



## **DETERMINATION**

### **Offer not Susceptible for Award**

Arizona State Retirement System  
3300 North Central Avenue  
14<sup>th</sup> Floor  
Phoenix, Arizona 85012

ASRS Group Dental Services  
Solicitation Code BPM001922

#### **AUTHORITY**

A.R.S. § 41-2534 Competitive Sealed Proposals  
A.A.C. R2-7-C311 Determination of Not Susceptible for Award  
A.A.C. R2-7-101 Definitions

#### **BACKGROUND**

The Arizona State Retirement System issued the referenced solicitation on November 26, 2019. The Offer due date was January 15, 2020. Chu-Chi Wang DDS, PLLC submitted an Offer.

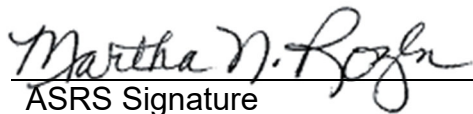
#### **DETERMINATION**

After review of the response, and in accordance with A.A.C. R2-7-C311, it is hereby determined that Chu-Chi Wang DDS, PLLC's Offer is not susceptible for award based on the following reason(s):

- ☒ The Offer fails to substantially meet one or more of the mandatory requirements of the solicitation
- ☒ The Offer fails to comply with any susceptibility criteria identified in the solicitation
- ☐ The Offer is not susceptible for award in comparison to other offers based on the criteria set forth in the solicitation

#### **DOCUMENTATION**

This Determination will be included as part of the procurement file, which will become available for public inspection upon completion of the solicitation process and after an award of a contract to the successful Offeror(s).

  
ASRS Signature

1/24/2020  
Date

Chief of Administrative Services  
Title



**DETERMINATION**  
**Confidential Information**  
ASRS Group Dental Services  
Solicitation Code BPM001922

Arizona State Retirement System  
3300 North Central Avenue  
14<sup>th</sup> Floor  
Phoenix, Arizona 85012

**AUTHORITY**

A.R.S. § 41-2534 Competitive Sealed Proposals      A.A.C. R2-7-101(50) Definitions  
A.A.C. R2-7-103 Confidential Information

**BACKGROUND**

In response to the above referenced Solicitation, Arizona Dental Insurance Service Inc. indicated and requested that the following documents of the submitted Offer be treated as confidential because they contain a trade secret or other proprietary information:

DDCA Financial Statements (2 documents)	DHMO Proposal Options (3 documents)
DDCA SOC Reports (2 documents)	DDCA Attachment C: Designation of Confidential Information
DHMO Pricing Schedules (3 documents)	

**DETERMINATION**

In accordance with A.A.C. R2-7-103, and as indicated in Special Instructions to the Offerors Section G(1.3) (Submission of Offer) it is hereby determined that the following documents are not confidential and will be released as public record upon Contract award based on the following reason(s):

DHMO Pricing Schedules - non GeoAccess and Provider Disruption tabs (3 documents)	DDCA Attachment C: Designation of Confidential Information
DHMO Proposal Options (3 documents)	

- ☒ The information is not proprietary.  
☒ The information does not meet the statutory definition of a trade secret.

In accordance with A.A.C. R2-7-103, it is hereby determined that the following documents are confidential and will not be released as public record upon Contract award based on the following reason(s):

DDCA Financial Statements (2 documents)	DHMO Pricing Schedules – GeoAccess and Provider Disruption tabs (3 documents)
DDCA SOC Reports (2 documents)	

- ☒ The information is proprietary.  
☐ The information meets the statutory definition of a trade secret.

In addition, for consistent treatment of all Offerors' documents, the Arizona State Retirement System (ASRS) has indicated that the following documents of the submitted Offer will also be treated as confidential and proprietary:

DDAZ/DDCA Resumes of Key Personnel (2 documents)	DPPO Pricing Schedule –GeoAccess and Provider Disruption tabs
DDAZ/ DDCA References (2 documents)	DDAZ/DDCA Sample Separate Agreements (4 documents)

Arizona Dental Insurance Service Inc. may request a review of this determination by the State Procurement Administrator. A request for review, as well as any additional explanation and supporting documentation to support that the information is proprietary or a trade secret, must be provided to the ASRS by **February 13, 2020**. The ASRS will forward the information to the State Procurement Administrator for review.

