



11/20/19

REQUEST FOR PROPOSAL
INTERNATIONAL STUDENT MEDICAL INSURANCE FOR GLOBAL LAUNCH

RFP 342005

DUE: 3:00 P.M., MST, 01/08/20

Time and Date of Pre-Proposal Conference	10:00 A.M., MST, 12/03/19
Deadline for Inquiries	3:00 P.M., MST, 12/05/19
Time and Date Set for Closing	3:00 P.M., MST, 01/08/20

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SECTION I – REQUEST FOR PROPOSAL

RFP 342005

Arizona State University is requesting sealed proposals from qualified firms or individuals for **International Student Medical Insurance for Global Launch.**

Proposals are to be addressed and delivered to the receptionist area, first floor, University Services Building, Purchasing and Business Services, Arizona State University, 1551 S. Rural Road, (located on the east side of Rural Road between Apache Boulevard & Broadway Road) Tempe, Arizona 85281 **on or before 3:00 P.M. MST January 8, 2020** at which time a representative of Purchasing and Business Services will announce publicly the names of those firms or individuals submitting proposals. All times noted are Mountain Standard Time (MST). Please note that Daylight Savings Time is NOT observed. No telephone, electronic or facsimile proposals will be considered. **Proposals received after the time and date for closing will be returned to the proposer unopened. No proposals will be accepted after this time.** No other public disclosure will be made until after award of the contract.

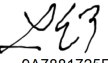
Arizona State University's Overnight Delivery (FedEx, Airborne, and UPS) address is:

Purchasing and Business Services
University Services Building
Arizona State University
1551 S. Rural Rd
Tempe, AZ 85281

Arizona State University's U.S. Postal Service Mail address is:

Purchasing and Business Services
Arizona State University
P.O. Box 875212
Tempe, AZ 85287-5212

ARIZONA STATE UNIVERSITY

DocuSigned by:

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Lorenzo Espinoza
IT Strategic Sourcing Manager

LE/SK

SECTION II – PURPOSE OF THE RFP

1. INTENT

ASU is seeking proposals for international student health insurance who are attending ASU's Global Launch programs and their dependent family members. Global Launch seeks to ensure the highest quality of insurance coverage and customer service available for our students. Global Launch offers five (5) structured 8-week sessions each year plus a variety of customized events and courses for specialized groups and short term sessions with dynamic time frames and various program requirements. As Global Launch programming continues to grow, we are specifically seeking a student-centered insurance program with the capacity to operate in a digital environment to facilitate flexible and efficient ways of invoicing/ processing payments. We are also seeking a company with the agility to interface effectively with our processes and structure to ensure a consistent standard of service delivery. In addition to having capacity to effectively administer insurance coverage for multiple and varied start and end dates, providing an exceptional level of customer service to international language learners as they navigate the complexities of medical services in the United States is a high priority for Global Launch. Global Launch seeks to identify an insurance provider with the ability to meet the challenges and goals as set forth by the following scope of work. Please note that this proposal is **not** for insurance services for the general ASU student population, rather for a particular program and group of international students. Global Launch has historically been its own individual within ASU and therefore does not leverage the current University-wide international student insurance plan due to different program requirements. For the avoidance of doubt, this RFP is not for the ASU insurance plan. This plan is specific to students in the ASU Global Launch program as per the Scope of Work of this RFP. Claims statistics are not currently available.

2. BACKGROUND INFORMATION

Global Launch has been offering intensive English language instruction since 1974, assisting students in improving their English language skills and learning about culture and society in the United States. In addition to regular in-class coursework, Global Launch also offers field trips to destinations of interest in Arizona as well as a variety of activities that afford our international students the opportunity to become familiar with ASU and the American way of life. Every year Global Launch welcomes students from over 60 countries and enrollment numbers have been increasing significantly over the last two years. Every 8 week session, we serve 300+ students with new students arriving at 4 and 8 week intervals. In addition to the number of students enrolled in our regular intensive program, group and custom programs services continue to increase dramatically. Above our regular session students, multiple group and custom programs serve anywhere between 20 - 100+ students at varying times throughout the year. In fiscal year 2019, unique students requiring insurance exceeded 1,000 and their stay was approximately 4 to 32 weeks with the average stay being 16 weeks. The range of age of students is on average 18-25, however all ages are possible. Global Launch students may be seen at the Student Health Center but may also be seen at other providers. ASU Global Launch is seeking a non-HMO plan. ASU Global Launch students are not eligible for the Bridge Service Plan from Arizona State University, and must specifically purchase the insurance plan as awarded from this RFP.

For more information about Global Launch, visit our website at: global-launch.asu.edu. Following is the tentative schedule for the regular 8-week sessions for the 2020-21 year:

Session	Start Date	End Date
Fall A 2020	August 13	October 9
Fall B 2020	October 8	December 8
Spring A 2021	January 4	March 3
Spring B 2021	March 8	May 4
Summer 2021	May 10	July 7
Custom Programs	varies	varies

Arizona State University is a new model for American higher education, an unprecedented combination of academic excellence, entrepreneurial energy and broad access. This New American University is a single, unified institution comprising four differentiated campuses positively impacting the economic, social, cultural and environmental health of the communities it serves. Its research is inspired by real world application blurring the boundaries that traditionally separate academic disciplines. ASU serves more than 100,000 students in metropolitan Phoenix, Arizona, the nation's fifth largest city. ASU champions intellectual and cultural diversity, and welcomes students from all fifty states and more than one hundred nations across the globe.

More information about ASU is located at <http://www.asu.edu>.

3. TERM OF CONTRACT

The initial contract term will be for one (1) year(s) with the possibility of four (4) successive one (1) year renewals, for a total term not to exceed five (5) years. The contract will be available for use by other University departments during this term.

SECTION III – PRE-PROPOSAL CONFERENCE

A pre-proposal conference will be held at 10:00 A.M. MST December 3, 2019 via Zoom video conference.

The purpose of this conference will be to clarify the contents of this Request for Proposal in order to prevent any misunderstanding of the University's intention and desires. Any doubt as to the requirements of this solicitation, or any apparent omission or discrepancy should be presented to the University representative at this conference. The University representative will then determine the appropriate action. If necessary, the University representative will issue a written amendment to this Request for Proposal. Oral statements or instructions shall not constitute an amendment to this Request for Proposal.

You do not have to send a representative to this pre-proposal conference. However, if you decide to not send a representative, then we may not know of your intent to participate in this Request for Proposal. Further, we will assume that your failure to attend the pre-proposal conference is an indication that you expect us to review your proposal as if you had taken advantage of the pre-proposal conference.

To participate in the pre-proposal conference complete the following:

1. **Register by 5:00 p.m. on Monday, December 2, 2019**, for the event by sending an email of participants to include to Lorenzo.Espinoza@asu.edu. Include the following information:
 - a. First and Last Name
 - b. Company
 - c. Title
 - d. Email address
 - e. Phone Number
2. On the day of the conference registered users will be provided a passcode to enter the virtual room.

Only registered users may enter the room, guest access is blocked.

3. Once entered the conference audio information will be provided.

SECTION IV – INSTRUCTIONS TO PROPOSERS

1. You must address and deliver your proposal to the receptionist area, first floor, University Services Building, Purchasing and Business Services, Arizona State University, 1551 S. Rural Road, Tempe, Arizona 85281, **on or before the time and date set for closing. No proposal will be accepted after this time.** The University Services Building is located on the east side of Rural Road between Apache Boulevard and Broadway Road. **PROPOSALS MUST BE IN A MARKED SEALED CONTAINER** (i.e., envelope, box):

Name of Proposer

Title of Proposal

RFP Number

Date and Time Proposal is Due

All times noted are Mountain Standard Time (MST). Please note that Daylight Savings Time is NOT observed. No telephone, electronic or facsimile proposals will be considered. **Proposals received after the time and date for closing will be returned to the proposer unopened.**

2. **DIRECTIONS TO USB VISITOR PARKING.** Purchasing and Business Services is in the University Services Building (“USB”) 1551 S. Rural Road, Tempe, AZ, 85281 (located on the east side of Rural between Broadway Road and Apache Boulevard). A parking meter is located near the main entry to USB.

