

Section 6: Evaluation Process

REQUIREMENT: RFP Section 6

The Scope of Services, Offeror Qualifications, and Cost Proposal will be evaluated based on the criteria set forth below. The Offeror must indicate certification of understanding for the Section and the Offeror must restate the subsection number and the text immediately prior to the written response.

Conduent State Healthcare, LLC (Conduent) is pleased to submit our response to Section 6, Evaluation Process for the Claims Processing and Management Services for Montana's Program for Automating and Transforming Healthcare (MPATH) Request for Proposal.

In accordance with the Section 6 Evaluation Process, Conduent indicates certification of our understanding of the evaluation process cited in this section, including steps, conditions, guidelines, and scoring criteria. Additionally, we include the subsection number and text prior to each response consistent with Section 6 RFP requirements, including:

- 6.1 Basis of Evaluation
- 6.1.1 Scoring Guide
- 6.2 Evaluation Criteria

6.1 Basis Of Evaluation

REQUIREMENT: RFP Section 6.1

The evaluator/evaluation committee will review and evaluate the offers according to the following criteria. Each service category (Core, Option A, Option B, Option C) are scored independently. Each service category evaluation is based on a total number of 5,000 possible points.

Core Services

The ability to meet the Detailed Scope of Work, Company Profile and Experience, Resumes, and Product Demonstrations/Interviews portions of the proposal will be evaluated based on Section 6.1.1 Scoring Guide below. The Offeror simply repeating requirements for any and/or all Sections of 3.10 does not qualify as a good response as defined in Section 6.1.1 of this RFP. Compliance, Performance Standards, Financial Stability, Disclosure of Dark Money Spending, Subcontractors, and References portions of the proposal will be evaluated on a pass/fail basis. Receiving a "fail" for any one of the pass/fail portions will result in the Offeror being eliminated from further consideration. Compliance with Executive Order No. 12-2016 will be assigned 5% of the available points. The basis of evaluation will be a multi-step process as outlined below:

Step 1: Technical Proposal will be evaluated first. Proposals receiving at least 80% of possible points for the technical proposal will move to Step 2. Proposals failing to obtain 80% of possible points will be eliminated from further consideration.

Step 2: Product Demonstrations/Interviews will be scheduled for all Offerors who received the minimum required score in Step 1. Product demonstrations receiving evaluation scores of 80% or better will move to Step 3. Product Demonstrations failing to meet the 80% threshold will be eliminated from further consideration.

Step 3: Compliance with Executive Order 12-2016 will be awarded 5% of the available points, and will be considered after Step 2. Those who do not comply with Executive Order 12-2016, will be awarded zero points for this criteria.

Step 4: Cost proposals will only be evaluated for those offerors who passed both the minimum scores in Step 1 (Technical Proposal) and Step 2 (Product Demonstrations/Interviews) of the evaluation process.

Offerors must submit a workbook for each of the five tiers as part of their cost proposal. The offeror must submit a cost proposal for Core services (Schedules F1-F4 and Schedule K). Each Tier workbook will be assigned 200 points of the 1,000 possible points. The Offeror with the lowest cost for each Tier will receive the maximum allotted points (200). All other Offerors will receive a percentage of the 200 points available for that Tier based on their cost relationship to the best cost. The Department has selected a state from

each Tier that would be the basis for scoring that particular Tier. To ensure Offeror pricing is not influenced, the State that will be used for each Tier will be revealed immediately after the RFP has closed.

Example: Total possible points for cost are 1,000. For Tier 1 there are 200 possible points. Offeror A's Tier 1 cost is \$20,000. Offeror B's cost is \$30,000. Offeror A would receive 200 points. Offeror B would receive 133 points ($(\$20,000/\$30,000) = 67\% \times 200 \text{ points} = 133$). Tiers 2-5 would be scored individually like the example for Tier 1 above.

Once all Tiers have been scored, the Offeror's points for each Tier are combined for their total cost score.

