

SOLICITATION, OFFER, ACCEPTANCE, AND AWARD

Date Solicited March 10, 2026	Solicitation Number 2026-03-2820	Date of Award	Contract Number
		NOTE: Solicitation responses shall be enclosed in a sealed envelope/package. Email Proposals To: Community First Health Plans Attn: Stephanie Morris Executive Director, Compliance & Risk Management 12238 Silicon Drive, Suite 100 San Antonio, Texas 78249-3454 Email Proposals to: RFPRResponse@cfhp.com	Due date/time for Respondent questions: <u>March 20, 2026</u> 2:00 PM CST
For information contact: Stephanie Morris		E-mail: RFPRResponse@cfhp.com	Telephone No. 210-510-2611
		Due date/time for proposals: <u>April 17, 2026</u> 2:00 PM CST	

SOLICITATION FOR: Community First Health Plans, Inc.

Internal Audit Services for Model Audit Rule (NAIC Model) Compliance

By signing the proposal, the Respondent acknowledges that all facts contained in it are true to the Respondent's best knowledge and that Community First Health Plans, Inc. (Community First), may rely upon such and that the Respondent has read the entire document and agreed to the terms therein. The undersigned, by his/her signature, represents that s/he is authorized to bind the Respondent to fully comply with the Specifications, Scope and General Requirements for the amounts shown on the accompanying pricing schedule and by signing the proposal, the Respondent acknowledges that all facts contained in it are true to the Respondent's best knowledge and that Community First may rely upon such.

Name and Address of vendor Company Name _____ Contact Name _____ Address _____ City, State & Zip _____ Telephone No. _____ E-mail address: _____	Name and Title of Person Authorized to Sign Offer (Failure to sign shall result in rejection of offer) Print Name _____ Title _____ Signature _____ Date _____ E-mail address: _____
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ACCEPTANCE AND AWARD (to be completed Community First Health Plans, Inc.)

Acceptance of the following items:	Term of the contract:	Amount of Award:	Accounting & Appropriation:
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Community First Health Plans, Inc: _____ / _____ Theresa Rodriguez Scepanski President/Chief Executive Officer	Approval Date: _____ Date	Renewal Options: _____
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TABLE OF CONTENTS

- 1. COMMUNITY FIRST HEALTH PLANS, INC. BACKGROUND**
- 2. PROJECT BACKGROUND AND OBJECTIVES**
- 3. SCOPE OF WORK (SOW)**
- 4. GENERAL TERMS AND CONDITIONS**
- 5. SOLICITATION INSTRUCTIONS**
- 6. EVALUATION, DECISION AND AWARD CRITERIA**
- 7. PROPOSAL SUBMITTAL FORMAT AND TABS**

Company Name: _____

RFP-2026-03-2820
Page 2 of 23

1. COMMUNITY FIRST HEALTH SYSTEM BACKGROUND

Community First Health Plans, Inc. (Community First), is a not-for-profit corporation formed by the Bexar County Hospital District, d/b/a, University Health, a political subdivision of the State of Texas (Affiliate). Community First was incorporated in 1994 and was licensed by the state of Texas on October 6, 1995, to operate as a health maintenance organization (HMO). Community First provides health care services to enrolled membership through a network of health care organizations under both prepaid and fee-for-service contracts. The Affiliate’s board of managers appoints Community First’s board of directors, and the Affiliate can impose its will on Community First. The Affiliate includes Community First in its financial statements as a blended component unit.

For over 30 years now, Community First has provided cost effective health care and has touched the lives of over 3.5 million unique individuals. We are proud to offer exceptional care for families and individuals, quality prenatal care to expectant mothers and children with special health needs. Community First is NCQA-accredited (National Committee for Quality Assurance), meaning our health plan has undergone rigorous evaluation and review process and achieved successful certification to ensure our standards allow us to provide the best quality services to our members and providers. Our goal is that our community has access to health care for all stages of life and the assurance of care for the unexpected, when most needed.

2. PROJECT BACKGROUND AND OBJECTIVES

Community First Health Plans, Inc. (Community First), is a nonprofit corporation formed by the Bexar County Hospital District, d/b/a, University Health (“UH”). Community First was incorporated in 1994 and was licensed by the state of Texas on October 6, 1995, to operate as a health maintenance organization (HMO). Community First provides health care services to enrolled subscriber groups through a network of health care organizations under both prepaid and fee-for-service contracts. The System’s board of managers appoints Community First’s board of directors and can impose its will on Community First.

Community First is issuing this Request for Proposals (“RFP”) to solicit proposals from qualified firms to provide Internal Audit services related to the NAIC Annual Financial Reporting Model Regulation (“MAR”) for the 2026 calendar year. **The term for this RFP is for a five (5) year period.** Interested Bidders may submit a proposal (“Proposal”) containing the information requested in this RFP.

