July 15, 2020

Carl Moroff
National Vision Administrators, LLC.
1200 Route 46 West
Clifton, NJ 07013

Re: ***RFQ #51062,* Group Vision Administration Services**

Dear Mr. Moroff:

The Metropolitan Government of Nashville and Davidson County (Metro) has completed the evaluation of submitted solicitation offer(s) to the above RFQ #51062, Group Vision Administration Services. This letter hereby notifies you of Metro's intent to award to **National Vision Administrators, LLC.**, contingent upon successful contract negotiations. Please provide a certificate of Insurance indicating all applicable coverages within 15 business days of the receipt of this letter.

If the Equal Business Opportunity (EBO) Program requirements were a part of this solicitation, the awardee must forward a signed copy of the "Letter of Intent to Perform as Subcontractor/Subconsultant/Supplier/Joint Venture" for any minority/women-owned business enterprises included in the response to the Business Assistance Office within two business days from this notification.

Additionally, the awardee will be required to submit evidence of participation of and contractor's payment to all Small, Minority, and Women Owned Businesses participation in any resultant contract. This evidence shall be submitted monthly and include copies of subcontracts or purchase orders, the Prime Contractor's Application for Payment, or invoices, and cancelled checks or other supporting payment documents. Should you have any questions concerning this requirement, please contact **Christopher Wood**, BAO Representative, at **(615) 862-6710** or at **Christopher.Wood@Nashville.gov**.

Depending on the file sizes, the responses to the procurement solicitation and supporting award documentation can be made available either by email, CD for pickup, or in person for inspection. If you desire to receive or review the documentation or have any questions, please contact Buyer **Brad Wall** by email at **Brad.Wall@Nashville.gov** Monday through Friday between 8:30am and 3:30pm.

Thank you for participating in Metro's competitive procurement process.

Sincerely,

Michelle A. Hernandez Lane

Michelle A. Hernandez Lane
Purchasing Agent

Cc: Solicitation File, Other Offerors

Pursuant to M.C.L. 4.36.010 Authority to resolve protested solicitations and awards.

A. **Right to Protest.** 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.

RFQ #51062 - Group Vision Administration Services						
	Blue Cross Blue Shield of TN	**Metropolitan Life Insurance Company**	**National Vision Administrators, LLC**	**The Standard Insurance Co.**	**United Healthcare Services**	**Vision Service Plan**
Contract Acceptance	Contract Exceptions	Contract Exceptions	Accepted with no exceptions	Contract Exceptions	Contract Exceptions	Contract Exceptions
Cost (30 points)	28.37	27.63	27.09	30.00	24.17	25.59
Company Organization and Account Management (5 Points)	5.00	5.00	4.00	4.00	4.00	5.00
Account Administration and Member Services (30 Points)	15.00	16.00	28.00	10.00	18.00	24.00
Provider Network (25 Points)	12.00	18.00	25.00	10.00	8.00	15.00
Diversity Practices (10 Points)	4.50	6.00	0.00	2.50	5.00	3.00
Total (100 Points)	**64.87**	**72.63**	**84.09**	**56.50**	**59.17**	**72.59**

Blue Cross Blue Shield of TN

Strengths - The offeror identified the proposed team for Metro and provided a good description of the role to be played by each team member. The offeror stated there are no limitations on the number of out-of-network claims processed and members can submit an out-of-network claim form for reimbursement up to 15 months from the date of service. The offeror indicated that 22% of reportable spend was with diverse businesses.

Weaknesses - The offeror is unable to duplicate the same vision plan benefits Metro currently offers and the copays proposed by the offeror are higher. The offeror doesn't have any specific member educational tools that assist in locating a provider based on the specific frames inventory at that providers location and the number of frames that are available to the member at no out-of-pocket costs. The offeror doesn't have a live customer service representative available 24 hours a day/7 days a week. Based on the Provider Disruption Report submitted, 38.6% of ophthalmologists and optometrists that were used by Metro members would not be in the Blue Cross Blue Shield of TN provider network. The offeror didn't identify specific individual or department that handles supplier diversity. The offeror's mentoring program lacked detail. The offeror's plan for the utilization of minority- and women-owned business enterprises in its non-government procurements lacked detail. The offeror's description of their minority- and women-owned business enterprise supplier diversity program lacked detail.

