

ATTACHMENT H Evaluation Criteria

Respondent:	
<input type="checkbox"/> Non-Profit Entity <input type="checkbox"/> For Profit Entity	
The information below will be used by each evaluator to independently evaluate the technical proposal for each responsive, responsible Proposal received. Each evaluation criteria listed below applies to a Deliverable outlined in Attachment A, Scope of Services, and Section 3.11, Mandatory Requirements, of this Solicitation. Points will be awarded only for the evaluation criteria listed in this attachment.	
EVALUATION CRITERIA –Deliverable B.1.b.1) (11 points available)	
CRITERIA:	Ability to maintain and operate an information technology system to provide Insurance Benefit Manager services. Respondent's proposal will be evaluated based on the following:
Allocation of Points	Evaluation Scoring - Response Guide
3 points	Ability to operate a dedicated Insurance Benefit Management System
1 point	Ability to maintain the operating availability of the system
2 point	Ability to maintain a system capable of 30,000 or more client files
1 point	Ability to maintain auditable records according to a retention schedule
1 point	Ability to maintain a system that is connected to external data systems using EDI
1 point	Ability to maintain a system with integrated generation of on-demand reports
1 point	Ability to maintain a system with integrated secure remote access
1 point	Ability to maintain a system with integrated backup functionality to a remote location
EVALUATION CRITERIA – Deliverable B.1.b.1) (11 points available)	
CRITERIA:	Ability to establish a secure and continuous Electronic Data Interchange (EDI) with other information technology systems for transfer of structured data, by agreed upon message standards, from one computer system to another without human intervention. Respondent's proposal will be evaluated based on the following:
Allocation of Points	Evaluation Scoring - Response Guide
2 points	Ability to use an EDI system that complies with the standards of the National Institute of Standards and Technology (NIST) and is able to perform the following:
2 points	The EDI system has the ability to maintain service availability of over 99.9% uptime
2 points	The EDI system uses the ANSI SCC X 12 standard

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2 points	The EDI system uses the standard HIPAA EDI format for the electronic exchange of health-sensitive information
2 points	The EDI system uses SFTP for transmission
1 point	The EDI system exchanges data with multiple systems simultaneously
EVALUATION CRITERIA – Deliverable B.1.b.1) (6 points available)	
CRITERIA:	Ability to establish and maintain a Secure File Transfer Server or, in case of an emergency, a secure fax line to send and receive confidential information in the event of failure of a continuous Electronic Data Interchange (EDI). Respondent's proposal will be evaluated based on the following:
Allocation of Points	Evaluation Scoring - Response Guide
2 points	Ability to use a HIPAA compliant Secure File Transfer Protocol (SFTP) server
2 points	Ability to use an IP blacklist and whitelist
2 points	Ability to use a fax line with a machine or secure fax service
EVALUATION CRITERIA – Deliverable B.1.b.2) (5 points available)	
CRITERIA:	Ability to develop and maintain a business continuity plan or an emergency response plan with multiple options for differing situations depending on severity of potential events. Respondent's proposal will be evaluated based on the submission of a plan which includes the following:
Allocation of Points	Evaluation Scoring - Response Guide
1 point	Classification of emergency events
1 point	Use of response teams
1 point	Use of formalized communication strategies, including alternate communications
1 point	Use of planned recovery efforts
1 point	Use of scheduled testing of system backups
EVALUATION CRITERIA – Deliverable B.1.b.1) (7 points available)	
CRITERIA:	Ability to establish and operate a toll-free telephone line to receive and address customer inquiries and complaints. Respondent's proposal will be evaluated based on the following:
Allocation of Points	Evaluation Scoring - Response Guide
1 point	Ability to operate a toll-free telephone line
1 point	Ability to measure the response time from the receipt of a call to the answering of a call

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3 points	Ability to satisfactorily resolve caller issues promptly
2 points	Ability to perform quality assurance on client calls
EVALUATION CRITERIA – Deliverable B.1.b.1) (7 points available)	
CRITERIA:	Ability to provide clients access to multilingual customer service support. At a minimum, customer service support is available in English, Spanish, and Haitian Creole, with real-time interpreter services for other languages. Respondent's proposal will be
Allocation of Points	Evaluation Scoring - Response Guide
4 points	Ability to provide customer service support in English, Spanish, and Haitian Creole
3 points	Ability to provide real-time interpreter services in other languages
EVALUATION CRITERIA – Deliverable B.1.b.1) (6 points available)	
CRITERIA:	Ability to develop and manage a complaint resolution process. The process must include: response timeframes, customer satisfaction surveys to gather customer service data, plans to address any gaps or systematic concerns. Respondent's proposal will be evaluated based on the following:
Allocation of Points	Evaluation Scoring - Response Guide
3 points	Ability to develop and manage a complaint resolution process which includes response timeframes
2 points	Ability to develop and manage a complaint resolution process which includes customer satisfaction surveys to gather customer service data
1 point	Ability to develop and manage a complaint resolution process which includes plans to address any gaps or systematic concerns
EVALUATION CRITERIA – Deliverable B.1.b.2) (7 points available)	
CRITERIA:	Provide outreach, education, and ongoing technical assistance to clients as needed. Respondent's proposal will be evaluated based on the following:
Allocation of Points	Evaluation Scoring - Response Guide
3 points	Ability to provide insurance benefit management services to 8,000 or more clients annually
2 point	Ability to communicate with the Department to develop materials for clients
1 point	Ability to ensure client materials are ADA compliant
1 point	Ability to ensure client accessibility to web-based content for continuous education
EVALUATION CRITERIA – Deliverable B.1.b.2) (6 points available)	

