



TASK ORDER

AHCCCS TO# YH26-0094

**Pharmacy Consulting and Process Improvement
Recommendations**

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| Issue Date: | April 07, 2026 |
| AHCCCS Procurement Officer: | Tiffanie Blanco, Purchasing Manager Email: procurement@azahcccs.gov |
| Questions Due: ANSWERS TO QUESTIONS WILL BE SHARED FOR THE BENEFIT OF ALL POTENTIAL RESPONDENTS. | April 14, 2026 by 3:00 PM Arizona Time |
| TASK ORDER PROPOSAL DUE DATE: | April 30, 2026 by 3:00 PM ARIZONA TIME |

RESPONSE SUBMISSION REQUIREMENTS:

This task order is open to all Contractors under the following contracts: **HEALTHCARE AND EMPLOYEE BENEFIT CONSULTING**. Any resultant award of this project will be added to your contract through purchase order release (for the Statewide contract). AHCCCS reserves the right to accept whole or partial responses from one or more respondents.

Please submit your response electronically via **email** to the procurement officer listed above. Please do not submit anything considered "proprietary" or "confidential". Make sure the subject line of your response email reads: "YH26-0094 TO Pharmacy Consulting" along with your company's name.

Late responses will not be considered.

TASK ORDER

1. OVERVIEW

AHCCCS is the single state Medicaid agency for the State of Arizona. In that capacity it is responsible for operating the Title XIX and Title XXI programs through the State's 1115 Research and Demonstration Waiver, which was granted by the Centers for Medicare and Medicaid Services (CMS), U.S. Department of Health and Human Services.

For more information regarding AHCCCS see About Us:
<https://www.azahcccs.gov/AHCCCS/AboutUs/index.html>

2. PURPOSE and BACKGROUND

The purpose of this task order is to procure consulting services from an experienced healthcare consulting firm to address a temporary need. The consultant will review current AHCCCS Pharmacy & Therapeutics (P&T) processes, analyze public comments received, and provide recommendations to the agency to improve the accessibility and transparency of the P&T process(es).

Background on AHCCCS P&T Committee is available at:
<https://www.azahcccs.gov/Members/Pharmacy/>

2.1. Project Goals:

- 2.1.1. Review current AHCCCS P&T processes and policy including applicable sections of the AHCCCS Contractor Operations Manual
- 2.1.2. Analysis of public comments received and, as appropriate, gather additional stakeholder feedback. This includes providing a neutral forum through which stakeholders can share specific, concrete input regarding their experience with and perspectives on the P&T process.
- 2.1.3. Consolidate and summarize feedback and develop process improvement recommendations for agency consideration

3. PROJECT TIMELINE

This project is from date of last signature through **October 31, 2026**.

4. RESPONSIBILITIES/TASKS

The Consultant/Contractor shall:

- 4.1. Review AHCCCS P&T internal policies, procedures, meeting notes, process documentation etc.
- 4.2. Gather and review national P&T committee best practices
- 4.3. Analyze existing public comments
- 4.4. Interview internal and external stakeholders
- 4.5. Consolidate and summarize feedback and develop process improvement recommendations for agency leadership to consider

TASK ORDER

5. PROJECT DELIVERABLES, TIMEFRAMES/DUE DATES & OTHER CONSIDERATIONS

Project Deliverables, Timeframes/Due Dates

| Subsection | Related Tasks | Deliverables | Suggested Timeline |
|---|-------------------|--|---|
| 5.1 Stakeholder Engagement & Facilitation | 4.1, 4.3, 4.4 | <ol style="list-style-type: none"> 1. Facilitate and/or host 2-4 stakeholder meetings (a mix of internal and external stakeholders), including preparation of agenda, facilitation and documentation. 2. Include at least one public facing listening session or virtual forum to support transparency 3. Provide a stakeholder map identifying engaged groups and gaps. | <p>June–July 2026</p> <ul style="list-style-type: none"> • Weeks 1–2 (June): Internal AHCCCS leadership and staff interviews • Weeks 3–6 (June–July): External stakeholder meetings |
| 5.2 Stakeholder Feedback Summary | 4.3, 4.4, 4.5 | <p>Consolidated written summary of stakeholder feedback including:</p> <ol style="list-style-type: none"> 1. Key themes 2. Areas of consensus and divergence 3. Issues related to accessibility, transparency, and communication, as well as other disclosures and conflicts of interest 4. Include segment findings by stakeholder type 5. Include anonymized quotes where appropriate to capture nuance | <ul style="list-style-type: none"> • Draft: Early August 2026 • Final: Mid-August 2026 |
| 5.3 Progress Reports | Ongoing (4.1–4.5) | <p>Brief written monthly status reports including:</p> <ol style="list-style-type: none"> 1. Activities completed 2. Activities planned for next month(s) 3. Risks, issues, dependencies 4. Upcoming decisions or agency input needed 5. Use a consistent template 6. Facilitation of a short standing monthly check-in with AHCCCS staff | <ul style="list-style-type: none"> • Monthly, beginning June 2026 through project completion • Submitted within 5 business days of month end |