All visitors to USB are required to check in at the USB Reception Desk to obtain a visitor’s badge to wear while in the building. The receptionist will call to have you escorted to your meeting.

3. Proposer should use recycled paper and double-sided copying for the production of all printed and photocopied proposal documents. Furthermore, the documents should be clearly marked to indicate that they are printed on recycled content (minimum 30% post-consumer waste paper).
4. You may withdraw your proposal at any time prior to the time and date set for closing.
5. No department, school, or office at the University has the authority to solicit or receive official proposals other than Purchasing and Business Services. All solicitations are performed under the direct supervision of the Chief Procurement Officer and in complete accordance with University policies and procedures.
6. The University reserves the right to conduct discussions with proposers, and to accept revisions of proposals, and to negotiate price changes. During this discussion period, the University will not disclose any information derived from proposals submitted, or from discussions with other proposers. Once a contract is executed, the solicitation file, and the proposals contained therein, are in the public record and will be disclosed upon request.
7. Proposers submitting proposals which meet the selection criteria and which are deemed to be the most advantageous to the University may be requested to give an oral presentation to a selection committee. Purchasing and Business Services will do the scheduling of these oral presentations.
8. The award shall be made to the responsible proposer(s) whose proposal is determined to be the most advantageous to the University based on the evaluation factors set forth in this solicitation. Price, although a consideration, will not be the sole determining factor.

9. The University reserves the right to award all or part of this RFP to one or more suppliers at its sole discretion.
10. The University reserves the right at its sole discretion to share this RFP and its results with other public universities, and with public Procurement Cooperatives to which the University is a member, for the purposes of utilizing the award for their own contract.
 - a. Any resultant contract between awardee(s) and other public universities or public Procurement Cooperatives is solely between those two parties. Awardee(s) are under no obligation to honor pricing or terms resulting from a negotiated contract with ASU.
 - b. Awardee(s) will be required to pay the University a 2% annual administration fee based on total net revenue from any public university or public Procurement Cooperative utilizing the results of this RFP as their own award.
 - c. The administration fee may be charged by the supplier directly to other public universities or public Procurement Cooperatives
11. Other public Arizona entities, including but not limited to, Northern Arizona University, University of Arizona, and Maricopa County Community College District may use the award and contract resulting from this RFP.
12. **Central Receiving and Last Mile Distribution Fee for real goods shipped to the University:** ASU operates centralized receiving warehouses that will be used for the majority of campus deliveries. The University's Central Receiving Unit will charge a fee to the supplier for all centralized shipments in the form of a Last Mile Distribution Fee.
 - a. This fee can, in turn, be billed back to the University in the cost of goods or added as a separate delivery fee.
 - b. This fee, totaling 5% of the gross funds paid to the Supplier, shall be paid directly to the Centralized Receiving Unit. This fee will apply to any and all products sold by the Supplier that are delivered to Central Receiving.

The Fee will be calculated based on all sales transacted. The Supplier will submit the Fee, along with quarterly reports documenting all sales, to the University within 30 days following the end of each calendar quarter. Each quarterly report shall include, as a minimum, all purchased goods, price paid, and quantity for all sales within the calendar quarter just ended. Other options for last mile compensation can be discussed in the proposal, but responses should include acknowledgement of willingness to engage.

13. If you are submitting any information you consider to be proprietary, you must place it in a separate envelope and mark it "Proprietary Information". If the Chief Procurement Officer concurs, this information will not be considered public information. The Chief Procurement Officer is the final authority as to the extent of material, which is considered proprietary or confidential. Pricing information cannot be considered proprietary. Any watermarks, footnotes, copyright or reference to Confidential and/or Proprietary throughout the submitted proposal will be disregarded as boilerplate markings.
14. Your proposal should be submitted in the format shown in Section X. Proposals in any other format will be considered informal and may be rejected. Conditional proposals will not be considered. An individual authorized to extend a formal proposal must sign all proposals. Proposals that are not signed may be rejected.

15. The University reserves the right to reject any or all proposals or any part thereof, or to accept any proposal, or any part thereof, or to withhold the award and to waive or decline to waive irregularities in any proposal when it determines that it is in its best interest to do so. The University also reserves the right to hold all proposals for a period of **one hundred twenty (120) days** after the opening date and the right to accept a proposal not withdrawn before the scheduled proposal opening date.
16. **EXCEPTIONS:** The Arizona State University contract terms and conditions are included in this Request for Proposal in Section XII. These terms and conditions will be incorporated into the contract between the University and the successful proposer. **Proposals that are contingent upon any changes to these mandatory contract terms and conditions may be deemed nonresponsive and may be rejected.** All exceptions must be submitted with justification and alternate language, and **MUST** be submitted with the proposal. In no event is a Proposer to submit its own standard contract terms and conditions as a response to this RFP.
17. Unless specifically stated to the contrary, any manufacturer's names, trade names, brand names or catalog numbers used in the specifications of this Request for Proposal are for the purpose of describing and/or establishing the quality, design and performance required. Any such reference is not intended to limit or restrict an offer by any proposer and is included in order to advise the potential proposer of the requirements for the University. Any offer, which proposes like quality, design or performance, will be considered.
18. Days: Calendar days
- May: Indicates something that is not mandatory but permissible/ desirable.
- Shall, Must, Will: Indicates mandatory requirement. Failure to meet these mandatory requirements will result in rejection of your proposal as non-responsive.
- Should: Indicates something that is recommended but not mandatory. If the proposer fails to provide recommended information, the University may, at its sole option, ask the proposer to provide the information or evaluate the proposal without the information.
19. Any person, firm, corporation or association submitting a proposal shall be deemed to have read and understood all the terms, conditions and requirements in the specifications/scope of work.
20. All proposals and accompanying documentation will become the property of the University at the time the proposals are opened. **It will be the proposer's responsibility to request that samples be returned to the proposer and provide a method for doing so at the expense of the proposer.** If a request is not received and a method of return is not provided, all samples shall become the property of the University 10 days from the date of the award.
21. All required performance and payment bonds shall be held by the University in a secure location until the performance of the contract and the payment of all obligations rising there under have been 100% fulfilled. Upon completion of the project and all obligations being fulfilled, it shall be the proposer's responsibility to request the surety bonding company to submit to the University the necessary documents to approve the release of the bonds. Until such time the bonds shall remain in full force and effect.

- 22. All communications**, including formal inquiries, requests for significant or material clarification or interpretation, and/or notification to the University of errors or omissions relating to this Request for Proposal must be directed, in writing, to:

Lorenzo Espinoza
Purchasing and Business Services
University Services Building
Arizona State University
PO Box 875212
Tempe, AZ 85287-5212

Tel: 480-965-3849
E-mail: Lorenzo.Espinoza@asu.edu

Requests must be submitted on a copy of the Proposer Inquiry Form included in Section XI of this Request for Proposal. All formal inquiries must be submitted at least ten (10) calendar days before the time and date set for closing this Request for Proposal. Failure to submit inquiries by this deadline may result in the inquiry not being answered.

Note that the University will not answer informal questions orally. The University makes no warranty of any kind as to the correctness of any oral answers and uses this process solely to provide minor clarifications rapidly. Oral statements or instructions shall not constitute an amendment to this Request for Proposal. Proposers shall not rely on any verbal responses from the University.

Proposers are prohibited from communicating directly to any member of the RFP committee other than the named Buyer during the RFP process except those activities conducted under the committee's purview. Participants with other business with the University that does not fall under the purview of this RFP may conduct that business as would normally be required to maintain that business.

