

Proposer's Name: Cigna Evaluator Number: 1			
Weight: Each evaluation criteria is given a percent weight based on the importance to the Scope of Work.			
Score: Scores ranging from 0 "Unacceptable to 5 "Excellent" are given for each criteria as follows: 5 = Excellent; 4 = Above Average; 3 = Average; 2 = Below Average; 1 = Poor; 0 = Unacceptable			
CRITERIA	Weight (%)	Score (0-5)	Total (Weight X Score)
PROPOSED COST TO COUNTY (CLAIMS COSTS WITH NETWORK DISCOUNTS, ADMINISTRATIVE FEES, GUARANTEED NETWORK DISCOUNTS, & OTHER FEES/CREDITS)	25	3.5	87.5
- Claim costs adjusted for network discounts - Administration fees for status quo plan or plan with changes - Guaranteed in network discounts and % of ASO fees at risk - Services that require additional cost and any credits			
Notes: [REDACTED]			
ABILITY TO DUPLICATE CURRENT/PROPOSED PLAN DESIGN, INCLUDING ABILITY TO AUTO-ADJUDICATE PLAN PROVISIONS	15	4	60
- Deviations identified on RFP Offeror Questionnaire - Ability to auto-adjudicate plan provisions as illustrated on RFP Offeror Questionnaire - Minimal plan design changes required to ensure plan provisions can be auto-adjudicated -Flexibility with regards to custom EOBs, appeals process in line with County requirements			
Notes: [REDACTED]			

NETWORK DISRUPTION FOR DENTAL PLAN	15	4	60
<ul style="list-style-type: none"> - Vendor network match to County's utilized dental providers - Percentage of employee zip codes with available dental providers - Overall quality of network and minimal turnover 			
<p>Notes: [REDACTED]</p>			
ADMINISTRATIVE CAPABILITIES (IMPLEMENTATION PLAN, CUSTOMER SERVICE, CLAIM SYSTEM CAPABILITIES, FUNDING ARRANGEMENTS & CYBERSECURITY)	15	3.5	52.5
<ul style="list-style-type: none"> - Completeness of staffing plan & staff assigned to County - Quality of the implementation plan provided - Customer service metrics provided for 2022 and 2023 - Ability to provide a designated team of customer service representatives and tenure of those representatives - Online and mobile capabilities (i.e., ability for members to obtain mobile ID card or to research provider quality on the vendor's website) - Flexibility in banking and premium payment to work with the County's administrative requirements - Scheduled significant claim system changes in the next 12-24 months - Ability to provide ongoing administration requirements on Tab J -Extent to which safeguards and processes are in place to protect data and maintain compliance with Cybersecurity 			
<p>Notes: [REDACTED]</p>			

PERFORMANCE GUARANTEES	10	4	40
- Ability of vendor to duplicate requested performance guarantees - Dollar amount of fees placed at risk for not meeting performance guarantees			
Notes: [REDACTED]			
QUALIFICATIONS AND EXPERIENCE	10	5	50
- References provided are for large government employers - Sufficient number of Dental PPO members in California - Fiscal strength of the vendor and financial ratings - Experience/qualifications of staff assigned to the County			
Notes: [REDACTED]			
RESPONSIVENESS TO RFP INCLUDING EDITS TO MODEL CONTRACT AND SCOPE OF SERVICES	10	0	0
Amount and extent of redlines to the model contract (including attachments)			
Notes: [REDACTED]			
Respondent Total	100		350
Total Weighted Possible Score			500
Converted to 100 point score total			70

Proposer's Name: Delta			
Evaluator Number: 1			
Weight: Each evaluation criteria is given a percent weight based on the importance to the Scope of Work.			
Score: Scores ranging from 0 "Unacceptable" to 5 "Excellent" are given for each criteria as follows:			
CRITERIA	Weight (%)	Score (0-5)	Total (Weight X Score)
PROPOSED COST TO COUNTY (CLAIMS COSTS WITH NETWORK DISCOUNTS, ADMINISTRATIVE FEES, GUARANTEED NETWORK DISCOUNTS, & OTHER FEES/CREDITS)	25	4.5	112.5
- Claim costs adjusted for network discounts - Administration fees for status quo plan or plan with changes - Guaranteed in network discounts and % of ASO fees at risk - Services that require additional cost and any credits			
Notes: [REDACTED]			
ABILITY TO DUPLICATE CURRENT/PROPOSED PLAN DESIGN, INCLUDING ABILITY TO AUTO-ADJUDICATE PLAN PROVISIONS	15	4	60
- Deviations identified on RFP Offeror Questionnaire - Ability to auto-adjudicate plan provisions as illustrated on RFP Offeror Questionnaire - Minimal plan design changes required to ensure plan provisions can be auto-adjudicated -Flexibility with regards to custom EOBs, appeals process in line with County requirements			
Notes: [REDACTED]			

NETWORK DISRUPTION FOR DENTAL PLAN	15	5	75
<ul style="list-style-type: none"> - Vendor network match to County's utilized dental providers - Percentage of employee zip codes with available dental providers - Overall quality of network and minimal turnover 			
<p>Notes:</p> <div style="background-color: black; width: 100%; height: 80px;"></div>			
ADMINISTRATIVE CAPABILITIES (IMPLEMENTATION PLAN, CUSTOMER SERVICE, CLAIM SYSTEM CAPABILITIES, FUNDING ARRANGEMENTS & CYBERSECURITY)	15	4	60
<ul style="list-style-type: none"> - Completeness of staffing plan & staff assigned to County - Quality of the implementation plan provided - Customer service metrics provided for 2022 and 2023 - Ability to provide a designated team of customer service representatives and tenure of those representatives - Online and mobile capabilities (i.e., ability for members to obtain mobile ID card or to research provider quality on the vendor's website) - Flexibility in banking and premium payment to work with the County's administrative requirements - Scheduled significant claim system changes in the next 12-24 months - Ability to provide ongoing administration requirements on Tab J -Extent to which safeguards and processes are in place to protect data and maintain compliance with Cybersecurity 			
<p>Notes:</p> <div style="background-color: black; width: 100%; height: 180px;"></div>			

PERFORMANCE GUARANTEES	10	3.5	35
- Ability of vendor to duplicate requested performance guarantees - Dollar amount of fees placed at risk for not meeting performance guarantees			
Notes: [REDACTED]			
QUALIFICATIONS AND EXPERIENCE	10	5	50
- References provided are for large government employers - Sufficient number of Dental PPO members in California - Fiscal strength of the vendor and financial ratings - Experience/qualifications of staff assigned to the County			
Notes: [REDACTED]			
RESPONSIVENESS TO RFP INCLUDING EDITS TO MODEL CONTRACT AND SCOPE OF SERVICES	10	3	30
Amount and extent of redlines to the model contract (including attachments)			
Notes: [REDACTED]			
Respondent Total	100		422.5
Total Weighted Possible Score			500
Converted to 100 point score total			84.5

Proposer's Name: Sun Life			
Evaluator Number: 1			
Weight: Each evaluation criteria is given a percent weight based on the importance to the Scope of Work.			
Score: Scores ranging from 0 "Unacceptable" to 5 "Excellent" are given for each criteria as follows:			
CRITERIA	Weight (%)	Score (0-5)	Total (Weight X Score)
PROPOSED COST TO COUNTY (CLAIMS COSTS WITH NETWORK DISCOUNTS, ADMINISTRATIVE FEES, GUARANTEED NETWORK DISCOUNTS, & OTHER FEES/CREDITS)	25	4	100
- Claim costs adjusted for network discounts - Administration fees for status quo plan or plan with changes - Guaranteed in network discounts and % of ASO fees at risk - Services that require additional cost and any credits			
Notes: [REDACTED]			
ABILITY TO DUPLICATE CURRENT/PROPOSED PLAN DESIGN, INCLUDING ABILITY TO AUTO-ADJUDICATE PLAN PROVISIONS	15	2	30
- Deviations identified on RFP Offeror Questionnaire - Ability to auto-adjudicate plan provisions as illustrated on RFP Offeror Questionnaire - Minimal plan design changes required to ensure plan provisions can be auto-adjudicated -Flexibility with regards to custom EOBs, appeals process in line with County requirements			
Notes: [REDACTED]			

NETWORK DISRUPTION FOR DENTAL PLAN	15	3	45
<ul style="list-style-type: none"> - Vendor network match to County's utilized dental providers - Percentage of employee zip codes with available dental providers - Overall quality of network and minimal turnover 			
<p>Notes:</p> <div style="background-color: black; width: 100%; height: 80px;"></div>			
ADMINISTRATIVE CAPABILITIES (IMPLEMENTATION PLAN, CUSTOMER SERVICE, CLAIM SYSTEM CAPABILITIES, FUNDING ARRANGEMENTS & CYBERSECURITY)	15	3	45
<ul style="list-style-type: none"> - Completeness of staffing plan & staff assigned to County - Quality of the implementation plan provided - Customer service metrics provided for 2022 and 2023 - Ability to provide a designated team of customer service representatives and tenure of those representatives - Online and mobile capabilities (i.e., ability for members to obtain mobile ID card or to research provider quality on the vendor's website) - Flexibility in banking and premium payment to work with the County's administrative requirements - Scheduled significant claim system changes in the next 12-24 months - Ability to provide ongoing administration requirements on Tab J -Extent to which safeguards and processes are in place to protect data and maintain compliance with Cybersecurity 			
<p>Notes:</p> <div style="background-color: black; width: 100%; height: 80px;"></div>			

PERFORMANCE GUARANTEES	10	0	0
- Ability of vendor to duplicate requested performance guarantees - Dollar amount of fees placed at risk for not meeting performance guarantees			
Notes: [REDACTED]			
QUALIFICATIONS AND EXPERIENCE	10	3	30
- References provided are for large government employers - Sufficient number of Dental PPO members in California - Fiscal strength of the vendor and financial ratings - Experience/qualifications of staff assigned to the County			
Notes: [REDACTED]			
RESPONSIVENESS TO RFP INCLUDING EDITS TO MODEL CONTRACT AND SCOPE OF SERVICES	10	2	20
Amount and extent of redlines to the model contract (including attachments)			
Notes: [REDACTED]			
Respondent Total	100		270
Total Weighted Possible Score			500
Converted to 100 point score total			54

