

January 27, 2025

Dear Ms. Patterson,

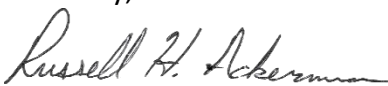
The purpose of this letter is to provide a Guidehouse response to Milliman's protest letter dated January 23, 2025. We are submitting it within the five days allowed by the State to provide a response.

We have read through Milliman's protest letter, and we believe the protest to be unwarranted. Guidehouse did not find any issues with how the RFP was written, and did not observe where any vendor may have expressed concerns with the RFP prior to proposal submissions. We felt the RFP provided an impartial and equal opportunity to proposing vendors. Guidehouse complied with all RFP instructions and the Office of Procurement's Q&A responses as we understand them. In response to Milliman's protest, below are two specific areas wherein we feel it appropriate to briefly provide related information to Arkansas:

- Guidehouse and predecessor organizations, which for actuarial services consists of our Aon team/clients that was acquired by Navigant at the beginning of 2019, and then Navigant being acquired by Guidehouse later in 2019, meet all minimum qualifications as instructed in the RFP. Our key actuarial and consulting personnel have the minimum ten (10) years' professional experience certifying capitation rates in several states across the 10 years, having also provided actuarial consulting services to other states during that timeframe as detailed in the proposal. Our personnel's resumes also reflect experience in commercial environments. For example, on record, Russ Ackerman functioned for many years as chief actuary for a commercial health plan covering commercial members in Minnesota, North Dakota, South Dakota, and Wisconsin, and historical consulting to various commercial companies. Erica Mitchell's resume also reflects 10+ years of actuarial experience in commercial health plans and consulting to commercial entities, wherein she actuarially certified for those commercial clients.
- Given the RFP's set number of cost proposal 4,360 hours and the provided instructions, Guidehouse complied with RFP instructions, which allowed all proposing vendors equal opportunity to be compared. As a side note, we observe that for similar actuarial and financial/business analyst levels, Milliman's hourly rates are *substantially* higher than Guidehouse rates. Furthermore, as described in our proposal, Guidehouse fully understands the RFP's technical and staffing requirements.

We appreciate the State providing opportunity for Guidehouse to submit this brief response to Milliman's protest, wherein we look forward to our Guidehouse team delivering exceptional actuarial consulting service to the Arkansas' Department of Human Services, Division of Medical Services.

Sincerely,



Russell H. Ackerman, ASA, MAAA, FCA

Guidehouse State Health, Partner &amp; Chief Actuary