- 23.** The University shall not reimburse any proposer the cost of responding to a Request for Proposal.
- 24.** In accordance with an executive order titled "Air Pollution Emergency Proclamation" modified by the Governor of Arizona on July 16, 1996, the University formally requests that all products used in the performance of any contract that results from this Request for Proposal be of low- or no-content of reactive organic compounds, to the maximum extent possible.
- 25.** Arizona requires that the University purchase ENERGY STAR® products or those certified by the Federal Energy Management Program as energy efficient in all categories available. If this Request for Proposal is for a product in a category for which ENERGY STAR® or certified products are available, please submit evidence of the ENERGY STAR® status or certification for the products you are bidding. Please note that if you fail to submit this information but a competitor does, the University will select your competitor's product as meeting specifications and deem your product as not meeting specifications. See A.R.S. §34-451.
- 26.** The University requires that all desktop computers, notebooks, and monitors purchased must meet Electronic Product Environmental Assessment Tool (EPEAT) Gold status as contained in the IEEE 1680 Standard for the Environmental Assessment of Personal Computer Products. The registration criteria and a list of all registered equipment are at <http://www.epeat.net> on the Web.

27. To the extent applicable to any contract resulting from this Request for Proposal, the proposer shall comply with the Standards for Privacy of Individually Identifiable Information under the Health Insurance Portability and Accountability Act of 1996 contained in 45 CFR Parts 160 and 164 (the "HIPAA Privacy Standards") as of the effective date of the HIPAA Privacy Standards on April 14, 2003 or as later determined. Proposer will use all security and privacy safeguards necessary to protect Protected Health Information (PHI), as defined by HIPAA, and shall immediately report to University all improper use or disclosure of PHI of which it becomes aware. Proposer agrees to ensure that its agents and subcontractors agree to and abide by these requirements.
28. The University believes that it can best maintain its reputation for treating suppliers in a fair, honest, and consistent manner by conducting solicitations in good faith and by granting competitors an equal opportunity to win an award. If you feel that we have fallen short of these goals, you may submit a protest pursuant to the Arizona Board of Regents procurement procedures, section 3-809,

Protests should be directed to:

Jamon Hill
Deputy Chief Procurement Officer
Purchasing and Business Services
PO Box 875212
Tempe AZ 85287-5212
Email: Jamon.Hill@asu.edu

SECTION V – SPECIFICATIONS/SCOPE OF WORK

Arizona State University is providing the overview of the eventual policy/Statement of Work below. Please respond to each criteria in this Section V on your acceptance, modification, or explanation of how you will implement and accomplish these requirements. The proposer's response should be under each criteria (1. Overview, 2. Eligibility, etc. and/or its subsections) for ease of ASU's evaluation.

1. Overview

Following is the tentative schedule for the regular 8-week sessions for the 2020-21 year:

Session	Start Date	End Date
Fall A 2020	August 13	October 9
Fall B 2020	October 8	December 8
Spring A 2021	January 4	March 3
Spring B 2021	March 8	May 4
Summer 2021	May 10	July 7
Custom Programs	varies	varies

Each Global Launch 8-week session enrolls 300+ students who purchase insurance.

Custom group programs that can run from 1 week to 16 weeks with the number of students varying from a group of 10 to 200.

Students have the option to continue enrollment through subsequent sessions with continuing insurance coverage.

Specific deliverables for insurance services must not only benefit our students with the highest quality of care at a sustainable price point but also provide the highest quality customer service to students and offer effective working communication and processes for billing and enrollment. The following section outlines the demonstrations and qualifications that should be addressed by the Proposer. All monetary coverages are in USD.

2. Eligibility

- a. Any international student or persons' enrolled part-time or full-time in non-credit programs. The contract must cover the following student populations:
 - Temporarily residing outside their home country as a non-resident alien (students on F-1, J-1 visa types are required to have insurance);
 - Are engaged in educational activities in the USA;
 - Have not obtained Permanent Resident status; and,
 - Dependents under this policy would include the enrolled student's spouse, children, or unmarried dependent minor under the age of 26 who accompanied the insured person while engaging in educational activities.
- b. An exception to this requirement is granted to:
 - Students that have an approved insurance carrier certified by Arizona State University, OR
 - Students that have sponsorship by their home government or a U.S. recognized organization that offers comprehensive health insurance plan that is approved by Arizona State University.

3. Student Coverage must include all of the following elements:
- a. Unlimited annual and lifetime maximum benefit
 - b. Exact same coverage period timeframe or more
 - c. There are no pre-existing conditions exclusions with no waiting period
 - d. Covers preventative and medical, both inpatient and outpatient
 - e. Outpatient Care- Coverage for customary office visit, diagnostic, laboratory, and radiological testing and treatment including durable medical equipment supplies. It is expected that students of Global Launch will primarily utilize health services at the ASU Health Services locations. It is required that the Deductible and Copays will be waived and benefits will be paid at 100% for Covered Medical Expenses incurred when treatment is rendered at ASU Student Health Services locations.
 - f. Hospitalization services
 - g. Physician Expenses
 - h. Emergency Medical Expenses - This is to include both emergency care and emergency transport coverage.
 - i. Mental Health Care - The provider must cover mental health benefits to the same extent as other health services including coverage for:
 - Inpatient mental health hospitalization
 - Outpatient mental health treatment
 - Psychiatric consultation
 - j. Accidental Death & Dismemberment Benefits. The loss must result from an accident, directly and independently of all other causes.

• Insured Student Principal	\$10,000	
• Dependent Spouse Principal	\$5,000	
• Dependent Child Principal	\$1,000	
• For the loss of:		
1. Life		Principal
2. Both hands or both feet or sight of both eyes		Principal
3. Two of the following: hand, foot, sight of one eye		Principal
4. One hand or one foot or sight of one eye		Principal
 - k. Policy plan must be a US plan, is ACA compliant, reviewed by AZDOI
 - l. Injury and Sickness Benefits
 - Coinsurance Preferred Provider 80%
 - Coinsurance Out-of-Network 60%
 - No Overall Maximum Dollar Limit (Per Insured Person, Per Policy Year)
 - Deductible Preferred Provider \$250 (Per Insured Person, Per Policy Year)
 - Deductible Out-of-Network \$500 (Per Insured Person, Per Policy Year)

- Out-of-Pocket Maximum Preferred Provider \$5,000 (Per Insured Person, Per Policy Year)
- Out-of-Pocket Maximum Preferred Provider \$10,000 (For all Insureds in a Family, Per Policy Year)
- Out-of-Pocket Maximum Out-of-Network \$10,000 (Per Insured Person, Per Policy Year)
- Out-of-Pocket Maximum Out-of-Network \$20,000 (For all Insureds in a Family, Per Policy Year)

4. Required - Medical Evacuation Benefit

- a. As result of injury or sickness, insured or covered dependent is hospitalized for five consecutive days or more, Insurance Carrier will pay for the evacuation of Insured or dependent to Insured home country, or to a facility operated pursuant to the law for the care and treatment of injured or ill persons. Medical evacuation requires the recommendation and approval of the attending Physician. Insurance carrier will pay the actual expense incurred, but not to exceed \$50,000 in the aggregate.

5. Required - Repatriation Benefit:

- a. Insured or covered dependent dies while insured under this policy. Insurance carrier will pay the actual expense incurred for preparation and transportation to home country (in accordance with the applicable international requirements) the remains of the deceased's body, but not to exceed \$25,000 in the aggregate.

6. Additional Benefits as Described in Exhibit A

7. Claims Procedure:

- a. Claims are to be submitted to Insurance Carrier.
- b. Proposer to demonstrate track record of prompt claim and payment processing; provide turn-around time in proposal.
- c. Proposer must demonstrate there are reasonable resources to provide customer service to non-English speaking students.
- d. Company will prove at least an annual claims report upon request.

