

3.4 FIRST AMENDED AND RESTATED EVALUATION CRITERIA AND METHODOLOGY

Proposals meeting the Minimum Requirements described in Sections 5.2, 6.2, and 7.2 will be evaluated using a Best Value Evaluation methodology with Vendors ranked, based on responses relative to the criteria described, to result in an award that represents the Best Value to the Plan. The Evaluation Criteria for each Module and the relative order of importance of each criterion are set forth in the tables below.

<i>First Amended and Restated Evaluation Criteria – Module 1 Technical Response (Evaluation Questions 1, 45, 46, and 47, not evaluated for ranking purposes)</i>		
<i>Functional Area Criteria</i>	<i>Corresponding Technical Response Questions</i>	<i>Order of Importance</i>
<i>Transparency, Flexibility, and Control – Vendor has acknowledged, agreed, and demonstrated its understanding of the Plan’s objectives and contract requirements for insight into Vendor’s finances and operations as it relates to the Plan, ability to implement customized programs for the Plan, and the Plan’s authority to control administration of the Plan’s pharmacy benefit.</i>	<i>Corporate Background and Conflicts of Interest – 2, 3; Account Management – 8, 9, 10, 11; Claims Operations and Appeals – Questions 16; Financial Terms – Question 18; Data and Reporting – Questions 39, 40, 42, 44.</i>	<i>1</i>
<i>Operations – The ability to meet program administration contract requirements related to organizational, operational, technical and administrative functions and capabilities.</i>	<i>Claims Operations and Appeals – Questions 12, 13, 14, 15, 17; Enrollment, Group Set UP and EDI – Questions 19, 20, 21, 22, 23, 24, 25, 26, 27, 28,; Data and Reporting Questions 41, 43; Transition of Services 48.</i>	<i>2</i>
<i>Program Support and Experience- The resources proposed, and the Vendor’s experience demonstrate the Vendor has the ability to successfully implement the contract and support Plan programs and initiatives.</i>	<i>Account Management – Questions 4, 5, 6, 7; Member Experience, 31; Project Management and Integrated Testing – Questions 37, 38</i>	<i>3</i>
<i>Member Experience and Access- Ability to meet contract requirements related to the Member experience regarding access to providers, information, and benefits.</i>	<i>Network Questions – 30, 31; Member Experience Questions – 33, 34, 35, 36; TPA and Other Vendor Integration 37</i>	<i>4</i>
<i>Oral Presentations- Ability to communicate and clarify</i>	<i>Questions will be determined by the Evaluation Committee based</i>	

<i>approach to successfully meeting contract requirements. A confidence rating will be determined based on Vendor's oral presentation</i>	<i>on Vendor's Technical responses and provided to Vendor prior to the date for the oral presentation.</i>	5
<i>Multiple module efficiencies: Ability to provide improved efficiency and effectiveness in awarding multiple modules to Vendor.</i>	<i>Multiple Module Efficiencies - 49</i>	6
<i>Total Cost: Includes the total estimated administrative fees and programmatic costs.</i>	<i>Attachment A-1: Module 1 Cost Proposal Response</i>	<i>Approximately equal to all other functional areas combined.</i>

<i>First Revised and Restated Evaluation Criteria – Module 2 Technical Response (Evaluation Questions 1 and 36 not evaluated for ranking purposes.)</i>		
<i>Functional Area Criteria</i>	<i>Corresponding Technical Response Questions</i>	<i>Order of Importance</i>
<i>Transparency, Flexibility, and Control- Vendor has acknowledged, agreed, and demonstrated its understanding of the Plan's objectives and contract requirements for insight into Vendor's finances and operations as it relates to the Plan, ability to implement customized programs for the Plan, and the Plan's authority to control administration of the Plan's pharmacy benefit.</i>	<i>Corporate Background and Conflicts of Interest – 2, 3; Account Management – 7, 8, 9; Audits – 20, 21, 22; Data and Reporting – 29, 30, 31, 32, 33, 34, 35; Financial Transparency Requirements- 23; ; Rebates and Financial Guarantees – 24, 25</i>	1
<i>Formulary Management and Utilization Management – Vendor has demonstrated its understanding and ability to support the Plan's objectives and contract requirements as it relates to Formulary and Utilization Management.</i>	<i>Formulary Management – 10, 11, 12, 13, 14, 15; Utilization Management- 17, 18, 19 Requirements- 23; Rebates and Financial Guarantees – 24, 25</i>	2

<i>Program Support and Experience- The resources proposed, and the Vendor's experience demonstrate the Vendor has the ability to successfully implement the contract and support Plan programs and initiatives.</i>	<i>Account Management – Questions 4, 5, 6; Pharmacy and Therapeutic Committee 16, Vendor Integration 26, Project Manager and Integrated Testing 27, 28; Transition of Services - 37</i>	<i>3</i>
<i>Oral Presentations- Ability to communicate and clarify approach to successfully meeting contract requirements. A confidence rating will be determined based on Vendor's oral presentation</i>	<i>Questions will be determined by the Evaluation Committee based on Vendor's Technical responses and provided to Vendor prior to the date for the oral presentation.</i>	<i>4</i>
<i>Multiple module efficiencies: Ability to provide improved efficiency and effectiveness in awarding multiple modules to Vendor.</i>	<i>Multiple Module Efficiencies – 38</i>	<i>5</i>
<i>Total Cost; Includes the total estimated administrative fees and programmatic costs.</i>	<i>Attachment A-2: Module 2 Cost Proposal Response</i>	<i>Approximately equal to all other functional areas combined.</i>