

## REQUEST FOR PROPOSAL (RFP) EXECUTIVE SUMMARY YH24-0001 – ALTCS E/PD

December 1, 2023

The Request for Proposals (RFP) commenced in accordance with A.R.S. § 36-2906.

### Timeline

1. Procurement Disclosure Statements were signed by individuals involved in the solicitation between March 09, 2022, and September 20, 2023.
2. RFP was written and reviewed by internal subject matter experts from AHCCCS and approved for publishing by Procurement Management on July 12, 2023.
3. The RFP was published on the AHCCCS website on August 1, 2023.
4. RFP notification was sent to potential interested vendors on August 1, 2023, with a link to the AHCCCS website where the RFP was published.
5. Evaluator Training and Scoring Methodology meeting convened on October 3, 2023
6. Solicitation amendment one response to Offerors' questions was published on the AHCCCS website on August 15, 2023.
7. Solicitation amendment two response to Offerors' questions was published on the AHCCCS website on August 30, 2023 .
8. Solicitation amendment three response to Offerors' questions was published on the AHCCCS website on September 8, 2023.
9. No Pre-Offer conference was held.
10. The RFP closed on October 2, 2023, and five Proposals were received.

### Award Recommendation

The Scope Team recommends a Statewide contract award be made to two MCOs: *Health Net Access, Inc. dba Arizona Complete Health-Complete Plan* [ranked 1 based on total score] and *Arizona Physicians IPA, Inc. (dba UnitedHealthcare Community Plan)* [ranked 2 based on total score]. Refer to Overall Final Score by Offeror attached.

A history of the RFP development process and proposal evaluation process is provided below.

### History of RFP Development and Release

The development of the RFP took place during the timeframe of August 2, 2022 – June 12, 2023. The Request for Proposals was published publicly on the AHCCCS website on August 1, 2023. Notice of the future RFP was advertised publicly in the Record Reporter on June 17, 2022. Approximately 326 vendors/potential Offerors were notified through email of the RFP publication. A list of the notified vendors/potential Offerors is contained in the procurement file. The Proposal Due Date was August 1, 2023.

The Solicitation Amendments were posted publicly on the AHCCCS website with the RFP and are made available in the procurement file. Solicitation Amendment one was released August 15, 2023, and consisted of 44 detailed questions and answers and amended the RFP as necessary. Solicitation

Amendment #2 was released August 30, 2023, and consisted of 19 detailed questions and answers and amended the RFP as necessary. Solicitation Amendment #3 was released September 8, 2023 and amended Instructions to Offerors, Offeror’s Checklist, and Disclosure of Information Instructions and Attestation the RFP as necessary.

**Scoring Methodology**

The Scope Team met October 2, 2023, through November 15, 2023, to determine the scoring methodology and came to an agreement to apply the scoring methodology detailed in the *Evaluation Process Overview* document available in the procurement file.

**Receipt of Proposals**

A total of five proposals were submitted to AHCCCS by the due date of October 2, 2023. The Offerors were: Arizona Physicians IPA, Inc. (dba UnitedHealthcare Community Plan); Banner-University Care Advantage dba Banner-University Family Care; BCBSAZ Health Choice; Health Net Access, Inc. dba Arizona Complete Health-Complete Plan; and Mercy Care (Administered by Aetna Medicaid Administrators). Proposals were received and publicly opened on October 2, 2023, in accordance with the RFP instructions:

**Evaluation Process**

Each submission requirement was evaluated by an Evaluation Team. The five proposals were evaluated pursuant to the submission evaluation considerations contained in the procurement file. The proposals and scoring tools were distributed to all Evaluation Team members. The following individuals served as Evaluation Team members:

1. Melissa Arzabal	13. Bill Kennard
2. Danielle Ashlock	14. Susan Kennard
3. Gini Britton	15. Jakenna Lebsock
4. Georgette Chukwuemeka	16. Pam McMillian
5. Rachel Conley	17. Samantha O’Neal
6. Dr. Melissa Del-Colle	18. Christina Quast
7. Jay Dunkleberger	19. Bobbi Schmidt
8. Tom Heiser	20. Matt Varitek
9. Michelle Holmes	21. Dr. Megan Woods
10. Cynthia Hostetler	22. Jenna Girdosky
11. Brandi Howard	
12. Dara Johnson	

Scope and Evaluation Team members were required to sign a Procurement Disclosure Statement/Confidentiality Statement at the commencement of the development of the RFP. Additional subject matter experts were used on an as needed basis.

**Evaluation Meetings**

Scoring Training was held on October 2, 2023. The Evaluation Teams’ first consensus meeting was held on October 12, 2023. At this meeting the Evaluation Team started to develop strengths and weaknesses for

each proposal for their assigned submission requirement. The teams continued this process through November 15, 2023.

AHCCCS requested Best and Final Offers (BAFO) for the Cost Bid portion of the RFP. The Cost Bid Evaluation Team reviewed the BAFO submissions and final rankings were assigned to each Offer.

### **Conclusion**

After giving the proposals serious consideration and after examining the facts related to the submission evaluation considerations, the Scope Team recommended two statewide contracts be awarded: one Statewide Contract to *Arizona Physicians IPA, Inc. (dba UnitedHealthcare Community Plan)* and one Statewide Contract to *and Health Net Access, Inc. dba Arizona Complete Health-Complete Plan*. It is determined that each of these Offerors submitted a proposal that was responsible and responsive. It was further determined that this award will be the most advantageous to AHCCCS and the State of Arizona based on the evaluation factors set forth in the solicitation.


The final scoring sheet is incorporated into this Executive Summary as shown on the following page.

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### **AHCCCS Procurement Office**

I, AHCCCS Chief Procurement Officer, Meggan LaPorte, agree with the Scope Team's award recommendation.

Sincerely,

  
Meggan LaPorte (Nov 29, 2023 09:34 MST)

Meggan LaPorte  
AHCCCS Chief Procurement Officer

# Overall Final Score by Offeror

## Best and Final Offer

Statewide Number of AHCCCS E/PD Offerors Statewide = 5		
Maximum Points 1,000	Total Score	Rank Based on Total Score
HEALTH NET ACCESS	715.00	1
ARIZONA PHYSICIANS IPA, INC.	668.00	2
MERCY CARE	557.50	3
BCBSAZ HEALTH CHOICE	537.00	4
BANNER-UNIVERSITY CARE ADVANTAGE	522.50	5

## Ranking Summary for Offerors by Submission Requirement

### Best and Final Offer

Measure #	Measure Name	ARIZONA PHYSICIANS IPA, INC.	BANNER- UNIVERSITY CARE ADVANTAGE	BCBSAZ HEALTH CHOICE	HEALTH NET ACCESS	MERCY CARE
B1	Executive Summary					
B2	Contract Citations					
B3	Health Equity					
B4	Complex Conditions & Member Transitions	3	5	4	2	1
B5	Person-Centered Service Plan	2	1	5	3	4
B6	Data	3	3	5	1	2
B7	Network Development	2	5	4	1	3
B8	Workforce Development	2	3	5	4	1
B9	Access to Services & Supports (Peer Supports)	4	2	1	3	5
B10	Past Performance - Compliance Review	2	1	5	4	3
B11	Past Performance - Star Rating	1	2	4	5	2
OP 1	Family Caregiver Support	2	4	1	3	5
OP 2	Abuse and Neglect Prevention	3	4	2	1	4
C1-C4	Non-Benefit Cost Bid	4	4	3	1	2