8. Claim Loss Ratios:

- a. As required by the Affordable Care Act, the Medical Loss Ratio (MLR) must be at least 80%. Proposals should address the mechanism to refund students should the ratio fall below 80%.

9. Network:

- a. Proposer must demonstrate access to an extensive network of facilities, providers, specialists and urgent care facilities. Proposal to include:

- Names and addresses, phone number and contact information for currently approved health care providers in the Tempe, Arizona area.
- Name, address and contact information for currently approved Urgent Care Facilities and/or minute clinics in the Tempe, Arizona area.
- Mechanisms of the proposer to address gaps in local network providers, specialists, and urgent care facilities.

b. The Proposer must provide data on their average network discounts for the primary facilities, providers, specialists, and urgent care facilities above.

10. Student Coverage should also include the following elements:

- a. On-campus physician at ASU Health Service - no co-pay
 - (Student Health Center Benefits: The Deductible and Copays will be waived and benefits will be paid at 100% for Covered Medical Expenses incurred when treatment is rendered at the Student Health Center)
- b. Proposer should offer primary coverage – no coordination of benefits (COB's)
- c. No referrals required
- d. ACA comparable Metallic Level - Gold

11. Other options to be included:

- a. Consultant or specialist: insured or covered dependent requires services of a consultant or specialist, as requested by attending physician; plan pays expense.
- b. Ambulance Expense: If insured or covered dependent requires the use of an ambulance or air ambulance, plan pays expense.
- c. Hospital Outpatient: insured or covered dependent requires use of outpatient facilities of a hospital for an emergency or operating room, under the physician's direction, plan pays expense.
- d. Psychiatric Expense: Plan pays for hospital room and board and hospital miscellaneous expense up to \$5,000 for treatment of a mental or nervous disorder. If, while not confined to a hospital, but services of a licensed psychiatrist or licensed psychologist, plan will pay 80% of the expenses up to max of \$500.
- e. Durable Medical Equipment: insured or covered dependent requires the use of durable medical equipment, plan pays for rental charge or the purchase of new equipment, whichever is less.
- f. Emergency Dental: benefit provides coverage for expenses incurred for the emergency alleviation of pain or accidental injury to sound natural teeth.
- g. Vision Coverage

12. Administrative Expectations/Technology:

- a. Proposer should provide option for a 24-hour multilingual nurse hotline or similar option.
- b. Proposer must provide the option for before- and after-session shoulder coverage for 30 days before start of program, and/or 30 days after program ends (due to Federal immigration regulations--students are allowed to come in to the country 30 days prior, and/or stay up to 60 days after the end of the program.)
- c. Proposer should provide option for coverage during travel away from campus. Proposal must delineate all exclusions. Company must have providers that students can utilize when travelling within the United States.
- d. Proposer must have an easy mechanism for producing ID cards digitally to Global Launch and/or student at no charge upon the student's insurance enrollment
- e. Proposer must have the ability to produce printed brochures for English language learners at no charge to the University.
- f. Proposer must be willing to work with Global Launch and other local providers to develop contracts for additional services, if requested.
- g. Proposer must agree to cancel a policy for an Insured Certificate Holder upon the request of the Program (Global Launch) or Global Launch representative. The Company further agrees to refund the premium for any full months of unused premium upon written notification of cancellation by the Program (Global Launch) or Global Launch representative. The Company will not cancel a policy upon the request of an Insured student.
- h. Proposer must be able to have the ability to support several group and custom program date ranges; Dates can occur outside of the 8-week and 4-week structure as noted in this document.
- i. Company must be able to provide an online directory of providers for students for easy reference.
- j. Company must provide examples in maximizing online student/administrative portals to ensure Global Launch falls in line with Arizona State University's sustainability initiative.

13. Invoicing, Billing, and Reconciliation:

- a. Global Launch has implemented the below process for billing and invoicing, and prefers to continue the current process under the new agreement. The proposer should explain and/or demonstrate how they will continue this process, or explain how a modified process may look like:
 - One week prior to the first day of the class session and registration/enrollment in each Global Launch Program, each continuing students and new students are enrolled.
 1. **Continuing Students** are enrolled using the proposer's enrollment template that includes: policy year, school ID (required), student name, demographic data fields, coverage dates, and coverage type indicated.
 2. **New Students** are enrolled using the sample enrollment template and same enrollment data with the exception of their email address and demographic information. (The email address is excluded to ensure the

student does not receive their cards before registering/enrolling into their Global Launch program).

- The proposer will process these enrollment files within 24-48 hours of receipt of each file.
 - One week following registration, demographic data will be available in ASU's CRM. From there, an updated file is processed which will add the missing demographic information and email addresses for the new students that completed registration.
 - Students who did not show up for registration are deleted in this same updated file.
 - After the beginning of the session and after the insurance fee refund period (according to internal policy guidelines), policy coverage withdrawals, additions, and updates are processed in ad-hoc enrollment files that are titled by the date they are sent to the proposer.
 - When the enrollment files are completed and entered into the proposer's online portal, the proposer's representative will email ASU to confirm the file has been processed. This confirmation that the file was processed signifies that the card is available (or removed) from the proposer's online portal. This processing tasks for these ad box files is 24-48 hours from receipt of submittal.
 - One week before the last day of the session and after the refund deadlines, the proposer will send ASU an invoice for reconciliation and payment.
 1. For reconciliation purposes, the invoice will include: the policy year, the proposer ID number, the ASU student ID, the last name, first name, middle initial, coverage type description, coverage effective date, expiration date, and premium amount for all students that were enrolled for that session.
 2. This information is reconciled against the dated enrollment files that were sent throughout the session.
 - Once reconciliation is complete and the invoice is confirmed as correct, the invoice will be paid through ASU Accounts Payable.
- b. Company will agree to remove students enrolled in an insurance plan at the request of the University with no fault to the University. The Company must also agree to adding students per diem as it comes to the attention of Global Launch.
- c. Company must be able to provide Global Launch the ability to easily audit data for reconciliation purposes through an online format, excel format, or additional process for reconciliation for large numbers of students. Specifics for this process must be listed in the proposal.
- d. Proposer must specify the timeframe in which Global Launch will be able to access an invoice.

14. Miscellaneous

- a. ASU is interested in leveraging the awarded contract and policy from this RFP to other ASU departments and colleges to fit their individual needs. Describe to what extent your company would be able work in cooperation with ASU to achieve its goals.

SECTION VI – GREEN PURCHASING REQUIREMENTS/SPECIFICATIONS

In order to reduce the adverse environmental impact of our purchasing decisions the University is committed to buying goods and services from manufacturers and suppliers who share the University's environmental concern and commitment. Green purchasing is the method wherein environmental and social considerations are taken with equal weight to the price, availability and performance criteria that we use to make purchasing decisions.

Proposer shall use environmentally preferable products, materials and companies where economically feasible. Environmentally preferable products have a less or reduced effect on human health and the environment when compared to other products and companies that serve the same purpose. If two (2) products are equal in performance characteristics and the pricing is within 5%, the University will favor the more environmentally preferable product and company.

If you are citing environmentally preferred product claims, you must provide proper certification or detailed information on environmental benefits, durability and recyclable properties.

The University and the supplier may negotiate during the contract term to permit the substitution or addition of Environmentally Preferable Products (EPPs) when such products are readily available at a competitive cost and satisfy the university's performance needs.

Unless otherwise specified, proposers and contractors should use recycled paper and double-sided copying for the production of all printed and photocopied documents. Furthermore, the documents shall be clearly marked to indicate that they are printed on recycled content (minimum 30% post-consumer waste) paper.

Proposer shall minimize packaging and any packaging/packing materials that are provided must meet at least one of, and preferably all, of the following criteria:

- Made from 100% post-consumer recycled materials
- Be recyclable
- Reusable
- Non-toxic
- Biodegradable

Further, proposer is expected to pick up packaging and either reuse it or recycle it. This is a requirement of the contract or purchase order.

