

November 20, 2023

Meggan LaPorte, CPPO, MSW  
Chief Procurement Officer  
Arizona Health Care Cost Containment System  
801 East Jefferson Street  
Phoenix, Arizona 85034

Dear Ms. LaPorte:

The purpose of this letter is to summarize the assistance provided to AHCCCS by The Pacific Health Policy Group (PHPG) during the 2023 ALTCS procurement (Contract YH24-0001), and to offer our assessment of the process itself.

### **Firm Qualifications**

PHPG specializes in assisting state and county Medicaid agencies to develop, implement and evaluate managed care programs for acute, long-term care and other special needs populations. As part of these activities, we have provided technical assistance in approximately forty Medicaid competitive procurements across the country. Within Arizona, we have assisted in the past thirteen AHCCCS managed care procurements, including this one (seven AHCCCS acute/complete care and six ALTCS program contractor).

### **Scope of Work**

We were asked to apply our expertise to the 2023 procurement by performing the following tasks:

1. Reviewing the Agency's draft RFP submission requirements and instructions to offerors for clarity;
2. Examining the Agency's proposal evaluation process, to determine whether it was fair and objective;
3. Facilitating evaluator deliberations and consensus ranking of written responses to RFP submission requirements, as well as offeror oral presentations; and
4. Documenting major observations of evaluators during consensus ranking deliberations.

Our findings in each of these areas are presented below. It should be noted that our work did not encompass serving as proposal evaluators.

### **Offeror Submission Requirements**

We received draft copies of the RFP offeror submission requirements (written and oral) and instructions to offerors. We reviewed the documents for clarity and provided a small number of comments for consideration by the Agency when finalizing the RFP.

In our opinion, the final submission requirements and instructions were written clearly. The submission requirements reflected Agency priorities for the upcoming contract period.

### **Evaluation Process**

To render an opinion on the evaluation process, we reviewed the instructions developed by the Agency for ranking offeror responses. We also observed the training session held for persons serving as proposal evaluators.

The evaluators selected to serve on the evaluation teams had appropriate backgrounds and relevant experience. They were properly prepared for the evaluation during the training session.

We also reviewed in advance the evaluation templates to be used during the evaluation process. The templates were designed appropriately and worked as intended during the evaluation phase.

### **Facilitating Proposal Evaluations**

PHPG consultants facilitated evaluator deliberations, using the completed evaluation templates to organize the discussions. Consultants documented the major observations made by evaluators in reaching their consensus ranking decisions. In our opinion, evaluator deliberations were thoughtful and adhered to the content of the evaluation templates.

### **Documentation of Evaluator Deliberations**

PHPG consultants documented the major observations made by evaluators and reviewed these observations and consensus ranking decisions with evaluators after conclusion of the deliberations. The consensus rationale documents accurately reflect the criteria applied by evaluators in making their final consensus ranking decisions.

### **Conclusion**

Overall, we believe the evaluation was well designed and carefully executed. The final rankings therefore can serve as an appropriate guide for the Agency in making contract award decisions.

It was a pleasure working with you and your colleagues on this project. Please contact me if you have any questions.

Very truly yours,

A handwritten signature in black ink, appearing to read 'AC', with a stylized flourish extending to the right.

The Pacific Health Policy Group  
Andrew Cohen, Director