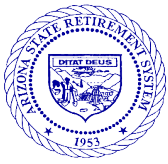
If a request for review is not received by the date indicated, the information that has been determined to be not confidential will become available for public inspection, as part of the procurement file, upon completion of the solicitation process.

  
Martha N. Rozen

Chief of Administrative Services, Chief Procurement Officer

2/6/2020

Date



**DETERMINATION  
Confidential Information**

ASRS Group Dental Services  
Solicitation Code BPM001922

Arizona State Retirement System  
3300 North Central Avenue  
14<sup>th</sup> Floor  
Phoenix, Arizona 85012

**AUTHORITY**

A.R.S. § 41-2534 Competitive Sealed Proposals      A.A.C. R2-7-101(50) Definitions  
A.A.C. R2-7-103 Confidential Information

**BACKGROUND**

In response to the above referenced Solicitation, Cigna Health Care indicated and requested that the following sections of the submitted Offer be treated as confidential because they contain a trade secret or other proprietary information:

Sample Separate Agreements (3 documents)	Proprietary and Confidential Statement
--	--

**DETERMINATION**

In accordance with A.A.C. R2-7-103, and as indicated in Special Instructions to the Offerors Section G(1.3) (Submission of Offer) it is hereby determined that the following documents are not confidential and will be released as public record upon Contract award based on the following reason(s):

Proprietary and Confidential Statement	
--	--

- ☒ The information is not proprietary.
- ☒ The information does not meet the statutory definition of a trade secret.

In accordance with A.A.C. R2-7-103, it is hereby determined that the following documents are confidential and will not be released as public record upon Contract award based on the following reason(s):

Sample Separate Agreements (3 documents)	
--	--

- ☒ The information is proprietary.
- ☐ The information meets the statutory definition of a trade secret.

In addition, for consistent treatment of all Offerors' documents, the Arizona State Retirement System (ASRS) has indicated that the following documents of the submitted Offer will also be treated as confidential and proprietary:

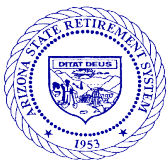
Resumes of Key Personnel (4 documents)	DPPO/Dental Care Access Plus Network Access (2 documents)
2017-2018 Annual Report and Financial Statements	DPPO Pricing Schedule – Provider Disruption Tab
DHMO Pricing Schedule – Provider Disruption Tab	

Cigna Health Care may request a review of this determination by the State Procurement Administrator. A request for review, as well as any additional explanation and supporting documentation to support that the information is proprietary or a trade secret, must be provided to the ASRS by **February 13, 2020**. The ASRS will forward the information to the State Procurement Administrator for review.

If a request for review is not received by the date indicated, the information that has been determined to be not confidential will become available for public inspection, as part of the procurement file, upon completion of the solicitation process.

  
\_\_\_\_\_  
Martha N. Rozen  
Chief of Administrative Services, Chief Procurement Officer

\_\_\_\_\_  
2/6/2020  
Date



**DETERMINATION**  
**Confidential Information**  
ASRS Group Dental Services  
Solicitation Code BPM001922

Arizona State Retirement System  
3300 North Central Avenue  
14<sup>th</sup> Floor  
Phoenix, Arizona 85012

**AUTHORITY**

A.R.S. § 41-2534 Competitive Sealed Proposals      A.A.C. R2-7-101(50) Definitions  
A.A.C. R2-7-103 Confidential Information

**BACKGROUND**

In response to the above referenced Solicitation, Metropolitan Life Insurance Company indicated and requested that the following documents of the submitted Offer be treated as confidential because they contain a trade secret or other proprietary information:

Exceptions	GTO Group Business and SBR SOC 2 Report
Network Access Report PDP Plus	GTO SSAE Report for Prospective Customers (2 documents)
References for Offerors	GeoAccess and Provider Disruption tabs on DHMO/DPPO Pricing Schedule (2 documents)
PDP Provider GeoAccess	

**DETERMINATION**

In accordance with A.A.C. R2-7-103, and as indicated in Special Instructions to the Offerors Section G(1.3) (Submission of Offer) it is hereby determined that the following documents are not confidential and will be released as public record upon Contract award based on the following reason(s):

Exceptions	
------------	--

- ☒ The information is not proprietary.
- ☒ The information does not meet the statutory definition of a trade secret.

