



State of Georgia in Conjunction with NASPO ValuePoint

Electronic Request for Proposals (“eRFP”)

Event Name: **Pharmacy Benefit Services**

eRFP (Event) Number: 41900-DCH0000136 | Due Date: 5/13/2024

Technical Proposal

Attachment U – PCMS Mandatory Scored Response Worksheet

Redacted Copy – Available for Public Review

Portions of this proposal contain proprietary information, ideas, know-how, concepts, processes, and trade secrets that are the sole property of Conduent. Pages containing proprietary content are designated in the footer as “**Trade Secret**” and the specific content is identified with a light orange background, when only portions of the page are protected. If the entire page is considered Trade Secret, the footer will read “**This entire page Trade Secret**”. The proprietary contents of this proposal are intended solely for use in the procurement process and may not be disclosed except to persons who are involved in the evaluation of the proposal or award of the contract. The contents may not be duplicated, used, or disclosed in whole or in part for any purpose except the procurement process. Release of Conduent proprietary, confidential, and trade secret information would place Conduent at a serious and irreparable competitive disadvantage in future procurements by providing competitors with information that Conduent maintains strictly confidential and which is unavailable to any third-party except under restrictions contained in a nondisclosure agreement or protections that cover this information under applicable law. If a third-party makes a request for disclosure of any of the contents of this proposal, please notify Conduent immediately so that Conduent will have an opportunity to provide assistance in protecting the proprietary contents of this proposal from unauthorized disclosure.

GEORGIA DEPARTMENT OF COMMUNITY HEALTH
eRFP (Event) Number: 41900-DCH0000136
Event Name: Pharmacy Benefit Services

AFFIDAVIT OF ANNA SEVER

Before me, the undersigned officer duly authorized to administer oaths, Anna Sever, who states as follows:

1. I am over the age of 21 and am fully competent to give this affidavit, which is based on my personal knowledge.

2. I am the President of Conduent State Healthcare, LLC (“Conduent”) and have served in this capacity since 2024. In this capacity I am familiar with Conduent’s efforts to protect trade secrets and confidential, proprietary information as well as Conduent’s efforts to compete for business through the public procurement process.

3. I am familiar with the preparation of Conduent’s proposal to be submitted in response to the Department of Community Health’s procurement for Pharmacy Benefit Services, eRFP Number 41900-DCH0000136 (the “RFP”).

4. Pursuant to O.C.G.A. § 50-18-72(a)(34) and O.C.G.A. § 10-1-761(4) , I affirmatively declare that the following information and parts of Conduent’s proposal and other associated documents are not known by or available to the public, they derive economic value from not being generally known to and not being readily ascertainable by proper means to other persons who can obtain economic value from their disclosure or use, and are the subject of efforts that are reasonable under the circumstances to maintain their secrecy:

- a. Technical and Non-Technical Data.
- b. Formulas.

- c. Patterns.
- d. Compilations.
- e. Programs.
- f. Devices.
- g. Methods.
- h. Techniques.
- i. Drawings.
- j. Processes.
- k. Financial Data.
- l. Financial Plans.
- m. Product Plans.
- n. List of Actual or Potential Customers or Suppliers.
- o. List of Actual or Potential Team Members.

5. These types of information that have been identified as trade secret have been marked as such in Conduent's proposal submitted in response to the RFP. Please see the enclosed table for more specific information.

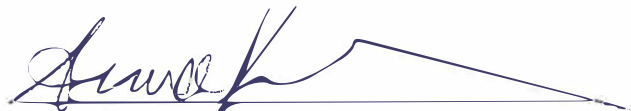
6. Conduent takes significant steps to protect its trade secret information and not share such information with Conduent's competitors or the public. Some of the steps that Conduent takes to protect this information includes redacting and protecting this information in any government-issued proposal for a contract for which Conduent competes, entering into non-disclosure agreements, and controlling access to this information, among other actions.

