



**Notice of Intent to Award**

Solicitation Number	236251	Award Date	8/4/2023   10:54 AM CDT
Solicitation Title	Flexible Spending Account (FSA) Administration Services		
Buyer Name	Brad Wall	Buyer Email	brad.wall@nashville.gov
BAO Rep	Joe Ann Carr	BAO Email	joeann.carr@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	TASC	Company Contact	Sarah Welther	
Street Address	2302 International Lane			
City	Madison	State	WI	Zipcode 53704

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.

Mdl Supervisor (Initial)

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

RFQ #236251 - Flexible Spending Account (FSA) Administration Services						
	HealthEquity, Inc.	HSA Bank	Metropolitan Life Insurance Company	Navia Benefit Solutions, Inc.	P&A Administration Services, Inc dba P&A Group	TASC
Contract Acceptance	The offeror proposed exceptions to Metro's standard contract	The offeror proposed exceptions to Metro's standard contract	The offeror proposed exceptions to Metro's standard contract	The offeror proposed exceptions to Metro's standard contract	Accepted Metro's standard contract without exceptions	Accepted Metro's standard contract without exceptions
Cost (30 Points)	26.51	26.06	30.00	24.71	29.76	29.16
Firm and Team Experience (10 Points)	10.00	9.00	7.00	10.00	9.00	10.00
Account Management and Reporting (10 Points)	10.00	10.00	10.00	10.00	10.00	10.00
Business Plan (40 Points)	36.00	25.00	28.00	32.00	30.00	37.00
Diversity Practices (10 Points)	4.00	0.00	7.00	6.00	5.00	5.00
<b>Total (100 Points)</b>	<b>86.51</b>	<b>70.06</b>	<b>82.00</b>	<b>82.71</b>	<b>83.76</b>	<b>91.16</b>

**HealthEquity, Inc.**  
**Strengths** - The offeror adequately addressed the elements of the RFP with the exception of the weaknesses noted below. The offeror is willing to provide immediate access to representatives for toll-free support 24 hours a day, seven days a week, and 365 days a year for live customer service availability. The offeror included operations partner diversity program overview.  
**Weaknesses** - The offeror's proposal lacked detail to understand what kind of training they provide to their customer service representatives. The details on the training they can provide on an end user level for file submission was vague in regard to their platform system and didn't specifically address the extent of the training provided. The offeror doesn't provide call recordings to Metro, they only provide a summary of the call recording. The offeror failed to specifically address their normal turnaround time to respond to urgent requests. The offeror's diversity program goals were not included. The offeror does not participate in government-sponsored mentorship program. The offeror does not provide industry specific training to black, brown, WBE, LGBT, and SDV/small business.

**HSA Bank**  
**Strengths** - The offeror adequately addressed the elements of the RFP with the exception of the weaknesses noted below. The offeror is willing to provide immediate access to representatives for toll-free support 24 hours a day, seven days a week.  
**Weaknesses** - The offeror failed to provide five (5) clients who are based in Tennessee in which they administer their FSA plan. The offeror doesn't provide call recordings and will not provide this information to Metro. The offeror does not record outgoing calls. The offeror failed to describe their process to measure client/participant satisfaction. The offeror failed to provide the requested demo member link. The offeror's description of their mobile app lacked detail of features and access, along with ease of access to maneuver the app. The offeror would not allow a partial reimbursement to be made to the participant's dependent care FSA account. The offeror provided inadequate detail of the process to resolve or resubmit for claim reimbursement. The offeror lacked detail on their process for prioritizing urgent service requests made by Metro HR. The offeror failed to provide an outline for their disaster recovery plan without an NDA. The offeror cannot provide plan document or perform nondiscrimination testing. The offeror will not allow participants to use debit cards to access prior year funds during run-out period; specifically, participants will have to manually submit claims. The offeror advised they have no program to promote the use of black and brown owned, women-owned, LGBT-owned, service disabled veteran-owned, or small businesses.

