

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

Solicitation JSD0120 Self-Funded Medical Benefits Evaluation Factors: (Applies to Section 6.0 of Section 0500 - Pharmacy Benefit Management)

Evaluation Factors	# Possible points	Express Scripts St. Louis, MO	Medco Health Franklin Lakes, NJ	CVS/Caremark North Brook, IL
		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 Pharmacy 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. □	40	25	26	27
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	7	7	7
3. Cost Proposal -The Proposer with the lowest overall cost proposal (retail and mail pharmacy discounts, rebates, dispensing fees, administrative fees) is given the maximum points; a percentage ratio formula is applied to remaining proposers. Proposals will be evaluated based on the value of the overall financial deal including the strength of the price point guarantees and the reconciliation process.	50	46	47	47
Total Points	100	78	80	81