



### Notice of Intent to Award

Solicitation Number	269261	Award Date	12/21/2022   2:36 PM CST
Solicitation Title	Group Medical Coverage for PPO Plan Only		
Buyer Name	Scott Ferguson	Buyer Email	scott.ferguson@nashville.gov
BAO Rep	Jeremy Frye	BAO Email	jeremy.frye@nashville.gov

### Awarded Supplier(s)

In reference to the above solicitation and contingent upon successful contract negotiation, it is the intent of the Metropolitan Government of Nashville and Davidson County to award to the following supplier(s):

Company Name	CIGNA Health & Life Insurance Co	Company Contact	Paul Huffman	
Street Address	730 Cool Springs Blvd., Suite 500			
City	Franklin	State	TN	Zipcode 37067

Company Name		Company Contact		
Street Address				
City		State		Zipcode

Company Name		Company Contact		
Street Address				
City		State		Zipcode

### Certificate of Insurance

The awarded supplier(s) must submit a certificate of insurance (COI) indicating all applicable coverage required by the referenced solicitation. The COI should be emailed to the referenced buyer no more than 15 days after the referenced award date.

### Equal Business Opportunity Program

Where applicable, the awarded supplier(s) must submit a signed copy of the letter of intent to perform for any and all minority-owned (MBE) or woman-owned (WBE) subcontractors included in the solicitation response. The letter(s) should be emailed to the referenced business assistance office (BAO) rep no more than two business days after the referenced award date.

Yes, the EBO Program is applicable.

No, the EBO Program is not applicable.

### Monthly Reporting

Where applicable, the awarded supplier(s) will be required monthly to submit evidence of participation and payment to all small (SBE), minority-owned (MBE), women-owned (WBE), LGBT-owned (LGBTBE), and service disabled veteran owned (SDV) subcontractors. Sufficient evidence may include, but is not necessarily limited to copies of subcontracts, purchase orders, applications for payment, invoices, and cancelled checks.

Questions related to contract compliance may be directed to the referenced BAO rep.

Yes, monthly reporting is applicable.

No, monthly reporting is not applicable.

### Public Information and Records Retention

Solicitation and award documentation are available upon request. Please email the referenced buyer to arrange.

A copy of this notice will be placed in the solicitation file and sent to all offerors.

### Right to Protest

Per MCL 4.36.010 – any actual or prospective bidder, offeror, or contractor who is aggrieved in connection with the solicitation or award of a contract may protest to the purchasing agent. The protest shall be submitted in writing within ten (10) days after such aggrieved person knows or should have known of the facts giving rise thereto.

MAL Supervisor (Initial)

Michelle A. Hernandez Lane  
Michelle A. Hernandez Lane  
Purchasing Agent & Chief Procurement Officer

RFQ# 29261 - Group Medical Coverage for PPO Plan Only				
Evaluation Criteria	Aetna Life Insurance Company	Blue Cross Blue Shield of TN	Cigna Health & Life Insurance Co	United Healthcare Services
<b>PPO Plan</b>				
<b>Licensing Requirements</b>	Yes	Yes	Yes	Yes
<b>Background Check Acceptance</b>	Yes	Yes	Yes	Yes
<b>Solicitation Acceptance</b>	Yes	Yes	Yes	Yes
<b>Contract Acceptance</b>	Yes, with exceptions	Yes, with exceptions	Yes, with exceptions	Yes, with exceptions
<b>ISA Questionnaire Completed and Terms Accepted</b>	Yes	Yes	Yes	Yes
<b>PPO Experience, Account Management and Account Administration and Member Services (30 Points)</b>	24.72	21.20	30.00	29.12
<b>PPO Provider Network Access, Disruption and Discount Guarantees (19 Points)</b>	14.24	16.62	19.00	11.86
<b>PPO Pharmacy (9 Points)</b>	6.35	7.94	7.94	9.00
<b>PPO Tools, Communications, Health Management and Reporting Guarantees (7 Points)</b>	3.92	3.04	7.00	4.36
<b>Diversity Survey (5 Points)</b>	5.00	4.50	4.00	5.00
<b>Pricing (30 Points)</b>	29.58	30.00	29.88	29.97
<b>Totals</b>	<b>83.81</b>	<b>83.30</b>	<b>97.82</b>	<b>89.31</b>

### Strengths & Weaknesses

#### Aetna Life Insurance Company

##### **PPO Experience, Account Management and Account Administration and Member Services**

**Strengths:** Firm's response addressed everything requested in the RFP except for the weaknesses noted below.

**Weaknesses:** Q#3 - Firm did not describe in detail how they will ensure adequate staff to service Metro. Q#24 - Firm did not provide an explanation for their timing and process for these types of notifications. Q#28E - Firm failed to provide the average hold time of a member in 2021.