In accordance with A.A.C. R2-7-103, it is hereby determined that the following documents are confidential and will not be released as public record upon Contract award based on the following reason(s):

GTO Group Business and SBR SOC 2 Report	References for Offerors
Network Access Report PDP Plus	GTO SSAE Report for Prospective Customers (2 documents)
GeoAccess and Provider Disruption tabs on DHMO/DPPO Pricing Schedule (2 documents)	PDP Provider GeoAccess

- ☒ The information is proprietary.
- ☐ The information meets the statutory definition of a trade secret.

In addition, for consistent treatment of all Offerors' documents, the Arizona State Retirement System (ASRS) has indicated that the following documents of the submitted Offer will also be treated as confidential and proprietary:

Biographies (Exhibit 1)	Sample Separate Agreements (Exhibit 11 – 2 documents)
-------------------------	---

Metropolitan Life Insurance Company may request a review of this determination by the State Procurement Administrator. A request for review, as well as any additional explanation and supporting documentation to support that the information is proprietary or a trade secret, must be provided to the ASRS by **February 13, 2020**. The ASRS will forward the information to the State Procurement Administrator for review.

If a request for review is not received by the date indicated, the information that has been determined to be not confidential will become available for public inspection, as part of the procurement file, upon completion of the solicitation process.

  
\_\_\_\_\_  
Martha N. Rozen  
Chief of Administrative Services, Chief Procurement Officer

\_\_\_\_\_  
2/6/2020  
Date



**DETERMINATION**  
**Confidential Information**  
ASRS Group Dental Services  
Solicitation Code BPM001922

Arizona State Retirement System  
3300 North Central Avenue  
14<sup>th</sup> Floor  
Phoenix, Arizona 85012

**AUTHORITY**

A.R.S. § 41-2534 Competitive Sealed Proposals      A.A.C. R2-7-101(50) Definitions  
A.A.C. R2-7-103 Confidential Information

**BACKGROUND**

In response to the above referenced Solicitation, Union Security Insurance Company (Sun Life) indicated and requested that the following documents of the submitted Offer be treated as confidential because they contain a trade secret or other proprietary information:

Delinquency Reports	DPPO Pricing Schedules (2 documents)
Resumes of Key Personnel	DHMO/Pre-paid Pricing Schedules (4 documents)

**DETERMINATION**

In accordance with A.A.C. R2-7-103, and as indicated in Special Instructions to the Offerors Section G(1.3) (Submission of Offer) it is hereby determined that the following documents are not confidential and will be released as public record upon Contract award based on the following reason(s):

Non GeoAccess tabs of DPPO Pricing Schedules (2 documents)	Non GeoAccess tabs of DHMO Pricing Schedule (4 documents)
---	--

- ☒ The information is not proprietary.  
☒ The information does not meet the statutory definition of a trade secret.

In accordance with A.A.C. R2-7-103, it is hereby determined that the following documents are confidential and will not be released as public record upon Contract award based on the following reason(s):

GeoAccess tabs of DPPO Pricing Schedules (2 documents)	GeoAccess tabs of DHMO Pricing Schedules (4 documents)
Resumes of Key Personnel	Delinquency Reports

- ☒ The information is proprietary.  
☐ The information meets the statutory definition of a trade secret.

In addition, for consistent treatment of all Offerors' documents, the Arizona State Retirement System (ASRS) has indicated that the following documents of the submitted Offer will also be treated as confidential and proprietary:

References of Offerors	Provider Disruption (2 documents)
Consolidated Financial Statement	

Union Security Insurance Company may request a review of this determination by the State Procurement Administrator. A request for review, as well as any additional explanation and supporting documentation to support that the information is proprietary or a trade secret, must be provided to the ASRS by **February 13, 2020**. The ASRS will forward the information to the State Procurement Administrator for review.

If a request for review is not received by the date indicated, the information that has been determined to be not confidential will become available for public inspection, as part of the procurement file, upon completion of the solicitation process.