7. Accordingly, Conduent considers the foregoing information to be trade secrets as that term is defined in O.C.G.A. § 10-1-761(4) of the Georgia Trade Secrets Act

and therefore exempt from disclosure under the Open Records Act (O.C.G.A. § 50-18-72(34)).

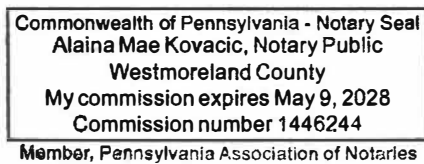
8. The above-stated facts are true and correct and based upon my personal knowledge.

This 1st day of ~~April~~ ^{May}, 2025.


Anna Sever

Sworn to and subscribed before me,
on the 1st day of ~~April~~ ^{May}, 2025.

Alaina Mae Kovacic
[notary]



Enclosure

Trade Secret Information Exempt from Disclosure

Certain portions of Conduent's proposal contains trade secret information as defined in O.C.G.A. §10-1-761(4), including, but not limited to, technical or nontechnical data, a formula, a pattern, a compilation, a program, a device, a method, a technique, a drawing, a process, financial data, financial plans, product plans, or a list of actual or potential customers or suppliers, which is not commonly known by or available to the public and which information derives economic value from not being generally known to, and not being readily ascertainable by proper means by, other persons who can obtain economic value from its disclosure or use; and is the subject of efforts that are reasonable under the circumstances to maintain its secrecy (individually a "Trade Secret" and collectively "Trade Secrets").

Pages that contain Trade Secrets are marked in the footer with the phrase "Trade Secret." When only a portion of the page contains Trade Secret information, the specific content is identified with a light orange background. If there is no orange shading contained on the page, the entire page is considered "Trade Secret."

Trade Secret Information Listing

Section	Pages	Description of Trade Secret Information	Reason Claiming Exception	Exception from Georgia Law
Attachment Q – Supplier Responsibility Questionnaire	All pages	Questionnaire Responses	CONDUENT TRADE SECRET The response to questionnaire includes financial data and other information which is not commonly known by or available to the public.	O.C.G.A. § 10-1-761(4); and O.C.G.A § 50-18-72(a)(34)
MSQ1 – Executive Summary	As marked	Clinical Services Highlights, Key Positions by EEO Category	CONDUENT TRADE SECRET These sections describe our proprietary solution and its workings, as well as internal information on our EEO staffing.	O.C.G.A. § 10-1-761(4); and O.C.G.A § 50-18-72(a)(34)
MSQ3 – Utilization Management Program Approach	As marked	Protocol Library, Utilization Management Clinical Review Criteria, Clinical Policy and PA Criteria, Clinical algorithm,	CONDUENT TRADE SECRET The Protocol Library, Utilization Management Clinical Review Criteria, Clinical Policy and Prior Authorization (PA) Criteria, and Clinical Algorithm contain proprietary clinical guidelines, decision-making frameworks,	O.C.G.A. § 10-1-761(4); and O.C.G.A § 50-18-72(a)(34)

Section	Pages	Description of Trade Secret Information	Reason Claiming Exception	Exception from Georgia Law
			and review methodologies that were developed by Conduent, are not known to the public and provide Conduent with a competitive advantage.	
MSQ4 – Utilization Management Criteria Structure	As marked	Utilization Management – Strategic Tools, Utilization Management – Clinical Criteria	CONDUENT TRADE SECRET The Utilization Management – Strategic Tools and Utilization Management – Clinical Criteria contain proprietary methodologies, clinical guidelines, and decision-support frameworks that provide Conduent with a competitive advantage and are not publicly disclosed.	O.C.G.A. § 10-1-761(4); and O.C.G.A § 50-18-72(a)(34)
MSQ5 – RetroDUR	As marked	Drug Information Sources, Clinical Rules System Workflow, efficiencies, case study, features of the clinical rules system, Population-Based Intervention, Documentation Reviewed by Clinical Pharmacy Team, Methods to Track Pharmacotherapy New Developments	CONDUENT TRADE SECRET The Drug Information Sources, Clinical Rules System Workflow, Efficiencies, Case Study, Features of the Clinical Rules System, Population-Based Intervention, Documentation Reviewed by the Clinical Pharmacy Team, and Methods to Track Pharmacotherapy New Developments contain proprietary clinical data, workflow strategies, decision-support systems, and tracking methodologies that provide Conduent with a competitive advantage and are not publicly disclosed.	O.C.G.A. § 10-1-761(4); and O.C.G.A § 50-18-72(a)(34)
MSQ6 – Approach to Appeals	As marked	Provider Appeal Process	CONDUENT TRADE SECRET Contains discussion of Conduent internal security practices, solution, and best practices.	O.C.G.A. § 10-1-761(4); and O.C.G.A § 50-18-72(a)(34)

