



Notice of Intent to Award

Solicitation Number	394395	Award Date	6/11/2025 11:01 AM CDT
Solicitation Title	Group Vision Administration Services		
Buyer Name	Scott Ferguson	Buyer Email	scott.ferguson@nashville.gov
BAO Rep	Trevor Hilton	BAO Email	trevor.hilton@nashville.gov

Awarded Supplier(s)

In reference to the above solicitation and contingent upon successful contract negotiation, it is the intent of the Metropolitan Government of Nashville and Davidson County to award to the following supplier(s):

Company Name	National Vision Administrators, L.L.C.	Company Contact	Carl Maroff
Street Address	1200 Route 46 West		
City	Clifton	State	NJ
		Zipcode	07013

Company Name		Company Contact	
Street Address			
City		State	
		Zipcode	

Company Name		Company Contact	
Street Address			
City		State	
		Zipcode	

Certificate of Insurance

The awarded supplier(s) must submit a certificate of insurance (COI) indicating all applicable coverage required by the referenced solicitation. The COI should be emailed to the referenced buyer no more than 15 days after the referenced award date.

Equal Business Opportunity Program

Where applicable, the awarded supplier(s) must submit a signed copy of the letter of intent to perform for any and all minority-owned (MBE) or woman-owned (WBE) subcontractors included in the solicitation response. The letter(s) should be emailed to the referenced business assistance office (BAO) rep no more than two business days after the referenced award date.

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Yes, the EBO Program is applicable.

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No, the EBO Program is not applicable.

Monthly Reporting

Where applicable, the awarded supplier(s) will be required monthly to submit evidence of participation and payment to all small (SBE), minority-owned (MBE), women-owned (WBE), LGBT-owned (LGBTBE), and service disabled veteran owned (SDV) subcontractors. Sufficient evidence may include, but is not necessarily limited to copies of subcontracts, purchase orders, applications for payment, invoices, and cancelled checks.

Questions related to contract compliance may be directed to the referenced BAO rep.

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Yes, monthly reporting is applicable.

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No, monthly reporting is not applicable.

Public Information and Records Retention

Solicitation and award documentation are available upon request. Please email the referenced buyer to arrange.

A copy of this notice will be placed in the solicitation file and sent to all offerors.

Right to Protest

Per MCL 4.36.010 – any actual or prospective bidder, offeror, or contractor who is aggrieved in connection with the solicitation or award of a contract may protest to the purchasing agent. The protest shall be submitted in writing within ten (10) days after such aggrieved person knows or should have known of the facts giving rise thereto.

DR

Assistant Purchasing Agent (Initial)

Dennis Rowland
 Dennis Rowland
 Purchasing Agent & Chief Procurement Officer

Solicitation Title & Number			RFP Cost Points
Group Vision Administration Services; RFQ# 394395			30
Offeror's Name	Total Bid Amount	SBE/SDV Participation Amount	RFP Cost Points
Colonial Life & Accident Insurance Company	\$1,796.14	\$ -	25.10
EyeMed Vision Care LLC *	\$1,756.80	\$ -	25.67
Metropolitan Life Insurance Company *	\$1,503.00	\$ -	30.00
National Vision Administrators, L.L.C. *	\$1,784.40	\$ -	25.27

* Supplier was asked for and provided Best and Final Offer.

RFQ# 394395 - Group Vision Administration Services				
Evaluation Criteria	Colonial Life & Accident Insurance Company	EyeMed Vision Care LLC	Metropolitan Life Insurance Company	National Vision Administrators, L.L.C.
Group Vision Administration Services				
Requirements	Yes	Yes	Yes	Yes
Solicitation Acceptance	Yes	Yes	Yes	Yes
Contract Acceptance	Yes	Yes, with exceptions	Yes	Yes
ISA Questionnaire Completed and Terms Accepted	Yes	Yes	Yes	Yes
Company Organization and Account Management (15 Points)	7.00	15.00	13.00	15.00
Account Administration and Member Services (35 Points)	21.00	31.00	30.00	35.00
Provider Network (15 Points)	6.00	12.00	12.00	14.00
Economic Engagement Assessment (5 Points)	2.50	3.50	4.00	1.50
Cost (30 Points)	25.10	25.67 *	30.00 *	25.27 *
Totals	61.60	87.17	89.00	90.77

* Supplier was asked for and provided Best and Final Offer.

Strengths & Weaknesses

Colonial Life & Accident Insurance Company

Company Organization and Account Management

Strengths: Firm's response addressed everything requested in the RFP except for the weaknesses noted below.

Weaknesses: Firm's overall response lacked details. Q#1 - Firm has less than 10 years of vision insurance experience. Q#3 - Firm's response lacked specific details. Q#5 - Firm's proposed team lacked experience. Q#6 - Firm's proposed organizational structure. Q#7 - Firm's key personnel lacked experience in providing services required for this solicitation. Q#8 - Firm does not have the experience in providing this service.

Account Administration

Strengths: Firm's response addressed everything requested in the RFP except for the weaknesses noted below.