  
\_\_\_\_\_  
Martha N. Rozen  
Chief of Administrative Services, Chief Procurement Officer

\_\_\_\_\_  
2/6/2020  
Date



**DETERMINATION**  
**Confidential Information**  
ASRS Group Dental Services  
Solicitation Code BPM001922

Arizona State Retirement System  
3300 North Central Avenue  
14<sup>th</sup> Floor  
Phoenix, Arizona 85012

**AUTHORITY**

A.R.S. § 41-2534 Competitive Sealed Proposals      A.A.C. R2-7-101(50) Definitions  
A.A.C. R2-7-103 Confidential Information

**BACKGROUND**

In response to the above referenced Solicitation, United Concordia Companies Inc. indicated and requested that the following documents of the submitted Offer be treated as confidential because they contain a trade secret or other proprietary information:

DPPO Plan Deviation	2019 SOC 1 Type 2 Report
2019 EHS Platform Recover Exercise Report	2017-2018 Audited Financial Statement (2 documents)

**DETERMINATION**

In accordance with A.A.C. R2-7-103, and as indicated in Special Instructions to the Offerors Section G(1.3) (Submission of Offer) it is hereby determined that the following documents are not confidential and will be released as public record upon Contract award based on the following reason(s):

DPPO Plan Deviation	
---------------------	--

- ☒ The information is not proprietary.  
☒ The information does not meet the statutory definition of a trade secret.

In accordance with A.A.C. R2-7-103, it is hereby determined that the following documents are confidential and will not be released as public record upon Contract award based on the following reason(s):

2019 SOC 1 Type 2 Report	2017-2018 Audited Financial Statement (2 documents)
2019 EHS Platform Recover Exercise Report	

- ☒ The information is proprietary.  
☐ The information meets the statutory definition of a trade secret.

In addition, for consistent treatment of all Offerors' documents, the Arizona State Retirement System (ASRS) has indicated that the following documents of the submitted Offer will also be treated as confidential and proprietary:

Provider Disruption (Attachment E3)	Resumes of Key Personnel
GeoAccess Tabs of DHMO and DPPO Pricing Schedule (Attachments E1 and E2) (2 documents)	References
Supplemental information GeoAccess Report DHMO/DPPO (2 documents)	Sample ASO Agreement

United Concordia Companies Inc. may request a review of this determination by the State Procurement Administrator. A request for review, as well as any additional explanation and supporting documentation to support that the information is proprietary or a trade secret, must be provided to the ASRS by **February 13, 2020**. The ASRS will forward the information to the State Procurement Administrator for review.

If a request for review is not received by the date indicated, the information that has been determined to be not confidential will become available for public inspection, as part of the procurement file, upon completion of the solicitation process.

  
Martha N. Rozen

Chief of Administrative Services, Chief Procurement Officer

2/6/2020

Date



ARIZONA DEPARTMENT OF ADMINISTRATION  
STATE PROCUREMENT OFFICE

## DETERMINATION

---

### TITLE

Confidential Information

### SOLICITATION

No: BPM001922

Description: ASRS Group Dental Services

### AUTHORITY

A.R.S. §41-2534 Competitive sealed proposals; A.A.C. R2-7-103 Confidential Information; and A.A.C. R2-7-101(50) Definitions

### DETERMINATION

In accordance with A.R.S. §41-2534, A.A.C. R2-7-103 and A.A.C. R2-7-101(50), it is hereby determined that United Concordia Companies Inc.'s request that its document(s) titled DPPO Plan Deviation submitted in response to the aforementioned solicitation, is not confidential and will be released as public record upon contract award based on the following reason:

- The information contained within this document is not proprietary to the Offeror.
- The information contained within this document does not contain trade secrets.
- The information contained within this document aligns with the Current Dental Terminology (CDT) standard coding and billing principles.

### DOCUMENTATION

This determination shall be placed in the procurement file.

### EFFECTIVE

This Determination is effective and shall remain in effect unless otherwise modified or revoked.

A handwritten signature in blue ink, reading "Rick Hughes", is written over a horizontal line.

Signature  
Rick Hughes  
Deputy State Procurement Administrator

3/3/2020  
Date





## DETERMINATION Best and Final Offer Submission

Arizona State Retirement System  
3300 North Central Avenue  
14<sup>th</sup> Floor  
Phoenix, Arizona 85012

ASRS Group Dental Services  
Solicitation Code BPM001922

### AUTHORITY

A.R.S. § 41-2534 Competitive Sealed Proposals  
A.A.C. R2-7-C315 Offer Revisions and Best and Final Offers

### BACKGROUND

In response to a request for a Best and Final Offer for the referenced solicitation, Arizona Dental Insurance Service Inc. (Delta Dental of Arizona) submitted an Offer and revised documents by the requested due date and time. Upon opening and reviewing the Offer, the ASRS noted the following items, giving ASRS reason to believe that a mistake(s) may have been made:

- As indicated on Page 1 of the Best and Final Offer Request document in section 2(b), Offeror did not upload and mark documents in accordance with the ASRS's Confidential Determination.
- On Page 2 of the Best and Final Offer Request document, Offeror indicated revisions were submitted but did not list or identify the revised documents.
- For Attachment E: Pricing Schedule, Offeror provided narrative documents correlating to some tabs in the requested E1 and E2 Excel files but not for all tabs; and, similarly provided some information in the Excel files but not on narrative documents.

### OFFEROR RESPONSE AND REQUEST

In accordance with A.A.C. R2-7-C315 (D-E), Offeror:

1. ☒ Acknowledges a mistake was made      OR      ☐ Asserts the Offer stands as submitted  
(Provide a brief explanation of mistake or any relevant information)

Incorrect pricing schedule & proposal pages were uploaded for the ASRS BAFO submission. Upon realizing our error, the corrected spreadsheet and proposal pages were resubmitted for consideration.

Removing duplicate Attachment E2 Pricing Schedule – DPPO / Retaining Attachment E2 Pricing Schedule v1

Removing the following documents as they are replaced with BAFO documents:

- DDAZ Fully Insured Copay Option with Top 100 Dental Codes
- DDAZ Fully Insured High Plan Proposal Options
- DDAZ Fully Insured Low Plan Proposal Options
- DDAZ Fully Insured Participating High Plan Proposal Options
- DDAZ Fully Insured Participating Low Plan Proposal Options
- DDAZ Self-Funded High Plan Proposal Options
- DDAZ Self-Funded Low Plan Proposal Options
- DDCA ASRS DHMO Proposal Option
- DDCA DHMO Proposal Option 13X (BAFO relabeled as 13A)
- DDCA DHMO Proposal Option 16X (BAFO relabeled as 16A)

Relabeled Confidential documents and reuploaded the following documents as confidential:

- Attachment E1 – Pricing Schedule DHMO - Provider Count-GEO Access-Provider Disruption
- Attachment E2 – Pricing Schedule PPO - Provider Count-GEO Access-Provider Disruption
- Attachment D - DDAZ Financial Audit 1217
- Attachment D - DDAZ Financial Audit 1218
- Attachment D - DDAZ SOC 1
- Attachment D - DDAZ SOC 2
- Attachment D - DDAZ SOC 1 & SOC 2 Bridge Letter
- Attachment D - DDCA Privacy Policy TOC
- Attachment D - DDCA Security Policies TOC





## DETERMINATION Best and Final Offer Submission

Arizona State Retirement System  
3300 North Central Avenue  
14<sup>th</sup> Floor  
Phoenix, Arizona 85012

ASRS Group Dental Services  
Solicitation Code BPM001922

- Attachment D1 – DDAZ Resumes of Key Personnel
- Attachment D1 – DDAZ Sample Agreement ASO
- Attachment D1 – DDAZ Sample Agreement FI
- Attachment D1 – DDCA Resumes of Key Personnel
- Attachment D1 – DDCA Sample Contract Agreement
- Attachment D2 – DDCA Financial Statements 2016-2017
- Attachment D2 – DDCA Financial Statements 2017-2018
- Attachment D2 – DDCA SOC 1
- Attachment D2 – DDCA SOC 2
- Attachment F – DDAZ References
- Attachment F – DDCA References
- DDAZ Certificate of Cyber Liability Insurance
- DDAZ Certificate of Liability Insurance

Added missing Actuarial data on the following attachments:

- BPM001922 BAFO Request – Attachment E1 Pricing Schedule DHMO – Custom ASRS (correction) (Excel Document)
- BPM001922 BAFO Request – Attachment E1 Pricing Schedule DHMO – Option 13A v2 (correction) (Excel Document)
- BPM001922 BAFO Request – Attachment E1 Pricing Schedule DHMO – Option 16A (correction) (Excel Document)

Updated Narrative on BAFO Determination to include all BAFO documents including High Plan Option 2

2. ☒ Requests a correction OR ☐ Requests to withdraw the Offer
3. ☒ Confirms that the above request is consistent with fair competition and in the best interest of the ASRS.

