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AHCCCS RFP YH24-0041
H2O Program Administrator RFP
SCORING SUMMARY

Criteria	Points Max	Health Choice Arizona, Inc. dba Blue Cross Blue Shield of Arizona Health Choice ("BCBS Health Choice")	Solari, Inc.
Requirements Traceability Matrix (RTM)	400	**326**	**379**
Method of Approach	250	**125**	**170**
Experience and Expertise	200	**133**	**120**
Cost	150	**150**	**130**
TOTAL SCORE	**1000**	**733**	**800**

Evaluation Committee (Scoring Team) Members Attestation:
We hereby attest that the points awarded to each offeror listed on this Scoring Sheet were scored in accordance with the established evaluation criteria and represent our best judgment of each offeror's proposal. As indicated by the scores and the justification in the Executive Summary, our recommendation for contract award is:

NAME OF RECOMMENDED AWARDED VENDOR:	**SOLARI, Inc.**

Evaluator Signature:	DocuSigned by: Elizabeth Da Costa 286C916C642A4F7...	Elizabeth Da Costa	Housing Program Administrator	6/20/2024
Evaluator Signature:	DocuSigned by: David Rudnick 10FE282D70F4490...	David Rudnick	Data Management and Oversight Manager/ISD	6/20/2024
Evaluator Signature:	DocuSigned by: Christina Quast 86B4A2F1DB31418...	Christina Quast	Deputy Assistant Director Managed Care Ops	6/20/2024

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AHCCCS PROCUREMENT OFFICE SCORING TOOL

YH24-0041

		BCBS Health Choice		
Evaluation Criteria	**Points Max**	**Evaluator's Score (0-5)**	**Weighted Score**	**Comments**
Method of Approach				
B2 - Narrative including use of Subcontractors	100	2.5	50	Proposal included statement about reinstatement of SMI designation. Does not indicate Offeror's clear understanding of how this process works in AZ, despite being a former AZ RHBA plan. Proposal lacked clear collaboration with AHCCCS or APEP on provider enrollment. Proopsal lacked clear role to help CBOs navigate onboarding process. Eligibility is verifying all aspects, not just homelessness. H2O specific CHWs are regionaly based. Offeror restated portions of the solicitation regarding provider onboarding but not a clear direction about the CHWs assisting with recruitment and training for onboarding providers across the state. Provided example of the HVL (Homeless Verification Letter) they will use when confirming eligibility, recognition AHCCCS may modify chronic health conditions over time and an internal plan for assessing this. Offeror's proposal for geographic service mapping vision is good, offers a YELP-like process. Proposal discussed connnecting community to existing trainings, no mention of PSH (Permanent Supportive Housing), Housing First trainings that will be made available. Response lacked additional insight to the actual design including invoicing and claims.
B3 - Detailed Implementation Plan	150	2.5	75	Offeror provided detailed plan, however appears to include pre-award activity to start in May despite the procurement not being awarded by then. Offeror provided tasks ranked by difficulty/complexity level. Offer lacked detiled clarity on timeframe of claims clearninghouse, nor outreach to CBO's to assist with the contracting process, and AHCCCS provider registration process, which may reinforce lack of understanding of the preferred claims submission process.
Subtotal	250		**125**	
Experience and Expertise				
B4 - Narrative Experience of the Offeror (Company)	125	3.5	88	Good level of experience with Medicaid, experience as a RBHA serving members with SMI, lots of regional experience working in rural northern areas, experience with tribal needs and coordination with TRBHAs, NARBA. Limited experience with HMIS, limited information around contracting with CBO's, lack of information around experience with permanent supportive housing interventions, oversight of CBOs, and shelters. Experienced in MCO, RBHA, NARBA, grant and other funding, network, and tribal relations.
B5 - Resumes of the Key Personnel	55	3	33	The draft job descriptions are well articulated, required needs for the positions are listed in the job responsibilities. Offeror described training of CBO's, processing claims, housing specialists for assisting with challenging housing needs. Concern with level of effort for existing staff servicing other contracts.
B6 - Org Chart	20	3	12	Organizational Chart Provided
Subtotal	200		**133**	
Requirements Traceability Matrix		**Evaluator's Score (0-632)**		
RTM (316 Requirements * 2 points each= 632 Points)	400	515	326	The Weighted Score for this category is calculated by the following formula: (Evaluator's Score/ 632) x Points Max 400 = Weighted Score
Subtotal	400		**326**	