Example: Offeror A received the following points:

- Tier 1: 200 points
- Tier 2: 150 points
- Tier 3: 83 points
- Tier 4: 200 points
- Tier 5: 145 points
- Total Cost Score: 778 points

Option A – Financial

The ability to meet the Detailed Scope of Work, Company Profile and Experience, Resumes, and Product Demonstrations/Interviews portions of the proposal will be evaluated based on Section 6.1.1 Scoring Guide below. The Offeror simply repeating requirements for any and/or all Sections of 3.10 does not qualify as a good response as defined in Section 6.1.1 of this RFP. Compliance, Performance Standards, Financial Stability, Disclosure of Dark Money Spending, Subcontractors, and References portions of the proposal will be evaluated on a pass/fail basis. Receiving a "fail" for any one of the pass/fail portions will result in the Offeror being eliminated from further consideration. Compliance with Executive Order No. 12-2016 will be assigned 5% of the available points. The basis of evaluation will be a multi-step process as outlined below:

Step 1: Technical Proposal will be evaluated first. Proposals receiving at least 80% of possible points for the technical proposal will move to Step 2. Proposals failing to obtain 80% of possible points will be eliminated from further consideration.

Step 2: Product Demonstrations/Interviews will be scheduled for all Offerors who received the minimum required score in Step 1. Product demonstrations receiving evaluation scores of 80% or better will move to Step 3. Product Demonstrations failing to meet the 80% threshold will be eliminated from further consideration.

Step 3: Compliance with Executive Order 12-2016 will be awarded 5% of the available points, and will be considered after Step 2. Those who do not comply with Executive Order 12-2016, will be awarded zero points for this criteria.

Step 4: Cost proposals will only be evaluated for those offerors who passed both the minimum scores in Step 1 (Technical Proposal) and Step 2 (Product Demonstrations/Interviews) of the evaluation process.

Offerors must submit a workbook for each of the five tiers as part of their cost proposal. The offeror must submit a cost proposal for Option A - Financial services (Schedules G1-G4). Each Tier workbook will be assigned 200 points of the 1,000 possible points. The Offeror with the lowest cost for each Tier will receive the maximum allotted points (200). All other Offerors will receive a percentage of the 200 points available for that Tier based on their cost relationship to the best cost. The Department has selected a state from each Tier that would be the basis for scoring that particular Tier. To ensure Offeror pricing is not influenced, the State that will be used for each Tier will be revealed immediately after the RFP has closed.

Example: Total possible points for cost are 1,000. For Tier 1 there are 200 possible points. Offeror A's Tier 1 cost is \$20,000. Offeror B's cost is \$30,000. Offeror A would receive 200 points. Offeror B would receive 133 points ($(\$20,000/\$30,000) = 67\% \times 200 \text{ points} = 133$). Tiers 2-5 would be scored individually like the example for Tier 1 above.

Once all Tiers have been scored, the Offeror's points for each Tier are combined for their total cost score.

Example: Offeror A received the following points:

- Tier 1: 200 points
- Tier 2: 150 points
- Tier 3: 83 points
- Tier 4: 200 points
- Tier 5: 145 points
- Total Cost Score: 778 points

Option B – Call Center

The ability to meet the Detailed Scope of Work, Company Profile and Experience, Resumes, and Product Demonstrations/Interviews portions of the proposal will be evaluated based on Section 6.1.1 Scoring Guide below. The Offeror simply repeating requirements for any and/or all Sections of 3.10 does not qualify as a good response as defined in Section 6.1.1 of this RFP. Compliance, Performance Standards, Financial Stability, Disclosure of Dark Money Spending, Subcontractors, and References portions of the proposal will be evaluated on a pass/fail basis. Receiving a "fail" for any one of the pass/fail portions will result in the Offeror being eliminated from further consideration. Compliance with Executive Order No. 12-2016 will be assigned 5% of the available points. The basis of evaluation will be a multi-step process as outlined below:

Step 1: Technical Proposal will be evaluated first. Proposals receiving at least 80% of possible points for the technical proposal will move to Step 2. Proposals failing to obtain 80% of possible points will be eliminated from further consideration.

Step 2: Product Demonstrations/Interviews will be scheduled for all Offerors who received the minimum required score in Step 1. Product demonstrations receiving evaluation scores of 80% or better will move to Step 3. Product Demonstrations failing to meet the 80% threshold will be eliminated from further consideration.

Step 3: Compliance with Executive Order 12-2016 will be awarded 5% of the available points, and will be considered after Step 2. Those who do not comply with Executive Order 12-2016, will be awarded zero points for this criteria.

