

SERVICE AGENCY QUALIFYING FACTORS

The following factors shall be considered to be the Minimum Qualifications for an Agency providing a Proposal to HIDALGO COUNTY:

1. Agency must provide a description of the firm's history which reflects that the Agency has been actively engaged for a minimum of three (3) consecutive years.
2. The Agency must provide a minimum of one (1) Insurance Company vendor reference, with whom the team assigned to this Contract has worked during the last year, which includes vendor's name, address, contact person's name and phone number.
3. The Agency must provide a minimum of THREE (3) public/private entity client references, with whom the firm has worked during the last three (3) years, which includes Company/Agency name, address, contact person's name and phone number. A brief description of the services performed by the firm.
4. The Agency's team assigned to this Contract must be capable, qualified and able to perform the duties required. Provide their names, qualifications and experience, and define their role in performing the Services described in A-1 #9 Option 2. Provide resumes of the team members, including biographies by area of discipline or specialty, i.e. Plan enrollments, Client Service Issues, Insurance Company Liaison.

SCOPE OF SERVICES:

1. Provide enrollment services as directed by Hidalgo County.
2. Enrollment services to include licensed enrollers a minimum for 20 working days during open enrollment periods designated by Hidalgo County.
3. Provide a monthly report on the service issues presented and the resolution of the issue.

ADDITIONAL INFORMATION TO BE SUBMITTED

The Agency shall also submit the following information

1. A list of any citations, notices of violation, legal proceedings, or project terminations that any Federal, State, or local regulatory agency or department, or corporation or individual has issued to the firm, or any employee of the firm, while that employee was performing services for the firm in the past three (3) years. If there are no violations, Agency shall provide a statement of such. In the event there are citations, notices of violation, legal proceedings, or any project terminations filed against the Agency, HIDALGO COUNTY reserves the right to reject the Agency's Proposal.
2. A description of the firm's organizational setup and organizational flowchart reflecting that the Agency can perform the majority of the Services with firm's own forces under the management of its own organization. The description must include an organizational chart for the team assigned to this Contract.
3. Prior to the open enrollment period, Agency must provide a list of names and addresses of all Subcontractors to be used, if any. Prior to the open enrollment period designated by Hidalgo County all subcontractors must attend pre-enrollment training provided by Hidalgo County. The list of Subcontractors must meet the approval of HIDALGO COUNTY.
4. A list of all Agency's supervisory personnel to be involved in this Contract. Include resumes and contact information for key personnel with experience in performing the Services.
5. Agency's Mission, Vision or Values Statement.
6. Verification that the team assigned to this Contract carries the applicable licenses and/or certifications required to perform the Services.
7. Explanation of the most important qualification your Agency can bring to HIDALGO COUNTY account.
8. Name two (2) clients that did not renew their contracts over the past three (3) years.
9. Any other aliases/DBAs under which Agency has operated within the last ten (10) years.

10. Verification that Agency is capable of compliance with HIPAA Privacy and Security regulations, in so far as Agency handles HIDALGO COUNTY employee-protected health information. Agency will be required to execute a Business Associate Agreement with HIDALGO COUNTY.

QUESTIONS TO BE ANSWERED

1. Has Agency ever had a bond or surety canceled or forfeited? If yes, state the name of the bonding company, date, amount of bond and reason for such cancellation or forfeiture.
2. Has Agency ever been declared bankrupt or filed for protection from creditors under state or federal proceedings? If yes, state the date, court, jurisdiction, cause number, amount of liabilities and amount of assets.
3. Is Agency affiliated with another company? If so, describe the "affiliate relationship." "Affiliated" for the purpose of this RFP means owned by another company or owned by a common controlling shareholder or interest holder.
4. Does Agency anticipate any management reorganization, or departure of key personnel within the next twelve (12) months that may affect Agency's ability to carry out its Proposal?
5. Does Agency have an office located in Hidalgo County, Texas? If so, how long has Agency conducted business from its Hidalgo County office? How many full-time employees are there currently at the Agency's Hidalgo County office?
6. If Agency does not office in Hidalgo County, describe the location where services are to be performed, how long the Agency has conducted business from that location and how many full-time employees are currently at that location.
7. Is Agency authorized and/or licensed to do business within the State of Texas?