OBJECTIVES:

- Collaborate with Community First Internal Audit department on MAR planning, risk assessment, testing, reporting, and Board of Directors Audit Committee communications.
- Leverage Community First’s Internal Audit organizational knowledge to reduce redundancy, accelerate execution, and strengthen control design and operation.
- Support readiness and ongoing compliance with MAR, including Management’s Report on Internal Control over Financial Reporting (ICFR), as applicable based on premium thresholds and Texas Department of Insurance requirements.
- Coordinate with external financial statement auditors to minimize duplication and burden.

Company Name: _____

RFP-2026-03-2820
Page 3 of 23

3. SCOPE OF WORK (SOW)

Community First is issuing this RFP to solicit proposals from qualified firms to provide Internal Audit services related to the NAIC Annual Financial Reporting Model Regulation. The selected firm will work in close partnership with Community First's Internal Audit (IA) department to plan and execute a MAR-aligned internal audit that supports statutory financial reporting, audit committee oversight, and Texas Department of Insurance (TDI) oversight expectations.

Collaborative Engagement: The awarded firm will operate as a co-sourcing partner with the Community First IA department across planning, fieldwork, reporting, and remediation.

Regulatory Alignment: Work will align with the NAIC Model requirements, including audit committee, internal audit function, and Internal Control over Financial Reporting (ICFR) expectations.

PLANNING & RISK ASSESSMENT:

- Perform an annual MAR risk assessment in collaboration with Community First's IA department, incorporating prior audits, monitoring results, and business/Information Technology (IT) change activity.
- Jointly develop the MAR Internal Audit Plan with Community First's IA department, defining responsibilities, reliance strategy, timelines, and co-sourcing protocols.
- Map risks to control objectives for statutory financial reporting (premiums/capitation, claims and reserves/IBNR, provider payments, reinsurance, financial close/reporting, consolidations, treasury, tax, regulatory filings), and relevant IT general controls (access, change, operations), interfaces, and key reports.

INTERNAL CONTROL OVER FINANCIAL REPORTING (ICFR) – DESIGN, DOCUMENTATION & OPERATING EFFECTIVENESS TESTING:

- Refresh or develop process narratives/flowcharts and Risk & Control Matrices (RACMs) with Community First's IA department.
- Evaluate control design and perform operating effectiveness testing (including IT general controls and application controls), with shared testing calendars and aligned workpapers to prevent duplication.
- Identify, classify, and track deficiencies (control deficiency, significant deficiency, material weakness). Support remediation plans and timely re-testing.
- If Community First meets the premium threshold for Management's ICFR Report, support management's preparation, evidence, and timing.

GOVERNANCE, AUDIT COMMITTEE, AND INTERNAL AUDIT FUNCTION SUPPORT:

- Assist Community First's IA department in preparing Audit Committee materials on MAR status, ICFR results, remediation progress, and overall assurance coverage. Facilitate presentation to the Audit Committee and the full Board of Directors as applicable.
- Advise on Internal Audit function practices (charter, reporting lines, coverage model) consistent with MAR expectations.

Company Name: _____

RFP-2026-03-2820
Page 4 of 23

COORDINATION WITH EXTERNAL AUDITORS AND REGULATORS:

- Coordinate with the independent Audit firm to facilitate appropriate reliance and efficient execution (without impairing independence).
- Align documentation and testing summaries so they are regulator-ready and usable for TDI to reduce duplicative effort.

REPORTING & DELIVERABLES:

- MAR risk assessment, ICFR scoping memo, and Annual Internal Audit Plan (co-developed with Community First IA department).
- Process narratives/flowcharts, RACMs, test scripts, and testing support documentation.
- Issues log with severity ratings and owner/target dates, including remediation tracking dashboards.
- Quarterly status reports to management and the Audit Committee; final annual Internal Audit report.

MINIMUM CONTROL DOMAINS & EXAMPLE PROCESSES:

- Premiums/Capitation revenue and eligibility interfaces (including retroactivity and reconciliations)
- Claims, IBNR and reserve valuation (process, models/assumptions, entries)
- Provider payments and reconciliations (fee schedules, encounters)
- Financial close & reporting (journal entries, consolidations, statutory statements)
- Reinsurance (if applicable)
- IT General Controls (access, change management, operations), key reports, interfaces, and data lineage

Community First is limited to the Bexar Service Delivery Area, which includes Atascosa, Bandera, Bexar, Comal, Guadalupe, Kendall, Medina, and Wilson counties.

Community First will select one (1) Bidder to be contracted at Community First's discretion to perform the required services. The Bidder will provide services as set forth in the statement of work (“Statement of Work”, “Scope of Work”, or “Scope of Work”) pursuant to a contract(s) to be entered into with Community First. Community First is under no obligation to order any work pursuant to this RFP.