SECTION VII – PROPOSER QUALIFICATIONS

The University is soliciting proposals from firms, which are in the business of providing services as listed in this Request for Proposal. Your proposal shall include, at a minimum, the following information. Failure to include these items may be grounds for rejection of your proposal.

1. The proposer shall present evidence that the firm or its officers have been engaged for at least the past five (5) years in providing services as listed in this Request for Proposal.
2. Submit two (2) past and three (3) present client references comparable in size and scope of this RFP. References should be verifiable and should be able to comment on the firm's experience, with a preference related to services similar to this Contract. Include the name, title, telephone number, and e-mail address of the individual at the client organization who is most familiar with this engagement.
3. The proposer shall present evidence that the firm have all the necessary licenses and permits required to perform agency, brokerage or direct writer services (and to perform the services required by this RFP) are in force and will be maintained by the firm according to regulatory requirements.
4. The proposer must provide a statement of their review and acceptance of ASU's Terms and Conditions included in this RFP under Section XII. **Note: all exceptions with justification and alternative language MUST be submitted with the proposal.** In no event is a Proposer to submit its own standard contract terms and conditions or a previously negotiated ASU contract as its sole response to this section.

SECTION VIII – EVALUATION CRITERIA

Proposals will be evaluated on the following criteria, listed in order of their relative priority with most important listed first:

1. Response to Specifications/Scope of Work (40%)
2. Response Pricing Schedule (30%)
3. Acknowledgment and acceptance of Section XII Terms and Conditions (10%)
4. Response to Proposer Qualifications (10%)
5. Sustainability Efforts and Sustainability Questionnaire (10%)

Confidential and/or Proprietary Information must be submitted per the instructions in Section IV, item 9. Any watermarks, footnotes or reference to Confidential and/or Proprietary throughout the submitted proposal will be disregarded as boilerplate markings.

SECTION IX – PRICING SCHEDULE

Proposers may submit cost proposals in the format of their choice, to include all options and associated costs, for the initial term of one year. The following is to be addressed within your cost proposal:

Reference the date schedule below for each of the sessions to be quoted:

The dates for 2020/2021 are:

Session	Start Date	End Date	Continuation Rates between Sessions	Premium Rate
Fall A 2020	8/13/20	10/9/20		
Fall B 2020	10/8/20	12/8/20	12/9/20 through 01/3/21	
Spring A 2021	1/4/21	3/3/21		
Spring B 2021	3/8/21	5/4/21	5/5/21 through 5/9/21	
Summer 2021	5/10/21	7/7/21	7/8/21 through 8/11/21	

Premium Rates for each Global Launch 8-week session with 1,000+ students per session purchasing insurance.

Premium Rates for special group programs that can run from 1 week to 16 weeks with the number of students varying from a group of 10 to 1,400.

Students have the option to continue enrollment through subsequent sessions with continuing insurance coverage.

SECTION X – FORM OF PROPOSAL/SPECIAL INSTRUCTIONS

Format of Submittal

To facilitate direct comparisons, your proposal must be submitted in the following format:

1. **One (1)** clearly marked hardcopy “original” in 8.5” x 11” double-sided, non-binding form. No metal or plastic binding – may use binder, folder, or clip for easy removal of proposal; and
2. **One (1) “single”** continuous electronic copy (**flash drive only**), PC readable, labeled and no passwords.
3. Any confidential and/or proprietary documents must be on a separate flash drive and labeled appropriately.
4. Proposer must check all flash drives before submitting. Company marketing materials should not be included unless the Request for Proposal specifically requests them. All photos must be compressed to small size formats.

Content of Submittal

If proposer fails to provide any of the following information, with the exception of the mandatory proposal certifications, the University may, at its sole option, ask the proposer to provide the missing information or evaluate the proposal without the missing information.

1. Appendix 1 – RFP Checklist/Cover Page
2. Response to Section XIII – Mandatory Certifications & Supplier Sustainability Questionnaire
3. Response to Section VII – Proposer Qualifications (Maximum 20 pages not including Exceptions, Justification and Alternate Language to Terms and Conditions, resumes, CVs, and/or Organizational Charts).
4. Response to Section V – Specifications/Scope of Work
5. Response to Section IX – Pricing Schedule
6. Confidential/Proprietary Justification Letter with Sealed documents, if applicable. Please review instructions under Section IV, page 9, item 9

SECTION XI – PROPOSER INQUIRY FORM

Pre-Proposal Questions, General Clarifications, etc.

PROJECT NAME: _____

PROPOSAL NUMBER: _____

INQUIRY DEADLINE: 3:00 P.M., MST, December 5, 2019

QUESTIONS ON: _____ ORIGINAL PROPOSAL or _____ ADDENDUM NO. _____

DATE: _____

WRITER: _____

COMPANY: _____

E-MAIL ADDRESS: _____

PHONE: _____ FAX: _____

QUESTIONS:

SECTION XII – AGREEMENT - TERMS & CONDITIONS

ASU will issue a Purchase Order(s) for goods and/or services awarded under this RFP.

The parties to the Purchase Order will be bound by the ASU Terms and Conditions effective on the date the purchase order is received. The ASU Terms and Conditions are available at [ASU Standard Terms and Conditions](#).

Insurance requirements are outlined within this RFP and will be included in any resulting Purchase Order.

Proposals that are contingent upon any changes to these mandatory contract terms and conditions may be deemed non responsive and may be rejected. All exceptions must be submitted with justification and alternate language, and **MUST** be submitted with the proposal.

ASU Terms and Conditions Amendment: Unless and until the District Court's injunction in Jordahl v. Brnovich et al., Case No. 3:17-cv-08263 (D. Ariz.) is stayed or lifted, the Anti-Israel Boycott Provision (A.R.S.35-393.01 (A)) is unenforceable and the State will take no action to enforce it. Offers will not be evaluated based on whether this certification has been made.

Insurance Requirements

Without limiting any liabilities or any other obligation of Supplier, Supplier will purchase and maintain (and cause its subcontractors to purchase and maintain), until all of their obligations have been discharged or satisfied, including any warranty periods under the Agreement, insurance against claims that may arise from or in connection with the performance of the work hereunder by Supplier, its agents, representatives, employees or subcontractors, as described below.

These insurance requirements are minimum requirements for the Agreement and in no way limit any indemnity covenants in the Agreement. ASU does not warrant that these minimum limits are sufficient to protect Supplier from liabilities that might arise out of the performance of the work under the Agreement by Supplier, its agents, representatives, employees, or subcontractors. These insurance requirements may change if Supplier is a foreign entity, or with foreign insurance coverage.

A. Minimum Scope and Limits of Insurance: Supplier's insurance coverage will be primary insurance with respect to all other available sources. Supplier will provide coverage with limits of liability not less than those stated below:

1. Commercial General Liability – Occurrence Form. Policy will include bodily injury, property damage, personal injury, and broad form contractual liability coverage.

• General Aggregate	\$2,000,000
• Products – Completed Operations Aggregate	\$1,000,000
• Personal and Advertising Injury	\$1,000,000
• Contractual Liability	\$1,000,000
• Fire Legal Liability (only if Agreement is for leasing space)	\$ 50,000
• Each Occurrence	\$1,000,000

a. Policy will include the following additional insured language: "The State of Arizona, its departments, agencies, boards, commissions, universities, and its officers, officials, agents, and employees, will be named as additional insureds with respect to liability arising out of the activities performed by or on behalf of Supplier."

b. Policy will contain a waiver of subrogation against the State of Arizona, its departments, agencies, boards, commissions, universities, and its officers, officials, agents, and employees, for losses arising from work performed by or on behalf of Supplier.

