

DEPARTMENT OF FINANCIAL SERVICES

**Attachment B
Evaluator Score Sheet
2122-02 ITN RM**

INSTRUCTIONS

Each evaluator should read all Responses before attempting to assign scores to any one Response. Evaluators must score each Respondent being evaluated on a separate score sheet.

Throughout the evaluation process, the confidentiality and security of the Responses and the scoring process must be maintained.

Response Evaluation – The evaluation team will independently score Volume Two: Technical Response. The evaluation team will not review or evaluate any other volumes of the Response.

RESPONSE EVALUATION CRITERIA

The evaluation of the Responses will involve scoring the following 2 categories:

- Category 1 – Experience and Ability
- Category 2 – Proposed Solution

Criteria have been developed for each category and are presented on the score sheet. A score should be assigned to each criterion as follows:

Assessment	Maximum Points - 20	Maximum Points - 15	Maximum Points - 10
Excellent	18-20	13-15	9-10
Good	14-17	10-12	7-8
Adequate	10-13	7-9	5-6
Poor	6-9	4-6	3-4
Unacceptable	0-5	0-3	0-2

Scoring should reflect the evaluator’s independent evaluation of the Respondent’s overall response based on each criterion and should consider the Respondent’s ability to meet each function, characteristic, performance level, or specification described in the solicitation. A Respondent who exceeds the function, characteristic, performance level, or specification described in the solicitation should receive a higher score than a Respondent who merely meets the function, characteristic, performance level, or specification.

Once the evaluator has completed a score sheet for each Response, the evaluator will submit the completed score sheets to the Procurement Officer.

EVALUATOR SCORE SHEET

Respondent's Name:			
CATEGORY 1 - Experience and Ability			
Criteria for Evaluation	Maximum Points	ITN/Statement of Work Section	Points Received
1. How well did the Response demonstrate that the Respondent has adequate experience in providing Pharmacy Benefit Management Services as sought in this ITN?	20	ITN Section 3.3.2	
2. How well did the Respondent demonstrate its ability to effectively administer, manage, and support the services sought in this ITN?	20	ITN Section 3.3.2	
3. To what extent do the Respondent's current and/or past contracts demonstrate experience in providing the services sought in this ITN?	20	ITN Section 3.3.2	
CATEGORY 2 - Proposed Approach			
4. How well did the Respondent's Continuity of Operations Plan (COOP) demonstrate the Respondent's ability to provide the services during an emergency or other non-typical event?	15	ITN Section 3.3.2	
5. How well does the Response demonstrate the Respondent's ability to perform the services for Part A – Administrative Set-Up, as described in the Statement of Work?	20	Statement of Work Section 4.2, Table 1, Part A, 1., a. through f. (See also related portion of Section 5, Table 2)	
6. How well does the Response demonstrate the Respondent's ability to perform the services for Part B – Requirements, 2., Electronic Pharmacy Claims Processing and Reporting System, as described in the Statement of Work?	15	Statement of Work Section 4.2, Table 1, Part B, 2., a. through f. (See also related portion of Section 5, Table 2)	
7. How well does the Response demonstrate the Respondent's ability to perform the services for Part B – Requirements, 3.,	15	Statement of Work Section 4.2, Table 1, Part B, 3.,	