Step 4: Cost proposals will only be evaluated for those offerors who passed both the minimum scores in Step 1 (Technical Proposal) and Step 2 (Product Demonstrations/Interviews) of the evaluation process.

Offerors must submit a workbook for each of the five tiers as part of their cost proposal. The offeror must submit a cost proposal for Option B – Call Center services (Schedules H1-H4). Each Tier workbook will be assigned 200 points of the 1,000 possible points. The Offeror with the lowest cost for each Tier will receive the maximum allotted points (200). All other Offerors will receive a percentage of the 200 points available for that Tier based on their cost relationship to the best cost. The Department has selected a state from each Tier that would be the basis for scoring that particular Tier. To ensure Offeror pricing is not influenced, the State that will be used for each Tier will be revealed immediately after the RFP has closed.

Example: Total possible points for cost are 1,000. For Tier 1 there are 200 possible points. Offeror A's Tier 1 cost is \$20,000. Offeror B's cost is \$30,000. Offeror A would receive 200 points. Offeror B would receive 133 points ($(\$20,000/\$30,000) = 67\% \times 200 \text{ points} = 133$). Tiers 2-5 would be scored individually like the example for Tier 1 above.

Once all Tiers have been scored, the Offeror's points for each Tier are combined for their total cost score.

Example: Offeror A received the following points:

- Tier 1: 200 points
- Tier 2: 150 points
- Tier 3: 83 points
- Tier 4: 200 points
- Tier 5: 145 points
- Total Cost Score: 778 points

Option C - Federal Reporting

The ability to meet the Detailed Scope of Work, Company Profile and Experience, Resumes, and Product Demonstrations/Interviews portions of the proposal will be evaluated based on Section 6.1.1 Scoring Guide below. The Offeror simply repeating requirements for any and/or all Sections of 3.10 does not qualify as a good response as defined in Section 6.1.1 of this RFP. Compliance, Performance Standards, Financial Stability, Disclosure of Dark Money Spending, Subcontractors, and References portions of the proposal will be evaluated on a pass/fail basis. Receiving a "fail" for any one of the pass/fail portions will result in the Offeror being eliminated from further consideration. Compliance with Executive Order No. 12-2016 will be assigned 5% of the available points. The basis of evaluation will be a multi-step process as outlined below:

Step 1: Technical Proposal will be evaluated first. Proposals receiving at least 80% of possible points for the technical proposal will move to Step 2. Proposals failing to obtain 80% of possible points will be eliminated from further consideration.

Step 2: Product Demonstrations/Interviews will be scheduled for all Offerors who received the minimum required score in Step 1. Product demonstrations receiving evaluation scores of 80% or better will move to Step 3. Product Demonstrations failing to meet the 80% threshold will be eliminated from further consideration.

Step 3: Compliance with Executive Order 12-2016 will be awarded 5% of the available points, and will be considered after Step 2. Those who do not comply with Executive Order 12-2016, will be awarded zero points for this criteria.

Step 4: Cost proposals will only be evaluated for those offerors who passed both the minimum scores in Step 1 (Technical Proposal) and Step 2 (Product Demonstrations/Interviews) of the evaluation process.

Offerors must submit a workbook for each of the five tiers as part of their cost proposal. The offeror must submit a cost proposal for Option C – Federal Reporting services (Schedules I1-I4). Each Tier workbook will be assigned 200 points of the 1,000 possible points. The Offeror with the lowest cost for each Tier will receive the maximum allotted points (200). All other Offerors will receive a percentage of the 200 points available for that Tier based on their cost relationship to the best cost. The Department has selected a state from each Tier that would be the basis for scoring that particular Tier. To ensure Offeror pricing is not influenced, the State that will be used for each Tier will be revealed immediately after the RFP has closed.

Example: Total possible points for cost are 1,000. For Tier 1 there are 200 possible points. Offeror A's Tier 1 cost is \$20,000. Offeror B's cost is \$30,000. Offeror A would receive 200 points. Offeror B would receive 133 points ($(\$20,000/\$30,000) = 67\% \times 200 \text{ points} = 133$). Tiers 2-5 would be scored individually like the example for Tier 1 above.

Once all Tiers have been scored, the Offeror's points for each Tier are combined for their total cost score.