Section	Pages	Description of Trade Secret Information	Reason Claiming Exception	Exception from Georgia Law
MSQ7 – Document Repositor	As marked	The Conduent QMS (Quality Management System) SharePoint Site Template contains proprietary design elements, organizational structures, and process management configurations that provide Conduent with a competitive advantage and are not publicly disclosed.	CONDUENT TRADE SECRET Contains discussion of Conduent internal security practices, solution, and best practices.	O.C.G.A. § 10-1-761(4); and O.C.G.A § 50-18-72(a)(34)
MSQ9 – Project Stages and Phases	As marked	High-Level Implementation Timeline, Project Planning and Startup Phase, Conduent’s Comprehensive Operational Support flow, Highlights of Conduent PCM Solution	CONDUENT TRADE SECRET The High-Level Implementation Timeline, Project Planning and Startup Phase, Conduent’s Comprehensive Operational Support Flow, and Highlights of Conduent PCM Solution contain proprietary project management methodologies, operational strategies, and system functionalities that provide Conduent with a competitive advantage and are not publicly disclosed.	O.C.G.A. § 10-1-761(4); and O.C.G.A § 50-18-72(a)(34)
MSQ10 – Transition & Integration	As marked	Interface Control Document Excerpt	CONDUENT TRADE SECRET The Interface Control Document Excerpt contains proprietary system integration details, technical specifications, and interface configurations that provide Conduent with a competitive advantage and are not publicly disclosed.	O.C.G.A. § 10-1-761(4); and O.C.G.A § 50-18-72(a)(34)
MSQ11 – Project Management	As marked	QMS Methodology Overview, Proposed Project Governance Model, Conduent Leadership Implementation Status Dashboard, Conduent Leadership Project Status Detail, client roster	CONDUENT TRADE SECRET The Quality Management System (QMS) Methodology Overview, Proposed Project Governance Model, Conduent Leadership Implementation Status Dashboard, Conduent Leadership Project Status	O.C.G.A. § 10-1-761(4); and O.C.G.A § 50-18-72(a)(34)

Section	Pages	Description of Trade Secret Information	Reason Claiming Exception	Exception from Georgia Law
			Detail, and client roster contain proprietary methodologies, governance frameworks, performance tracking systems, and client-specific information that provide Conduent with a competitive advantage and are not publicly disclosed.	
Supporting Material	All supporting material documents	Internal plans and procedures, data, workflows, screenshots, training material, communication samples, best practices	CONDUENT TRADE SECRET The Internal Plans and Procedures, Data, Workflows, Screenshots, Training Material, Communication Samples, and Best Practices contain proprietary operational frameworks, content, methodologies, and organizational strategies that provide Conduent with a competitive advantage and are not publicly disclosed.	O.C.G.A. § 10-1-761(4); and O.C.G.A § 50-18-72(a)(34)



Lydie Quebe
Vice President
Conduent State Healthcare, LLC

750 First Street, NE
10th Floor
Washington, DC 20002

Lydie.Quebe@conduent.com
tel 512-897-2833

April 23, 2024

Tracey Woods
Agency Sourcing Manager
State of Georgia, Department of Administrative Services, State Purchasing Division
200 Piedmont Avenue, SE
Atlanta, GA 30334-9010

RE: Pharmacy Benefit Services, eRFP (Event) Number: 41900-DCH0000136 –
Pharmacy Clinical Management Services

Dear Ms. Woods:

Conduent State Healthcare, LLC (Conduent) is hereby submitting our proposal in response to the State of Georgia, in conjunction with NASPO ValuePoint, to provide Pharmacy Clinical Management Services in furtherance of the NASPO ValuePoint Cooperative Purchasing Program.

