

SELECTION/EVALUATION PROCESS

The evaluation consists of a 100-point scoring system based on the “Evaluation Criteria”

- A) Evaluation Committee selected by Hidalgo County Commissioners’ Court, Elected Official or User Department (Budget and Management-Employee Benefits Division) will review, score and evaluate the Request for Proposal (RFP’s) received.

- B) Proposals will be carefully evaluated for cost effectiveness, for coverage provisions, and for compliance with the coverage and servicing criteria contained in the specifications. The agreement will be awarded to the responsible vendor who submits a superior but economical proposal based on the relative importance in the best interest of Hidalgo County.

After the RFP’s have been reviewed, scored and evaluated, a grid will be presented to Commissioners’ Court for the purposes of ranking for recommendation. Thereafter Hidalgo County Commissioners’ Court will rank and /or award the proposals.

EVALUATION FORM
Hidalgo County
“Prepaid (Post Tax) Voluntary Legal Services”
RFP No.2021-101-11-10-JAG

SELECTION CRITERIA	Maximum Points breakdown	SCORE
1) VENDOR QUALIFICATIONS	(maximum points- 30)	
➤ Experience in industry	0-10	
➤ References	0-10	
➤ Proof of financial stability	0-10	
Comments/Rationale for points:	TOTAL	
2) INSURANCE BENEFIT	(maximum points -50)	
➤ Quality of Service & Customer Service	0-15	
➤ Analysis of Plan Design, Benefits, & Pricing	0-35	
Comments/Rationale for points:	TOTAL:	
3) CAPACITY TO PERFORM SERVICES AS OUTLINED ON THE RFP	(maximum points-20)	
➤ Contents and display of respondent’s proposal	0-10	
➤ Enrollment & Implementation	0-10	
Comments/Rationale for points:	TOTAL:	
TOTAL SCORE		

Provider: _____

Evaluator: _____ Dept: _____

Comments: _____

SELECTION CRITERIA SUMMARY

I) VENDOR QUALIFICATION (0-20)

1) EXPERIENCE IN THE INDUSTRY (0-10)

- a) Reputation of the respondent and of their goods and services (0-5)
- b) Demonstration of verifiable experience and service performance provided to similar accounts, similar complexity, and size of Hidalgo County or larger (0-3)
- c) Number of lawsuits and nature thereof, if applicable (0-2)

2) REFERENCES (0-10)

- a) The nature of the references of other public entity clients concerning the Proposer (0-2)
- b) Experience with other counties, similar size to Hidalgo County, in the state of Texas (0-4)
- c) References fully provided as requested by the RFP? (0-4)

3) PROOF OF FINANCIAL STABILITY (0-10)

- a) Respondent's financial condition and operational strength; (AM Best) (0-6)
- b) Current financial statement provided (0-2)
- c) Independent audited financial statements provided (0-2)

II) INSURANCE BENEFIT (0-50)

1) QUALITY OF SERVICE & CUSTOMER SERVICE (0-15)

- a) Number of attorneys within organization: (0-3)
 - Number of attorneys in Hidalgo County area
 - Number of attorneys by area of expertise
- b) Average time before the member is able to meet with the attorney (0-5)
- c) Respondent's ability to ensure attorneys are licensed in the State of Texas and continually remain in good standing? Is this information available to enrollees? (0-5)
- d) What materials/services are provided to support non-English speaking employees and hearing impaired callers? (0-2)

2) ANALYSIS OF PLAN DESIGN (0-35)

- a) Proposed competitive benefits that are equal or better than current benefits (0-15)
- b) Provide comprehensive services (0-10)
- c) Rates proposed guaranteed for 3 years (0-10)

III) CAPACITY TO PERFORM SERVICES AS OUTLINED ON THE RFP (0-20)

1) CONTENTS AND DISPLAY OF RESPONDENT'S PROPOSAL (0-10)

- a) Did respondent provide essential and fundamental documents required? (0-4)
- b) Were summary's and worksheets submitted as required? (0-4)
- c) Was proposal submitted neatly and labeled for easy access? (0-2)

2) ENROLLMENT & IMPLEMENTATION (0-10)

- a) Vendor agrees to integrate products onto the county's enrollment system (no exceptions) including weekly electronic feeds (0-10)