

OVERVIEW OF OVERALL SCORING TOOL - AHCCCS COMPLETE CARE-REGIONAL BEHAVIORAL HEALTH AGREEMENT COMPETITIVE CONTRACT EXTENSION YH20-0002

This document describes the process whereby the AHCCCS Complete Care-Regional Behavioral Health Agreement (ACC-RBHA) Competitive Contract Extension (CCE) #YH20-0002 is scored.

Scoring Process

Each Offeror will be scored based on required submissions for the *Narrative Submissions, ACC Past Performance, RBHA Past Performance, and Capitation Agreement/Administrative Cost Bid*, detailed in CCE Section H, Instructions to Offerors.

The maximum number of points available to be earned by an Offeror is as follows:

CENTRAL, NORTH, AND SOUTH GSA	
SUBMISSION	MAXIMUM TOTAL POINTS
Narrative Submissions	6,500
ACC Past Performance	2,000
RBHA Past Performance	500
Capitation Agreement/Administrative Cost Bid	1,000
Total	10,000

The Narrative Submissions are scored on a statewide basis, except for requirement B5 which is GSA-specific. The ACC Past Performance measures are scored on a statewide basis except for PPA 1 (Network Adequacy) which is GSA-specific. The score for a RBHA Contractor will be applied to all GSAs bid by an ACC Contractor with the same parent organization as the RBHA Contractor. Network Adequacy, Pended Encounter Sanctions, Encounter Data Validation Sanctions, and Provider Survey Past Performance will not be scored for the RBHA Contractors. Capitation Agreement/Administrative Cost Bid submissions are scored on a GSA basis.

Each of these submission requirements can be awarded a maximum of the following points:

NARRATIVE SUBMISSION	MAXIMUM POINTS
B1	0 (Not Scored)
B2	725
B3	725
B4	540
B5 (GSA Specific)	725 for each GSA
B6	905
B7	905
B8	360
B9	725
B10	175
B11	540
B12	175
Total	6500

ACC PAST PERFORMANCE	MAXIMUM POINTS
PPA1 Network Adequacy	250
PPA2 Non-Encounter Sanctions	315
PPA3 Notice to Cure	175
PPA4 Corrective Action Plan	125
PPA5 Pended Encounter Sanctions	190
PPA6 Encounter Data Validation	190
PPA7 Provider Survey	190
PPA8 Claims Performance	250
PPA9 Member Grievances	125
PPA10 CAHPS	190
Total	2,000

RBHA PAST PERFORMANCE	MAXIMUM POINTS
PPR1 Non-Encounter Sanctions	140
PPR2 Notice to Cure	80
PPR3 Corrective Action Plan	55
PPR4 Claims Performance	110
PPR5 Member Grievances	30
PPR6 CAHPS	85
Total	500

ADMINISTRATIVE COST BID	MAXIMUM POINTS
Administrative Cost Bid	1,000
Total	1,000

The CCE Narrative and Capitation Agreement/Administrative Cost Bid Evaluation Teams will convene as described in the Overview of CCE Evaluation Process document.

The CCE Narrative and Capitation Agreement/Administrative Cost Bid Evaluation Teams will come to a consensus and rank each Offeror for each narrative and each Capitation Agreement/Administrative Cost Bid submission requirement. The most favorable rank (1) is given to the best submission, the next most favorable rank (2) is given to the second most favorable submission. The ranking process continues in this same manner until all Offerors are ranked.

A CCE Past Performance Evaluation Team created a past performance tool which separately ranked each Offeror based on their results for each ACC Past Performance measure and each RBHA Past Performance measure. The most favorable rank (1) is given to the best performance per measure, the next most favorable rank (2) is given to the second most favorable performance. The ranking process continues in this same manner until all Offerors are ranked.

The ranks are provided to the DHCM Finance Team from the Evaluation Teams for each Narrative Submission, ACC Past Performance, RBHA Past Performance and Capitation Agreement/Administrative Cost Bid for entry into the Ranking Summary tabs in the Narrative Scoring Tool, the Past Performance ACC Scoring Tool, the Past Performance RBHA Scoring Tool, and the Administrative Cost Bid Scoring Tool (collectively the "ACC-RBHA Scoring Tool files"). If an Offeror failed to submit a submission requirement, "X" is entered into the table to identify the omitted requirement. A drop-down menu has been provided in the ACC-RBHA Scoring Tool files to indicate if an Offeror was eligible to bid in a GSA but did not bid in that GSA. In addition, for the Administrative Cost Bid Scoring Tool, a drop-down menu has been provided to indicate if a Best and Final Offer (BAFO) process was utilized.