  
\_\_\_\_\_  
OFFEROR SIGNATURE

\_\_\_\_\_  
Executive VP / Business Development  
TITLE

### DETERMINATION

Having determined that the Offeror is responsible and otherwise responsive, such that a Best and Final Offer was requested, and in accordance with A.A.C. R2-7-C315(F), the ASRS hereby determines:

A correction by Offeror:

☒ Is allowed

☐ Is not allowed

OR

A withdrawal by Offeror:

☐ Is allowed

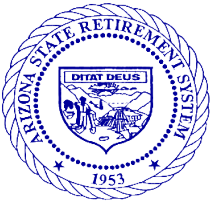
☐ Is not allowed

This action is consistent with fair competition and is in the best interest of the ASRS and all responsible Offerors.

If Offeror does not complete and return the Offeror Response and Request section, the most recent documents and submission in the APP system will be considered the Best and Final Offer.

  
\_\_\_\_\_  
ASRS SIGNATURE

\_\_\_\_\_  
Chief of Administrative Services, Chief  
Procurement Officer  
TITLE



## DETERMINATION Best and Final Offer Submission

Arizona State Retirement System  
3300 North Central Avenue  
14<sup>th</sup> Floor  
Phoenix, Arizona 85012

ASRS Group Dental Services  
Solicitation Code BPM001922

### AUTHORITY

A.R.S. § 41-2534 Competitive Sealed Proposals  
A.A.C. R2-7-C315 Offer Revisions and Best and Final Offers

### BACKGROUND

In response to a request for a Best and Final Offer for the referenced solicitation, Cigna Health Care submitted an Offer and revised documents by the requested due date and time. Upon opening and reviewing the Offer, the ASRS noted the following items, giving ASRS reason to believe that a mistake(s) may have been made:

- As indicated on Page 1 of the Best and Final Offer Request document in section 3(b), Offeror did not upload and mark documents in accordance with the ASRS's Confidential Determination.
- As indicated on Page 1 of the Best and Final Offer Request document in section 4, Offeror did not enter a Unit Price of \$1.00 on the Items (F) tab.
- On Attachments E1 and E2 Pricing Schedules, Offeror did not complete the Actuarial Value of Proposed Plan fields.

### OFFEROR RESPONSE AND REQUEST

In accordance with A.A.C. R2-7-C315 (D-E), Offeror:

1. ☒ Acknowledges a mistake was made OR ☐ Asserts the Offer stands as submitted  
(Provide a brief explanation of mistake or any relevant information)  
Inadvertently marked documents as confidential, changed to not confidential; inadvertently omitted the Unit price of \$1.00 on items (F) tab, included AV of proposed FI DHMO plans
2. ☐ Requests a correction OR ☐ Requests to withdraw the Offer
3. ☐ Confirms that the above request is consistent with fair competition and in the best interest of the ASRS.

OFFEROR SIGNATURE

Director of Business Development  
TITLE

### DETERMINATION

Having determined that the Offeror is responsible and otherwise responsive, such that a Best and Final Offer was requested, and in accordance with A.A.C. R2-7-C315 (F), the ASRS hereby determines:

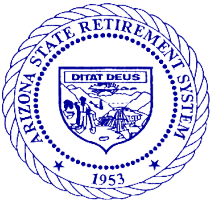
A correction by Offeror:	OR	A withdrawal by Offeror:
<input checked="" type="checkbox"/> Is allowed		<input type="checkbox"/> Is allowed
<input type="checkbox"/> Is not allowed		<input type="checkbox"/> Is not allowed

This action is consistent with fair competition and is in the best interest of the ASRS and all responsible Offerors.

If Offeror does not complete and return the Offeror Response and Request section, the most recent documents and submission in the APP system will be considered the Best and Final Offer.