##### **PPO Provider Network Access, Disruption and Discount Guarantees**

**Strengths:** Firm's response addressed everything requested in the RFP except for the weaknesses noted below.

**Weaknesses:** Q#39B - Firm did not provide a specific response of "Yes" or "No". Q#42 - Firm did not provide a discount guarantee for each year of the agreement.

##### **PPO Pharmacy**

**Strengths:** Firm's response addressed everything requested in the RFP except for the weaknesses noted below.

**Weaknesses:** Q#49 - Firm did not describe their strategies for any category. Q#65 - Firm did not confirm. Q#68 - Firm will not agree to provide a copy of MAC list.

##### **PPO Tools, Communications, Health Management and Reporting Guarantees**

**Strengths:** Firm's response addressed everything requested in the RFP except for the weakness noted below.

**Weaknesses:** Q#73 - Firm does not offer virtual resources giving members access to speak directly with therapists/counselors/etc.

##### **Diversity Survey**

**Strengths:** Overall strong plan highlighted key diversity, equity, and inclusion practices.

**Weaknesses:** No weaknesses were noted.

#### Blue Cross Blue Shield of TN

##### **PPO Experience, Account Management and Account Administration and Member Services**

**Strengths:** Firm's response addressed everything requested in the RFP except for the weaknesses noted below. Firm's response to the following question was a strength: Q#28 B - 24/7 Customer service with the exception of holidays.

**Weaknesses:** Q#3 - Firm did not describe in detail how they will ensure adequate staff to service Metro. Q#6 - Firm did not outline specific proactive measures and define "data driven analytics". Q#10 - Firm failed to meet the Requirement to allow Metro HR to have direct access to their system to make real time eligibility updates. Q#11 - Firm failed to meet requested specific schedule of 8:00am to 6:00pm Central Time. Q#13 - Firm failed to confirm requirement of 7-10 business days to deliver ID Cards. Q#16 - Firm failed to outline the continuous routine in-service training. Q#24 - Firm agreed to provide only "select" legislative changes as opposed to Metro's request for "any" and did not provide an explanation for their timing and process for these types of notifications. Q#26 - Firm failed to provide detailed description of 3rd party appeals process.

##### **PPO Provider Network Access, Disruption and Discount Guarantees**

**Strengths:** Firm's response addressed everything requested in the RFP except for the weakness noted below.

**Weaknesses:** Q#44 - Firm's savings guarantee excludes pensioners.

##### **PPO Pharmacy**

**Strengths:** Firm's response addressed everything requested in the RFP except for the weakness noted below. Firm's response to the following question was a strength: Q#62 - No member disruption.

**Weaknesses:** Q#50 - Firm's response time is five (5) times longer than all other bidders.

##### **PPO Tools, Communications, Health Management and Reporting Guarantees**

**Strengths:** Firm's response addressed everything requested in the RFP except for the weaknesses noted below.

**Weaknesses:** Q#73 - Firm does not offer a full spectrum of digital and virtual resources. Q#76.1 - Firm did not answer.

##### **Diversity Survey**

**Strengths:** Overall strong plan highlighted key diversity, equity, and inclusion practices.

**Weaknesses:** No weaknesses were noted.

**Cigna Health & Life Insurance Co**

**PPO Experience, Account Management and Account Administration and Member Services**

**Strengths:** Firm's response addressed everything requested in the RFP. Firm's response to the following questions were strengths: Q#3 - Firm has a Smart Support program which includes specialized teams of designated individuals with government and education experience. Q#21 - Firm made it clear that they take the added step of automatically reprocessing RAP claims. Q#28B - Customer service representatives are available 24/7/365 days.