The ACC-RBHA Scoring Tool files utilize an Excel model for computing overall CCE scores. The ACC-RBHA Scoring Tool files contain the ranking summary and a scoring worksheet for each GSA, except for the Past Performance RBHA Scoring Tool. (The Past Performance RBHA Scoring Tool is scored on a statewide basis but applied to each GSA separately.) Each worksheet has a column for each Offeror and a series of rows for each Narrative Submission, Past Performance measure, and Capitation Agreement/Administrative Cost Bid submission. The rows for each Narrative Submission, Past Performance measure, and Capitation Agreement/Administrative Cost Bid submission are programmed to retrieve and display each Offeror's rank from the Ranking Summary tab and calculate the score by GSA, or statewide, for the for the specific Narrative Submission, Past Performance measure, and Capitation Agreement/Administrative Cost Bid submission requirements.

The formula that calculates the score for each Narrative Submission, Past Performance measure, and Capitation Agreement/Administrative Cost Bid submission requirement is as follows:

$$\text{Maximum Points} / \text{Number of Offerors} * \text{Offeror's Inverse Rank} = \text{Score}$$

The formula counts the number of Offerors that bid in the GSA (or statewide for the RBHA Past Performance Scoring Tool). The maximum points for each Narrative Submission, Past Performance measure, and Capitation Agreement/Administrative Cost Bid submission are then divided by the number of Offerors (or RBHAs for the RBHA Past Performance Scoring Tool). The quotient is multiplied by the Offeror's inverse rank resulting in each Offeror receiving a proportion of the points. For example, if there were 10 Offerors and a particular question was worth one-thousand points, points would be awarded as follows: 1,000 points / 10 Offerors = 100

	RANK	INVERSE RANK	DISTRIBUTION OF POINTS
1	First best ranked response	10	10 * 100 = 1,000
2	Second best ranked response	9	9 * 100 = 900
3	Third best ranked response	8	8 * 100 = 800
4	Fourth best ranked response	7	7 * 100 = 700
5	Fifth best ranked response	6	6 * 100 = 600
6	Sixth best ranked response	5	5 * 100 = 500
7	Seventh best ranked response	4	4 * 100 = 400
8	Eighth best ranked response	3	3 * 100 = 300
9	Ninth best ranked response	2	2 * 100 = 200
10	Tenth best ranked response	1	1 * 100 = 100

In the event of a tie in the rank scores, points are awarded equal to the average points of all impacted ranks. For example, in the event of a two-way tie for the second-best ranked response, the points for the second and third best ranked responses, 900 and 800, respectively, would be added together and divided by two resulting in an award of 850 points to each Offeror for this submission or measurement requirement. In the event of a three-way tie for the eighth best ranked response, the points for the eighth, ninth and tenth best ranked responses, 300, 200 and 100, respectively, would be added together and divided by three resulting in an award of 200 points to each Offeror for this submission requirement. In an extreme case for illustration purposes, all Offerors can be tied for first place. The total points for all ranks combined, 5,500, are divided by 10 resulting in 550 points being awarded to each Offeror for this submission requirement.

The formula also takes into account omitted submission requirements. If, in the example above, an Offeror fails to submit a submission requirement, the Offeror will receive zero points for that submission requirement (this is indicated by entering a value of "X" on the Submission Requirements tabs for that Offeror). The other Offerors will receive their scores without adjustment to the distribution of points as follows:

	RANK	INVERSE RANK	DISTRIBUTION OF POINTS
1	First best ranked response	10	$10 * 100 = 1,000$
2	Second best ranked response	9	$9 * 100 = 900$
3	Third best ranked response	8	$8 * 100 = 800$
4	Fourth best ranked response	7	$7 * 100 = 700$
5	Fifth best ranked response	6	$6 * 100 = 600$
6	Sixth best ranked response	5	$5 * 100 = 500$
7	Seventh best ranked response	4	$4 * 100 = 400$
8	Eighth best ranked response	3	$3 * 100 = 300$
9	Ninth best ranked response	2	$2 * 100 = 200$
10	Tenth best ranked response	Not ranked	0

Each worksheet calculates a total for its respective submission by Offeror by summing the points for all submission requirements.

Best and Final Offer

If the BAFO process is utilized, the BAFO Capitation Agreement/Administrative Cost Bids submitted by the Offerors will be re-evaluated and re-ranked by the Capitation Agreement/Administrative Cost Bid Evaluation Team. The revised ranks will be provided to the DHCM Finance Team from the Capitation Agreement/Administrative Cost Bid Evaluation Team for entry into BAFO ranking of the Ranking Summary tab in the Administrative Cost Bid Scoring Tool.

Total Score

A worksheet in the ACC-RBHA CCE Overall Scoring Tool file labeled Overall Points by GSA retrieves the submission totals by GSA by Offeror from the Narrative Scoring Tool, the Past Performance ACC Scoring Tool, the Past Performance RBHA Scoring Tool, and the Administrative Cost Bid Scoring Tool and calculates a Total Score and Ranking by GSA by Offeror. The Offerors, total scores, and ranks based on total score are also electronically populated in the Ranking Summary All Offerors worksheet of the ACC-RBHA CCE Overall Scoring Tool file.

The ACC-RBHA CCE Awards and Scores by GSA file is created for publication in the AHCCCS procurement file from the ACC-RBHA CCE Overall Scoring Tool file.

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