Proposer's Name: United Concordia Evaluator Number: 1			
Weight: Each evaluation criteria is given a percent weight based on the importance to the Scope of Work.			
Score: Scores ranging from 0 "Unacceptable" to 5 "Excellent" are given for each criteria as follows:			
CRITERIA	Weight (%)	Score (0-5)	Total (Weight X Score)
PROPOSED COST TO COUNTY (CLAIMS COSTS WITH NETWORK DISCOUNTS, ADMINISTRATIVE FEES, GUARANTEED NETWORK DISCOUNTS, & OTHER FEES/CREDITS)	25	4	100
- Claim costs adjusted for network discounts - Administration fees for status quo plan or plan with changes - Guaranteed in network discounts and % of ASO fees at risk - Services that require additional cost and any credits			
Notes: [REDACTED]			
ABILITY TO DUPLICATE CURRENT/PROPOSED PLAN DESIGN, INCLUDING ABILITY TO AUTO-ADJUDICATE PLAN PROVISIONS	15	3	45
- Deviations identified on RFP Offeror Questionnaire - Ability to auto-adjudicate plan provisions as illustrated on RFP Offeror Questionnaire - Minimal plan design changes required to ensure plan provisions can be auto-adjudicated -Flexibility with regards to custom EOBs, appeals process in line with County requirements			
Notes: [REDACTED]			

NETWORK DISRUPTION FOR DENTAL PLAN	15	4	60
<ul style="list-style-type: none"> - Vendor network match to County's utilized dental providers - Percentage of employee zip codes with available dental providers - Overall quality of network and minimal turnover 			
<p>Notes:</p> <div style="background-color: black; width: 100%; height: 100%; min-height: 50px;"></div>			
ADMINISTRATIVE CAPABILITIES (IMPLEMENTATION PLAN, CUSTOMER SERVICE, CLAIM SYSTEM CAPABILITIES, FUNDING ARRANGEMENTS & CYBERSECURITY)	15	3	45
<ul style="list-style-type: none"> - Completeness of staffing plan & staff assigned to County - Quality of the implementation plan provided - Customer service metrics provided for 2022 and 2023 - Ability to provide a designated team of customer service representatives and tenure of those representatives - Online and mobile capabilities (i.e., ability for members to obtain mobile ID card or to research provider quality on the vendor's website) - Flexibility in banking and premium payment to work with the County's administrative requirements - Scheduled significant claim system changes in the next 12-24 months - Ability to provide ongoing administration requirements on Tab J -Extent to which safeguards and processes are in place to protect data and maintain compliance with Cybersecurity 			
<p>Notes:</p> <div style="background-color: black; width: 100%; height: 100%; min-height: 100px;"></div>			

PERFORMANCE GUARANTEES	10	3	30
- Ability of vendor to duplicate requested performance guarantees - Dollar amount of fees placed at risk for not meeting performance guarantees			
Notes: P [REDACTED]			
QUALIFICATIONS AND EXPERIENCE	10	4.5	45
- References provided are for large government employers - Sufficient number of Dental PPO members in California - Fiscal strength of the vendor and financial ratings - Experience/qualifications of staff assigned to the County			
Notes: [REDACTED]			
RESPONSIVENESS TO RFP INCLUDING EDITS TO MODEL CONTRACT AND SCOPE OF SERVICES	10	3	30
Amount and extent of redlines to the model contract (including attachments)			
Notes: [REDACTED]			
Respondent Total	100		355
Total Weighted Possible Score			500
Converted to 100 point score total			71

Proposer's Name: Blue Shield Evaluator Number: 1			
Weight: Each evaluation criteria is given a percent weight based on the importance to the Scope of Work.			
Score: Scores ranging from 0 "Unacceptable" to 5 "Excellent" are given for each criteria as follows:			
CRITERIA	Weight (%)	Score (0-5)	Total (Weight X Score)
PROPOSED COST TO COUNTY (CLAIMS COSTS WITH NETWORK DISCOUNTS, ADMINISTRATIVE FEES, GUARANTEED NETWORK DISCOUNTS, & OTHER FEES/CREDITS)	25	4	100
- Claim costs adjusted for network discounts - Administration fees for status quo plan or plan with changes - Guaranteed in network discounts and % of ASO fees at risk - Services that require additional cost and any credits			
Notes: [REDACTED]			
ABILITY TO DUPLICATE CURRENT/PROPOSED PLAN DESIGN, INCLUDING ABILITY TO AUTO-ADJUDICATE PLAN PROVISIONS	15	5	75
- Deviations identified on RFP Offeror Questionnaire - Ability to auto-adjudicate plan provisions as illustrated on RFP Offeror Questionnaire - Minimal plan design changes required to ensure plan provisions can be auto-adjudicated -Flexibility with regards to custom EOBs, appeals process in line with County requirements			
Notes: [REDACTED]			

NETWORK DISRUPTION FOR DENTAL PLAN	15	3.5	52.5
<ul style="list-style-type: none"> - Vendor network match to County's utilized dental providers - Percentage of employee zip codes with available dental providers - Overall quality of network and minimal turnover 			
<p>Notes:</p> <div style="background-color: black; width: 100%; height: 80px;"></div>			
ADMINISTRATIVE CAPABILITIES (IMPLEMENTATION PLAN, CUSTOMER SERVICE, CLAIM SYSTEM CAPABILITIES, FUNDING ARRANGEMENTS & CYBERSECURITY)	15	5	75
<ul style="list-style-type: none"> - Completeness of staffing plan & staff assigned to County - Quality of the implementation plan provided - Customer service metrics provided for 2022 and 2023 - Ability to provide a designated team of customer service representatives and tenure of those representatives - Online and mobile capabilities (i.e., ability for members to obtain mobile ID card or to research provider quality on the vendor's website) - Flexibility in banking and premium payment to work with the County's administrative requirements - Scheduled significant claim system changes in the next 12-24 months - Ability to provide ongoing administration requirements on Tab J -Extent to which safeguards and processes are in place to protect data and maintain compliance with Cybersecurity 			
<p>Notes:</p> <div style="background-color: black; width: 100%; height: 100px;"></div>			

PERFORMANCE GUARANTEES	10	4.5	45
- Ability of vendor to duplicate requested performance guarantees - Dollar amount of fees placed at risk for not meeting performance guarantees			
Notes: [REDACTED]			
QUALIFICATIONS AND EXPERIENCE	10	5	50
- References provided are for large government employers - Sufficient number of Dental PPO members in California - Fiscal strength of the vendor and financial ratings - Experience/qualifications of staff assigned to the County			
Notes: [REDACTED]			
RESPONSIVENESS TO RFP INCLUDING EDITS TO MODEL CONTRACT AND SCOPE OF SERVICES	10	4.5	45
Amount and extent of redlines to the model contract (including attachments)			
Notes: [REDACTED]			
Respondent Total	100		442.5
Total Weighted Possible Score			500
Converted to 100 point score total			88.5

Proposer's Name: Cigna Evaluator Number: #2			
Weight: Each evaluation criteria is given a percent weight based on the importance to the Scope of Work.			
Score: Scores ranging from 0 "Unacceptable to 5 "Excellent" are given for each criteria as follows:			
CRITERIA	Weight (%)	Score (0-5)	Total (Weight X Score)
PROPOSED COST TO COUNTY (CLAIMS COSTS WITH NETWORK DISCOUNTS, ADMINISTRATIVE FEES, GUARANTEED NETWORK DISCOUNTS, & OTHER FEES/CREDITS)	25	3.5	87.5
- Claim costs adjusted for network discounts - Administration fees for status quo plan or plan with changes - Guaranteed in network discounts and % of ASO fees at risk - Services that require additional cost and any credits			
Notes:			
ABILITY TO DUPLICATE CURRENT/PROPOSED PLAN DESIGN, INCLUDING ABILITY TO AUTO-ADJUDICATE PLAN PROVISIONS	15	3.5	52.5
- Deviations identified on RFP Offeror Questionnaire - Ability to auto-adjudicate plan provisions as illustrated on RFP Offeror Questionnaire - Minimal plan design changes required to ensure plan provisions can be auto-adjudicated -Flexibility with regards to custom EOBs, appeals process in line with County requirements			
Notes:			
NETWORK DISRUPTION FOR DENTAL PLAN	15	4	60
- Vendor network match to County's utilized dental providers - Percentage of employee zip codes with available dental providers - Overall quality of network and minimal turnover			
Notes:			

ADMINISTRATIVE CAPABILITIES (IMPLEMENTATION PLAN, CUSTOMER SERVICE, CLAIM SYSTEM CAPABILITIES, FUNDING ARRANGEMENTS & CYBERSECURITY)	15	3	45
- Completeness of staffing plan & staff assigned to County - Quality of the implementation plan provided - Customer service metrics provided for 2022 and 2023 - Ability to provide a designated team of customer service representatives and tenure of those representatives - Online and mobile capabilities (i.e., ability for members to obtain mobile ID card or to research provider quality on the vendor's website) - Flexibility in banking and premium payment to work with the County's administrative requirements - Scheduled significant claim system changes in the next 12-24 months - Ability to provide ongoing administration requirements on Tab J -Extent to which safeguards and processes are in place to protect data and maintain compliance with Cybersecurity			
Notes:			
PERFORMANCE GUARANTEES	10	3	30
- Ability of vendor to duplicate requested performance guarantees - Dollar amount of fees placed at risk for not meeting performance guarantees			
Notes:			
QUALIFICATIONS AND EXPERIENCE	10	4	40
- References provided are for large government employers - Sufficient number of Dental PPO members in California - Fiscal strength of the vendor and financial ratings - Experience/qualifications of staff assigned to the County			
Notes:			
RESPONSIVENESS TO RFP INCLUDING EDITS TO MODEL CONTRACT AND SCOPE OF SERVICES	10	0	0
Amount and extent of redlines to the model contract (including attachments)			
Notes:			
Respondent Total	100		315
Total Weighted Possible Score			500
Converted to 100 point score total			63

