



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 W – PFWA 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.

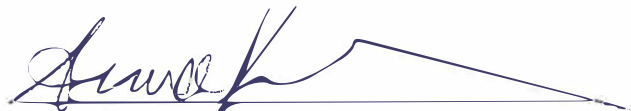
6. Conduent takes significant steps to protect its trade secret information and not share such information with Conduent's competitors or the public. Some of the steps that Conduent takes to protect this information includes redacting and protecting this information in any government-issued proposal 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)).

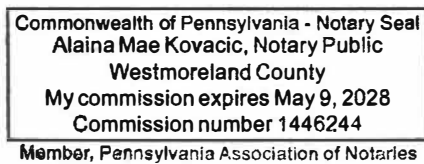
8. The above-stated facts are true and correct and based upon my personal knowledge.

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	Conduent’s CMdS FWA Solution Capabilities, Key Positions by EEO Category,	CONDUENT TRADE SECRET These sections describe our proprietary solution and its workings, as well as internal information relating to our EEO staffing.	O.C.G.A. § 10-1-761(4); and O.C.G.A § 50-18-72(a)(34)
MSQ2 – Compliance	As marked	Approach to System and Service Compliance, ADA and Section 508 compliance	CONDUENT TRADE SECRET The Approach to System and Service Compliance, ADA (Americans with Disabilities Act) and Section 508 Compliance contain proprietary methodologies, regulatory compliance strategies, and accessibility frameworks that	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
			provide Conduent with a competitive advantage and are not publicly disclosed.	
MSQ3 – Desk Audits	As marked	AuditTrack Tool – Pharmacy Audit Process, Pharmacy Audit Process, Desk Audit Review Process, Conduent Pharmacy Desk Audit Workflow	CONDUENT TRADE SECRET The AuditTrack Tool – Pharmacy Audit Process, Pharmacy Audit Process, Desk Audit Review Process, and Conduent Pharmacy Desk Audit Workflow contain proprietary audit methodologies, process flows, and system 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)
MSQ4 – Field Audit	As marked	Field Audit Review Process, Conduent Pharmacy Field Audit Workflow	CONDUENT TRADE SECRET The Field Audit Review Process and Conduent Pharmacy Field Audit Workflow contain proprietary audit methodologies, process flows, and system 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)
MSQ6 – Review Process	As marked	Lock-in Functionality, DUR Tool solution discussion, Examples of DUR Reports	CONDUENT TRADE SECRET The Lock-in Functionality, DUR (Drug Utilization Review) Tool Solution Discussion, and Examples of DUR Reports contain proprietary system functionalities, data analysis methods, and clinical review processes 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)
MSQ7 – Cost Avoidance Strategy	As marked	CMdS FWA Matrix Rule Configuration	CONDUENT TRADE SECRET The CMdS FWA (Fraud, Waste, and Abuse) Matrix Rule	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
			Configuration contains proprietary rule sets, system configurations, and fraud detection methodologies that provide Conduent with a competitive advantage and are not publicly disclosed.	
MSQ8 – Proposed Reports	As marked	Monthly Proposed Reports, Audit Results Report, Quarterly Utilization and Performance Reports	CONDUENT TRADE SECRET The Monthly Proposed Reports, Audit Results Report, and Quarterly Utilization and Performance Reports contain proprietary data analysis methods, performance tracking frameworks, and reporting templates 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)
MSQ9 – Security Controls	As marked	Defense-in-Depth Security Approach	CONDUENT TRADE SECRET The Defense-in-Depth Security Approach contains proprietary security strategies, multi-layered defense mechanisms, and risk mitigation techniques 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 – Encryption	As marked	Encryption Standards, Data Transmission Encryption, Data in Transit Encryption, Email Encryption Process	CONDUENT TRADE SECRET The Encryption Standards, Data Transmission Encryption, Data in Transit Encryption, and Email Encryption Process contain proprietary security protocols, data protection strategies, and encryption 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)