Example: Offeror A received the following points:

- Tier 1: 200 points
- Tier 2: 150 points
- Tier 3: 83 points
- Tier 4: 200 points
- Tier 5: 145 points
- Total Cost Score: 778 points

Conduent indicates certification of our understanding that the evaluator/evaluation committee will review and evaluate offers in accordance to Section 5.2.1, Basis of Evaluation and Attachment I – Evaluation and Scoring. We understand that each service category for Core, Option A, Option B, and Option C is scored independently based on a total number of 5,000 possible points and evaluation is based on RFP Section 6.1.1.

We acknowledge that Compliance, Performance Standards, Financial Stability, Disclosure of Dark Money Spending, Subcontractors, and References sections are evaluated on a pass/fail basis and any Offerors proposals that receive a “fail” for any of the pass/fail portions will be eliminated from further consideration. Compliance with Executive Order No. 12-2016 will be assigned 5% of the available points in each category. The committee will review and evaluate our offer according to the criteria shown in Table 6.1-1.

Table 6.1-1. Steps for Evaluating Each Category

Step Number	Description
Step 1	Technical Proposal will be evaluated first. Proposals receiving at least 80% of possible points for the technical proposal will move to step 2. Proposals failing to receive 80% of possible points will be eliminated from further consideration.
Step 2	Product Demonstrations/Interviews will be scheduled for all Offerors who received the minimum required score in Step 1. Product demonstrations receiving evaluation scores of 80% or better will move to Step 3. Product Demonstrations failing to meet the 80% threshold will be eliminated from further consideration.
Step 3	Compliance with Executive Order 12-2016 will be awarded 5% of the available points, and will be considered after Step 2. Those who do not comply with Executive Order 12-2016, will be awarded zero points for this criteria.
Step 4	Cost proposals will only be evaluated for those offerors who passed both the minimum scores in Step 1 (Technical Proposal) and Step 2 (Product Demonstrations/Interviews) of the evaluation process.

Consistent with RFP requirements, we submit a workbook for each of the five tiers as part of our cost proposals. The cost proposal for Core Services contains applicable pricing schedules. Conduent acknowledges that each tier workbook will be assigned 200 of the 1,000 possible points and that the Offeror with the lowest cost for each tier will receive the 200 maximum allotted points, with all other Offerors receiving a percentage of these points based on the cost relation to the best cost available.

Additionally, we understand the Department will select a state from each tier to be the basis for the scoring of that particular tier. To ensure pricing is not influenced, the State used for each tier will be revealed immediately after the RFP has closed.

6.1.1 Scoring Guide [RFP 6.1.1]

6.1.1 Scoring Guide

In awarding points to the evaluation criteria in Steps 1-2, the evaluator/evaluation committee will consider the following guidelines:

Superior Response (95-100%): A superior response is an exceptional reply that completely and comprehensively meets all the requirements of the section. In addition, the response may cover areas not originally addressed within the RFP and/or include additional information and recommendations that would prove both valuable and beneficial to DPHHS.

Good Response (80-94%): A good response clearly meets all the requirements of the section and demonstrates in an unambiguous and concise manner a thorough knowledge and understanding of the project, with no deficiencies noted.

Fair Response (65-79%): A fair response minimally meets most requirements set forth in the section. The Offeror demonstrates some ability to comply with guidelines and requirements of the project, but knowledge of the subject matter is limited.

Failed Response (64% or less): A failed response does not meet the requirements set forth in the section. The Offeror has not demonstrated sufficient knowledge of the subject matter.

Conduent acknowledges our understanding of the evaluator/evaluation committee will consider the guidelines outlined in Table 6.1.1-1 to award points to the evaluation criteria as previously described in Steps 1 and 2.

Table 6.1.1-1. Evaluation Guidelines

Step Number	Description
Superior Response (95-100%)	A superior response is an exceptional reply that completely and comprehensively meets all the requirements of the section. In addition, the response may cover areas not originally addressed within the RFP and/or include additional information and recommendations that would prove both valuable and beneficial to DPHHS.
Good Response (80-94%)	A good response clearly meets all the requirements of the section and demonstrates in an unambiguous and concise manner a thorough knowledge and understanding of the project, with no deficiencies noted.
Fair Response (65-79%)	A fair response minimally meets most requirements set forth in the section. The Offeror demonstrates some ability to comply with guidelines and requirements of the project, but knowledge of the subject matter is limited.
Failed Response (64% or less)	A failed response does not meet the requirements set forth in the section. The Offeror has not demonstrated sufficient knowledge of the subject matter.