Proposer's Name: Delta			
Evaluator Number: #2			
Weight: Each evaluation criteria is given a percent weight based on the importance to the Scope of Work.			
Score: Scores ranging from 0 "Unacceptable to 5 "Excellent" are given for each criteria as follows:			
CRITERIA	Weight (%)	Score (0-5)	Total (Weight X Score)
PROPOSED COST TO COUNTY (CLAIMS COSTS WITH NETWORK DISCOUNTS, ADMINISTRATIVE FEES, GUARANTEED NETWORK DISCOUNTS, & OTHER FEES/CREDITS)	25	4.5	112.5
- Claim costs adjusted for network discounts - Administration fees for status quo plan or plan with changes - Guaranteed in network discounts and % of ASO fees at risk - Services that require additional cost and any credits			
Notes:			
ABILITY TO DUPLICATE CURRENT/PROPOSED PLAN DESIGN, INCLUDING ABILITY TO AUTO-ADJUDICATE PLAN PROVISIONS	15	3.5	52.5
- Deviations identified on RFP Offeror Questionnaire - Ability to auto-adjudicate plan provisions as illustrated on RFP Offeror Questionnaire - Minimal plan design changes required to ensure plan provisions can be auto-adjudicated -Flexibility with regards to custom EOBs, appeals process in line with County requirements			
Notes:			
NETWORK DISRUPTION FOR DENTAL PLAN	15	5	75
- Vendor network match to County's utilized dental providers - Percentage of employee zip codes with available dental providers - Overall quality of network and minimal turnover			
Notes:			

ADMINISTRATIVE CAPABILITIES (IMPLEMENTATION PLAN, CUSTOMER SERVICE, CLAIM SYSTEM CAPABILITIES, FUNDING ARRANGEMENTS & CYBERSECURITY)	15	3	45
- Completeness of staffing plan & staff assigned to County - Quality of the implementation plan provided - Customer service metrics provided for 2022 and 2023 - Ability to provide a designated team of customer service representatives and tenure of those representatives - Online and mobile capabilities (i.e., ability for members to obtain mobile ID card or to research provider quality on the vendor's website) - Flexibility in banking and premium payment to work with the County's administrative requirements - Scheduled significant claim system changes in the next 12-24 months - Ability to provide ongoing administration requirements on Tab J -Extent to which safeguards and processes are in place to protect data and maintain compliance with Cybersecurity			
Notes:			
PERFORMANCE GUARANTEES	10	3.5	35
- Ability of vendor to duplicate requested performance guarantees - Dollar amount of fees placed at risk for not meeting performance guarantees			
Notes:			
QUALIFICATIONS AND EXPERIENCE	10	4	40
- References provided are for large government employers - Sufficient number of Dental PPO members in California - Fiscal strength of the vendor and financial ratings - Experience/qualifications of staff assigned to the County			
Notes:			
RESPONSIVENESS TO RFP INCLUDING EDITS TO MODEL CONTRACT AND SCOPE OF SERVICES	10	3	30
Amount and extent of redlines to the model contract (including attachments)			
Notes:			
Respondent Total	100		390
Total Weighted Possible Score			500
Converted to 100 point score total			78

Proposer's Name: Sunlife Evaluator Number: #2			
Weight: Each evaluation criteria is given a percent weight based on the importance to the Scope of Work.			
Score: Scores ranging from 0 "Unacceptable to 5 "Excellent" are given for each criteria as follows:			
CRITERIA	Weight (%)	Score (0-5)	Total (Weight X Score)
PROPOSED COST TO COUNTY (CLAIMS COSTS WITH NETWORK DISCOUNTS, ADMINISTRATIVE FEES, GUARANTEED NETWORK DISCOUNTS, & OTHER FEES/CREDITS)	25	3.5	87.5
- Claim costs adjusted for network discounts - Administration fees for status quo plan or plan with changes - Guaranteed in network discounts and % of ASO fees at risk - Services that require additional cost and any credits			
Notes:			
ABILITY TO DUPLICATE CURRENT/PROPOSED PLAN DESIGN, INCLUDING ABILITY TO AUTO-ADJUDICATE PLAN PROVISIONS	15	3	45
- Deviations identified on RFP Offeror Questionnaire - Ability to auto-adjudicate plan provisions as illustrated on RFP Offeror Questionnaire - Minimal plan design changes required to ensure plan provisions can be auto-adjudicated -Flexibility with regards to custom EOBs, appeals process in line with County requirements			
Notes:			
NETWORK DISRUPTION FOR DENTAL PLAN	15	3.5	52.5
- Vendor network match to County's utilized dental providers - Percentage of employee zip codes with available dental providers - Overall quality of network and minimal turnover			
Notes:			

ADMINISTRATIVE CAPABILITIES (IMPLEMENTATION PLAN, CUSTOMER SERVICE, CLAIM SYSTEM CAPABILITIES, FUNDING ARRANGEMENTS & CYBERSECURITY)	15	2.5	37.5
- Completeness of staffing plan & staff assigned to County - Quality of the implementation plan provided - Customer service metrics provided for 2022 and 2023 - Ability to provide a designated team of customer service representatives and tenure of those representatives - Online and mobile capabilities (i.e., ability for members to obtain mobile ID card or to research provider quality on the vendor's website) - Flexibility in banking and premium payment to work with the County's administrative requirements - Scheduled significant claim system changes in the next 12-24 months - Ability to provide ongoing administration requirements on Tab J -Extent to which safeguards and processes are in place to protect data and maintain compliance with Cybersecurity			
Notes:			
PERFORMANCE GUARANTEES	10	1	10
- Ability of vendor to duplicate requested performance guarantees - Dollar amount of fees placed at risk for not meeting performance guarantees			
Notes:			
QUALIFICATIONS AND EXPERIENCE	10	3	30
- References provided are for large government employers - Sufficient number of Dental PPO members in California - Fiscal strength of the vendor and financial ratings - Experience/qualifications of staff assigned to the County			
Notes:			
RESPONSIVENESS TO RFP INCLUDING EDITS TO MODEL CONTRACT AND SCOPE OF SERVICES	10	3	30
Amount and extent of redlines to the model contract (including attachments)			
Notes:			
Respondent Total	100		292.5
Total Weighted Possible Score			500
Converted to 100 point score total			58.5

Proposer's Name: United Concordia Evaluator Number: #2			
Weight: Each evaluation criteria is given a percent weight based on the importance to the Scope of Work.			
Score: Scores ranging from 0 "Unacceptable to 5 "Excellent" are given for each criteria as follows:			
CRITERIA	Weight (%)	Score (0-5)	Total (Weight X Score)
PROPOSED COST TO COUNTY (CLAIMS COSTS WITH NETWORK DISCOUNTS, ADMINISTRATIVE FEES, GUARANTEED NETWORK DISCOUNTS, & OTHER FEES/CREDITS)	25	4.5	112.5
- Claim costs adjusted for network discounts - Administration fees for status quo plan or plan with changes - Guaranteed in network discounts and % of ASO fees at risk - Services that require additional cost and any credits			
Notes:			
ABILITY TO DUPLICATE CURRENT/PROPOSED PLAN DESIGN, INCLUDING ABILITY TO AUTO-ADJUDICATE PLAN PROVISIONS	15	3	45
- Deviations identified on RFP Offeror Questionnaire - Ability to auto-adjudicate plan provisions as illustrated on RFP Offeror Questionnaire - Minimal plan design changes required to ensure plan provisions can be auto-adjudicated -Flexibility with regards to custom EOBs, appeals process in line with County requirements			
Notes:			
NETWORK DISRUPTION FOR DENTAL PLAN	15	5	75
- Vendor network match to County's utilized dental providers - Percentage of employee zip codes with available dental providers - Overall quality of network and minimal turnover			
Notes:			

ADMINISTRATIVE CAPABILITIES (IMPLEMENTATION PLAN, CUSTOMER SERVICE, CLAIM SYSTEM CAPABILITIES, FUNDING ARRANGEMENTS & CYBERSECURITY)	15	2.5	37.5
- Completeness of staffing plan & staff assigned to County - Quality of the implementation plan provided - Customer service metrics provided for 2022 and 2023 - Ability to provide a designated team of customer service representatives and tenure of those representatives - Online and mobile capabilities (i.e., ability for members to obtain mobile ID card or to research provider quality on the vendor's website) - Flexibility in banking and premium payment to work with the County's administrative requirements - Scheduled significant claim system changes in the next 12-24 months - Ability to provide ongoing administration requirements on Tab J - Extent to which safeguards and processes are in place to protect data and maintain compliance with Cybersecurity			
Notes:			
PERFORMANCE GUARANTEES	10	3	30
- Ability of vendor to duplicate requested performance guarantees - Dollar amount of fees placed at risk for not meeting performance guarantees			
Notes:			
QUALIFICATIONS AND EXPERIENCE	10	3.5	35
- References provided are for large government employers - Sufficient number of Dental PPO members in California - Fiscal strength of the vendor and financial ratings - Experience/qualifications of staff assigned to the County			
Notes:			
RESPONSIVENESS TO RFP INCLUDING EDITS TO MODEL CONTRACT AND SCOPE OF SERVICES	10	4	40
Amount and extent of redlines to the model contract (including attachments)			
Notes:			
Respondent Total	100		375
Total Weighted Possible Score			500
Converted to 100 point score total			75

