



Award Recommendation Letter

Date: July 6, 2023

To: Erin Kellam, Deputy Commissioner
Indiana Department of Administration

From: Arthur L. Sample IV, Procurement Specialist
Indiana Department of Administration

Subject: Selection Recommendation for RFP 23-74647, Dental Plan Administration

Estimated 4 Year Contract: \$ 66,384,166.52
Estimated 4 Year Administration Fee: \$ 2,094,621.12

Based on the evaluation of responses to Request for Proposal (“RFP”) 23-74647, it is the evaluation team’s recommendation that Anthem Blue Cross and Blue Shield be selected to begin contract negotiations for the implementing of Dental Plan Administration for the Indiana State Personnel Department.

Anthem Blue Cross and Blue Shield is committed to subcontracting 8% of the total administration fee to **BC Forward** (a certified Minority-Owned Business), 11% of the total administration fee to **308 Communications** (a certified Woman-Owned Business) and 3% of the total administration fee to **Vespa Group** (a certified Veteran-Owned Business).

Terms of this recommendation are included in this letter.

The evaluation team received proposals from three (3) vendors:

- Anthem Blue Cross and Blue Shield
- Delta Dental Plan of Indiana, Inc
- Humana

According to the following criteria, which were published in Section 3, Proposal Evaluation, of the RFP, proposals were evaluated by the Indiana Department of Administration (“IDOA”) and scored by the evaluation team:

- Adherence to Requirements (Pass/Fail)
- Management Assessment/Quality (40 points)
- Price (40 points)
- Buy Indiana/Indiana Company (5 points)
- Minority Business Participation (5 points plus 1 bonus point if certain criteria are met)
- Women Business Participation (5 points plus 1 bonus point if certain criteria are met)
- Indiana Veteran Owned Small Business Participation (5 points plus 1 bonus point if certain criteria are met)

The proposals were evaluated according to the published process outlined in Section 3.2, “Evaluation Criteria, of the RFP. Scoring was completed as follows:

A. Adherence to Requirements

The proposals were reviewed for adherence to mandatory requirements. The respondents met these requirements and were then evaluated based on the business proposal, technical proposal, and cost proposal.

B. Management Assessment/Quality (“MAQ”)

Business Proposal

For the Business Proposal evaluation, the evaluation team considered the Respondents organizational structure and financial stability as defined in Section 2.3 of the RFP. The evaluation teams scores were based on a review of the Respondents Business Proposal, Attachment E.

Technical Proposal

For the Technical Proposal evaluation, the evaluation team considered the Respondents ability to effectively perform the scope of work in Section 2.4 of the RFP. The evaluation teams scores were based on a review of the Respondents Technical Proposal, Attachment F.

The evaluation team’s scores were based on a review of the respondent’s proposed approach to each section of the technical proposal and subsequent clarifications.

Results of the management assessment/quality evaluation are shown below:

Table 1: Initial MAQ Score

Respondent	MAQ Score (40 Max)
Anthem Blue Cross and Blue Shield	29.19
Delta Dental Plan of Indiana, Inc	27.63
Humana	19.31

C. Cost Proposal

Cost scores were normalized, based on the lowest cost proposal evaluated. The lowest cost proposal, relative to their total cost, received a total of 40 points. Other proposals received scores based on the following normalization formula where the total cost of the proposal remains the respondent’s total cost:

$$\text{Respondent's Cost Score} = (\text{Lowest Cost Proposal} / \text{Total Cost of Proposal}) \times 40 \text{ points}$$

The cost scoring is as follows:

Table 2: Initial Cost Score

Respondent	Cost Score (40 Max)
Anthem Blue Cross and Blue Shield	40
Delta Dental Plan of Indiana, Inc	37.23
Humana	37.10

D. Initial Round Total Scores

The Cost Score was then combined with the Management Assessment and Quality Score to generate the total score for this step of the evaluation process as described in the RFP. The combined scores out of a maximum possible 80 points are tabulated in Table 3 below.

Table 3: Initial MAQ + Cost Score

Respondent	MAQ Score (40 Max)	Cost Score (40 max)	Total Score (80 max)
Anthem Blue Cross and Blue Shield	29.19	40	69.19
Delta Dental Plan of Indiana, Inc	27.63	37.23	64.86
Humana	19.31	37.10	56.41

E. Second Round Score – BAFO Responses

Following the second round of scoring, MAQ scores were finalized and remained unchanged for the duration of the evaluation. The Respondent’s scores were reviewed and re-evaluated based on the BAFO responses.

The scores for the Respondents after these updates are as follows:

Table 4: Round 2 – Post BAFO

Respondent	MAQ Score (40 Max)	Cost Score (40 max)	Total Score (80 max)
Anthem Blue Cross and Blue Shield	29.19	40	69.19
Delta Dental Plan of Indiana, Inc	27.63	37.24	64.87
Humana	19.31	37.14	56.45

F. IDOA Scoring

IDOA scored the respondents in the following areas using criteria published in the RFP: Buy Indiana (5 points); Indiana Economic Impact (5 points); Minority and Women Business Participation (5 points each); and Indiana Veteran Owned Small Business Participation (5 points). When necessary, IDOA clarified certain Buy Indiana, Indiana Economic Impact, Minority and Women Business Participation and Indiana Veteran Owned Small Business Participation information with the respondents.

Table 7: Final Overall Evaluation Scores

Respondent	MAQ (40 Max)	Cost Score (40 Max)	Buy Indiana (5 max)	MBE (5 max + 1 bonus)	WBE (5 max + 1 bonus)	IVBE (5 max + 1 bonus)	Total Score ¹ (100 max + 3 bonus)
Anthem Blue Cross and Blue Shield.	29.19	40	5	5	5	5	89.19
Delta Dental Plan of Indiana, Inc	27.63	37.24	5	3.13	6	5	84.00
Humana	19.31	37.14	0	6	3.75	5	71.20

¹ Totals may not foot due to rounding differences.

Award Summary

During the course of evaluation, the State scrutinized the proposals to determine the viability of the proposed solution to meet the goals of the program and the needs of the State. The team evaluated the proposals based on the stipulated criteria outlined in the RFP document.

The term of the contract shall be for a period of four (4) years from the date of contract execution.

Arthur Sample IV

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