Customer Service and Support, as described in the Statement of Work?		a. through f. (See also related portion of Section 5, Table 2)	
8. How well does the Response demonstrate the Respondent's ability to perform the services for Part B – Requirements, 4., In-Network and Out-of-Network Providers, as described in the Statement of Work?	15	Statement of Work Section 4.2, Table 1, Part B, 4., a. through f. (See also related portion of Section 5, Table 2)	
9. How well does the Response demonstrate the Respondent's ability to perform the services for Part B – Requirements, 5., Formulary, as described in the Statement of Work?	15	Statement of Work Section 4.2, Table 1, Part B, 5., a. through l. (See also related portion of Section 5, Table 2)	
10. How well does the Response demonstrate the Respondent's ability to perform the services for Part B – Requirements, 6., Specialty Pharmacies, as described in the Statement of Work?	15	Statement of Work Section 4.2, Table 1, Part B, 6., a. through c. (See also related portion of Section 5, Table 2)	
11. How well does the Response demonstrate the Respondent's ability to perform the services for Part B – Requirements, 7., Claim Eligibility File Maintenance, as described in the Statement of Work?	15	Statement of Work Section 4.2, Table 1, Part B, 7., a. through j. (See also related portion of Section 5, Table 2)	
12. How well does the Response demonstrate the Respondent's ability to perform the services for Part B – Requirements, 8., Prescription Drug Card, as described in the Statement of Work?	15	Statement of Work Section 4.2, Table 1, Part B, 8., a. through f. (See also related portion of Section 5, Table 2)	
13. How well does the Response demonstrate the Respondent's ability to perform the services for Part B – Requirements, 9., Mail Order Service, as described in the Statement of Work?	15	Statement of Work Section 4.2, Table 1, Part B, 9., a. through d. (See also related portion of Section 5, Table 2)	
14. How well does the Response demonstrate the Respondent's ability to perform the services for Part B – Requirements, 10., Pharmacy Claims Processing, as described in the Statement of Work?	15	Statement of Work Section 4.2, Table 1, Part B, 10., a. through n. (See also related portion of Section 5, Table 2)	

15. How well does the Response demonstrate the Respondent's ability to perform the services for Part B – Requirements, 11., Pricing Requirements, as described in the Statement of Work?	15	Statement of Work Section 4.2, Table 1, Part B, 11., a. through h. (See also related portion of Section 5, Table 2)	
16. How well does the Response demonstrate the Respondent's ability to perform the services for Part B – Requirements, 12., Prescription Payments Data Submission, as described in the Statement of Work?	15	Statement of Work Section 4.2, Table 1, Part B, 12., a. through g. (See also related portion of Section 5, Table 2)	
17. How well does the Response demonstrate the Respondent's ability to perform the services for Part B – Requirements, 13., Exceptions and Reconsiderations, as described in the Statement of Work?	15	Statement of Work Section 4.2, Table 1, Part B, 13., a. through i. (See also related portion of Section 5, Table 2)	
18. How well does the Response demonstrate the Respondent's ability to perform the services for Part B – Requirements, 14., Invoicing and Payment to Contractor, as described in the Statement of Work?	15	Statement of Work Section 4.2, Table 1, Part B, 14., a. through l. (See also related portion of Section 5, Table 2)	
19. How well did the Response demonstrate the Respondent's ability to perform the services for Part B – Requirements, 15., Claim Overpayment Recovery, as described in the Statement of Work?	15	Statement of Work Section 4.2, Table 1, Part B, 15., a. through g. (See also related portion of Section 5, Table 2)	
20. How well did the Response demonstrate the Respondent's ability to perform the services for Part B – Requirements, 16., Drug Manufacturer Rebates, as described in the Statement of Work?	15	Statement of Work Section 4.2, Table 1, Part B, 16., a. through c. (See also related portion of Section 5, Table 2)	
21. How well did the Response demonstrate the Respondent's ability to perform the services for Part B – Requirements, 17., Complaint Resolution, as described in the Statement of Work?	15	Statement of Work Section 4.2, Table 1, Part B, 17., a. through c. (See also related portion of Section 5, Table 2)	
22. How well did the Response demonstrate the Respondent's ability to perform the services for Part B – Requirements, 18., Quality Assurance, as described in the Statement of Work?	15	Statement of Work Section 4.2, Table 1, Part B, 18., a. through h. (See also related portion of Section 5, Table 2)	