Proposer's Name: Blue Shield Evaluator Number: #2			
Weight: Each evaluation criteria is given a percent weight based on the importance to the Scope of Work.			
Score: Scores ranging from 0 "Unacceptable to 5 "Excellent" are given for each criteria as follows:			
CRITERIA	Weight (%)	Score (0-5)	Total (Weight X Score)
PROPOSED COST TO COUNTY (CLAIMS COSTS WITH NETWORK DISCOUNTS, ADMINISTRATIVE FEES, GUARANTEED NETWORK DISCOUNTS, & OTHER FEES/CREDITS)	25	4	100
- Claim costs adjusted for network discounts - Administration fees for status quo plan or plan with changes - Guaranteed in network discounts and % of ASO fees at risk - Services that require additional cost and any credits			
Notes:			
ABILITY TO DUPLICATE CURRENT/PROPOSED PLAN DESIGN, INCLUDING ABILITY TO AUTO-ADJUDICATE PLAN PROVISIONS	15	5	75
- Deviations identified on RFP Offeror Questionnaire - Ability to auto-adjudicate plan provisions as illustrated on RFP Offeror Questionnaire - Minimal plan design changes required to ensure plan provisions can be auto-adjudicated -Flexibility with regards to custom EOBs, appeals process in line with County requirements			
Notes:			
NETWORK DISRUPTION FOR DENTAL PLAN	15	4.5	67.5
- Vendor network match to County's utilized dental providers - Percentage of employee zip codes with available dental providers - Overall quality of network and minimal turnover			
Notes:			

ADMINISTRATIVE CAPABILITIES (IMPLEMENTATION PLAN, CUSTOMER SERVICE, CLAIM SYSTEM CAPABILITIES, FUNDING ARRANGEMENTS & CYBERSECURITY)	15	5	75
- Completeness of staffing plan & staff assigned to County - Quality of the implementation plan provided - Customer service metrics provided for 2022 and 2023 - Ability to provide a designated team of customer service representatives and tenure of those representatives - Online and mobile capabilities (i.e., ability for members to obtain mobile ID card or to research provider quality on the vendor's website) - Flexibility in banking and premium payment to work with the County's administrative requirements - Scheduled significant claim system changes in the next 12-24 months - Ability to provide ongoing administration requirements on Tab J -Extent to which safeguards and processes are in place to protect data and maintain compliance with Cybersecurity			
Notes:			
PERFORMANCE GUARANTEES	10	4	40
- Ability of vendor to duplicate requested performance guarantees - Dollar amount of fees placed at risk for not meeting performance guarantees			
Notes:			
QUALIFICATIONS AND EXPERIENCE	10	5	50
- References provided are for large government employers - Sufficient number of Dental PPO members in California - Fiscal strength of the vendor and financial ratings - Experience/qualifications of staff assigned to the County			
Notes:			
RESPONSIVENESS TO RFP INCLUDING EDITS TO MODEL CONTRACT AND SCOPE OF SERVICES	10	4.5	45
Amount and extent of redlines to the model contract (including attachments)			
Notes:			
Respondent Total	100		452.5
Total Weighted Possible Score			500
Converted to 100 point score total			90.5

Proposer's Name: Cigna Evaluator Number: 3			
Weight: Each evaluation criteria is given a percent weight based on the importance to the Scope of Work.			
Score: Scores ranging from 0 "Unacceptable to 5 "Excellent" are given for each criteria as follows:			
CRITERIA	Weight (%)	Score (0-5)	Total (Weight X Score)
PROPOSED COST TO COUNTY (CLAIMS COSTS WITH NETWORK DISCOUNTS, ADMINISTRATIVE FEES, GUARANTEED NETWORK DISCOUNTS, & OTHER FEES/CREDITS)	25	3.5	87.5
- Claim costs adjusted for network discounts - Administration fees for status quo plan or plan with changes - Guaranteed in network discounts and % of ASO fees at risk - Services that require additional cost and any credits			
Notes: [REDACTED]			
ABILITY TO DUPLICATE CURRENT/PROPOSED PLAN DESIGN, INCLUDING ABILITY TO AUTO-ADJUDICATE PLAN PROVISIONS	15	4	60
- Deviations identified on RFP Offeror Questionnaire - Ability to auto-adjudicate plan provisions as illustrated on RFP Offeror Questionnaire - Minimal plan design changes required to ensure plan provisions can be auto-adjudicated -Flexibility with regards to custom EOBs, appeals process in line with County requirements			
Notes:			
NETWORK DISRUPTION FOR DENTAL PLAN	15	4	60
- Vendor network match to County's utilized dental providers - Percentage of employee zip codes with available dental providers - Overall quality of network and minimal turnover			
Notes:			


ADMINISTRATIVE CAPABILITIES (IMPLEMENTATION PLAN, CUSTOMER SERVICE, CLAIM SYSTEM CAPABILITIES, FUNDING ARRANGEMENTS & CYBERSECURITY)	15	3	45
- Completeness of staffing plan & staff assigned to County - Quality of the implementation plan provided - Customer service metrics provided for 2022 and 2023 - Ability to provide a designated team of customer service representatives and tenure of those representatives - Online and mobile capabilities (i.e., ability for members to obtain mobile ID card or to research provider quality on the vendor's website) - Flexibility in banking and premium payment to work with the County's administrative requirements - Scheduled significant claim system changes in the next 12-24 months - Ability to provide ongoing administration requirements on Tab J -Extent to which safeguards and processes are in place to protect data and maintain compliance with Cybersecurity			
Notes:			
PERFORMANCE GUARANTEES	10	4	40
- Ability of vendor to duplicate requested performance guarantees - yes - Dollar amount of fees placed at risk for not meeting performance guarantees			
Notes:			
QUALIFICATIONS AND EXPERIENCE	10	5	50
- References provided are for large government employers - Sufficient number of Dental PPO members in California - Fiscal strength of the vendor and financial ratings - Experience/qualifications of staff assigned to the County			
Notes:			
RESPONSIVENESS TO RFP INCLUDING EDITS TO MODEL CONTRACT AND SCOPE OF SERVICES	10	0	0
Amount and extent of redlines to the model contract (including attachments)			
Notes:			
Respondent Total	100		342.5
Total Weighted Possible Score			500
Converted to 100 point score total			68.5

Proposer's Name: Delta Evaluator Number: 3			
Weight: Each evaluation criteria is given a percent weight based on the importance to the Scope of Work.			
Score: Scores ranging from 0 "Unacceptable to 5 "Excellent" are given for each criteria as follows:			
CRITERIA	Weight (%)	Score (0-5)	Total (Weight X Score)
PROPOSED COST TO COUNTY (CLAIMS COSTS WITH NETWORK DISCOUNTS, ADMINISTRATIVE FEES, GUARANTEED NETWORK DISCOUNTS, & OTHER FEES/CREDITS)	25	4.5	112.5
- Claim costs adjusted for network discounts - Administration fees for status quo plan or plan with changes - Guaranteed in network discounts and % of ASO fees at risk - Services that require additional cost and any credits			
Notes: [REDACTED]			
ABILITY TO DUPLICATE CURRENT/PROPOSED PLAN DESIGN, INCLUDING ABILITY TO AUTO-ADJUDICATE PLAN PROVISIONS	15	4	60
- Deviations identified on RFP Offeror Questionnaire - Ability to auto-adjudicate plan provisions as illustrated on RFP Offeror Questionnaire - Minimal plan design changes required to ensure plan provisions can be auto-adjudicated -Flexibility with regards to custom EOBs, appeals process in line with County requirements			
Notes:			

NETWORK DISRUPTION FOR DENTAL PLAN	15	5	75
- Vendor network match to County's utilized dental providers - Percentage of employee zip codes with available dental providers - Overall quality of network and minimal turnover			
Notes: [REDACTED]			
ADMINISTRATIVE CAPABILITIES (IMPLEMENTATION PLAN, CUSTOMER SERVICE, CLAIM SYSTEM CAPABILITIES, FUNDING ARRANGEMENTS & CYBERSECURITY)	15	4	60
- Completeness of staffing plan & staff assigned to County - Quality of the implementation plan provided - Customer service metrics provided for 2022 and 2023 - Ability to provide a designated team of customer service representatives and tenure of those representatives - Online and mobile capabilities (i.e., ability for members to obtain mobile ID card or to research provider quality on the vendor's website) - Flexibility in banking and premium payment to work with the County's administrative requirements - Scheduled significant claim system changes in the next 12-24 months - Ability to provide ongoing administration requirements on Tab J - Extent to which safeguards and processes are in place to protect data and maintain compliance with Cybersecurity			
Notes: [REDACTED]			
PERFORMANCE GUARANTEES	10	4	40
- Ability of vendor to duplicate requested performance guarantees - - Dollar amount of fees placed at risk for not meeting performance guarantees.			
Notes: [REDACTED]			
QUALIFICATIONS AND EXPERIENCE	10	5	50
- References provided are for large government employers - Sufficient number of Dental PPO members in California - Fiscal strength of the vendor and financial ratings - Experience/qualifications of staff assigned to the County			
Notes: [REDACTED]			
RESPONSIVENESS TO RFP INCLUDING EDITS TO MODEL CONTRACT AND SCOPE OF SERVICES	10	3	30
Amount and extent of redlines to the model contract (including attachments)			
Notes:			
Respondent Total	100		427.5
Total Weighted Possible Score			500
Converted to 100 point score total			85.5

Proposer's Name: Sun Life Evaluator Number: 3			
Weight: Each evaluation criteria is given a percent weight based on the importance to the Scope of Work.			
Score: Scores ranging from 0 "Unacceptable to 5 "Excellent" are given for each criteria as follows:			
CRITERIA	Weight (%)	Score (0-5)	Total (Weight X Score)
PROPOSED COST TO COUNTY (CLAIMS COSTS WITH NETWORK DISCOUNTS, ADMINISTRATIVE FEES, GUARANTEED NETWORK DISCOUNTS, & OTHER FEES/CREDITS)	25	4	100
- Claim costs adjusted for network discounts - Administration fees for status quo plan or plan with changes - Guaranteed in network discounts and % of ASO fees at risk - Services that require additional cost and any credits			
Notes: [REDACTED]			
ABILITY TO DUPLICATE CURRENT/PROPOSED PLAN DESIGN, INCLUDING ABILITY TO AUTO-ADJUDICATE PLAN PROVISIONS	15	3	45
- Deviations identified on RFP Offeror Questionnaire - Ability to auto-adjudicate plan provisions as illustrated on RFP Offeror Questionnaire - Minimal plan design changes required to ensure plan provisions can be auto-adjudicated -Flexibility with regards to custom EOBs, appeals process in line with County requirements			
Notes:			
NETWORK DISRUPTION FOR DENTAL PLAN	15	3	45
- Vendor network match to County's utilized dental providers - Percentage of employee zip codes with available dental providers - Overall quality of network and minimal turnover			
Notes: [REDACTED]			

