

**EXHIBIT B-1**  
**PERFORMANCE STANDARDS**  
**DHMO**

Please outline the performance guarantees you are willing to provide to the City of Houston to ensure smooth initial and ongoing enrollment, adequate access, contract turnaround, production of administration materials, claims handling, customer service standards and employee satisfaction surveys. Include monetary values associated with each performance guarantee.

	<b>Maximum Annual Amount at Risk</b>	<b>Agree or Disagree Explain</b>
<p>The selected DHMO vendor must achieve a satisfaction rating of 80% from an annual survey of DHMO members. The survey will be conducted annually, and results are to be reported within 60 days after the end of the plan year. Survey administration, design, content, and grading methodology will be determined by the Director and the DHMO vendor.</p> <p>The selected dental vendor shall pay liquidated damages of \$1,000 for every percentage point below 80% with a maximum of \$10,000 each year.</p>	<b>\$10,000 per year</b>	
<p>The selected DHMO vendor agrees to be in compliance at all times with the following geographical access standard: 94% of city employees who reside in the thirteen county service area will have access to two participating dentists within 10 miles of their home zip code. GeoAccess will be measured quarterly.</p> <p>The selected dental vendor agrees to pay \$2,500 in liquidated damages for each quarter they are below 94%</p>	<b>\$10,000 per year</b>	
<p>Biweekly Eligibility files will be accurately loaded within 2 business days of file receipt. Contractor is responsible for notifying City within 2 business days if it did not receive the electronic eligibility file on the designated monthly file transfer date.</p>	<b>\$3,000 per pay period (24)</b>	
<p>99% of ID cards will be mailed(i.e. postmarked) within 10 business days of receipt of eligibility file or election form for which they are first recorded as eligible.</p>	<b>\$500 per pay period (24)</b>	

	Maximum Annual Amount at Risk	Agree or Disagree Explain
Service Center ready to respond to inquiries as of 5/1/2016, with City dedicated toll-free number operational by April 1, 2016.	\$10,000 (one time only for new vendor)	
Process 99% of transitions from active to retiree status within 5 business days of receipt of status change from the City	\$500 per pay period (24)	
<b>TOTAL ANNUAL</b>	<b>\$126,000</b>	

**NOTE: All references to “quarter” and “year” mean contract quarter and contract year.**

**EXHIBIT B-2**

**PERFORMANCE STANDARDS**

**Fully Insured Indemnity / DPPO**

Please outline the performance guarantees you are willing to provide to the City of Houston to ensure smooth initial and ongoing enrollment, adequate access, contract turnaround, production of administration materials, claims handling, customer service standards and employee satisfaction surveys. Include monetary values associated with each performance guarantee.

		<b>Maximum Annual Amount at Risk</b>	<b>Agree or Disagree Explain</b>
Process 98% of clean claims within an average of twelve (12) calendar days. This standard will be measured quarterly and liquidated damages paid as follows:			
<b>If average claim payment time on 98% of dental claims is:</b>	<b>Liquidated damages due are:</b>	<b>\$40,000 maximum per year</b>	
12.00 to 13.50 days	\$2,000/quarter		
13.51 to 14.50 days	\$4,000/quarter		
14.51 to 15.50 days	\$6,000/quarter		
Greater than 15.50 days	\$10,000/quarter		
<p>The selected DPPO vendor agrees to be in compliance at all times with the following geographical access standard: 94% of city employees who reside in the thirteen county service area will have access to two participating dentists within 10 miles of their home zip code. GeoAccess will be measured quarterly.</p> <p>The selected dental vendor agrees to pay \$2,500 in liquidated damages for each quarter they are below 94%.</p>		<b>\$10,000 per year</b>	

	Maximum Annual Amount at Risk	Agree or Disagree Explain
<p>The selected DPPO vendor must achieve a satisfaction rating of 80% from an annual survey of DPPO members. The survey will be conducted annually, and results are to be reported within 60 days after the end of the plan year. Survey administration, design, content, and grading methodology will be determined by the Director and the DPPO vendor.</p> <p>The selected dental vendor shall pay liquidated damages of \$1,000 for every percentage point below 80% with a maximum of \$10,000 each year.</p>	<b>\$10,000 per year</b>	
Biweekly Eligibility files will be accurately loaded within 2 business days of file receipt. Contractor is responsible for notifying City within 2 business days if it did not receive the electronic eligibility file on the designated monthly file transfer date.	<b>\$3,000 per pay period (24)</b>	
99% of ID cards will be mailed (i.e. postmarked) within 10 business days of receipt of eligibility file or election form for which they are first recorded as eligible.	<b>\$500 per pay period (24)</b>	
Service Center ready to respond to inquiries as of 5/1/2016, with City dedicated toll-free number operational by April 1, 2016.	<b>\$10,000 (one time only for new vendor)</b>	
Process 99% of transitions from active to retiree status within 5 business days of receipt of status change from the City	<b>\$500 per pay period (24)</b>	
<b>TOTAL ANNUAL</b>	<b>\$166,000 per year</b>	

**NOTE: All references to “quarter” and “year” mean contract quarter and contract year.**