3. Any loss caused or contributed by:
 - War or any act of war, whether declared or not;
 - Any act of international armed conflict; or
 - Any conflict involving armed forces of any international authority.
4. Any expense arising from the completion of forms.
5. Your failure to keep an appointment.
6. Any hospital, surgical or treatment facility, or for services of an anesthesiologist or anesthesiologist.
7. Prescription drugs or pre-medications, whether dispensed or prescribed.
8. Any service not specifically listed in the Schedule of Benefits.
9. Any service that we determine:
 - Is not a visual necessity;
 - Does not offer a favorable prognosis;
 - Does not have uniform professional endorsement; or
 - Is deemed to be experimental or investigational in nature
10. Orthoptic or vision training.
11. Subnormal vision aids and associated testing.
12. Aniseikonic lenses.
13. Any service we consider cosmetic.
14. Any expense incurred before your effective date or after the date your coverage under this policy terminates.
15. Services provided by someone who ordinarily lives in your home or who is a family member.
16. Charges exceeding the reimbursement limit for the service.
17. Treatment resulting from any intentionally self-inflicted injury or bodily illness.
18. Plano lenses.
19. Medical or surgical treatment of eye, eyes, or supporting structures.
20. Replacement of lenses or frames furnished under this plan which are lost or broken, unless otherwise available under the plan.
21. Any examination or material required by an Employer as a condition of employment.
22. Non-prescription sunglasses.
23. Two pair of glasses in lieu of bifocals.
24. Services or materials provided by any other group benefit plans providing vision care.
25. Certain name brands when manufacturer imposes no discount.
26. Corrective vision treatment of an experimental nature.
27. Solutions and/or cleaning products for glasses or contact lenses.
28. Pathological treatment.
29. Non-prescription items.
30. Costs associated with securing materials.
31. Pre- and Post-operative services.
32. Orthokeratology.
33. Routine maintenance of materials.
34. Refitting or change in lens design after initial fitting, unless specifically allowed elsewhere in the certificate.
35. Artistically painted lenses.

Important

At Humana, it is important you are treated fairly.

Humana Inc. and its subsidiaries do not discriminate or exclude people because of their race, color, national origin, age, disability, sex, sexual orientation, gender, gender identity, ancestry, ethnicity, marital status, religion or language. Discrimination is against the law. Humana and its subsidiaries comply with applicable Federal Civil Rights laws. If you believe that you have been discriminated against by Humana or its subsidiaries, there are ways to get help.

- You may file a complaint, also known as a grievance:
Discrimination Grievances, P.O. Box 14618, Lexington, KY 40512-4618
If you need help filing a grievance, call **877-320-1235** or if you use a **TTY**, call **711**.
- You can also file a civil rights complaint with the **U.S. Department of Health and Human Services**, Office for Civil Rights electronically through their Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or at **U.S. Department of Health and Human Services**, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201, **800-368-1019**, **800-537-7697 (TDD)**. Complaint forms are available at <https://www.hhs.gov/ocr/office/file/index.html>.
- **California residents:** You may also call the California Department of Insurance toll-free hotline number: **800-927-HELP (4357)**, to file a grievance.

Auxiliary aids and services, free of charge, are available to you. 877-320-1235 (TTY: 711)

Humana provides free auxiliary aids and services, such as qualified sign language interpreters, video remote interpretation, and written information in other formats to people with disabilities when such auxiliary aids and services are necessary to ensure an equal opportunity to participate.

Language assistance services, free of charge, are available to you. 877-320-1235 (TTY: 711)

Español (Spanish): Llame al número arriba indicado para recibir servicios gratuitos de asistencia lingüística.

繁體中文 (Chinese): 撥打上面的電話號碼即可獲得免費語言援助服務。

Tiếng Việt (Vietnamese): Xin gọi số điện thoại trên đây để nhận được các dịch vụ hỗ trợ ngôn ngữ miễn phí.

한국어 (Korean): 무료 언어 지원 서비스를 받으려면 위의 번호로 전화하십시오.

Tagalog (Tagalog – Filipino): Tawagan ang numero sa itaas upang makatanggap ng mga serbisyo ng tulong sa wika nang walang bayad.

Русский (Russian): Позвоните по номеру, указанному выше, чтобы получить бесплатные услуги перевода.

Kreyòl Ayisyen (French Creole): Rele nimewo ki pi wo la a, pou resewva sèvis èd pou lang ki gratis.