ADMINISTRATIVE CAPABILITIES (IMPLEMENTATION PLAN, CUSTOMER SERVICE, CLAIM SYSTEM CAPABILITIES, FUNDING ARRANGEMENTS & CYBERSECURITY)	15	3	45
- Completeness of staffing plan & staff assigned to County - Quality of the implementation plan provided - Customer service metrics provided for 2022 adn 2023 - Ability to provide a designated team of customer service representatives and tenure of those representatives - Online and mobile capabilities (i.e., ability for members to obtain mobile ID card or to research provider quality on the vendor's website) - Flexibility in banking and premium payment to work with the County's administrative requirements - Scheduled significant claim system changes in the next 12-24 months - Ability to provide ongoing administration requirements on Tab J -Extent to which safeguards and processes are in place to protect data and maintain compliance with Cybersecurity			
Notes:			
PERFORMANCE GUARANTEES	10	0	0
- Ability of vendor to duplicate requested performance guarantees - yes - Dollar amount of fees placed at risk for not meeting performance guarantees			
Notes:			
QUALIFICATIONS AND EXPERIENCE	10	3	30
- References provided are for large government employers - Sufficient number of Dental PPO members in California - - Fiscal strength of the vendor and financial ratings - Experience/qualificaitons of staff assigned to the County			
Notes:			
RESPONSIVENESS TO RFP INCLUDING EDITS TO MODEL CONTRACT AND SCOPE OF SERVICES	10	3	30
Amount and extent of redlines to the model contract (including attachments)			
Notes:			
Respondent Total	100		295
Total Weighted Possible Score			500
Converted to 100 point score total			59

Proposer's Name: United Concordia Evaluator Number: 3			
Weight: Each evaluation criteria is given a percent weight based on the importance to the Scope of Work.			
Score: Scores ranging from 0 "Unacceptable to 5 "Excellent" are given for each criteria as follows:			
CRITERIA	Weight (%)	Score (0-5)	Total (Weight X Score)
PROPOSED COST TO COUNTY (CLAIMS COSTS WITH NETWORK DISCOUNTS, ADMINISTRATIVE FEES, GUARANTEED NETWORK DISCOUNTS, & OTHER FEES/CREDITS)	25	4	100
- Claim costs adjusted for network discounts - Administration fees for status quo plan or plan with changes - Guaranteed in network discounts and % of ASO fees at risk - Services that require additional cost and any credits			
Notes: 			
ABILITY TO DUPLICATE CURRENT/PROPOSED PLAN DESIGN, INCLUDING ABILITY TO AUTO-ADJUDICATE PLAN PROVISIONS	15	3	45
- Deviations identified on RFP Offeror Questionnaire - Ability to auto-adjudicate plan provisions as illustrated on RFP Offeror Questionnaire - Minimal plan design changes required to ensure plan provisions can be auto-adjudicated -Flexibility with regards to custom EOBs, appeals process in line with County requirements			
Notes:			
NETWORK DISRUPTION FOR DENTAL PLAN	15	4	60
- Vendor network match to County's utilized dental providers - Percentage of employee zip codes with available dental providers - Overall quality of network and minimal turnover			
Notes:			

ADMINISTRATIVE CAPABILITIES (IMPLEMENTATION PLAN, CUSTOMER SERVICE, CLAIM SYSTEM CAPABILITIES, FUNDING ARRANGEMENTS & CYBERSECURITY)	15	3	45
- Completeness of staffing plan & staff assigned to County - Quality of the implementation plan provided - Customer service metrics provided for 2022 and 2023 - Ability to provide a designated team of customer service representatives and tenure of those representatives - Online and mobile capabilities (i.e., ability for members to obtain mobile ID card or to research provider quality on the vendor's website) - Flexibility in banking and premium payment to work with the County's administrative requirements - Scheduled significant claim system changes in the next 12-24 months - Ability to provide ongoing administration requirements on Tab J -Extent to which safeguards and processes are in place to protect data and maintain compliance with Cybersecurity			
Notes:			
PERFORMANCE GUARANTEES	10	3	30
- Ability of vendor to duplicate requested performance guarantees - [REDACTED] - Dollar amount of fees placed at risk for not meeting performance guarantees			
Notes: [REDACTED]			
QUALIFICATIONS AND EXPERIENCE	10	4	40
- References provided are for large government employers - Sufficient number of Dental PPO members in California - Fiscal strength of the vendor and financial ratings - Experience/qualifications of staff assigned to the County			
Notes:			
RESPONSIVENESS TO RFP INCLUDING EDITS TO MODEL CONTRACT AND SCOPE OF SERVICES	10	3	30
Amount and extent of redlines to the model contract (including attachments)			
Notes:			
Respondent Total	100		350
Total Weighted Possible Score			500
Converted to 100 point score total			70

Proposer's Name: Blue Shield Evaluator Number: 3			
Weight: Each evaluation criteria is given a percent weight based on the importance to the Scope of Work.			
Score: Scores ranging from 0 "Unacceptable to 5 "Excellent" are given for each criteria as follows:			
CRITERIA	Weight (%)	Score (0-5)	Total (Weight X Score)
PROPOSED COST TO COUNTY (CLAIMS COSTS WITH NETWORK DISCOUNTS, ADMINISTRATIVE FEES, GUARANTEED NETWORK DISCOUNTS, & OTHER FEES/CREDITS)	25	4	100
- Claim costs adjusted for network discounts - Administration fees for status quo plan or plan with changes - Guaranteed in network discounts and % of ASO fees at risk - Services that require additional cost and any credits			
Notes: [REDACTED]			
ABILITY TO DUPLICATE CURRENT/PROPOSED PLAN DESIGN, INCLUDING ABILITY TO AUTO-ADJUDICATE PLAN PROVISIONS	15	5	75
- Deviations identified on RFP Offeror Questionnaire - Ability to auto-adjudicate plan provisions as illustrated on RFP Offeror Questionnaire - Minimal plan design changes required to ensure plan provisions can be auto-adjudicated -Flexibility with regards to custom EOBs, appeals process in line with County requirements			
Notes: [REDACTED]			
NETWORK DISRUPTION FOR DENTAL PLAN	15	4.5	67.5
- Vendor network match to County's utilized dental providers - Percentage of employee zip codes with available dental providers - Overall quality of network and minimal turnover			
Notes: [REDACTED]			

ADMINISTRATIVE CAPABILITIES (IMPLEMENTATION PLAN, CUSTOMER SERVICE, CLAIM SYSTEM CAPABILITIES, FUNDING ARRANGEMENTS & CYBERSECURITY)	15	5	75
<ul style="list-style-type: none"> - Completeness of staffing plan & staff assigned to County - Quality of the implementation plan provided - Customer service metrics provided for 2022 and 2023 - Ability to provide a designated team of customer service representatives and tenure of those representatives - Online and mobile capabilities (i.e., ability for members to obtain mobile ID card or to research provider quality on the vendor's website) - Flexibility in banking and premium payment to work with the County's administrative requirements - Scheduled significant claim system changes in the next 12-24 months - Ability to provide ongoing administration requirements on Tab J - Extent to which safeguards and processes are in place to protect data and maintain compliance with Cybersecurity 			
<p>Notes:</p> <div style="background-color: black; width: 100%; height: 200px; min-height: 100px;"></div>			
PERFORMANCE GUARANTEES	10	4	40
<ul style="list-style-type: none"> - Ability of vendor to duplicate requested performance guarantees - Dollar amount of fees placed at risk for not meeting performance guarantees 			
<p>Notes:</p> <div style="background-color: black; width: 100%; height: 15px;"></div>			

QUALIFICATIONS AND EXPERIENCE	10	5	50
- References provided are for large government employers - Sufficient number of Dental PPO members in California - [REDACTED] [REDACTED] - Fiscal strength of the vendor and financial ratings - Experience/qualificaitons of staff assigned to the County			
Notes: [REDACTED]			
RESPONSIVENESS TO RFP INCLUDING EDITS TO MODEL CONTRACT AND SCOPE OF SERVICES	10	4	40
Amount and extent of redlines to the model contract (including attachments)			
Notes:			
Respondent Total	100		447.5
Total Weighted Possible Score			500
Converted to 100 point score total			89.5

Proposer's Name: Cigna Evaluator Number: #4			
Weight: Each evaluation criteria is given a percent weight based on the importance to the Scope of Work.			
Score: Scores ranging from 0 "Unacceptable to 5 "Excellent" are given for each criteria as follows:			
CRITERIA	Weight (%)	Score (0-5)	Total (Weight X Score)
PROPOSED COST TO COUNTY (CLAIMS COSTS WITH NETWORK DISCOUNTS, ADMINISTRATIVE FEES, GUARANTEED NETWORK DISCOUNTS, & OTHER FEES/CREDITS)	25	4	100
- Claim costs adjusted for network discounts - Administration fees for status quo plan or plan with changes - Guaranteed in network discounts and % of ASO fees at risk - Services that require additional cost and any credits			
Notes: [REDACTED]			
ABILITY TO DUPLICATE CURRENT/PROPOSED PLAN DESIGN, INCLUDING ABILITY TO AUTO-ADJUDICATE PLAN PROVISIONS	15	3.5	52.5
- Deviations identified on RFP Offeror Questionnaire - Ability to auto-adjudicate plan provisions as illustrated on RFP Offeror Questionnaire - Minimal plan design changes required to ensure plan provisions can be auto-adjudicated -Flexibility with regards to custom EOBs, appeals process in line with County requirements			
Notes: [REDACTED]			
NETWORK DISRUPTION FOR DENTAL PLAN	15	3.5	52.5
- Vendor network match to County's utilized dental providers - Percentage of employee zip codes with available dental providers - Overall quality of network and minimal turnover			
Notes: [REDACTED]			