23. How well did the Response demonstrate the Respondent's ability to perform the services for Part B – Requirements, 19., SSAE 18 (SOC 1 & SOC 2) Type II Audit and Contracting Self-Assessment Tool, as described in the Statement of Work?	15	Statement of Work Section 4.2, Table 1, Part B, 19., a. through d. (See also related portion of Section 5, Table 2)	
24. How well did the Response demonstrate the Respondent's ability to perform the services for Part B – Requirements, 20., Quarterly Pricing Verification PBM Audit, as described in the Statement of Work?	15	Statement of Work Section 4.2, Table 1, Part B, 20., a. through e. (See also related portion of Section 5, Table 2)	
25. How well did the Response demonstrate the Respondent's ability to perform the services for Part B – Requirements, 21., Discount Guarantee True-Up, as described in the Statement of Work?	15	Statement of Work Section 4.2, Table 1, Part B, 21., a. through d. (See also related portion of Section 5, Table 2)	
26. How well did the Response demonstrate the Respondent's ability to perform the services for Part B – Requirements, 22., Stewardship Meetings, as described in the Statement of Work?	10	Statement of Work Section 4.2, Table 1, Part B, 22. (See also related portion of Section 5, Table 2)	
27. How well did the Response demonstrate the Respondent's ability to perform the services for Part B – Requirements, 23., Ad-Hoc Reports, as described in the Statement of Work?	15	Statement of Work Section 4.2, Table 1, Part B, 23., a. (See also related portion of Section 5, Table 2)	
28. How well did the Response demonstrate the Respondent's ability to perform the services for Part B – Requirements, 24., Compliance with the Division of Workers' Compensation (DWC), as described in the Statement of Work?	15	Statement of Work Section 4.2, Table 1, Part B, 24., a. through l. (See also related portion of Section 5, Table 2)	
29. How well did the Response demonstrate the Respondent's ability to perform the services for Part B – Requirements, 25., Fraud Investigation/Abuse Report, as described in the Statement of Work?	15	Statement of Work Section 4.2, Table 1, Part B, 25., a. through b. (See also related portion of Section 5, Table 2)	
30. How well did the Response demonstrate the Respondent's ability to perform the services for Part B – Requirements, 26., Consumer Safety, as described in the Statement of Work?	15	Statement of Work Section 4.2, Table 1, Part B, 26., a. through b. (See also related portion of Section 5, Table 2)	

31. How well did the Response demonstrate the Respondent's ability to perform the services for Part B – Requirements, 27., URAC Accreditation, as described in the Statement of Work?	15	Statement of Work Section 4.2, Table 1, Part B, 27., a. through b. (See also related portion of Section 5, Table 2)	
32. How well did the Response demonstrate the Respondent's ability to perform the services for Part B – Requirements, 28., Sharing Division Data, as described in the Statement of Work?	15	Statement of Work Section 4.2, Table 1, Part B, 28., a. through d. (See also related portion of Section 5, Table 2)	
33. How well did the Response demonstrate the Respondent's ability to perform the services for Part B – Requirements, 29., Satisfaction Survey, meet the requirements described in the Statement of Work?	10	Statement of Work Section 4.2, Table 1, Part B, 29., a. through d. (See also related portion of Section 5, Table 2)	
34. How well did the Response demonstrate the Respondent's ability to perform the services for Part B – Requirements, 30., Subcontractors, as described in the Statement of Work?	10	Statement of Work Section 4.2, Table 1, Part B, 30., a. through d. (See also related portion of Section 5, Table 2)	
35. How well did the Response demonstrate the Respondent's ability to perform the services for Part B – Requirements, 31., Corrective Action Plan (CAP), as described in the Statement of Work?	15	Statement of Work Section 4.2, Table 1, Part B, 31., a. through e. (See also related portion of Section 5, Table 2)	
36. How well did the Response demonstrate the Respondent's ability to perform the services for Part B – Requirements, 32., Transition and Close-Out, as described in the Statement of Work?	20	Statement of Work Section 4.2, Table 1, Part B, 32., a. through h. (See also related portion of Section 5, Table 2)	
TOTAL POINTS RECEIVED FOR TECHNICAL RESPONSE - CATEGORY 1 & CATEGORY 2 (550 Points Possible)			

Evaluator Name: _____ **Date:** _____

Evaluator Signature: _____