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AHCCCS PROCUREMENT OFFICE SCORING TOOL

YH24-0041

		SOLARI		
Evaluation Criteria	Points Max	Evaluator's Score (0-5)	Weighted Score	Comments
Method of Approach				
B2 - Narrative including use of Subcontractors	100	4	80	Offeror gave detailed plan, using subcontractor Banner (BUFC) for provider and billing support. Offeror proposes that Solari will perform the front-end admin, member, supervision of staff, call center, provider training, data analytics. Offeror proposes that subcontractor Banner provide back end work such as program support, billing, claims training, payment processing, compliance and contracting. Offeror provided detail around their proposed provider claims processing through Banner. Offeror will use Unite-Us workflo. Identified that SHA software will suffice and Unite-Us is not needed, insight into streamlining billing over time and reducing duplicative efforts. Mentions the use of DWEL for monitoring program outcomes. Offeror described outreach to members and how members could contact Solari with questions and how to navigate resources.
B3 - Detailed Implementation Plan	150	3	90	Detailed plan provided with realistic timelines. Included hybrid (schedule of events as well as waterfall process).
Subtotal	250		170	
Experience and Expertise				
B4 - Narrative Experience of the Offeror (Company)	125	3	75	Offeror has experience with SMI/SED determination, crisis services, significant experience with HMIS and DWEL, data warehouse. Minimal explanation of experience with permanent supportive housing, contracting with CBOs, experience with shelter oversight. Key personnel are held between the Offeror and their subcontractor. Provided additional detail regarding coordination between prime contractor and subcontractor during presentation.
B5 - Resumes of the Key Personnel	55	3	33	Adequate information provided
B6 - Org Chart	20	3.0	12	Organizational Chart Provided
Subtotal	200		120	
Requirements Traceability Matrix		**Evaluator's Score (0-632)**		
RTM (316 Requirements * 2 points each= 632 Points)	400	599	379	The Weighted Score for this category is calculated by the following formula: (Evaluator's Score/ 632) x Points Max 400 = Weighted Score
Subtotal	400		379	

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AHCCCS PROCUREMENT OFFICE SCORING TOOL: B7 - COST PROPOSAL

$$\left(\frac{Price_{lowest}}{Price_{offered}}\right) \times Points_{max} = Points_{awarded}$$

Price Lowest: $ 45,834,490.28
Points Max: 150

	BCBS Health Choice	SOLARI
TOTAL 5 YEAR PRICE	**$ 45,834,490.28**	**$ 52,727,776.00**
Cost Points Awarded	**150**	**130**