ADMINISTRATIVE CAPABILITIES (IMPLEMENTATION PLAN, CUSTOMER SERVICE, CLAIM SYSTEM CAPABILITIES, FUNDING ARRANGEMENTS & CYBERSECURITY)	15	3.5	52.5
<ul style="list-style-type: none"> - Completeness of staffing plan & staff assigned to County - Quality of the implementation plan provided - Customer service metrics provided for 2022 and 2023 - Ability to provide a designated team of customer service representatives and tenure of those representatives - Online and mobile capabilities (i.e., ability for members to obtain mobile ID card or to research provider quality on the vendor's website) - Flexibility in banking and premium payment to work with the County's administrative requirements - Scheduled significant claim system changes in the next 12-24 months - Ability to provide ongoing administration requirements on Tab J -Extent to which safeguards and processes are in place to protect data and maintain compliance with Cybersecurity 			
Notes: [REDACTED]			
PERFORMANCE GUARANTEES	10	4	40
<ul style="list-style-type: none"> - Ability of vendor to duplicate requested performance guarantees - Dollar amount of fees placed at risk for not meeting performance guarantees 			
Notes: [REDACTED]			
QUALIFICATIONS AND EXPERIENCE	10	5	50
<ul style="list-style-type: none"> - References provided are for large government employers - Sufficient number of Dental PPO members in California - Fiscal strength of the vendor and financial ratings - Experience/qualifications of staff assigned to the County 			
Notes: [REDACTED]			
RESPONSIVENESS TO RFP INCLUDING EDITS TO MODEL CONTRACT AND SCOPE OF SERVICES	10	0	0
Amount and extent of redlines to the model contract (including attachments)			
Notes: [REDACTED]			
Respondent Total	100		347.5
Total Weighted Possible Score			500
Converted to 100 point score total			69.5

Proposer's Name: Delta Dental Evaluator Number: #4			
Weight: Each evaluation criteria is given a percent weight based on the importance to the Scope of Work.			
Score: Scores ranging from 0 "Unacceptable to 5 "Excellent" are given for each criteria as follows:			
CRITERIA	Weight (%)	Score (0-5)	Total (Weight X Score)
PROPOSED COST TO COUNTY (CLAIMS COSTS WITH NETWORK DISCOUNTS, ADMINISTRATIVE FEES, GUARANTEED NETWORK DISCOUNTS, & OTHER FEES/CREDITS)	25	4	100
- Claim costs adjusted for network discounts - Administration fees for status quo plan or plan with changes - Guaranteed in network discounts and % of ASO fees at risk - Services that require additional cost and any credits			
Notes: [REDACTED]			
ABILITY TO DUPLICATE CURRENT/PROPOSED PLAN DESIGN, INCLUDING ABILITY TO AUTO-ADJUDICATE PLAN PROVISIONS	15	3.5	52.5
- Deviations identified on RFP Offeror Questionnaire - Ability to auto-adjudicate plan provisions as illustrated on RFP Offeror Questionnaire - Minimal plan design changes required to ensure plan provisions can be auto-adjudicated -Flexibility with regards to custom EOBs, appeals process in line with County requirements			
Notes: [REDACTED]			
NETWORK DISRUPTION FOR DENTAL PLAN	15	5	75
- Vendor network match to County's utilized dental providers - Percentage of employee zip codes with available dental providers - Overall quality of network and minimal turnover			
Notes: [REDACTED]			

ADMINISTRATIVE CAPABILITIES (IMPLEMENTATION PLAN, CUSTOMER SERVICE, CLAIM SYSTEM CAPABILITIES, FUNDING ARRANGEMENTS & CYBERSECURITY)	15	4	60
- Completeness of staffing plan & staff assigned to County - Quality of the implementation plan provided - Customer service metrics provided for 2022 adn 2023 - Ability to provide a designated team of customer service representatives and tenure of those representatives - Online and mobile capabilities (i.e., ability for members to obtain mobile ID card or to research provider quality on the vendor's website) - Flexibility in banking and premium payment to work with the County's administrative requirements - Scheduled significant claim system changes in the next 12-24 months - Ability to provide ongoing administration requirements on Tab J -Extent to which safeguards and processes are in place to protect data and maintain compliance with Cybersecurity			
Notes: [REDACTED]			
PERFORMANCE GUARANTEES	10	3.5	35
- Ability of vendor to duplicate requested performance guarantees - Dollar amount of fees placed at risk for not meeting performance guarantees			
Notes: [REDACTED]			
QUALIFICATIONS AND EXPERIENCE	10	5	50
- References provided are for large government employers - Sufficient number of Dental PPO members in California - Fiscal strength of the vendor and financial ratings - Experience/qualificaitons of staff assigned to the County			
Notes: [REDACTED]			
RESPONSIVENESS TO RFP INCLUDING EDITS TO MODEL CONTRACT AND SCOPE OF SERVICES	10	3	30
Amount and extent of redlines to the model contract (including attachments)			
Notes: [REDACTED]			
Respondent Total	100		402.5
Total Weighted Possible Score			500
Converted to 100 point score total			80.5

Proposer's Name: SunLife Evaluator Number: #4			
Weight: Each evaluation criteria is given a percent weight based on the importance to the Scope of Work.			
Score: Scores ranging from 0 "Unacceptable to 5 "Excellent" are given for each criteria as follows:			
CRITERIA	Weight (%)	Score (0-5)	Total (Weight X Score)
PROPOSED COST TO COUNTY (CLAIMS COSTS WITH NETWORK DISCOUNTS, ADMINISTRATIVE FEES, GUARANTEED NETWORK DISCOUNTS, & OTHER FEES/CREDITS)	25	4	100
- Claim costs adjusted for network discounts - Administration fees for status quo plan or plan with changes - Guaranteed in network discounts and % of ASO fees at risk - Services that require additional cost and any credits			
Notes: [REDACTED]			
ABILITY TO DUPLICATE CURRENT/PROPOSED PLAN DESIGN, INCLUDING ABILITY TO AUTO-ADJUDICATE PLAN PROVISIONS	15	3	45
- Deviations identified on RFP Offeror Questionnaire - Ability to auto-adjudicate plan provisions as illustrated on RFP Offeror Questionnaire - Minimal plan design changes required to ensure plan provisions can be auto-adjudicated -Flexibility with regards to custom EOBs, appeals process in line with County requirements			
Notes: [REDACTED]			
PLAN	15	3.5	52.5
- Vendor network match to County's utilized dental providers - Percentage of employee zip codes with available dental providers - Overall quality of network and minimal turnover			
Notes: [REDACTED]			

ADMINISTRATIVE CAPABILITIES (IMPLEMENTATION PLAN, CUSTOMER SERVICE, CLAIM SYSTEM CAPABILITIES, FUNDING ARRANGEMENTS & CYBERSECURITY)	15	3	45
<ul style="list-style-type: none"> - Completeness of staffing plan & staff assigned to County - Quality of the implementation plan provided - Customer service metrics provided for 2022 and 2023 - Ability to provide a designated team of customer service representatives and tenure of those representatives - Online and mobile capabilities (i.e., ability for members to obtain mobile ID card or to research provider quality on the vendor's website) - Flexibility in banking and premium payment to work with the County's administrative requirements - Scheduled significant claim system changes in the next 12-24 months - Ability to provide ongoing administration requirements on Tab J -Extent to which safeguards and processes are in place to protect data and maintain compliance with Cybersecurity 			
Notes: [REDACTED]			
PERFORMANCE GUARANTEES	10	0	0
<ul style="list-style-type: none"> - Ability of vendor to duplicate requested performance guarantees - Dollar amount of fees placed at risk for not meeting performance guarantees 			
Notes: [REDACTED]			
QUALIFICATIONS AND EXPERIENCE	10	3.5	35
<ul style="list-style-type: none"> - References provided are for large government employers - Sufficient number of Dental PPO members in California - Fiscal strength of the vendor and financial ratings - Experience/qualifications of staff assigned to the County 			
Notes:			
RESPONSIVENESS TO RFP INCLUDING EDITS TO MODEL CONTRACT AND SCOPE OF SERVICES	10	2.5	25
Amount and extent of redlines to the model contract (including attachments)			
Notes: [REDACTED]			
Respondent Total	100		302.5
Total Weighted Possible Score			500
Converted to 100 point score total			60.5

Proposer's Name: United Concordia Evaluator Number: #4			
Weight: Each evaluation criteria is given a percent weight based on the importance to the Scope of Work.			
Score: Scores ranging from 0 "Unacceptable to 5 "Excellent" are given for each criteria as follows:			
CRITERIA	Weight (%)	Score (0-5)	Total (Weight X Score)
PROPOSED COST TO COUNTY (CLAIMS COSTS WITH NETWORK DISCOUNTS, ADMINISTRATIVE FEES, GUARANTEED NETWORK DISCOUNTS, & OTHER FEES/CREDITS)	25	4.5	112.5
- Claim costs adjusted for network discounts - Administration fees for status quo plan or plan with changes - Guaranteed in network discounts and % of ASO fees at risk - Services that require additional cost and any credits			
Notes: [REDACTED]			
ABILITY TO DUPLICATE CURRENT/PROPOSED PLAN DESIGN, INCLUDING ABILITY TO AUTO-ADJUDICATE PLAN PROVISIONS	15	3	45
- Deviations identified on RFP Offeror Questionnaire - Ability to auto-adjudicate plan provisions as illustrated on RFP Offeror Questionnaire - Minimal plan design changes required to ensure plan provisions can be auto-adjudicated -Flexibility with regards to custom EOBs, appeals process in line with County requirements			
Notes: [REDACTED]			
NETWORK DISRUPTION FOR DENTAL PLAN	15	5	75
- Vendor network match to County's utilized dental providers - Percentage of employee zip codes with available dental providers - Overall quality of network and minimal turnover			
Notes: [REDACTED]			