Metropolitan Life Insurance Company

Strengths - The offeror identified the proposed team for Metro and provided a good description of the role to be played by each team member. The offeror stated an email acknowledgement is sent within six hours of receipt for urgent service requests made by Metro. The offeror stated there are no limitations on the number of out-of-network claims processed. The offeror listed 2 senior Supplier Diversity Managers that lead supplier diversity and listed 6 examples of initiatives they have been or are a part of. The offeror provided supporting documentation that outlined their diverse business spend. The offeror has their own supplier mentorship program, open to current and potential suppliers. The offeror provided information related to their business partners, diversity and inclusion statement and other required information.

Weaknesses - The offeror is unable to duplicate the same vision plan benefits Metro currently offers; specifically, the basic and enhanced elective contact lenses allowance is not as good of a benefit as what Metro currently receives. The offeror's system is unable to accommodate both Social Security Numbers and alternate ID numbers to identify employees and pensioners. The offeror doesn't have any specific member educational tools that assist in locating a provider based on the specific frames inventory at that providers location and the number of frames that are available to the member at no out-of-pocket costs. The offeror stated providers and participants have up to six months after the date of service to submit a claim. The offeror's eligibility updates are generally reflected within 24 hours and not in real-time. The offeror doesn't have a live customer service representative available 24 hours a day/7 days a week. The offeror's percentage discount offered on contact lenses is for services only and not applicable to both products and services. The offeror doesn't provide members with completed ID cards, instead their ID cards contain pre-printed lines where participants can enter their plan information. The offeror stated their provider network is updated weekly on their website. Based on the Provider Disruption Report submitted, 5.5% of ophthalmologists and optometrists that were used by Metro members would not be in the Metropolitan Life Insurance Company provider network. The offeror does not participate in government approved mentor-protégé programs. The offeror provided data that supports achievement in diverse business spend; however, the Business Assistance Office didn't see evidence of specific goals included in the company's procurement.

National Vision Administrators, LLC

Strengths - The offeror's use of their Smart Buyer tool allows them to differentiate themselves from competitors; specifically, the Smart Buyer search tool allows members to select providers based on where they are likely to save the most amount of money on eyewear. The offeror has educational tools such as the Smart Buyer provider search tool assists in locating a provider based on the specific frames inventory at that providers location and the number of frames that are available to the member at no out-of-pocket costs. The offeror's mobile application allows members to have access to real-time benefit eligibility, electronic ID cards, access to benefit coverage information, contact member services, and the ability to search provider locations and locate those with the largest selection of frames. The offeror conducts post payment audits bimonthly on all claims received in excess of $200 to determine accuracy of payment. The offeror provides their members with live customer service representatives 24 hours a day/7 days a week. The offeror stated any changes to their provider network are available in "real-time" and automatically update to their website.

Weaknesses - The offeror stated they don't provide annual reports without providing any justification as to why they don't provide the requested reports. Metro doesn't have the option to update/override within their system if Metro recognizes a change to a members data. The offeror stated they don't have an individual that is tasked with supplier diversity initiatives. The offeror has less than 1% of the previous fiscal year spend went to Diverse Business Enterprises. The offeror doesn't have participation in a government sponsored protege program or have one themselves. The offeror doesn't include supplier diversity. The offeror doesn't have a supplier diversity program.

The Standard Insurance Co.

Strengths - The offeror is currently setting goals and they are tracking and baselining the utilization of diverse suppliers in non-government procurement work, with the intent of implementing goals in the future.

Weaknesses - The offeror's description on how it differentiates itself from competitors lacked detail. The offeror's description on their ability to provide the same vision plan benefits Metro currently offers lacked detail. The offeror's turnaround time and process for prioritizing urgent service requests made by Metro lacked detail. The offeror doesn't have any specific member educational tools that assist in locating a provider based on the specific frames inventory at that providers location and the number of frames that are available to the member at no out-of-pocket costs. The offeror doesn't offer a mobile application that members can access at this time. The offeror's description of their claim's payment process for both in and out-of-network utilization and the limitations on out-of-network claims processing lacked detail. The offeror doesn't have a live customer service representative available 24 hours a day/7 days a week. The offeror stated they don't offer a program for discounts on contact lenses. The offeror stated they don't offer a discount program for Lasik surgery and/or other vision corrective surgery. The offeror stated their provider network is updated weekly on their website. The offeror's description of the proportion of ophthalmologists, optometrists, and retail optical establishments in their network lacked detail. The offeror's response when asked to confirm that the proposed network's provider contracts require all providers to make their services available to Metro's vision plan based on all the reimbursement methodologies identified in the solicitation, was vague and not clear. Based on the Provider Disruption Report submitted, 37% of ophthalmologists and optometrists that were used by Metro members would not be in the Standard Insurance Company provider network. The offeror didn't identify an employee responsible for supplier diversity. The offeror isn't participating in any type of mentor protege program.