2. Automobile Liability. If Supplier will be driving on ASU campus or on ASU business the following section will apply: Policy will include Bodily Injury and Property Damage for any owned, hired, and/or non-owned vehicles used in the performance of the Agreement in the following amounts. If Supplier is not an individual then coverage will be a combined single limit of \$1,000,000. If Supplier is an individual then coverage will be \$100,000 per person, \$300,000 per accident, and \$50,000 property damage.

a. Policy will include the following additional insured language: "The State of Arizona, its departments, agencies, boards, commissions, universities, and its officers, officials, agents, and employees, will be named as additional insureds with respect to liability arising out of the activities performed by or on behalf of Supplier, involving vehicles owned, leased, hired, or borrowed by Supplier."

b. Policy will contain a waiver of subrogation against the State of Arizona, its departments, agencies, boards, commissions, universities, and its officers, officials, agents, and employees, for losses arising from work performed by or on behalf of Supplier.

c. Policy will contain a severability of interest provision.

3. Worker's Compensation and Employers' Liability. Applicable statutory limits, as amended from time to time.

a. Employer's Liability in the amount of \$1,000,000 injury and disease.

b. Policy will contain a waiver of subrogation against the State of Arizona, its departments, agencies, boards, commissions, universities, and its officers, officials, agents, and employees, for losses arising from work performed by or on behalf of Supplier.

c. This requirement will not apply to any contractor or subcontractor exempt under ARS § 23-901, when such contractor or subcontractor signs the [Sole Proprietor Waiver Form](#).

4. Technology/Network Errors and Omissions Insurance. The terms of this section apply if: 1) ASU is purchasing or leasing software, or processing a software renewal; 2) Supplier is creating any code for ASU; 3) Supplier receives, stores, or analyzes ASU Data (including if the data is not online); 4) Supplier is hosting, or managing by infrastructure outside of ASU, including in the cloud, ASU Data; OR 5) ASU is purchasing or leasing equipment that will connect to ASU's data network.

- Each Claim \$5,000,000
- Annual Aggregate \$5,000,000

a. This insurance will cover Supplier's liability for acts, errors and omissions arising out of Supplier's operations or services, including loss arising from unauthorized access, or use that results in identity theft or fraud.

b. If the liability insurance required by the Agreement is written on a claims-made basis, Supplier warrants that any retroactive date under the policy will precede the effective date of the Agreement, and that either continuous coverage will be maintained or an extended discovery period will be exercised for a period of 2 years beginning at the time work under the Agreement is completed.

c. Policy will cover professional misconduct for those positions defined in the scope of work of the Agreement.

5. Professional Liability (Errors and Omissions Liability). If the Supplier will provide ASU Services under the Agreement, the Policy will include professional liability coverage as follows:

- Each Claim \$4,000,000
- Annual Aggregate \$4,000,000

a. If the professional liability insurance required by the Agreement is written on a claims-made basis, Supplier warrants that any retroactive date under the policy will precede the effective date of the Agreement; and that either continuous coverage will be maintained or an extended discovery period will be exercised for 2 years beginning at the time work under the Agreement is completed.

b. Policy will cover professional misconduct for those positions defined in the scope of work of the Agreement.

6. Fidelity Bond. If the Supplier will provide ASU Services under the Agreement, the Policy will include fidelity bond coverage as follows:

- Each Claim \$2,000,000
- Annual Aggregate \$2,000,000

7. Fiduciary Liability. If the Supplier will provide ASU Services under the Agreement, the Policy will include fiduciary liability coverage as follows:

- Each Claim \$5,000,000
- Annual Aggregate \$5,000,000

B. Cancellation; Material Changes: Cancellation notices will be delivered to ASU in accordance with all policy provisions. Notices required in this Section must be sent directly to ASU Purchasing and Business Services, email insurance.certificates@asu.edu or mail to PO Box 875212, Tempe, AZ, 85287-5212.

C. Acceptability of Insurers: Insurance is to be placed with duly licensed or approved non-admitted insurers in the State of Arizona with an "A.M. Best" rating of not less than A- VII. ASU in no way warrants that the above required minimum insurer rating is sufficient to protect Supplier from potential insurer insolvency. Self-Insurance may be accepted in lieu of or in combination with insurance coverage requested.

D. Verification of Coverage: Each insurance policy required by the Agreement must be in effect at or prior to commencement of work under the Agreement and remain in effect for the term of the Agreement. Failure to maintain the insurance policies as required by the Agreement, or to provide evidence of renewal, is a material breach of contract.

If requested by ASU, Supplier will furnish ASU with valid certificates of insurance. ASU's project or purchase order number and project description will be noted on each certificate of insurance. The State of Arizona and ASU may require complete, certified copies of policies at the time of notice of any loss or claim.

- E. Subcontractors.** Supplier's certificate(s) may include all subcontractors as insureds under its policies as required by the Agreement, or Supplier will furnish to ASU upon request, copies of valid certificates and endorsements for each subcontractor. Coverages for subcontractors will be subject to the minimum requirements identified above.
- F. Approval.** These insurance requirements are the standard insurance requirements of ASU. Any modification or variation from the insurance requirements in the Agreement will require the approval of ASU's Department of Risk and Emergency Management

SECTION XIII – MANDATORY CERTIFICATIONS

Fillable PDF versions of mandatory certifications are at: <https://cfo.asu.edu/business/do-business-asu> under the Formal Solicitations tab. ORIGINAL signatures are **REQUIRED** for either version.

CONFLICT OF INTEREST CERTIFICATION

(Date)

The undersigned certifies that to the best of his/her knowledge: (**check only one**)

- () There is no officer or employee of Arizona State University who has, or whose relative has, a substantial interest in any contract resulting from this request.
- () The names of any and all public officers or employees of Arizona State University who have, or whose relative has, a substantial interest in any contract resulting from this request, and the nature of the substantial interest, are included below or as an attachment to this certification.

(Email address)

(Address)

(Signature required)

(Phone)

(Print name)

(Fax)

(Print title)

FEDERAL DEBARRED LIST CERTIFICATION

Certification Regarding Other Responsibility Matters (April 2010)

_____ (Date)

In accordance with the Federal Acquisition Regulation, 52.209-5:

(a) (1) The Offeror certifies, to the best of its knowledge and belief, that—

(i) The Offeror and/or any of its Principals—

(A) (check one) **Are** () or **are not** () presently debarred, suspended, proposed for debarment, or declared ineligible for the award of contracts by any Federal agency; (

(B) (check one) **Have** () or **have not** (), within a three-year period preceding this offer, been convicted of or had a civil judgment rendered against them for: commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, state, or local) contract or subcontract; violation of Federal or state antitrust statutes relating to the submission of offers; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, tax evasion, or receiving stolen property; and

(C) (check one) **Are** () or **are not** () presently indicted for, or otherwise criminally or civilly charged by a governmental entity with, commission of any of the offenses enumerated in paragraph (a)(1)(i)(B) of this provision.

(D) (check one) **Have** () or **have not** () within a three-year period preceding this offer, been notified of any delinquent Federal taxes in an amount that exceeds \$3,500 for which the liability remains unsatisfied.

(ii) The Offeror (check one) **has** () or **has not** (), within a three-year period preceding this offer, had one or more contracts terminated for default by any Federal agency.

(2) (a) “Principal,” for the purposes of this certification, means an officer; director; owner; partner; or, person having primary management or supervisory responsibilities within a business entity (e.g., general manager; plant manager; head of a subsidiary, division, or business segment, and similar positions).

(b) The Offeror shall provide immediate written notice to the University if, at any time prior to contract award, the Offeror learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.

(c) A certification that any of the items in paragraph (a) of this provision exists will not necessarily result in withholding of an award under this solicitation. However, the certification will be considered in connection with a determination of the Offeror’s responsibility. Failure of the Offeror to furnish a certification or provide such additional information as requested by University may render the Offeror nonresponsible.

(d) Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render, in good faith, the certification required by paragraph (a) of this provision.

