



Notice of Intent to Award

Solicitation Number	346276	Award Date	7/31/2023 8:13 AM CDT	
Solicitation Title	Group Dental Insurance			
Buyer Name	Sandra Walker	Buyer Email	sandra.walker@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	BLUE CROSS BLUE SHIELD OF TN	Company Contact	Jill Thompson		
Street Address	1 CAMERON HILL CIRCLE				
City	CHATTANOOGA	State	TN	Zipcode	37402

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.

MLL Supervisor (Initial)

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

RFQ: 346276:Group Dental Insurance

	BLUE CROSS BLUE SHIELD OF TN	CIGNA Health & Life Insurance Co	Delta Dental of Tennessee
Offeror			
Cost (30 Points)	29.07	30.00	24.05
Business Plan (30 Points)	23.00	25.00	25.00
Firm Experience and Account Management (10 Points)	10.00	10.00	10.00
Provider Network (25 Points)	25.00	15.00	24.00
Diversity Practices (5 Points)	4.50	4.00	0.00
	91.57	84.00	83.05

Evaluation Comments

BLUE CROSS BLUE SHIELD OF TN
<p>Strengths - Overall responses to the business plan were adequate. Good overall Firm Experience and Account Management. Good overall response to Provider Network. Good diversity practices.</p>
<p>Weaknesses - Response to the weekly discrepancy report was unclear. The proposed process for Metro HR to access your system to make real-time eligibility updates and to view claims information does not provide real time updates and the vendors says there is a risk of undoing what the EDI file added or updated. Response to how many clients on average are serviced by one team lacked specific detail. Does not allow independent audits. Claims administration procedures are highly manual which could provide more room for errors. Current website has web based tools just not as robust as other proposers. Failed to provide days of operation for member call center. Will not provide performance guarantees. Average length of advance notification of provider termination lacked specific detail.</p>

CIGNA Health & Life Insurance Co
<p>Strengths - Overall responses to the business plan were adequate. Exceptional website capabilities for handling participant inquiries. Allows continued benefits while in treatment despite current network status. Offers a customer service advocate 24/7/365. Good overall Firm Experience and Account Management. Good diversity practices. Overall response to provider network was adequate.</p>
<p>Weaknesses - Vender failed to follow instructions for proposal submission. Turnaround time of the weekly data file was unclear. Does not allow independent audits. Failed to provide a response on average number of minutes of a call between the member and a representative. Not willing to agree that Metro will have the right to audit all aspects of your performance. Limited plan uses a different network for members outside of Tennessee. Proposed network creates the largest disruption for metro members.</p>

Delta Dental of Tennessee

Strengths - Good overall business plan. Good overall Firm Experience and Account Management. Good turnaround time of the weekly data file from its retrieval on Metro's FTP site to the data being updated in system. System automatically processes over 95% of all claims. Described extended anesthesia coverage when necessary due to concurrent medical conditions. Good overall response to provider network.

Weaknesses - Failed to provide a response to how many clients on average are serviced by one team. Description of what triggers a new ID card to be mailed to members outside of the member's initial enrollment lacked specific detail. The only negative impact would be if the member changed from a PAR provider to a NON-PAR provider, since the member would have to pay any charges over the maximum plan allowance for orthodontia services. Limited hours of operation (7AM-5PM) for member call center. Only requires a 30 day termination notice from the providers. Failed to provide diversity practices. Provider directories are updates weekly not daily.

RFQ: 346276- Group Dental Insurance		Max. RFP Cost Points
		30
Offeror's Name	Total Cost	RFP Cost Point Distribution
Blue Cross Blue Shield of TN	\$68,218,490.40	29.07
CIGNA Health & Life Insurance Co	\$66,102,355.48	30.00
Delta Dental of Tennessee	\$82,449,196.80	24.05