Conduent acknowledges our understanding that we are informed of the ability to meet a detailed Level of Scope, Company Profile and Experience, Resumes and Product Demonstrations portions of the proposal will be evaluated following these guidelines as well.

The References, Performance Standards, Subcontractors, and Financial Stability sections will be evaluated on a pass/fail basis. Obtaining a “fail” means the proposal is eliminated from further process.

6.2 Evaluation Criteria [RFP 6.2]

REQUIREMENT: RFP Section 6.2

The evaluation criteria to score and weight the total number of 5,000 points can be found below. For the detailed list of scoring items, please see Attachment I – Evaluation and Scoring.

Conduent acknowledges the criteria cited in Attachment I – Evaluation and Scoring and RFP Section 6.2 Evaluation Criteria to obtain the maximum score of 5,000 points in each of the categories that shape this proposal: Core Services, Option A – Financial, Option B – Call Center, and Option C – Federal Reporting. We cite these criteria in Tables 6.2-1 through 6.2-8.

Table 6.2-1 Core Services Evaluation Criteria

RFP Section	Evaluation Criteria	Section Weighting	Subsection Weighting	Weighted Scored
	Step 1: Technical Proposal	37.5%		1875
3.10.1	Technical and Information Architecture		6%	150
3.10.2	Project Management and System Development		3%	150
3.10.3	Certification		1.5%	75
3.10.4	Operations, Maintenance & Configuration		2%	100
3.10.5	Key Personnel & Staffing		1.5%	75
3.10.6	Project Closeout and Turnover		0.5%	25
3.10.7	Project Deliverables and Documentation		1.5%	75
3.10.8	Performance Standards		Pass/Fail	Pass/Fail
3.10.9	Subcontractors		Pass/Fail	Pass/Fail
3.10.10	Edits Processing & Adjustment		4.0%	200
3.10.11	Pricing & Payment		4.0%	200
3.10.12	Benefit & Reference Data Management		2.5%	125
3.10.13	Data & Reporting		2.5%	125
3.10.14	System Administration & Operations		4.0%	200
3.10.15	Service Authorizations		0.5%	25
4.2.1	References		Pass/Fail	Pass/Fail
4.2.2	Company Profile & Experience		2%	100
4.2.3	Resumes		2%	100
4.2.4	Offeror Financial Stability		Pass/Fail	Pass/Fail
4.2.5	Executive Order 15-2018 Dark Money Disclosure	Pass/Fail	Pass/Fail	Pass/Fail
	Step 2: Product Demonstration/ Question & Answer	32.5%		
4.2.6	Product Demonstration/Question & Answer		32.5%	1625
4.2.7	Step 3: Certification of Compliance with Executive Order No. 12-2016 attachment	5%		
	Certification of Compliance with Executive Order No. 12-2016		5%	250
	Step 4: Cost Proposal	25%		
4	Cost Proposal		25%	1250
	Total	100%	5475	5000

Table 6.2-2. Points Needed to Move On to Each Step of the Evaluation Process

Evaluation Step	Possible Points	Points Required to Move to Next Step in Evaluation Process
Step 1 – Technical Proposal	1,875	1,500
Step 2 – Product Demonstration/Interviews	1,625	1,300
Step 3 – Signed Certificate of Compliance with Executive Order No. 12-2016	250	
Step 4 – Cost Proposal	1,250	

Table 6.2-3. Option A – Financial Evaluation Criteria

RFP Section	Evaluation Criteria	Section Weighting	Subsection Weighting	Weighted Score 900
	Step 1: Technical Proposal	38%		1900
3.10.16.1	Fiscal Management		18%	900
3.10.12.2	Financial Reporting		10%	500
3.10.8	Performance Standards		Pass/Fail	Pass/Fail
3.10.9	Subcontractors		Pass/Fail	Pass/Fail
4.2.1	References		Pass/Fail	Pass/Fail
4.2.2	Company Profile & Experience		5%	250
4.2.3	Resumes		5%	250
4.2.4	Offeror Financial Stability	Pass/Fail	Pass/Fail	Pass/Fail
4.2.5	Executive Order 15-2018 Dark Money Disclosure	Pass/Fail	Pass/Fail	Pass/Fail
	Step 2: Product Demonstration/Interview	32%		
4.2.6	Product Demonstration/Interview		32%	1600
4.2.7	Step 3: Certification of Compliance with Executive Order No. 12-2016 attachment	5%		
	Certification of Compliance with Executive Order No. 12-2016		5%	250
	Step 4: Cost Proposal	25%		
4	Cost Proposal		25%	1250
	Total	100%	4300	5000