TASK ORDER

| Subsection | Related Tasks | Deliverables | Suggested Timeline |
|----------------------------------|---------------|--|--|
| 5.4 Draft Recommendation Report | 4.5 | Draft report outlining: <ol style="list-style-type: none"> 1. Overview of current AHCCCS P&T process 2. Comparison to national P&T best practices 3. Identified gaps and challenges 4. Preliminary recommendations to improve process(es) and transparency 5. Include a process map of the current-state P&T workflow 6. Clearly distinguish short-term vs long-term recommendations | Draft delivered late September 2026 |
| 5.5 Final Recommendations Report | 4.5 | Final report incorporating AHCCCS feedback and including: <ol style="list-style-type: none"> 1. Finalized recommendations 2. Rationale and expected impact 3. Dependencies, risks, implementation considerations 4. A prioritization matrix (impact vs effort) 5. Implementation roadmap with estimated timeframes 6. Draft public facing summary brief | Final report delivered late October 2026 |

5.6 Other Considerations

- 5.6.1 Stakeholders include members, member advocates, patient advocates (different than member advocates in that they are typically funded by pharma), health plans, prescribing providers, pharmaceutical manufacturers, other interested parties (e.g., PBMs, pharmacy associations, etc.). Conflict and funding disclosure should be considered.
- 5.6.2 To achieve balanced input, Consultant/Contractor shall ensure all stakeholder groups have the opportunity to contribute

TASK ORDER

6. AHCCCS WILL:

- 6.1. Participate in a project kickoff meeting to confirm project scope, objectives, timelines, roles and communication protocols
- 6.2. Designate a primary project lead to serve as the main point of contact and facilitate coordination between the consultant/contractor and internal stakeholders
- 6.3. Make internal subject matter experts available for interviews, meetings, and follow up questions via video conference or phone as reasonably requested and subject to availability
- 6.4. Provide timely access to relevant documentation including internal policies, procedures, process documentation, meeting materials and public comments related to the P&T process
- 6.5. Support stakeholder engagement efforts by assisting with identification of internal and external stakeholders and, as appropriate, helping to facilitate introductions or communications
- 6.6. Review and provide feedback on deliverables in a timely manner, consistent with agreed upon review periods, to avoid delays to the project timeline
- 6.7. Communicate constraints, risks, or changes that may impact scope, schedule, or stakeholder availability as early as possible

EVALUATION CRITERIA:

This Task Order will be evaluated on the following criteria, listed in their relative order of importance:

- 6.8. Methodology and Approach.
- 6.9. Experience and Capacity.
- 6.10. Pricing proposal.

7. HOW TO RESPOND TO THIS TASK ORDER:

- 7.1. Required Elements:
 - 7.1.1. Cover letter with signature of authorized company representative, including contract number and contact information.
 - 7.1.2. Name and contact information of the person responsible for response to this task order.
- 7.2. **Methodology and Approach**
 - 7.2.1. Proposed methodology and approach to fulfill the requirements of this project.
 - 7.2.2. Detailed description of the methods and resources the contractor will use to satisfy all minimum requirements.
 - 7.2.3. Description of recommended deliverables.
 - 7.2.4. Proposed timeline for completion of requirements.
- 7.3. **Experience and Capacity of the Firm and Key Personnel –**
 - 7.3.1. Specific experience with this type of project.
 - 7.3.2. List of names and classification personnel expected to perform specific activities, including use of subcontractors.
 - 7.3.3. Experience of the proposed staff with this type of project.
- 7.4. **Pricing Proposal**

Provide a pricing proposal for completion of the project broken down by the deliverables listed in 5.0.

TASK ORDER

- 7.4.1. The overall price for the whole project will be a not to exceed (NTE) amount. Billing shall be based on Deliverables and shall not exceed this amount unless prior approval is obtained by AHCCCS.
- 7.5. Please submit your response electronically via **email** to the procurement officer listed on the front page with the subject line **"YH26-0094 Task Order Response"** along with your company's name.
- 7.6. Please do not submit anything considered "proprietary" or "confidential".
8. **AWARD**
 - 8.1. AHCCCS anticipates awarding the response to the contractor(s) with the most advantageous response(s).
 - 8.2. This project will be procured through Arizona Statewide Contract listed on page 1 of this task order. All terms and conditions of the statewide contract (the "base contract") shall apply to this project.
 - 8.3. AHCCCS may provide Protected Health Information (PHI) to the Contractor in connection with this task order. Therefore, the attached HIPAA Business Associate Addendum is incorporated into this Task Order (if applicable).
 - 8.4. Confidentiality: The Contractor shall safeguard all information regarding this Task Order as confidential. The Contractor shall establish and maintain procedures and controls preapproved by AHCCCS for the purpose of assuring that information contained in its records or obtained from AHCCCS or others carrying out their functions related to this Task Order shall not be used or disclosed, except as required to perform duties under this Task Order.
9. **INVOICING:**
 - 9.1. Invoices shall be electronically submitted to:
AHCCCS Accounts Payable AHCCCSDBFAdminPayables@azahcccs.gov
 - 9.2. Each invoice shall have adequate supporting documentation attached as required by this Contract.
 - 9.3. Each invoice shall provide the following information, as applicable:
 - 9.3.1. Statewide Contract number, Task Order number, and the Purchase Order number.
 - 9.3.2. Description of services performed for each fee and hours worked.
 - 9.3.3. Name of AHCCCS contact person for this task order.
 - 9.3.4. Date(s) services were performed.
 - 9.3.5. Adequate supporting documentation attached as required by this Task Order.
 - 9.3.6. Signature of authorized person.

End of Document

END OF SOLICITATION