The knowledge and information of an Offeror is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

(e) The certification in paragraph (a) of this provision is a material representation of fact upon which reliance was placed when making award. If it is later determined that the Offeror knowingly rendered an erroneous certification, in addition to other remedies available to the Government, the University may terminate the contract resulting from this solicitation for default.

(Email address)

(Address)

(Signature required)

(Phone)

(Print name)

(Fax)

(Print title)

ANTI-LOBBYING CERTIFICATION

**Certification and Disclosure Regarding Payments to Influence Certain Federal Transactions
(Sept 2007)**

(Date)

In accordance with the Federal Acquisition Regulation, 52.203-11:

(a) The definitions and prohibitions contained in the clause, at FAR 52.203-12, Limitation on Payments to Influence Certain Federal Transactions, included in this solicitation, are hereby incorporated by reference in paragraph (b) of this certification.

(b) The offeror, by signing its offer, hereby certifies to the best of his or her knowledge and belief that on or after December 23, 1989—

(1) No Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress on his or her behalf in connection with the awarding of this contract;

(2) If any funds other than Federal appropriated funds (including profit or fee received under a covered Federal transaction) have been paid, or will be paid, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress on his or her behalf in connection with this solicitation, the offeror shall complete and submit, with its offer, OMB standard form LLL, Disclosure of Lobbying Activities, to the University; and

(3) Offeror will include the language of this certification in all subcontract awards at any tier and require that all recipients of subcontract awards in excess of \$100,000 shall certify and disclose accordingly.

(c) Submission of this certification and disclosure is a prerequisite for making or entering into this contract imposed by Section 1352, Title 31, United States Code. Any person who makes an expenditure prohibited under this provision or who fails to file or amend the disclosure form to be filed or amended by this provision, shall be subject to a civil penalty of not less than \$10,000, and not more than \$100,000, for each such failure.

(Email address)

(Address)

(Signature required)

(Phone)

(Print name)

(Fax)

(Print title)

SUPPLIER SUSTAINABILITY QUESTIONNAIRE – SMALL COMPANY

Firm Name: _____ Date: _____

The Supplier Sustainability Questionnaire must be completed and returned with your Proposal. This questionnaire is applicable to firms that provide services as well as those that provide goods.

Arizona State University's vision is to be environmentally sustainable while expanding our education, research, and community support programs. The University seeks suppliers who share our sustainability vision. Accordingly, please answer the following questions.

To each question please provide at least one of the following types of responses:

- An explanation or description
- A URL of your policy or program

An electronic copy of your illustrative policies or programs must be provided if requested. If the question does not apply, answer with N/A and provide an explanation as to why.

Energy

1. What is your firm doing to be energy efficient?
2. What plan is in place to reduce greenhouse gas emissions in the future?

Solid Waste

1. What is your firm doing to reduce waste to landfill?
2. What plan is in place to reduce waste to landfill generated in the future?

Water Waste

1. What is your firm doing to reduce water waste?
2. What plan is in place to reduce water waste in the future?

Packaging

1. What is your firm's plan to minimize packaging and/or describe your firm's packaging "Take Back" program?
2. What kind of reusable, recyclable, and/or compostable packaging materials does your firm use?
3. What does your firm do to encourage/require your suppliers to minimize packaging and/or use reusable, recyclable, or compostable packaging materials?

Sustainability Practices

1. What programs does your firm have to encourage your employees to use alternative transportation while commuting to work and travelling locally?
2. What sustainability guidelines or environmental statement does your firm have to guide the firm as a whole?
3. What are your firm's sustainable purchasing guidelines?
4. What kind of position(s) or team(s) does your firm have dedicated to overseeing sustainability initiatives?
5. List the sustainability related professional associations of which your firm is a member.
6. What kind of effort does your firm make to reduce the use of environmentally harmful materials?
7. Does your firm use Green Seal/EcoLogo certified or biodegradable/eco-friendly cleaning products?

8. Has your firm been cited for non-compliance of an environmental or safety issue in the past ten years?
9. Name any third party certifications your firm has in regards to sustainable business practices?
10. Describe any other initiatives your firm has taken to integrate sustainability practices principles into your operations.

Community

1. What charity, community development, educational programs, or environmental programs is your firm involved in within your local community?
2. What educational programs does your firm have to develop employees?

SUPPLIER SUSTAINABILITY QUESTIONNAIRE – LARGE COMPANY

Firm Name: _____ Date: _____

The Supplier Sustainability Questionnaire must be completed and returned with your Proposal. This questionnaire is applicable to firms that provide services as well as those that provide goods. Arizona State University’s vision is to be environmentally sustainable while expanding our education, research, and community support programs. The University seeks suppliers who share our sustainability vision. Accordingly, please answer the following questions.

To each question please provide at least one of the following types of responses:

- An explanation or description
- A URL of your policy or program

An electronic copy of your illustrative policies or programs must be provided if requested. If the question does not apply, answer with N/A and provide an explanation as to why.

Energy

1. What is your firm doing to be energy efficient?
2. What are your firm’s annual greenhouse gas emissions in metric tons of carbon dioxide equivalent? (Enter total metric tons of CO2 equivalency [includes the following GHGs: CO2, CH4, N2), SF6, HFCs and PFCs])
3. What plan is in place to reduce greenhouse gas emissions in the future?

Solid Waste

1. What is your firm doing to reduce waste to landfill?
2. What is your firm’s annual waste to landfill generated in metric tons? (Enter total metric tons)
3. What plan is in place to reduce waste to landfill generated in the future?

Water Waste

1. What is your firm doing to reduce water waste?
2. What is your firm’s annual water waste in gallons? (Enter total gallons)
3. What plan is in place to reduce water waste in the future?

Packaging

1. What is your firm’s plan to minimize packaging and/or describe your firm’s packaging “Take Back” program?
2. What kind of reusable, recyclable, and/or compostable packaging materials does your firm use?

3. What does your firm do to encourage/require your suppliers to minimize packaging and/or use reusable, recyclable, or compostable packaging materials?

Sustainability Practices

1. What programs does your firm have to encourage your employees to use alternative transportation while commuting to work and travelling locally?
2. What sustainability guidelines or environmental statement does your firm have to guide the firm as a whole?
3. What are your firm's sustainable purchasing guidelines?
4. What kind of position(s) or team(s) does your firm have dedicated to overseeing sustainability initiatives?
5. List the sustainability related professional associations of which your firm is a member.
6. What kind of effort does your firm make to reduce the use of environmentally harmful materials?
7. Has an environmental life-cycle analysis of your firm's products been conducted by a certified testing organization?
8. Does your firm use Green Seal/EcoLogo certified or biodegradable/eco-friendly cleaning products?
9. Has your firm been cited for non-compliance of an environmental or safety issue in the past ten years?
10. Name any third party certifications your firm has in regards to sustainable business practices?
11. Describe any other initiatives your firm has taken to integrate sustainability practices principles into your operations.

Community

1. What charity, community development, educational programs, or environmental programs is your firm involved in within your local community?
2. What educational programs does your firm have to develop employees?