ADMINISTRATIVE CAPABILITIES (IMPLEMENTATION PLAN, CUSTOMER SERVICE, CLAIM SYSTEM CAPABILITIES, FUNDING ARRANGEMENTS & CYBERSECURITY)	15	3	45
- Completeness of staffing plan & staff assigned to County - Quality of the implementation plan provided - Customer service metrics provided for 2022 adn 2023 - Ability to provide a designated team of customer service representatives and tenure of those representatives - Online and mobile capabilities (i.e., ability for members to obtain mobile ID card or to research provider quality on the vendor's website) - Flexibility in banking and premium payment to work with the County's administrative requirements - Scheduled significant claim system changes in the next 12-24 months - Ability to provide ongoing administration requirements on Tab J -Extent to which safeguards and processes are in place to protect data and maintain compliance with Cybersecurity			
Notes: [REDACTED]			
PERFORMANCE GUARANTEES	10	3	30
- Ability of vendor to duplicate requested performance guarantees - Dollar amount of fees placed at risk for not meeting performance guarantees			
Notes: [REDACTED]			
QUALIFICATIONS AND EXPERIENCE	10	4	40
- References provided are for large government employers - Sufficient number of Dental PPO members in California - Fiscal strength of the vendor and financial ratings - Experience/qualificaitons of staff assigned to the County			
Notes: [REDACTED]			
RESPONSIVENESS TO RFP INCLUDING EDITS TO MODEL CONTRACT AND SCOPE OF SERVICES	10	3	30
Amount and extent of redlines to the model contract (including attachments)			
Notes: [REDACTED]			
Respondent Total	100		377.5
Total Weighted Possible Score			500
Converted to 100 point score total			75.5

Proposer's Name: Blue Shield Evaluator Number: #4			
Weight: Each evaluation criteria is given a percent weight based on the importance to the Scope of Work.			
Score: Scores ranging from 0 "Unacceptable to 5 "Excellent" are given for each criteria as follows:			
CRITERIA	Weight (%)	Score (0-5)	Total (Weight X Score)
PROPOSED COST TO COUNTY (CLAIMS COSTS WITH NETWORK DISCOUNTS, ADMINISTRATIVE FEES, GUARANTEED NETWORK DISCOUNTS, & OTHER FEES/CREDITS)	25	4	100
- Claim costs adjusted for network discounts - Administration fees for status quo plan or plan with changes - Guaranteed in network discounts and % of ASO fees at risk - Services that require additional cost and any credits			
Notes: [REDACTED]			
ABILITY TO DUPLICATE CURRENT/PROPOSED PLAN DESIGN, INCLUDING ABILITY TO AUTO-ADJUDICATE PLAN PROVISIONS	15	5	75
- Deviations identified on RFP Offeror Questionnaire - Ability to auto-adjudicate plan provisions as illustrated on RFP Offeror Questionnaire - Minimal plan design changes required to ensure plan provisions can be auto-adjudicated -Flexibility with regards to custom EOBs, appeals process in line with County requirements			
Notes: [REDACTED]			
NETWORK DISRUPTION FOR DENTAL PLAN	15	4.5	67.5
- Vendor network match to County's utilized dental providers - Percentage of employee zip codes with available dental providers - Overall quality of network and minimal turnover			
Notes: [REDACTED]			

ADMINISTRATIVE CAPABILITIES (IMPLEMENTATION PLAN, CUSTOMER SERVICE, CLAIM SYSTEM CAPABILITIES, FUNDING ARRANGEMENTS & CYBERSECURITY)	15	5	75
<ul style="list-style-type: none"> - Completeness of staffing plan & staff assigned to County - Quality of the implementation plan provided - Customer service metrics provided for 2022 and 2023 - Ability to provide a designated team of customer service representatives and tenure of those representatives - Online and mobile capabilities (i.e., ability for members to obtain mobile ID card or to research provider quality on the vendor's website) - Flexibility in banking and premium payment to work with the County's administrative requirements - Scheduled significant claim system changes in the next 12-24 months - Ability to provide ongoing administration requirements on Tab J -Extent to which safeguards and processes are in place to protect data and maintain compliance with Cybersecurity 			
Notes: [REDACTED]			
PERFORMANCE GUARANTEES	10	4	40
<ul style="list-style-type: none"> - Ability of vendor to duplicate requested performance guarantees - Dollar amount of fees placed at risk for not meeting performance guarantees 			
Notes: [REDACTED]			
QUALIFICATIONS AND EXPERIENCE	10	5	50
<ul style="list-style-type: none"> - References provided are for large government employers - Sufficient number of Dental PPO members in California - Fiscal strength of the vendor and financial ratings - Experience/qualifications of staff assigned to the County 			
Notes: [REDACTED]			
RESPONSIVENESS TO RFP INCLUDING EDITS TO MODEL CONTRACT AND SCOPE OF SERVICES	10	4.5	45
Amount and extent of redlines to the model contract (including attachments)			
Notes: [REDACTED]			
Respondent Total	100		452.5
Total Weighted Possible Score			500
Converted to 100 point score total			90.5

Proposer's Name: Cigna Evaluator Number: 05			
Weight: Each evaluation criteria is given a percent weight based on the importance to the Scope of Work.			
Score: Scores ranging from 0 "Unacceptable to 5 "Excellent" are given for each criteria as follows:			
CRITERIA	Weight (%)	Score (0-5)	Total (Weight X Score)
PROPOSED COST TO COUNTY (CLAIMS COSTS WITH NETWORK DISCOUNTS, ADMINISTRATIVE FEES, GUARANTEED NETWORK DISCOUNTS, & OTHER FEES/CREDITS)	25	4	100
- Claim costs adjusted for network discounts - Administration fees for status quo plan or plan with changes - Guaranteed in network discounts and % of ASO fees at risk - Services that require additional cost and any credits			
Notes: [REDACTED]			
ABILITY TO DUPLICATE CURRENT/PROPOSED PLAN DESIGN, INCLUDING ABILITY TO AUTO-ADJUDICATE PLAN PROVISIONS	15	4	60
- Deviations identified on RFP Offeror Questionnaire - Ability to auto-adjudicate plan provisions as illustrated on RFP Offeror Questionnaire - Minimal plan design changes required to ensure plan provisions can be auto-adjudicated -Flexibility with regards to custom EOBs, appeals process in line with County requirements			
Notes: [REDACTED]			
NETWORK DISRUPTION FOR DENTAL PLAN	15	4	60
- Vendor network match to County's utilized dental providers - Percentage of employee zip codes with available dental providers - Overall quality of network and minimal turnover			
Notes: [REDACTED]			

QUALIFICATIONS AND EXPERIENCE	10	4	40
- References provided are for large government employers - Sufficient number of Dental PPO members in California - Fiscal strength of the vendor and financial ratings - Experience/qualificaitons of staff assigned to the County			
Notes: [REDACTED]			
EDITS TO MODEL CONTRACT AND SCOPE OF SERVICES	10	0	0
Amount and extent of redlines to the model contract (including attachments)			
Notes: [REDACTED]			
Respondent Total	100		360
Total Weighted Possible Score			500
Converted to 100 point score total			72

Proposer's Name: Delta Dental of California Evaluator Number: 05			
Weight: Each evaluation criteria is given a percent weight based on the importance to the Scope of Work.			
Score: Scores ranging from 0 "Unacceptable to 5 "Excellent" are given for each criteria as follows:			
CRITERIA	Weight (%)	Score (0-5)	Total (Weight X Score)
PROPOSED COST TO COUNTY (CLAIMS COSTS WITH NETWORK DISCOUNTS, ADMINISTRATIVE FEES, GUARANTEED NETWORK DISCOUNTS, & OTHER FEES/CREDITS)	25	4	100
- Claim costs adjusted for network discounts - Administration fees for status quo plan or plan with changes - Guaranteed in network discounts and % of ASO fees at risk - Services that require additional cost and any credits			
Notes: [REDACTED]			
ABILITY TO DUPLICATE CURRENT/PROPOSED PLAN DESIGN, INCLUDING ABILITY TO AUTO-ADJUDICATE PLAN PROVISIONS	15	4	60
- Deviations identified on RFP Offeror Questionnaire - Ability to auto-adjudicate plan provisions as illustrated on RFP Offeror Questionnaire - Minimal plan design changes required to ensure plan provisions can be auto-adjudicated -Flexibility with regards to custom EOBs, appeals process in line with County requirements			
Notes: [REDACTED]			
NETWORK DISRUPTION FOR DENTAL PLAN	15	4.5	67.5
- Vendor network match to County's utilized dental providers - Percentage of employee zip codes with available dental providers - Overall quality of network and minimal turnover			
Notes: [REDACTED]			

QUALIFICATIONS AND EXPERIENCE	10	5	50
- References provided are for large government employers - Sufficient number of Dental PPO members in California - Fiscal strength of the vendor and financial ratings - Experience/qualificaitons of staff assigned to the County			
Notes: [REDACTED]			
EDITING EDITS TO MODEL CONTRACT AND SCOPE OF SERVICES	10	3.5	35
Amount and extent of redlines to the model contract (including attachments)			
Notes: [REDACTED]			
Respondent Total	100		407.5
Total Weighted Possible Score			500
Converted to 100 point score total			81.5

Proposer's Name: Sun Life Evaluator Number: 05			
Weight: Each evaluation criteria is given a percent weight based on the importance to the Scope of Work.			
Score: Scores ranging from 0 "Unacceptable to 5 "Excellent" are given for each criteria as follows:			
CRITERIA	Weight (%)	Score (0-5)	Total (Weight X Score)
PROPOSED COST TO COUNTY (CLAIMS COSTS WITH NETWORK DISCOUNTS, ADMINISTRATIVE FEES, GUARANTEED NETWORK DISCOUNTS, & OTHER FEES/CREDITS)	25	3.5	87.5
- Claim costs adjusted for network discounts - Administration fees for status quo plan or plan with changes - Guaranteed in network discounts and % of ASO fees at risk - Services that require additional cost and any credits			
Notes: [REDACTED]			
ABILITY TO DUPLICATE CURRENT/PROPOSED PLAN DESIGN, INCLUDING ABILITY TO AUTO-ADJUDICATE PLAN PROVISIONS	15	3	45
- Deviations identified on RFP Offeror Questionnaire - Ability to auto-adjudicate plan provisions as illustrated on RFP Offeror Questionnaire - Minimal plan design changes required to ensure plan provisions can be auto-adjudicated -Flexibility with regards to custom EOBs, appeals process in line with County requirements			
Notes: [REDACTED]			
NETWORK DISRUPTION FOR DENTAL PLAN	15	3	45
- Vendor network match to County's utilized dental providers - Percentage of employee zip codes with available dental providers - Overall quality of network and minimal turnover			
Notes: [REDACTED]			