BCBS Health Choice

FIXED PRICES - SCOPE OF WORK	Year 1	Year 2	Year 3	Sub-Total	Option Year 4	Option Year 5	Total
Establish Member Eligibility and Monitor Receipt of Services	$ 2,881,138.21	$ 2,881,138.21	$ 2,881,138.21	$ 8,643,414.64	$ 2,974,775.20	$ 3,071,455.40	$ 14,689,645.24
Establish Network of H2O Providers	$ 1,770,995.81	$ 1,770,995.81	$ 1,770,995.81	$ 5,312,987.44	$ 1,828,553.18	$ 1,887,981.15	$ 9,029,521.77
Provide Technical Assistance to H2O Providers / Call Center Support	$ 1,237,113.29	$ 1,237,113.29	$ 1,237,113.29	$ 3,711,339.88	$ 1,277,319.48	$ 1,318,832.36	$ 6,307,491.71
Provide Claims Clearinghouse Services	$ 371,615.92	$ 371,615.92	$ 371,615.92	$ 1,114,847.77	$ 383,693.44	$ 396,163.48	$ 1,894,704.69
Provide Data Analytics and Evaluation	$ 575,963.06	$ 575,963.06	$ 575,963.06	$ 1,727,889.18	$ 594,681.86	$ 614,009.02	$ 2,936,580.05
Fraud Waste and Abuse	$ 337,019.53	$ 337,019.53	$ 337,019.53	$ 1,011,058.60	$ 347,972.67	$ 359,281.78	$ 1,718,313.04
Grievances and Appeals	$ 371,615.92	$ 371,615.92	$ 371,615.92	$ 1,114,847.77	$ 383,693.44	$ 396,163.48	$ 1,894,704.69
Total:	$ 7,545,461.76	$ 6,836,826.30	$ 6,836,826.30	$ 21,219,114.36	$ 7,790,689.26	$ 8,043,886.66	$ 37,053,690.28

All start up activities and costs are limited to year one (1) and should include the costs for deliverable development and all costs necessary to implement all services defined within the RFP.

Operations costs should be fixed across year two (2) and year three (3).	Year 1	Year 2	Year 3		Option Year 4	Option Year 5	
Per Claim Pricing	$ 5.39	$ 5.39	$ 5.39		$ 5.55	$ 5.72	
Multiplied by Estimated Annual Claim Volume (320,000)	$ 1,724,800.00	$ 1,724,800.00	$ 1,724,800.00		$ 1,776,000.00	$ 1,830,400.00	$ 8,780,800.00

TOTAL 5 YEAR PRICE **$ 45,834,490.28**

SOLARI

FIXED PRICES - SCOPE OF WORK	Year 1	Year 2	Year 3	Sub-Total	Option Year 4	Option Year 5	Total
Establish Member Eligibility and Monitor Receipt of Services	$ 1,275,374	$ 1,054,467	$ 1,054,467	$ 3,384,308.00	$ 1,117,735	$ 1,184,799	$ 5,686,842.00
Establish Network of H2O Providers	$ 2,139,262	$ 1,750,813	$ 1,750,813	$ 5,640,888.00	$ 1,843,551	$ 1,941,338	$ 9,425,777.00
Provide Technical Assistance to H2O Providers / Call Center Support	$ 1,285,810	$ 1,048,191	$ 1,048,191	$ 3,382,192.00	$ 1,107,541	$ 1,170,303	$ 5,660,036.00
Provide Claims Clearinghouse Services	$ 991,783	$ 726,022	$ 726,022	$ 2,443,827.00	$ 763,603	$ 803,187	$ 4,010,617.00
Provide Data Analytics and Evaluation	$ 1,904,582	$ 1,233,660	$ 1,233,660	$ 4,371,902.00	$ 1,303,553	$ 1,377,467	$ 7,052,922.00
Fraud Waste and Abuse	$ 878,776	$ 629,801	$ 629,801	$ 2,138,378.00	$ 665,167	$ 702,554	$ 3,506,099.00
Grievances and Appeals	$ 1,203,242	$ 1,015,460	$ 1,015,460	$ 3,234,162.00	$ 1,074,699	$ 1,137,422	$ 5,446,283.00
Total:	$ 9,678,829.00	$ 7,458,414.00	$ 7,458,414.00	$ 24,595,657.00	$ 7,875,849.00	$ 8,317,070.00	$ 40,788,576.00

All start up activities and costs are limited to year one (1) and should include the costs for deliverable development and all costs necessary to implement all services defined within the RFP.

