

YH26-0031 AI Call Center Services OVERVIEW OF THE EVALUATION and SCORING PROCESS

The evaluation team is composed of internal subject matter experts who have a role on a scoring team or as a non-scoring technical advisor. The scoring methodology was developed through the collaboration of the executive sponsor, lead subject matter experts and the procurement team.

Evaluation TEAM MEMBERS:

Scoring Team Member: Claudia Rogriguez, Desiree Lille, Paul Maxey, Suresh Murugesan, Wendy Martin

Non-Scoring SME's/Technical Advisors: Not Applicable

The Scoring Team will independently review the proposal(s). The scoring team will then convene and discuss the proposal(s) as it relates to the requirements listed in the Task Order and come to a consensus for each proposal. Any individual scores or notes developed outside the consensus scoring meetings are designated draft/working records, which will be replaced by the final consensus records. Members of the procurement team will lead the consensus meeting.

The scoring team will meet several times over a period of weeks to decide the final consensus scores and make the award recommendation.

ASSIGNMENT OF POINTS:

Category:	Max Points:
Experience, Expertise and Capacity of the Firm	350
Method of Approach	220
Solution Overview	180
Completed Requirements Response Matrix (RRM)	150
Proposed Pricing	100
Total Max Points	1000

EXPERIENCE AND EXPERTISE

The maximum point value for this category is 350. Submission requirements considered in this category include:

Experience, Expertise and Capacity of the Firm (Limit 10 pages)	
5.6.1. Specific experience, expertise, and capacity of the firm with this type of initiative.	95
5.6.2. List of names and classification of personnel expected to perform specific activities, including use of subcontractors.	75
5.6.3. Experience and expertise of the proposed staff with this type of initiative.	95
5.6.4. A description of Experience, Expertise and Capacity of the proposed staff.	85
Subtotal	350

METHOD OF APPROACH

The maximum point value for this category is 220. Submission requirements considered in this category include:

Method of Approach	
5.7.1. Proposed initiative management methodology and approach to fulfill the requirements of this initiative. (Limit 5 pages)	70
5.7.2. High level narrative description of how the vendor will satisfy each of the requirements in the requirements matrix. (Limit 5 pages)	75
5.7.3. High level proposed schedule to meet the objectives for AHCCCS anticipated timeline for implementation.	75
Subtotal	220

SOLUTION OVERVIEW

The maximum point value available for this category is 180.

Solution Overview	
5.8. Describing your technical approach to fulfilling the requirements outlined in the Global requirements (Requirements Matrix). (Limit 10 pages)	
Subtotal	180

REQUIREMENTS RESPONSE MATRIX (RRM)

The maximum point value for this category is 150.

Submission requirements considered in this category are included in Attachment 1 Requirements Response Matrix (RRM) of the Task Order, wherein 5 separate categories of mandatory requirements are described, and the Offeror shall enter if their proposal adheres to each requirement by selecting “Meets Requirement”, “Meets with Enhancements”, “Meets with Third Party Integration”, or “Does Not Meet” indication on the spreadsheet along with notes to explain.

The procurement team, or designee, will review each Offeror’s Submitted RRM and tally the Offerors’ responses in the Adherence to Mandatory Requirement column. The procurement team, or designee, will then assign preliminary points as follows:

- 3 points to each “Meets Requirement” response.
- 2 points to each “Meets with Enhancements” response.
- 1 point to each “Meets with Third Party Integration” response.
- 0 point to each “Does Not Meet” response

This tally and preliminary points total will be shared with the evaluation team members prior to the consensus meetings in order to inform and focus the discussion during the meeting. In the consensus meetings the evaluation team will discuss and adjust the preliminary scores of 0, 1, 2 or 3 according to the importance of the requirement as well as the feasibility of any proposed enhancement or notes provided by the Offeror. The final tally of the points

will then be compared by a relatively scaled score. $(\text{Offeror's Points} \div \text{Highest Points}) \times \text{Max Points} = \text{Awarded Points}$.

For example, assuming the highest points that could be earned by scoring 3 on all sections of the requirements matrix was 525 (this number is for illustration purposes only), and the max points for this category are 150, and Offeror A earns the highest points at 525, and Offeror B earns 367 points, then:

$$(\text{Offeror's Points} \div \text{Highest Points}) \times \text{Max Points} = \text{Awarded Points}$$

Offeror A	$(525/525) \times 150 = 150$
Offeror B	$(367/525) \times 150 = 105$

PROPOSED PRICING SCORE

The maximum point value available for this category is 100.

Offerors are required to submit a Fixed Price for the scope of work over the 5 year contract term (one-time costs for DDI and five years of maintenance and operations, with a total task order duration of five (5) years. The 5 year proposed price will be compared by a relatively scaled score. $(\text{Lowest Price} \div \text{Price Offered}) \times \text{Max Points} = \text{Awarded Points}$.

Awarded Points for this category may be adjusted up or down at the discretion of the evaluation team and excludes those determined to be not susceptible for award or rejected. At any point prior to being submitted to the scoring team for evaluation, or during the scoring evaluation process, a proposal may be determined not susceptible for award and/or rejected in accordance with the applicable procurement rules, regulations, or policies, at which point the evaluation of the proposal shall end.