ADMINISTRATIVE CAPABILITIES (IMPLEMENTATION PLAN, CUSTOMER SERVICE, CLAIM SYSTEM CAPABILITIES, FUNDING ARRANGEMENTS & CYBERSECURITY)	15	3	45
<ul style="list-style-type: none"> - Completeness of staffing plan & staff assigned to County - Quality of the implementation plan provided - Customer service metrics provided for 2022 and 2023 - Ability to provide a designated team of customer service representatives and tenure of those representatives - Online and mobile capabilities (i.e., ability for members to obtain mobile ID card or to research provider quality on the vendor's website) - Flexibility in banking and premium payment to work with the County's administrative requirements - Scheduled significant claim system changes in the next 12-24 months - Ability to provide ongoing administration requirements on Tab J -Extent to which safeguards and processes are in place to protect data and maintain compliance with Cybersecurity 			
<p>Notes:</p> <div style="background-color: black; width: 100%; height: 25px; margin-bottom: 5px;"></div> <div style="background-color: black; width: 100%; height: 25px; margin-bottom: 5px;"></div> <div style="background-color: black; width: 100%; height: 25px; margin-bottom: 5px;"></div> <div style="background-color: black; width: 100%; height: 25px; margin-bottom: 5px;"></div> <div style="background-color: black; width: 100%; height: 25px; margin-bottom: 5px;"></div> <div style="background-color: black; width: 100%; height: 25px; margin-bottom: 5px;"></div> <div style="background-color: black; width: 100%; height: 25px; margin-bottom: 5px;"></div> <div style="background-color: black; width: 100%; height: 25px; margin-bottom: 5px;"></div> <div style="background-color: black; width: 100%; height: 25px; margin-bottom: 5px;"></div> <div style="background-color: black; width: 100%; height: 25px; margin-bottom: 5px;"></div> <div style="background-color: black; width: 100%; height: 25px; margin-bottom: 5px;"></div>			
PERFORMANCE GUARANTEES	10	0	0
<ul style="list-style-type: none"> - Ability of vendor to duplicate requested performance guarantees - Dollar amount of fees placed at risk for not meeting performance guarantees 			
<p>Notes:</p> <div style="background-color: black; width: 100%; height: 25px; margin-bottom: 5px;"></div> <div style="background-color: black; width: 100%; height: 25px; margin-bottom: 5px;"></div>			

QUALIFICATIONS AND EXPERIENCE	10	3.5	35
- References provided are for large government employers - Sufficient number of Dental PPO members in California - Fiscal strength of the vendor and financial ratings - Experience/qualificaitons of staff assigned to the County			
Notes: [REDACTED]			
SCOPE OF SERVICES	10	3	30
Amount and extent of redlines to the model contract (including attachments)			
Notes: Redline [REDACTED]			
Respondent Total	100		287.5
Total Weighted Possible Score			500
Converted to 100 point score total			57.5

Proposer's Name: United Concordia Dental Evaluator Number: 05			
Weight: Each evaluation criteria is given a percent weight based on the importance to the Scope of Work.			
Score: Scores ranging from 0 "Unacceptable to 5 "Excellent" are given for each criteria as follows:			
CRITERIA	Weight (%)	Score (0-5)	Total (Weight X Score)
PROPOSED COST TO COUNTY (CLAIMS COSTS WITH NETWORK DISCOUNTS, ADMINISTRATIVE FEES, GUARANTEED NETWORK DISCOUNTS, & OTHER FEES/CREDITS)	25	4	100
- Claim costs adjusted for network discounts - Administration fees for status quo plan or plan with changes - Guaranteed in network discounts and % of ASO fees at risk - Services that require additional cost and any credits			
Notes: [REDACTED]			
ABILITY TO DUPLICATE CURRENT/PROPOSED PLAN DESIGN, INCLUDING ABILITY TO AUTO-ADJUDICATE PLAN PROVISIONS	15	3.5	52.5
- Deviations identified on RFP Offeror Questionnaire - Ability to auto-adjudicate plan provisions as illustrated on RFP Offeror Questionnaire - Minimal plan design changes required to ensure plan provisions can be auto-adjudicated -Flexibility with regards to custom EOBs, appeals process in line with County requirements			
Notes: [REDACTED]			
NETWORK DISRUPTION FOR DENTAL PLAN	15	4.5	67.5
- Vendor network match to County's utilized dental providers - Percentage of employee zip codes with available dental providers - Overall quality of network and minimal turnover			
Notes: [REDACTED]			

ADMINISTRATIVE CAPABILITIES (IMPLEMENTATION PLAN, CUSTOMER SERVICE, CLAIM SYSTEM CAPABILITIES, FUNDING ARRANGEMENTS & CYBERSECURITY)	15	3	45
<ul style="list-style-type: none"> - Completeness of staffing plan & staff assigned to County - Quality of the implementation plan provided - Customer service metrics provided for 2022 and 2023 - Ability to provide a designated team of customer service representatives and tenure of those representatives - Online and mobile capabilities (i.e., ability for members to obtain mobile ID card or to research provider quality on the vendor's website) - Flexibility in banking and premium payment to work with the County's administrative requirements - Scheduled significant claim system changes in the next 12-24 months - Ability to provide ongoing administration requirements on Tab J -Extent to which safeguards and processes are in place to protect data and maintain compliance with Cybersecurity 			
<p>Notes:</p> <div style="background-color: black; width: 100%; height: 100%; min-height: 200px;"></div>			
PERFORMANCE GUARANTEES	10	3	30
<ul style="list-style-type: none"> - Ability of vendor to duplicate requested performance guarantees - Dollar amount of fees placed at risk for not meeting performance guarantees 			
<p>Notes:</p> <div style="background-color: black; width: 100%; height: 100%; min-height: 150px;"></div>			

QUALIFICATIONS AND EXPERIENCE	10	4	40
- References provided are for large government employers - Sufficient number of Dental PPO members in California - Fiscal strength of the vendor and financial ratings - Experience/qualificaitons of staff assigned to the County			
Notes: [REDACTED]			
EDITS TO MODEL CONTRACT AND SCOPE OF SERVICES	10	3	30
Amount and extent of redlines to the model contract (including attachments)			
Notes: [REDACTED]			
Respondent Total	100		365
Total Weighted Possible Score			500
Converted to 100 point score total			73

Proposer's Name: Blue Shield Of California Evaluator Number: 05			
Weight: Each evaluation criteria is given a percent weight based on the importance to the Scope of Work.			
Score: Scores ranging from 0 "Unacceptable to 5 "Excellent" are given for each criteria as follows:			
CRITERIA	Weight (%)	Score (0-5)	Total (Weight X Score)
PROPOSED COST TO COUNTY (CLAIMS COSTS WITH NETWORK DISCOUNTS, ADMINISTRATIVE FEES, GUARANTEED NETWORK DISCOUNTS, & OTHER FEES/CREDITS)	25	4	100
- Claim costs adjusted for network discounts - Administration fees for status quo plan or plan with changes - Guaranteed in network discounts and % of ASO fees at risk - Services that require additional cost and any credits			
Notes: [REDACTED]			
ABILITY TO DUPLICATE CURRENT/PROPOSED PLAN DESIGN, INCLUDING ABILITY TO AUTO-ADJUDICATE PLAN PROVISIONS	15	5	75
- Deviations identified on RFP Offeror Questionnaire - Ability to auto-adjudicate plan provisions as illustrated on RFP Offeror Questionnaire - Minimal plan design changes required to ensure plan provisions can be auto-adjudicated -Flexibility with regards to custom EOBs, appeals process in line with County requirements			
Notes: [REDACTED]			
	15	4	60
- Vendor network match to County's utilized dental providers - Percentage of employee zip codes with available dental providers - Overall quality of network and minimal turnover			
Notes: [REDACTED]			

ADMINISTRATIVE CAPABILITIES (IMPLEMENTATION PLAN, CUSTOMER SERVICE, CLAIM SYSTEM CAPABILITIES, FUNDING ARRANGEMENTS & CYBERSECURITY)	15	5	75
<ul style="list-style-type: none"> - Completeness of staffing plan & staff assigned to County - Quality of the implementation plan provided - Customer service metrics provided for 2022 and 2023 - Ability to provide a designated team of customer service representatives and tenure of those representatives - Online and mobile capabilities (i.e., ability for members to obtain mobile ID card or to research provider quality on the vendor's website) - Flexibility in banking and premium payment to work with the County's administrative requirements - Scheduled significant claim system changes in the next 12-24 months - Ability to provide ongoing administration requirements on Tab J -Extent to which safeguards and processes are in place to protect data and maintain compliance with Cybersecurity 			
<p>Notes:</p> <div style="background-color: black; width: 100%; height: 200px; min-height: 100px;"></div>			
PERFORMANCE GUARANTEES	10	5	50
<ul style="list-style-type: none"> - Ability of vendor to duplicate requested performance guarantees - Dollar amount of fees placed at risk for not meeting performance guarantees 			
<p>Notes:</p> <div style="background-color: black; width: 100%; height: 60px; min-height: 40px;"></div>			

QUALIFICATIONS AND EXPERIENCE	10	5	50
- References provided are for large government employers - Sufficient number of Dental PPO members in California - Fiscal strength of the vendor and financial ratings - Experience/qualificaitons of staff assigned to the County			
Notes: [REDACTED]			
VENESS TO RFP INCLUDING EDITS TO MODEL CONTRACT AND SCOPE OF SERVICES	10	4	40
Amount and extent of redlines to the model contract (including attachments)			
Notes: [REDACTED]			
Respondent Total	100		450
Total Weighted Possible Score			500
Converted to 100 point score total			90