Section	Pages	Description of Trade Secret Information	Reason Claiming Exception	Exception from Georgia Law
MSQ11 – Data Mining	As marked	Data Mining Strategy, Data Mining Tools	CONDUENT TRADE SECRET The Data Mining Strategy and Data Mining Tools contain proprietary analytical methods, algorithms, and technological 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)
MSQ12 – Staffing	As marked	Resource Management Process Flow, Fraud, Waste and Abuse Module Organizational Chart, Conduent FWA Audit Services	CONDUENT TRADE SECRET The Resource Management Process Flow, Fraud, Waste, and Abuse (FWA) Module Organizational Chart, and Conduent FWA Audit Services contain proprietary operational frameworks, organizational structures, and audit 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)
MSQ13 – Project Stages and Phases	As marked	High-Level Implementation Timelines, Project Planning and Startup Phase, Conduent's Comprehensive Operational Support, Highlights of Conduent CMdS FWA Solution	CONDUENT TRADE SECRET The High-Level Implementation Timelines, Project Planning and Startup Phase, Conduent's Comprehensive Operational Support, and Highlights of Conduent CMdS FWA Solution contain proprietary project management methodologies, operational strategies, and system 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)
MSQ14 – Transition & Integration	As marked	Interface Control Document Excerpt	CONDUENT TRADE SECRET The Interface Control Document Excerpt contains proprietary	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
			system integration details, technical specifications, and interface configurations that provide Conduent with a competitive advantage and are not publicly disclosed.	
MSQ15 - Project Management	As marked	QMS Methodology Overview, Proposed Project Governance Model, Conduent Leadership Implementation Status Dashboard, Conduent Leadership Project Status Detail, clients	CONDUENT TRADE SECRET The Quality Management System (QMS) QMS Methodology Overview, Proposed Project Governance Model, Conduent Leadership Implementation Status Dashboard, Conduent Leadership Project Status Detail, and client information contain proprietary methodologies, governance frameworks, performance tracking systems, and client-specific data 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)
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, system configurations, content, and 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)



Lydie Quebe
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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 FWA Audit 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 FWA Audit Services in furtherance of the NASPO ValuePoint Cooperative Purchasing Program.

Conduent is uniquely qualified to become your trusted partner for FWA Audit Services. Our ability to deliver the requested services is anchored in **our expertise in pharmacy audit services and our innovative use of technology to identify, investigate, and mitigate FWA.**

Our proposed CMdS FWA solution is designed with the dual purpose of addressing immediate challenges and adapting to the evolving landscape of healthcare management. We can quickly configure and implement our FWA solution for DOAS and other states, to modernize and transform their systems and programs.

Conduent will successfully deliver the requested FWA services with an experienced team of auditors and clinicians and our CMdS FWA solution capabilities:

- **Concurrent Reviews.** Our CMdS FWA solution and concurrent review identifies claims exceptions based on the available policy information, Medicare coverage, and other-payer data as provided.

Experience and Focus Matters

- More than 52 years supporting the government health and social service industry
- 39 years supporting the healthcare fraud, waste, and abuse (FWA) detection and prevention market
- Our Medicaid-specific FWA expertise and years supporting government health programs provides a laser focused level of analysis and support for DOAS

- **Desk and Field Pharmacy Audits.** Conduent's Desk and Field Pharmacy Audit Services help DOAS and other States' ensure that every dollar is spent judiciously, and payment inaccuracies are minimized.
- **Pharmacy Lock In Program.** The innovative lock-in module in CMdS FWA solution identifies potential members for the lock-in program who would benefit from increased coordination and implemented restrictions.
- **Reporting and Data Management.** Our CMdS FWA solution utilizes advanced analytic methodologies to identify aberrant and potentially abusive behavior by providers and/or patients. DOAS and other States can access our comprehensive, web-based reporting capabilities through a secure web portal providing **real-time, line-item detailed reports on audited pharmacies.**

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.** Additionally, based on our many years of Medicaid experience, we have institutionalized the expertise, skills, and understanding of the Medicaid mission, enabling Conduent to staff our projects with highly-qualified individuals.

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 FWA Audit Services team 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.

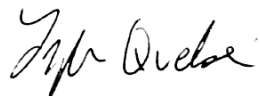
Per the eRFP instructions, we are providing the following documents with our response:

- Attachment W – PFWA Mandatory Scored Response Worksheet
- Attachment X – Pharmacy FWA Audit Services Cost Worksheet

Conduent is 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