**Metropolitan Life Insurance Company**  
**Strengths** - The offeror adequately addressed the elements of the RFP with the exception of the weaknesses noted below. The offeror's debit cards are contactless and can be used with Apple Wallet and Google Pay making it easier for transactions.  
**Weaknesses** - The offeror only began performing FSA services in 2020. The offeror failed to provide five (5) clients who are based in Tennessee in which they administer their FSA plan. The offeror doesn't provide all call recordings, they only provide a redacted transcripts for customer review. The offeror does not record outgoing calls. The offeror would not allow a partial reimbursement to be made to the participant's dependent care FSA account. The offeror will require a custom urgent network to be created for pharmacy only purchases. The offeror will charge the customer for additional debit cards. The offeror does not maintain a list of merchants for credit card services. The offeror's debit card feature will impact the ability to automatically roll over the members portion of a claim that is eligible for reimbursement under the FSA. The offeror's participation in the Annual Fall Enrollment process is conditional. The offeror does not participate in any government-sponsored mentorship programs assisting black/brown/women/LGBT/Veteran owned or small businesses.

**Navia Benefit Solutions, Inc.**  
**Strengths** - The offeror adequately addressed the elements of the RFP with the exception of the weaknesses noted below. The offeror records all member calls and has a detailed plan in which they can be provided to Metro within one (1) business day.  
**Weaknesses** - The offeror's eligibility updates are not made in real time. The offeror's description in their proposal was unclear if Metro will be allowed to reconcile the bank account each year. The offeror's process for communicating with new participants lacked detail. The offeror's participation in the Annual Fall Enrollment process is conditional. The offeror has no measurable goals. The offeror does not participate in government-sponsored mentorship program.

**P&A Administration Services, Inc dba P&A Group**  
**Strengths** - The offeror adequately addressed the elements of the RFP with the exception of the weaknesses noted below.  
**Weaknesses** - The offeror failed to provide five (5) clients who are based in Tennessee in which they administer their FSA plan. The offeror does not record outgoing calls. The offeror failed to provide the requested demo member link. The offeror's eligibility updates are not made in real time and the time to process eligibility updates takes up 3 to 5 business days. The offeror lacked detail on their process for prioritizing urgent service requests made by Metro HR. The offeror's plan to promote the use of black and brown owned, women-owned, LGBT-owned, service disabled veteran-owned, or small businesses lacked detail, no documentation provided. The offeror has no measurable goals. No dedicated employee details provided. No details provided on participation in any government - sponsored mentorship programs assisting black/brown/women/LGBT/service disabled veteran owned, or small businesses. Does not provide industry specific training to black and brown owned, women owned, LGBT owned, service disabled veteran owned, or small businesses.

**TASC**  
**Strengths** - The offeror adequately addressed the elements of the RFP with the exception of the weaknesses noted below. The offeror's MyCash funding feature provides instantaneous reimbursement funding. The offeror's debit card can be used for dependent care expenses.  
**Weaknesses** - The offeror does not record outgoing calls. The offeror failed to specifically address if members can receive their account statements by email. The offeror lacked a specific program to promote the use of black and brown owned, women-owned, LGBT-owned, service disabled veteran-owned, or small businesses. Lacked goal metrics. Lacked contact detail. Lacked government-sponsored mentorship program involvement detail.

Enter Solicitation Title & Number Below		
Flexible Spending Account (FSA) Administration Services; RFQ #236251		Total Cost Points
		<b>30.00</b>
Offeror's Name	Bids	RFP Cost Points
HealthEquity, Inc.	\$157,905.00	<b>26.51</b>
HSA Bank	\$160,650.00	<b>26.06</b>
Metropolitan Life Insurance Company	\$139,530.60	<b>30.00</b>
Navia Benefit Solutions, Inc.	\$169,389.00	<b>24.71</b>
P&A Administration Services, Inc dba P&A Group	\$140,679.00	<b>29.76</b>
TASC	\$143,550.00	<b>29.16</b>