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CRITERIA:	Provide updated set of client data through the secure EDI between the IBMS and the Department's program management software for the supported health care program or insurance for each client identified by the Department as eligible to receive services. Respondent's proposal will be evaluated based on the following:
Allocation of Points	Evaluation Scoring - Response Guide
2 points	Ability to provide an updated set of data through a secure EDI between the IBMS and other technology systems
3 points	Ability to provide insurance data
1 points	Ability to provide evidence of verification and reporting of changes to data over time
EVALUATION CRITERIA - Deliverable B.1.b.2 (6 points available)	
CRITERIA:	Coordinate all changes to the data set transmission with the Department and the Department's program management software. Respondent's proposal will be evaluated based on the following:
Allocation of Points	Evaluation Scoring - Response Guide
2 points	Ability to interface with other information technology systems
2 points	Ability to plan with multiple parties to execute data modification
2 points	Ability to implement data set changes
EVALUATION CRITERIA - Deliverable B.1.b.2 (7points available)	
CRITERIA:	Coordinate insurance options for which clients may be eligible prior to the annual open enrollment period or the special enrollment periods throughout the year. Respondent's proposal will be evaluated based on the following:
Allocation of Points	Evaluation Scoring - Response Guide
4 points	Ability to act as a licensed Insurance Agency
2 points	Ability to advise clients on the selection of appropriate insurance plans
1 point	Ability to ensure web-based content is available for clients for them to educate themselves on their options
EVALUATION CRITERIA - Deliverable B.1.b.2 (7 points available)	

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CRITERIA:	Manage client enrollment into available ADAP-approved health care program or insurance plan, to include Medicaid, Medicare, employer sponsored plans, COBRA, and individual insurance policies offered through the Marketplace during the annual open enrollment period and special enrollment periods due to qualifying events. Respondent's proposal will be evaluated based on the following:
Allocation of Points	Evaluation Scoring - Response Guide
2 points	Ability to analyze data in order to recommend unique plan based on client needs
3 points	Ability to enroll clients into insurance plans
2 points	Ability to process changes for clients due to life events
EVALUATION CRITERIA - Deliverable B.1.b.2 (5 points available)	
CRITERIA:	Ability to conduct reconciliations of client premium tax credits for all clients enrolled in insurance through the Marketplace. Respondent's proposal will be evaluated based on the following:
Allocation of Points	Evaluation Scoring - Response Guide
1 point	Description of methods used to communicate with clients
2 points	Ability to obtain required documentation from clients
2 points	Ability to analyze and report information obtained from clients
EVALUATION CRITERIA - Deliverable B.1.b.2 (6 points available)	
CRITERIA:	Ability to review insurance policies and payment of premiums for all clients eligible to ensure compliance with the requirements of the program. Respondent's proposal will be evaluated based on the following:
Allocation of Points	Evaluation Scoring - Response Guide
1 point	Ability to analyze client information for policies managed
2 points	Ability to review client policy information
2 points	Ability to reconcile payments for clients
1 point	Ability to review program policy information
EVALUATION CRITERIA - Deliverable B.1.b.2 (6 points available)	

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CRITERIA:	Ability to forecast the expected monthly expenditure of funds awarded under the contract for insurance premium payment for each month remaining in the contract budget period. Respondent's proposal will be evaluated based on the following:
Allocation of Points	Evaluation Scoring - Response Guide
1 point	Ability to analyze insurance policy obligations
1 point	Ability to analyze changes to tax credits
1 point	Ability to analyze the effect of tax credit changes on premium amounts due
1 point	Ability to analyze client enrollment trends
1 point	Ability to manage a contract balance
1 point	Ability to communicate analysis of contract balances with the Department
EVALUATION CRITERIA - Deliverable B.1.b.3 (7 points available)	
CRITERIA:	Ability to process insurance payments on behalf of each client determined by the Department to be eligible. Respondent's proposal will be evaluated based on the following:
Allocation of Points	Evaluation Scoring - Response Guide
3 points	Ability to manage payment schedules
2 points	Ability to use payment methods, which include payments via phone
2 points	Ability to reconcile processed payments
EVALUATION CRITERIA - Deliverable B.1.b.1 (20 points available)	
CRITERIA:	Provide evidence of an established line of credit or cash flow reserved to maintain services continuously for 120 days based on the submitted cost proposal (see Attachment B, Cost Proposal) and the Department's forecasted costs for the reimbursement of insurance premium payments.
Allocation of Points	Evaluation Scoring - Response Guide
20 points	Ability to financially ensure the management of premium payments for 8,000 clients for 120 days or more as evidenced by an established line of credit or cash flow reserved to maintain services continuously for 120 days based on the submitted cost proposal