**Weaknesses:** No weaknesses were noted.

**PPO Provider Network Access, Disruption and Discount Guarantees**

**Strengths:** Firm's response addressed everything requested in the RFP.

**Weaknesses:** No weaknesses were noted.

**PPO Pharmacy**

**Strengths:** Firm's response addressed everything requested in the RFP except for the weaknesses noted below. Firm's response to the following questions were strengths: Q#61 - Members would have less disruption during the year since Firm only makes formulary changes twice a year. Q#71 - Firm will not charge for the files.

**Weaknesses:** Q#57F - CVS is excluded from Firm's 90 day retail network. Q#58 - There will be disruption for members currently getting 90 day refills at CVS.

**PPO Tools, Communications, Health Management and Reporting Guarantees**

**Strengths:** Firm's response addressed everything requested in the RFP. Firm's response to the following questions were strengths: Q#73 - Firm has a wealth of mental health and behavioral health resources including live interactions with a coach/therapist who also has capabilities to recognize an urgent immediate crisis and has the ability to escalate care. Q#74 - Firm offers the Easy Choice tool to allow employees to compare plan options and cost. Q#76.1 - Firm offers the One Guide service with access to a personal guide that engages them in programs.

**Weaknesses:** No weaknesses were noted.

**Diversity Survey**

**Strengths:** Overall strong diversity, equity, and inclusion practices.

**Weaknesses:** Lacked individual goals.

**United Healthcare Services**

**PPO Experience, Account Management and Account Administration and Member Services**

**Strengths:** Firm's response addressed everything requested in the RFP. Firm's response to the following questions were strengths: Q#29 - Firm offers members a healthcare cost estimator/calculator tool. Q#37 - Firm offered an additional customer delight guarantee of of \$4 million dollars.

**Weaknesses:** No weaknesses were noted.

**PPO Provider Network Access, Disruption and Discount Guarantees**

**Strengths:** Firm's response addressed everything requested in the RFP except for the weaknesses noted below.

**Weaknesses:** Q#39C - Firm did not outline how members will be notified if a provider is eliminated from the network. Q#41 - Firm changed the geo access parameters requested by the RFP. Q#42 - Firm did not provide a discount guarantee for each year of the agreement.

**PPO Pharmacy**

**Strengths:** Firm's response addressed everything requested in the RFP. Firm's response to the following questions were strengths: Q#61 - Members would have less disruption during the year since Firm only makes formulary changes twice a year. Q#71 - Firm will not charge for the files.

**Weaknesses:** No weaknesses were noted.

**PPO Tools, Communications, Health Management and Reporting Guarantees**

**Strengths:** Firm's response addressed everything requested in the RFP.

**Weaknesses:** No weaknesses were noted.

**Diversity Survey**

**Strengths:** Strong overall diversity, equity, and inclusion practices.

**Weaknesses:** No weaknesses were noted.

Solicitation Title & Number			RFP Cost Points
Group Medical Coverage for PPO Plan Only; RFQ# 269261			30
Offeror's Name	Total Bid Amount	SBE/SDV Participation Amount	RFP Cost Points
Aetna Life Insurance Company	\$622,223,000.00	\$0.00	29.58
BLUE CROSS BLUE SHIELD OF TN	\$613,551,000.00	\$0.00	30.00
Cigna Health & Life Insurance Co	\$615,952,000.00	\$0.00	29.88
United Healthcare Services	\$614,145,000.00	\$0.00	29.97

## **Ferguson, Scott (Finance)**

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**From:** Frye, Jeremy (Finance)  
**Sent:** Monday, December 19, 2022 9:34 AM  
**To:** Ferguson, Scott (Finance)  
**Subject:** 269261 Group Medical PPO Diversity Scores Final Assessment  
**Attachments:** 269261 Cigna Group Medical PPO.pdf; 269261 UMR Group Medical PPO.pdf; 269261 BCBS Group Medical PPO.pdf; 269261 Athena Group Medical PPO.pdf

Scott,

Please accept this as my final assessment for the referenced RFQ. All respondents provided diversity practices see attachments for scores and comments.

Jeremy R. Frye  
Contract Administrator  
Department of Finance  
[Office of Minority and Women Business Assistance \(BAO\)](#)  
Metropolitan Nashville Davidson County Government  
730 2nd Avenue South, 1st Floor; PO Box 196300  
Nashville, TN 37219-6300  
(p) 615-862-6638 (f) 615-862-6175