Conduent brings 23 years of experience providing clinical management services to Medicaid fee-for-service (FFS) members.

We implemented one of the nation's first pharmacy clinical services suites that included therapeutic drug management and automated prior authorization (PA) guidance.

We have institutionalized the expertise, skills, and understanding of the Medicaid mission

enabling Conduent to staff our projects with highly qualified individuals. Our well-qualified team of clinical pharmacists, certified pharmacy technicians, and business analysts with decades of Medicaid experience will work directly with the State and participating parties to successfully implement and coordinate your clinical programs. Our proposed Clinical Management Services for DOAS will successfully provide the requirements detailed in the RFP, with independent and outcomes-based Drug Utilization Review and Management:

- **State Advisory Board Support.** We bring the necessary experience, clinical expertise, resources, and deep understanding of the Medicaid mission to successfully support the State's program and Advisory Board support needs.

Experience and Focus Matters

- More than 50 years of government-sponsored healthcare experience, with a primary focus on Medicaid
- Over 20 years' experience providing government healthcare programs with committee coordination for Medicaid services
- Over 20 years providing utilization management (UM) clinical review criteria with strategic tools including: Prior Authorization, Step therapy, quantity limits, and drug utilization review (DUR) for Medicaid pharmacy programs

- **Drug Utilization Review (DUR).** Led by a clinical pharmacist, our DUR program helps provide access to safe and effective medications and reduces clinical abuse and misuse of outpatient drugs covered by your PDL.
- **Utilization Management (UM) Program.** Our comprehensive UM approach includes establishing specific medical criteria necessary to address drug therapy problems and issues.
- **Retrospective Drug Utilization Review Services.** Our RetroDUR solution provides Medicaid clients across the country with best practices and a single-source solution for conducting clinical analyses of drug therapy and disease states. Conduent identifies your care management and quality improvement issues, progressing downward from a client-wide perspective to a plan-level view to a member-level view and, ultimately, to a claim-level view.

As a publicly traded and independent company with no ties to MCOs or Pharmacies or Pharmaceutical manufacturers, we offer GA and other states true transparency and accountability. As you are aware, the Pharmacy Benefit industry is currently experiencing unprecedented consolidation. In fact, several of our vendor competitors have recently merged or acquired other companies diverting their attention internally instead of on the State customers they serve. This creates competing priorities for these companies. Acquisitions are accompanied by a multitude of risks. Many mergers have gone wrong in the past and adversely impacted their customers.

From services to solutions to operations, Conduent and our Clinical Services are 100% focused on our customers and the members we serve. We successfully maintain long-term customer relationships with many state clients because our staff know how to design, develop, implement, and sustain the performance of all solutions, resulting in high performance and quality outcomes over the life of the contract.

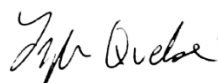
Per the erupt instructions, we are providing the following documents with our response:

- Attachment U – PCMS Mandatory Scored Response Worksheet
- Attachment V – Pharmacy Clinical Management Services Cost Worksheet

Conduent is the low risk, high reward, and transparent choice. We are fully committed to working with the State of Georgia and other states in the NASPO ValuePoint Cooperative Purchasing Program. Please do not hesitate to contact me directly, or Doug Davis, our account representative at doug.davis@conduent.com, or 804.477.5463 if you have any questions.

Thank you for your time and consideration.

Sincerely,



Lydie Quebe
Vice President