Français (French): Appelez le numéro ci-dessus pour recevoir gratuitement des services d'aide linguistique.

Polski (Polish): Aby skorzystać z bezpłatnej pomocy językowej, proszę zadzwonić pod wyżej podany numer.

Português (Portuguese): Ligue para o número acima indicado para receber serviços linguísticos, grátis.

Italiano (Italian): Chiamare il numero sopra per ricevere servizi di assistenza linguistica gratuiti.

Deutsch (German): Wählen Sie die oben angegebene Nummer, um kostenlose sprachliche Hilfsdienstleistungen zu erhalten.

日本語 (Japanese): 無料の言語支援サービスをご要望の場合は、上記の番号までお電話ください。

فارسی (Farsi)

برای دریافت تسهیلات زبانی بصورت رایگان با شماره فوق تماس بگیرید.

Diné Bizaad (Navajo): Wóda'í béésh bee hanl'í bee wolta'ígíí bich'í' hódíílnih éí bee t'áá Jilk'eh saad bee áká'anida'áwo'déę níká'adoowól.

العربية (Arabic)

اتصل برقم الهاتف أعلاه للحصول على خدمات المساعدة اللغوية المجانية.

Group Vision Coverage

Exhibit 5

Vision Claims Experience

Vision Claims and Membership
 FLORIDA VIRTUAL SCHOOL - 861934



Date	Product	Emp Only	Emp + Child	Emp + Spouse	Family	Subs	Members	Premium	Paid Claims	Incurred Claims	Loss Ratio
10/1/2023	HumVis	954	434	294	651	2,333	5,561	\$25,690.70	\$18,461.52	\$16,430.94	64%
11/1/2023	HumVis	958	434	291	654	2,337	5,573	\$25,732.89	\$11,720.65	\$13,553.01	53%
12/1/2023	HumVis	963	440	291	655	2,349	5,604	\$25,860.78	\$13,377.40	\$14,417.67	56%
1/1/2024	HumVis	970	441	294	649	2,354	5,570	\$25,836.69	\$18,479.33	\$16,517.87	64%
2/1/2024	HumVis	972	442	296	651	2,361	5,592	\$25,931.13	\$12,989.33	\$13,099.66	51%
3/1/2024	HumVis	979	447	296	657	2,379	5,645	\$26,106.73	\$14,523.47	\$14,883.79	57%
4/1/2024	HumVis	984	446	297	656	2,383	5,647	\$26,124.90	\$14,864.49	\$13,582.92	52%
5/1/2024	HumVis	988	450	296	655	2,389	5,656	\$26,189.73	\$12,431.77	\$15,007.37	57%
6/1/2024	HumVis	994	455	295	657	2,401	5,683	\$26,293.00	\$16,849.52	\$18,265.82	69%
7/1/2024	HumVis	993	486	305	654	2,438	5,772	\$26,703.26	\$21,856.62	\$22,804.70	85%
8/1/2024	HumVis	1,046	504	307	662	2,519	5,911	\$27,402.71	\$20,708.30	\$21,999.84	80%
9/1/2024	HumVis	1,056	507	307	669	2,539	5,962	\$27,609.18	\$17,476.84	\$17,561.16	64%
Total		11,857	5,486	3,569	7,870	28,782	68,176	\$315,481.70	\$193,739.24	\$198,124.75	63%

Exhibit 6

Group Vision

Provider Listing Report – To be used for disruption purposes

Exhibit 6 Provider Listing Report (attached).

Exhibit 7

FLVS Vision Certificate of Coverage

6.1 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

6.2 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 L 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

6.3 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 L in the Required Forms Packet) is the FLVS standard terms and conditions. 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 OMITTED**

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 \(ADA\)](#)
- 7.20 Each bid specification for nonacademic commodities and contractual services must include a statement indicating that the purchasing agreements and state term contracts available under s. [287.056](#) have been reviewed

7.21 F.S. 1010.04 (5) Beginning July 1, 2023, school districts, Florida College System institutions, and state universities may not:

- a. Request documentation of or consider a vendor's social, political, or ideological interests.
- b. Give preference to a vendor based on the vendor's social, political, or ideological interests.

Any solicitation for purchases and leases must include a provision notifying vendors of the provisions of this subsection. [Statutes & Constitution: View Statutes: Online Sunshine \(state.fl.us\)](#)

7.22 The following two Florida State statutes apply to this solicitation and may have contractual requirements.

- a. F.S. 787
- b. F.S. 287.1346

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.