United Healthcare Services

Strengths - The offeror's use of their Children's Eye Care Program and Maternity Benefit Program allows them to differentiate themselves from competitors; specifically, the Children's Eye Care Program and Maternity Benefit Program may allow children under the age of 13 and pregnant or breastfeeding women to receive a second eye exam during their benefit period, and if their prescription changes by 0.5 diopter or more, they are eligible for a new pair of glasses. The offeror stated that members are allowed up to one year after the date of service to submit a claim. The offeror identified an individual responsible for supplier diversity. The offeror entered its first mentor/ protege relationship in 2020 as a corporate member of the Diversity Alliance for Science. The offeror has a Supplier Diversity program and they provided a brochure that detailed their program.

Weaknesses - The offeror failed to provide a sample of their standard management report that would be provided to Metro. The offeror's description of their systems capabilities to accommodate both Social Security Numbers and alternate ID numbers to identify employees and pensioners lacked detail. The offeror failed to address their turnaround time to respond to urgent requests made by Metro. The offeror doesn't have any specific member educational tools that assist in locating a provider based on the specific frames inventory at that providers location and the number of frames that are available to the member at no out-of-pocket costs. The offeror doesn't offer a mobile application that members can access at this time. The offeror is not able to provide a customized website with Metro's specific vision plan benefit information. The offeror is only able to provide their standard member website. The offeror doesn't have a live customer service representative available 24 hours a day/7 days a week. The offeror stated their provider network is updated continuously on their website; however, Metro is unsure if continuously means real-time, daily, weekly, monthly, etc. The offeror failed to provide their Provider Disruption Report. The offeror didn't discuss metrics used to measure the effectiveness and success of program. The offeror doesn't have written M/WBE goals included in the company procurements.

Vision Service Plan

Strengths - The offeror can duplicate the same vision benefits Metro currently offers and they can provide slightly better benefits. The offeror has educational tools such as their Eyeconic tool which is an online glasses and contacts store which integrates with the offered benefits, and instantly shows frames with no out of pocket costs. The offeror stated that Metro can make real-time updates to the eligibility data online. The offeror provided and exhibit (Exhibit M) that identifies areas where the company works to increase their participation with diverse business.

Weaknesses - The offeror's description on the capabilities of their system to accommodate both Social Security Numbers and alternate ID numbers to identify employees and pensioners was unclear. The offeror's description of their claim's payment process for both in and out-of-network utilization and the limitations on out-of-network claims processing lacked detail. The offeror doesn't have a live customer service representative available 24 hours a day/7 days a week. The offeror's percentage discount offered on contact lenses is for services only and not applicable to both products and services. The offeror stated their provider network is updated weekly on their website. Based on the Provider Disruption Report submitted, 18.8% of ophthalmologists and optometrists that were used by Metro members would not be in the Vision Service Plan provider network. The offeror didn't identify an individual responsible for supplier diversity. The offeror doesn't participate in a government sponsored protege program or have one of its own. The offeror provided information related to their Employee Resource Groups.

Enter Solicitation Title & Number Below		
Group Vision Administration Services; RFQ #51062		Total Cost Points
		30
Offeror's Name	**Bids**	**RFP Cost Points**
Blue Cross Blue Shield of TN	$148.05	**28.37**
Metropolitan Life Insurance Company	$152.00	**27.63**
National Vision Administrators, LLC.	$155.05	**27.09**
The Standard Insurance Co.	$140.00	**30.00**
United Healthcare Services	$173.75	**24.17**
Vision Service Plan	$164.10	**25.59**