

EVALUATION MATRIX
ADMINISTRATIVE SERVICES FOR EMPLOYEE BENEFITS PROGRAM
RFP NO. JSD0120

Solicitation JSD0120 Self-Funded Medical Benefits Evaluation
 Factors: (Applies to Sections 4.0, 5.0 and 6.0 of Section 0500 -
 Medical, Stop Loss and Pharmacy Benefit Management)

Evaluation Factors	# Possible points	United Health Group		* Aetna	Blue Cross/ Blue Shield		Cigna Health		Humana	
		Proposer's Score	Proposer's Score		Proposer's Score	Proposer's Score	Proposer's Score	Proposer's Score	Proposer's Score	Proposer's Score
1. Scope of Work - Proposals will be evaluated in the following areas: a. Integration of the organizations and programs involved with the services, b. Responsiveness to program requirements, c. Quantity and quality of the services promised, d. Claims Processing, e. Reporting (Capabilities, integration), f. Size & coverage of Medical Networks, g. Customer Service, h. Performance standards and guarantees, i. Responsiveness to City's contract terms, banking arrangements, and timelines, and j. Adherence to the proposal format.	48	40	34	29	29	29	22			
2. Business Organization - Proposals will be evaluated in the following areas: a. Experience of organization, b. Length of relationships between organizations involved, c. Financial Stability of organization, d. Accreditation, e. Licensure, f. Negative Regulatory Actions/Settlements, g. Experience & Qualifications of client team, and h. Experience & Qualifications of customer service team.	10	8	8	7	6	5				
3. Cost Proposal - The Proposer with the lowest overall cost proposal (fees/rates and network) is given the maximum points; a percentage ratio formula is applied to remaining proposers.	42	41	40	39	39	40				
SubTotal	100	90	82	75	74	67				
Optional Interview (Top two firms interviewed)	25	19	15	75	74	67				
TOTAL POINTS	125	109	97	75	74	67				

* Aetna - Disqualified for Anti Lobbying Violation