

RFP Process Improvement Roundtables & One-on-One Meetings

Roundtables

AHCCCS has retained an independent consultant, the Pacific Health Policy Group (PHPG), to facilitate three Roundtable discussions regarding RFP improvement. PHPG's role will be to facilitate and document discussion content and report findings to AHCCCS.

The Roundtable meetings are intended to be informal and are open to the public (participants should not bring presentations or handouts). The meeting format will be hybrid (virtual and in-person). Due to space limitations, participating organizations are encouraged to restrict in-person attendance to individuals who plan to participate actively in the discussions. There will be no limitations on virtual attendance, and all who are interested should attend.

Each meeting will be scheduled to last two hours. The meetings will be restricted to the RFP process only and will not cover RFP content. Questions regarding AHCCCS/ALTCS programs and substantive RFP content will be addressed later in the fall through a formal FAQ process. Participants are welcome to submit written recommendations regarding AHCCCS's RFP process at any time, but no later than 5:00 p.m. MST on November 5, 2025. Please submit written recommendations regarding AHCCCS's RFP improvement process to Andrew Cohen with PHPG at acohen@phpg.com (all recommendations will be shared with AHCCCS).

Roundtable meetings will address three separate topics, and AHCCCS encourages all interested parties to attend all three roundtables. Meeting topics also are provided.

Meeting 1	Meeting 2	Meeting 3
Date: October 20, 2025 Time: 10am to 12pm Location: ADOT Building - 1130 N. 22nd Ave, Phoenix, AZ 85009 (Ocotillo Room) Topic: General RFP Process	Date: October 27, 2025 Time: 10am to 12pm Location: ADOT Building - 1130 N. 22nd Ave, Phoenix, AZ 85009 (Ocotillo Room) Topic: Proposal Evaluation Criteria	Date: November 3, 2025 Time: 10am to 12pm Location: ADOT Building - 1130 N. 22nd Ave, Phoenix, AZ 85009 (Ocotillo Room) Topic: Decision Making and Contract Transition

You can register separately for each meeting at the links provided below:

Meeting 1: [AHCCCS RFP Process Improvement Meeting 1 | Meeting-Join | Microsoft Teams](#)

Meeting 2: [AHCCCS RFP Process Improvement Meeting 2 | Meeting-Join | Microsoft Teams](#)

Meeting 3: [AHCCCS RFP Process Improvement Meeting 3 | Meeting-Join | Microsoft Teams](#)

In preparing for the Roundtables, participants are encouraged to consider recent ALTCS and AHCCCS procurements and how the RFP process could be strengthened, both in terms of 1) offering clarity and fairness for respondents, and 2) support for AHCCCS in selecting contractors best able to meet the agency's objectives for the program. Potential new offerors can review material from prior procurements in the AHCCCS bidder's library.

Meeting 1 – General RFP Process

- What information should be included in the RFP to mitigate confusion or concern among respondents when drafting proposals?
- Arizona has traditionally awarded Medicaid managed care contracts through a competitive solicitation process. Some states award Medicaid managed care contracts through a non-competitive or semi-competitive application process that results in more health plans being awarded contracts. Should Arizona consider deviating from its competitive process model?
- How can AHCCCS provide information about evaluation and scoring that is sufficient to allow respondents to raise questions or concerns prior to proposal submission, without compelling respondents to “write to the test”?
- What technical proposal content would best enable AHCCCS to differentiate respondents in terms of their ability to meet agency objectives, particularly if all respondents can meet minimum performance standards?
- AHCCCS has used a ranking method to evaluate proposals over multiple procurement cycles. Should this be retained or modified (and if modified, how and why)?
- In addition to what has been discussed, how can AHCCCS raise confidence in the fairness of future procurements?
- What other feedback should AHCCCS consider related to the General RFP Process?

Meeting 2 – Proposal Evaluation Criteria

- What would be an appropriate team structure for future procurements, in terms of the number of team members, their qualifications, and the team's role in the evaluation?
- How should the following evaluation components be weighted (out of 100%): Past performance/experience; written technical proposal; oral presentation; and price?
- How should AHCCCS evaluate and verify Arizona-based and non-Arizona experience?
- How should AHCCCS evaluate price?
- What types of investments and partnerships should be considered in the evaluation?
- What other feedback should AHCCCS consider related to the Proposal Evaluation Criteria?

Meeting 3 – Decision Making and Contract Transition

- What level of supporting detail is necessary for respondents to understand how evaluators scored proposals and AHCCCS made award decisions?
- What improvements could be made to the standards and processes for contract award selection?
- What options should AHCCCS consider for better alignment of contract terms and structure with respect to managed care services across multiple service lines?
- What practices have helped or hindered member continuity during past transitions?
- How can AHCCCS support smoother handoffs between contractors?
- What other feedback should AHCCCS consider related to the Decision Making and Contract Transition?

One-on-One Meetings

In addition to attending the Roundtable meetings, AHCCCS leadership and PHPG consultants will be available to meet one-on-one with any interested health plan. PHPG and AHCCCS will not be answering questions during these meetings, but will be open to feedback from health plans, and are interested in hearing candid thoughts about how to improve the RFP process. Meetings will last one hour and will be virtual. Participants are free to set the agenda and cover any RFP-related matter. PHPG has reserved the following dates and times for the one-on-one meetings:

- Wednesday, October 29, 2025: 9:00 a.m. – 3:00 p.m. MST
- Thursday, October 30, 2025: 9:00 a.m. – 3:00 p.m. MST
- Thursday, November 6, 2025: 8:00 a.m. – 4:00 p.m. MST
- Friday, November 7, 2025: 8:00 a.m. – 2:00 p.m. MST

Requests for meetings should be sent directly to Andrew Cohen with PHPG at acohen@phpg.com. Please specify your first, second, and third choices for meeting times, in case your first (or second) preferred times are no longer available.

Following the RFP improvement roundtables and one-on-one meetings, PHPG will summarize the feedback received for AHCCCS, and the Agency will incorporate process improvement recommendations into its next RFP process.

The Agency will update stakeholders regarding the results of this RFP improvement process and will make further announcements regarding the EPD RFP timeline in November 2025.