Weaknesses: Firm's overall response lacked details. Q#11 - Firm's response lacked details. Q#12 - Firm's implementation workplan lacked specifics and firm's timeline was unrealistic. Q#17 - Firm's turnaround time for processing urgent requests. Q#20 - Firm's tools to assist on searching for specific frames inventory. Q#21 - Firm did not provide a mobile application Q#22 - Firm's response lacked specifics. Q#24 - Firm's response indicates Metro has access only, not authorization to process/request eligibility overrides. Q#28c and e - Firm's hold times and average duration of a call between member and a representative. Q#33 - Firm did not answer.

Provider Network

Strengths: Firm's response addressed everything requested in the RFP except for the weakness noted below.

Weaknesses: Q#36 - Firm's frequency of updating their online provider network website. Q#37 - Firm's did not provide a response. Q#38 - Firm did not provide. Q#40 - Firm's list of retail providers. Q#44 - Firm's response missed the intent of the question.

Economic Engagement Assessment

Strengths:

Weaknesses: Overall economic engagement plan lacked detail.

EyeMed Vision Care LLC

Company Organization and Account Management

Strengths: Firm's response addressed everything requested in the RFP. Q#1 - Firm's description of their organization structure, length of time they have provided group vision insurance. Q#3 - Firm's details regarding how they differentiate from other firms.

Weaknesses: No weaknesses were noted.

Account Administration

Strengths: Firm's response addressed everything requested in the RFP except for the weaknesses noted below. Q#26 - Claim turnaround of 4.9 days.

Weaknesses: Q#11 - Firm's response lacked specific details. Q#20 - Firm's educational tools does not allow searching based on cost. Q#24 - Firm's response lacked details. Q#28 - Customer Service hours of operation.

Provider Network

Strengths: Firm's response addressed everything requested in the RFP except for the weakness noted below. Q#38 - Firm provided a thorough Geo Access Report.

Weaknesses: Q#36 - Firm's frequency of updating their online provider network website. Q#37 - Firm's response would result in 15% disruption of members.

Economic Engagement Assessment

Strengths: Plan highlighted some economic engagement elements.

Weaknesses:

Strengths & Weaknesses

Metropolitan Life Insurance Company

Company Organization and Account Management

Strengths: Firm's response addressed everything requested in the RFP except for the weaknesses noted below.

Weaknesses: Q#1 - Firm's response lacked specific details. Q#3 - Firm's response lacked specific details.

Account Administration

Strengths: Firm's response addressed everything requested in the RFP except for the weaknesses noted below.

Weaknesses: Q#20 - Firms does not provide the specific frame inventory at the provider's location. Q#21 - Firm did not provide mobile application's features. Q#24 - Firm did not explain their process for Metro to request an eligibility override. Q#28a - Firm's call center is closed on Sunday. Q#28c - Firm's average hold time for 2024 Q#33 - Firm's response lacked specifics.

Provider Network

Strengths: Firm's response addressed everything requested in the RFP except for the weakness noted below. Q#38 - Firm provided a thorough Geo Access Report.

Weaknesses: Q#36 - Firm's website not updated in real time. Q#37 - Firm's response would result in 10% disruption of members.

Economic Engagement Assessment

Strengths: Detailed economic engagement plan highlighted major elements.

Weaknesses:

National Vision Administrators, L.L.C.

Company Organization and Account Management

Strengths: Firm's response addressed everything requested in the RFP. Q#1 - Firm's description of their organization structure, length of time they have provided group vision insurance. Q#3 - Firm's details regarding how they differentiate from other competitors.

Weaknesses: No weaknesses were noted.

Account Administration

Strengths: Firm's response addressed everything requested in the RFP. Q#20 - Firm provided a complete response to the description of their tools for searching for specific frames. Q#22 - Firm's response regarding their customized website. Q#23 - Firm's thorough explanation of claims process. Q#27 - Firm's toll free number accessible 24/7/365 days a year.

Weaknesses: No weaknesses were noted.

Provider Network

Strengths: Firm's response addressed everything requested in the RFP except for the weakness noted below.

Weaknesses: Q#39 - Firm's number of ophthalmologists in their network.

Economic Engagement Assessment

Strengths:

Weaknesses: Overall economic engagement plan lacked detail.



**Notice
Unacceptable Offer**

Solicitation Number	394395	Date	6/9/2025 7:08 AM CDT
Solicitation Title	Group Vision Administration Services		
Buyer Name	Scott Ferguson	Buyer Email	scott.ferguson@nashville.gov
BAO Rep	Trevor Hilton	BAO Email	trevor.hilton@nashville.gov

Unacceptable Offer

The following supplier has submitted an offer that is unacceptable:

Company Name	Colonial Life & Accident Insurance Company for Unum	Company Contact	Emily Gold		
Street Address	6 Cadillac Drive				
City	Brentwood	State	TN	Zipcode	37027

Suppliers with unacceptable offers will not be considered for award.

Public Information and Records Retention

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