  
ASRS SIGNATURE

Chief of Administrative Services, Chief  
Procurement Officer  
TITLE



## DETERMINATION Best and Final Offer Submission

Arizona State Retirement System  
3300 North Central Avenue  
14<sup>th</sup> Floor  
Phoenix, Arizona 85012

ASRS Group Dental Services  
Solicitation Code BPM001922

### AUTHORITY

A.R.S. § 41-2534 Competitive Sealed Proposals  
A.A.C. R2-7-C315 Offer Revisions and Best and Final Offers

### BACKGROUND

In response to a request for a Best and Final Offer for the referenced solicitation, Metropolitan Life Insurance Co submitted an Offer and revised documents by the requested due date and time. Upon opening and reviewing the Offer, the ASRS noted the following items, giving ASRS reason to believe that a mistake(s) may have been made:

- As indicated on Page 1 of the Best and Final Offer Request document in section 3(b), Offeror did not upload and mark documents in accordance with the ASRS's Confidential Determination.
- As indicated on Page 1 of the Best and Final Offer Request document in section 4, Offeror did not enter a Unit Price of \$1.00 on the Items (F) tab.
- As indicated on Page 2 of the Best and Final Offer Request document below the signature line, Offeror did not upload the completed and signed document.

### OFFEROR RESPONSE AND REQUEST

In accordance with A.A.C. R2-7-C315 (D-E), Offeror:

1. ☒ Acknowledges a mistake was made OR ☐ Asserts the Offer stands as submitted  
(Provide a brief explanation of mistake or any relevant information)  
Administrative oversight
2. ☒ Requests a correction OR ☐ Requests to withdraw the Offer
3. ☒ Confirms that the above request is consistent with fair competition and in the best interest of the ASRS.

OFFEROR SIGNATURE

Vice President

TITLE

### DETERMINATION

Having determined that the Offeror is responsible and otherwise responsive, such that a Best and Final Offer was requested, and in accordance with A.A.C. R2-7-C315 (F), the ASRS hereby determines:

A correction by Offeror:

☒ Is allowed

☐ Is not allowed

OR

A withdrawal by Offeror:

☐ Is allowed

☐ Is not allowed

This action is consistent with fair competition and is in the best interest of the ASRS and all responsible Offerors.

If Offeror does not complete and return the Offeror Response and Request section, the most recent documents and submission in the APP system will be considered the Best and Final Offer.

ASRS SIGNATURE

Chief of Administrative Services, Chief  
Procurement Officer

TITLE



## DETERMINATION Best and Final Offer Submission

Arizona State Retirement System  
3300 North Central Avenue  
14<sup>th</sup> Floor  
Phoenix, Arizona 85012

ASRS Group Dental Services  
Solicitation Code BPM001922

### AUTHORITY

A.R.S. § 41-2534 Competitive Sealed Proposals  
A.A.C. R2-7-C315 Offer Revisions and Best and Final Offers

### BACKGROUND

In response to a request for a Best and Final Offer for the referenced solicitation, Union Security Insurance Co (Sun Life Assurance Company of Canada). submitted an Offer and revised documents by the requested due date and time. Upon opening and reviewing the Offer, the ASRS noted the following items, giving ASRS reason to believe that a mistake(s) may have been made:

- As indicated on Page 1 of the Best and Final Offer Request document in section 3(b), Offeror did not upload and mark all documents in full accordance with the ASRS's Confidential Determination.
- On Page 2 of the Best and Final Offer Request document, Offeror indicated revisions were submitted but may not have provided a full list of revised documents.

### OFFEROR RESPONSE AND REQUEST

In accordance with A.A.C. R2-7-C315 (D-E), Offeror:

1. ☒ Acknowledges a mistake was made OR ☐ Asserts the Offer stands as submitted  
(Provide a brief explanation of mistake or any relevant information)  
*Sun Life unintentionally included duplicate documents in our BAFO submission on 3.6.20, which have now been removed. Our final submission to ASRS should have a total of 25 documents from Sun Life.*
2. ☐ Requests a correction OR ☐ Requests to withdraw the Offer
3. ☐ Confirms that the above request is consistent with fair competition and in the best interest of the ASRS.

*Dianna O. Duval*

*Stacia N. Almquist*

OFFEROR SIGNATURE

*Vice President*

*Vice President*

TITLE

### DETERMINATION

Having determined that the Offeror is responsible and otherwise responsive, such that a Best and Final Offer was requested, and in accordance with A.A.C. R2-7-C315(F), the ASRS hereby determines:

A correction by Offeror:

☒ Is allowed

☐ Is not allowed

OR

A withdrawal by Offeror:

☐ Is allowed

☐ Is not allowed

This action is consistent with fair competition and is in the best interest of the ASRS and all responsible Offerors.