Table 6.2-4. Points Needed to Move On to Each Step of the Evaluation Process

Evaluation Step	Possible Points	Points Required to Move to Next Step in Evaluation Process
Step 1 – Technical Proposal	1900	1520
Step 2 – Product Demonstration/Interviews	1600	1280
Step 3 – Signed Certificate of Compliance with Executive Order No. 12-2016	250	
Step 4 – Cost Proposal	1250	

Table 6.2-5. Option B – Call Center Evaluation Criteria

RFP Section	Evaluation Criteria	Section Weighting	Subsection Weighting	Weighted Score
	Step 1: Technical Proposal	38%		1900
3.10.17.1	Member Provider Call Center		28%	1400
3.10.8	Performance Standards		Pass/Fail	Pass/Fail
3.10.9	Subcontractors		Pass/Fail	Pass/Fail
4.2.1	References		Pass/Fail	Pass/Fail
4.2.2	Company Profile & Experience		5%	250
4.2.3	Resumes		5%	250
4.2.4	Offeror Financial Stability		Pass/Fail	Pass/Fail
4.2.5	Executive Order 15-2018 Dark Money Disclosure	Pass/Fail	Pass/Fail	Pass/Fail
	Step 2: Product Demonstration/Interview	32%		
4.2.6	Product Demonstration/Interview		32%	1600
4.2.7	Step 3: Certification of Compliance with Executive Order No. 12-2016 attachment	5%		
	Certification of Compliance with Executive Order No. 12-2016		5%	250
	Step 4: Cost Proposal	25%		
4	Cost Proposal		25%	1250
	Total	100%	2000	5000

Table 6.2-6. Points Needed to Move On to Each Step of the Evaluation Process

Evaluation Step	Possible Points	Points Required to Move to Next Step in Evaluation Process
Step 1 – Technical Proposal	1900	1520
Step 2 – Product Demonstration/Interviews	1600	1280

Evaluation Step	Possible Points	Points Required to Move to Next Step in Evaluation Process
Step 3 – Signed Certificate of Compliance with Executive Order No. 12-2016 attachment	250	
Step 4 – Cost Proposal	1250	

Table 6.2-7. Option C – Federal Reporting Evaluation Criteria

RFP Section	Evaluation Criteria	Section Weighting	Subsection Weighting	Weighted Scoring
	Step 1: Technical Proposal	38%		1900
3.10.18.1	Federal Reporting		28%	1400
3.10.8	Performance Standards		Pass/Fail	Pass/Fail
3.10.9	Subcontractors		Pass/Fail	Pass/Fail
4.2.1	References		Pass/Fail	Pass/Fail
4.2.2	Company Profile & Experience		5%	250
4.2.3	Resumes		5%	250
4.2.4	Offeror Financial Stability		Pass/Fail	Pass/Fail
4.2.5	Executive Order 15-2018 Dark Money Disclosure	Pass/Fail	Pass/Fail	Pass/Fail
	Step 2: Product Demonstration/Interview	32%		
4.2.6	Product Demonstration/Interview		32%	1600
4.2.7	Step 3: Certification of Compliance with Executive Order No. 12-2016 attachment	5%		
	Certification of Compliance with Executive Order No. 12-2016		5%	250
	Step 4: Cost Proposal	25%		
4	Cost Proposal		25%	1250
	Total	100%	1500	5000

Table 6.2-8. Points Needed to Move On to Each Step of the Evaluation Process

Evaluation Step	Possible Points	Points Required to Move to Next Step in Evaluation Process
Step 1 – Technical Proposal	1900	1520
Step 2 – Product Demonstration/Interviews	1600	1280
Step 3 – Signed Certificate of Compliance with Executive Order No. 12-2016	250	
Step 4 – Cost Proposal	1250	