If your firm is just beginning the sustainability journey, or is looking for tools and resources, here are some suggestions:

Energy

Greenhouse Gas Protocol provides tools to calculate emissions that are industry specific:

- <http://www.ghgprotocol.org/calculation-tools>

Solid Waste

The EPA's pre-built excel file to help measure and track your waste and recycling:

- <http://www.epa.gov/smm/wastewise/measure-progress.htm>

Water Waste

EPA information about conserving water:

- <http://water.epa.gov/polwaste/nps/chap3.cfm>

Packaging

- <http://sustainablepackaging.org/uploads/Documents/Definition%20of%20Sustainable%20Packaging.pdf>

Sustainability Practices

Ideas for alternative transportation programs:

The EPA environmentally preferable purchasing guidelines for suppliers:

- <http://www.epa.gov/epp/>

[EPA life cycle assessment information:](#)

- <http://www.epa.gov/nrmrl/std/lca/lca.html>

Ecologo cleaning and janitorial products:

- http://www.ecologo.org/en/certifiedgreenproducts/category.asp?category_id=21

APPENDIX 1 – RFP CHECKLIST/COVER PAGE

This Appendix 1 is required at the front of your proposal and completed in its entirety. The following documents are required for this proposal (please mark off each document to acknowledge that you have submitted the document in the proper order and format):

<input type="checkbox"/>	Section 1	RFP Checklist/Cover Page, Mandatory Certifications, & Supplier Sustainability Questionnaire.
<input type="checkbox"/>	Section 2	Proposer Qualifications, Section VII (Maximum 20 pages not including resumes, CVs, and/or Organizational charts).
<input type="checkbox"/>	Section 3	Response to the Specifications/Scope of Work, Section V.
<input type="checkbox"/>	Section 4	Response to Price Schedule, Section IX.
<input type="checkbox"/>	Section 5	Exceptions to Terms and Conditions, Section XII
<input type="checkbox"/>	Section 6	Confidential/Proprietary Justification Letter with Sealed documents, if applicable. Section IV, page 9, item 9.

In addition, the proposer must provide their review and acknowledgement of the following documents provided in this RFP (please mark off each document to acknowledge that you have reviewed the below documents in the RFP)

<input type="checkbox"/>	RFP 342005 (PDF Document)
<input type="checkbox"/>	All RFP Addendums (PDF Document)

After carefully reviewing all the terms and conditions, the authorized undersigned agrees to furnish such goods/services in accordance with the specifications/scope of work.

Firm (CO.) Name	By (Signature)	Title

Date	Email Address	Phone #

EXHIBIT A – ADDITIONAL BENEFITS

On-campus physician at ASU Health Services locations - no co-pay

(ASU Student Health Services Benefits: The Deductible and Copays will be waived and benefits will be paid at 100% for Covered Medical Expenses incurred when treatment is rendered at the Student Health Center)

	In Network Provider	Out-of-Network Provider
<u>Inpatient Service</u>		
Room and Board Expense	Preferred Allowance	Usual and Customary Charges
Intensive Care	Preferred Allowance	Usual and Customary Charges
Hospital Miscellaneous Expenses	Preferred Allowance	Usual and Customary Charges
Routine Newborn Care	Paid as any other Sickness	Paid as any other Sickness
<u>Inpatient Surgery</u>	Preferred Allowance	Usual and Customary Charges
Assistant Surgeon Fees	Preferred Allowance	Usual and Customary Charges
Anesthetist Services	Preferred Allowance	Usual and Customary Charges
Registered Nurse's Services	Preferred Allowance	Usual and Customary Charges
Physician's Visits	Preferred Allowance	Usual and Customary Charges
Pre-admission Testing	Preferred Allowance	Usual and Customary Charges
<u>Out-Patient Surgery</u>	Preferred Allowance	Usual and Customary Charges
Day Surgery Miscellaneous	Preferred Allowance	Usual and Customary Charges
Assistant Surgeon Fees	Preferred Allowance	Usual and Customary Charges
Anesthetist Services	Preferred Allowance	Usual and Customary Charges
Physician's Visits	\$25 Copay per visit 100% of Preferred Allowance The Policy Deductible is waived.	Usual and Customary Charges
Physiotherapy Review of Medical Necessity will be performed after 12 visits per Injury or Sickness.	\$35 Copay per visit 100% of Preferred Allowance The Policy Deductible is waived.	Usual and Customary Charges
Medical Emergency Expenses The Preferred Provider Copay will be waived if admitted to the Hospital.	\$200 Copay per visit 100% of Preferred Allowance The Policy Deductible is waived.	80% of Usual and Customary Charges
Diagnostic X-ray Services	\$25 Copay per visit 100% of Preferred Allowance The Policy Deductible is waived.	Usual and Customary Charges

Urgent Care Center	\$35 Copay per visit 100% of Preferred Allowance The Policy Deductible is waived.	Usual and Customary Charges
Consultant Physician Fees	\$25 Copay per visit 100% of Preferred Allowance The Policy Deductible is waived.	Usual and Customary Charges
Laboratory Procedures	\$25 Copay per visit 100% of Preferred Allowance The Policy Deductible is waived.	Usual and Customary Charges
Tests & Procedures	Preferred Allowance	Usual and Customary Charges
Injections	Preferred Allowance	Usual and Customary Charges
Chemotherapy	Preferred Allowance	Usual and Customary Charges
Radiation Therapy	Preferred Allowance	Usual and Customary Charges
Outpatient Prescription Drugs	Preferred Provider \$20 Copay per prescription Tier 1 \$40 Copay per prescription Tier 2 \$60 Copay per prescription Tier 3 up to a 31-day supply per prescription When Specialty Prescription Drugs are dispensed at a Non-Preferred Specialty Network Pharmacy, the Insured is required to pay 2 times the retail Copay (up to 50% of the Prescription Drug Charge). Mail order Prescription Drugs through UHCP at 2.5 times the retail Copay up to a 90-day supply	
Other		
Ambulance Services	100% covered	Usual and Customary Charges
Durable Medical Equipment	Preferred Allowance	Usual and Customary Charges
Dental Treatment Benefits paid on Injury to Sound, Natural Teeth only.	Preferred Allowance	Usual and Customary Charges
Mental Illness Treatment	Paid as any other Sickness	Paid as any other Sickness
Substance Use Disorder Treatment	Paid as any other Sickness	Paid as any other Sickness
Maternity	Paid as any other Sickness	Paid as any other Sickness

Complications of Pregnancy Elective Abortion	Paid as any other Sickness No Benefits	Paid as any other Sickness No Benefits
Preventive Care Services No Deductible, Copays or Coinsurance will be applied when the services are received from a Preferred Provider.	100% of Preferred Allowance	No Benefits
Reconstructive Breast Surgery	Paid as any other Sickness	Paid as any other Sickness
Diabetes Services Benefits for Diabetes Equipment and Supplies	Paid as any other Sickness	Paid as any other Sickness
High Cost Procedures	\$200 Copay per procedure 100% of Preferred Allowance The Policy Deductible is waived.	Usual and Customary Charges
Home Health Care	Preferred Allowance	Usual and Customary Charges
Hospice Care	Preferred Allowance	Usual and Customary Charges
Inpatient Rehabilitation Facility	Preferred Allowance	Usual and Customary Charges
Skilled Nursing Facility	Preferred Allowance	Usual and Customary Charges
Hospital Outpatient Facility or Clinic	Preferred Allowance	Usual and Customary Charges
Approved Clinical Trials	Paid as any other Sickness	Paid as any other Sickness
Transplantation Services	Paid as any other Sickness	Paid as any other Sickness
Allergy Treatment	Paid as any other Sickness	Paid as any other Sickness
Bariatric Surgery	Paid as any other Sickness	Paid as any other Sickness
Cosmetic Surgery	Paid as any other Sickness	Paid as any other Sickness
Family Planning	Paid as any other Sickness	Paid as any other Sickness
Hearing Aids	Preferred Allowance	Usual and Customary Charges
Infertility	Paid as any other Sickness	Paid as any other Sickness
Medical Supplies	Preferred Allowance	Usual and Customary Charges
Nutrition Programs	Paid as any other Sickness	Paid as any other Sickness
Orthognathic Treatment	Paid as any other Sickness	Paid as any other Sickness
Ostomy Supplies	Preferred Allowance	Usual and Customary Charges
Prostate Screening	Preferred Allowance	Usual and Customary Charges
Routine Physicals/Well Visits	Preferred Allowance	Usual and Customary Charges
TMJ Disorders	Paid as any other Sickness	Paid as any other Sickness
Wigs	Preferred Allowance	Usual and Customary Charges