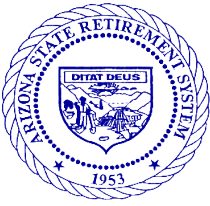
If Offeror does not complete and return the Offeror Response and Request section, the most recent documents and submission in the APP system will be considered the Best and Final Offer.

*Martha D. Bozinger*

ASRS SIGNATURE

Chief of Administrative Services, Chief  
Procurement Officer

TITLE



## DETERMINATION Best and Final Offer Submission

Arizona State Retirement System  
3300 North Central Avenue  
14<sup>th</sup> Floor  
Phoenix, Arizona 85012

ASRS Group Dental Services  
Solicitation Code BPM001922

### AUTHORITY

A.R.S. § 41-2534 Competitive Sealed Proposals  
A.A.C. R2-7-C315 Offer Revisions and Best and Final Offers

### BACKGROUND

In response to a request for a Best and Final Offer for the referenced solicitation, United Concordia Companies Inc. submitted an Offer and revised documents by the requested due date and time. Upon opening and reviewing the Offer, the ASRS noted the following items, giving ASRS reason to believe that a mistake(s) may have been made:

- As indicated on Page 1 of the Best and Final Offer Request document in section 3(b), Offeror did not upload and mark documents in accordance with the ASRS's Confidential Determination.
- On Attachment E: Pricing Schedule, Offeror did not indicate a submission for pricing for an ASO Only product but included fee information on the E2 Excel file.
- On Attachment E1 Pricing Schedule DHMO, Offeror entered the same Actuarial Value of Proposed Plan fields for both plans offered.

### OFFEROR RESPONSE AND REQUEST

In accordance with A.A.C. R2-7-C315( D-E), Offeror:

1. ☒ Acknowledges a mistake was made OR ☐ Asserts the Offer stands as submitted  
(Provide a brief explanation of mistake or any relevant information)

United Concordia acknowledges our oversight in not again uploading and marking the documents deemed confidential by ASRS, including 2019 SOC 1 Type 2 Report, 2017 – 2018 Audited Financial Statement (2 documents), and 2019 EHS Platform Recover Exercise Report. Our DPPO Deviations document was determined to be non-confidential by the State Procurement Office and was uploaded and marked as such.

Attachment E: Pricing Schedule should indicate a submission for pricing for an ASO Only product. Should ASRS decide to go ASO Only, we are able to offer the proposed ASO PPO plan. Our proposed DHMO plans are quoted on a fully insured basis only.

Because our proposed DHMO plans for ASRS are not ACA plans, which mandate an actuarial value, we have reported a projected loss ratio of 90% for both plans. Specifically, we project that 90% of the premium for both DHMO plans will go toward benefits/claims payments for ASRS participants.

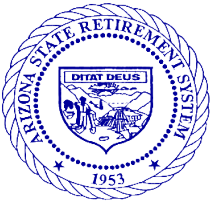
We have calculated the actuarial value, i.e., the estimated percentage of ASRS participants' dental care costs that the DHMO plans will pay. The S700B plan will pay for 86% of the dental care costs and the S800B plan will pay for 81% of costs. We estimate these actuarial values using a blend of FAIR Health cost data for your specific coverage area and proprietary DHMO plan utilization data.

2. ☒ Requests a correction OR ☐ Requests to withdraw the Offer
3. ☒ Confirms that the above request is consistent with fair competition and in the best interest of the ASRS.

OFFEROR SIGNATURE

Senior Vice President, National Sales &  
Service

TITLE



## DETERMINATION Best and Final Offer Submission

Arizona State Retirement System  
3300 North Central Avenue  
14<sup>th</sup> Floor  
Phoenix, Arizona 85012

ASRS Group Dental Services  
Solicitation Code BPM001922

### DETERMINATION

Having determined that the Offeror is responsible and otherwise responsive, such that a Best and Final Offer was requested, and in accordance with A.A.C. R2-7-C315(F), the ASRS hereby determines:

A correction by Offeror:

☒ Is allowed

☐ Is not allowed

OR

A withdrawal by Offeror:

☐ Is allowed

☐ Is not allowed

This action is consistent with fair competition and is in the best interest of the ASRS and all responsible Offerors.

If Offeror does not complete and return the Offeror Response and Request section, the most recent documents and submission in the APP system will be considered the Best and Final Offer.

  
ASRS SIGNATURE

Chief of Administrative Services, Chief  
Procurement Officer  
TITLE