Operations costs should be fixed across year two (2) and year three (3).	Year 1	Year 2	Year 3		Option Year 4	Option Year 5	
Per Claim Pricing	$ 7.24	$ 7.24	$ 7.24		$ 7.61	$ 7.98	
Multiplied by Estimated Annual Claim Volume (320,000)	$ 2,316,800.00	$ 2,316,800.00	$ 2,316,800.00		$ 2,435,200.00	$ 2,553,600.00	$ 11,939,200.00

TOTAL 5 YEAR PRICE **$ 52,727,776.00**

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TEAMS

SCORING TEAM	EXECUTIVE TEAM	NON SCORING SMEs/Technical Advisors	PROCUREMENT TEAM
Elizabeth Da Costa David Rudnick Christina Quast	Kristen Challacombe Dr. Sara Salek	Joshua Worley Katelyn Murphy Alisa Randall Lisa Sherrill Dan Lippert Samantha Williams Jon Leatherwood Vanessa Templeman	Meggan LaPorte Stacy Ingalls

SCORED SUBMISSION REQUIREMENTS

B1 - Requirements Traceability Matrix (Exhibit B)		
Mandatory Requirement:	**Scoring Team:**	**SME/TA:**
RTM TEAM #1: MemberElig – 28	Elizabeth, David, Christina	Elizabeth, David, Joshua
RTM TEAM #2: ProviEnroll – 8	Elizabeth, David, Christina	Samantha
RTM TEAM #3: ProvMgt – 43	Elizabeth, David, Christina	Elizabeth, Christina
RTM TEAM #4: HousingCare – 19	Elizabeth, David, Christina	Elizabeth, Kate, Alisa
RTM TEAM#5: BillingClaims – 30	Elizabeth, David, Christina	Lisa, David, Joshua
RTM TEAM #6: UtilizMgtReporting – 10	Elizabeth, David, Christina	Elizabeth, Lisa, David, Joshua
RTM TEAM #7: Staffing and Exp – 7	Elizabeth, David, Christina	Alisa, Christina
RTM TEAM #8: CompMonitorPgm – 31	Elizabeth, David, Christina	Alisa, Christina
RTM TEAM #9: Integration and Interfaces – 16	Elizabeth, David, Christina	Dan, David, Joshua
RTM TEAM #10: GlobalReq – 87	Elizabeth, David, Christina	Alisa, Dan, David, Christina, Joshua
RTM TEAM #11: FWA – 18	Elizabeth, David, Christina	Jon, Vanessa
RTM TEAM #12: SLA – 19	Elizabeth, David, Christina	Christina, Dan

B2 - Method of Approach Narrative B3 - Method of Approach Implementation/Project Plan	B4 - Experience/Expertise - Narrative B5 - Exp/Exp Resumes of Key Personnel B6 - Experience/Expertise - Org Chart	B7 - Cost Submission
Scoring Team: Elizabeth Da Costa David Rudnick Christina Quast **SME/TA:** Joshua Worley Katelyn Murphy Alisa Randall Lisa Sherrill Dan Lippert Jon Leatherwood Vanessa Templeman	**Scoring Team:** Elizabeth Da Costa David Rudnick Christina Quast	**Scoring Team:** Elizabeth Da Costa David Rudnick Christina Quast **SME/TA:** Joshua

NON - SCORED SUBMISSION REQUIREMENTS

Non- Scored Submission Requirements will be Reviewed by the Procurement Team
A1 - Transmittal Letter
A2 - Signed Offer and Acceptance
A3 - Signed Solicitation Amendments
C1 - Intent to Provide Insurance
C2 - Legal Analysis for Confidential/Proprietary Determination (if any)
C3 - Attestation of Israel (Exhibit G)
C4 - Attestion of Forced Labor (Exhibit H)
C5 - Exceptions to any part of solicitation

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POINT DISTRIBUTION	
Evaluation Criteria	Max Points
RTM	400
Method of Approach	250
Experience and Expertise	200
Cost	150
	1000

SCORING Guidance for Evaluators (used for Method of Approach and Experience and Expertise)	Points
Excellent, insightful response	5
A good response, provided details and some special insights	4
Adequate response, no special insights	3
Below average response, lacks detail and clarity	2
Insufficient response, missing requested information	1
Totally inadequate, no relevant response given	0