4. GENERAL TERMS AND CONDITIONS

4.1 Group Purchasing Organizations (GPOs) and Cooperative Contracts (COOPs): –

Community First Participates in many different GPOs and COOPS. If your company participates in any Buying Groups and are awarded a contract, all sales, contracts, and orders will be reported back to the respective GPO or COOP. If the response submitted falls under a GPO or COOP state which one is applicable in your submittal response to this solicitation. Community First GPOs and COOPS of which it is a member, includes, but is not limited to: Premier, Intalere (Amerinet), First Choice, US Communities, Purchasing Solutions Alliance, TxMAS and the Texas Department of Information Resources (DIR).

Company Name: _____

4.2 Formal Competitive Process: This solicitation is a competitive bidding process managed by Community First. All questions or other matters related to this solicitation are to be directed to the Business Operations Manager for Community First or his designee.

4.3 The Respondent understands and acknowledges that the Community First reserves the right to:

- (a) at its sole discretion, reject any and all responses, to waive any formality or informality, or to change the listed dates.
- (b) request clarification of information submitted and to request additional information of one or more applicants.
- (c) at its sole discretion, modify or suspend any and all aspects of the selection process, including, but not limited to this solicitation, and all or any portion of the selection process subsequent to the solicitation, to obtain further information from any Respondent, to waive any defects as to form or content of the solicitation or any other step in the selection process, and to accept or reject any Respondent for entry into any contract.
- (d) award the contract to another Respondent(s) if the successful Respondent(s) does not execute a contract within thirty (30) days after the acceptance of the response by Community First.
- (e) Without further discussion, award one contract to a single or multiple companies after receipt of proposals. Therefore, Community First emphasizes the importance of submitting the most favorable terms in the initial response.

4.4 Respondent Submittals/Responses: The Respondent understands and acknowledges the following:

- (a) Respondents who submit a response to this solicitation do so at their own expense. Please note any costs incurred during the development, preparation, and submission of solicitation responses shall be borne solely by the Respondent. Community First will not pay or reimburse any respondent's costs related to this solicitation or negotiation of any contract.
- (b) A Respondent who does not respond to this solicitation by the due date may, at Community First's sole discretion, be eliminated from the selection process. Responses are due to Community First in accordance with the specifications of this solicitation.
- (c) Any response may be withdrawn up to the date and time specified for the submission of the responses. Any response not so withdrawn shall constitute an irrevocable offer, for a period of one-hundred twenty (120) days, to provide to Community First the services proposed, or until one or more of the responses have been accepted and approved by Community First.
- (d) Community First will independently verify the respondent's ability to perform as proposed.
- (e) The issuance of this solicitation does not imply any commitment on the part of Community First nor any of its individual representatives to accept in part or in whole any of the submitted proposals.
- (f) Any agreement or contract resulting from the acceptance of a response shall be approved by Community First. The contract shall contain, at a minimum, applicable

provisions of this solicitation, **to include but not limited to performance guarantees, remediation provisions and reporting requirements contained in Community First agreements with Texas Health and Human Services Commission (HHSC) as applicable.** Community First reserves the right to reject any agreement that does not conform to its standard terms and conditions and any other Community First requirements for agreements and contracts.

- (g) Material exceptions to the solicitation, including terms and conditions, delivery, specifications, or payment terms may constitute grounds for rejection of the submission.
- (h) Community First, at its sole discretion, may select more than one vendor(s) which best serve Community First's interests.

4.5 Respondent Waiver: By Respondent's submission of a response to this solicitation, each Respondent waives any claim against the Health System or Community First by reason of any or all of the following: (i) any aspect of this solicitation, the selection process or any part thereof, (ii) any informalities or defects in the selection process, entering into any agreement, the failure to enter into an agreement, any statements, representations, acts, or omissions of the Health System or Community First, (iii) the exercise of any discretion set forth in or concerning any of the foregoing, and any other matters arising out of all or any of the foregoing.

4.6 Advertising: The Respondent shall not use the Community First's name, logos, images, or any data or results arising from this contract as a part of any commercial advertising without first obtaining the prior written consent of the President/Chief Executive Officer of Community First.

4.7 License and Permits: The Respondent shall obtain and maintain in full force and effect all required licenses, permits, and authorizations necessary to perform this contract. The Respondent shall supply Community First with evidence of such licenses, permits, and authorizations. This evidence shall be submitted subsequent to the contract award. All costs associated with any such licenses, permits, and authorizations shall have been included by the Respondent in its proposal response.

4.8 Business Associate Information and Safeguards: If applicable, Vender will enter into a Business Associate Agreement with Covered Entity. Business Associate agrees to use appropriate safeguards to prevent use or disclosure of the PHI other than as provided for by this Agreement or by law. Business Associate agrees to implement a comprehensive written privacy and security program that includes administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of ePHI that it creates, receives, maintains or transmits on behalf of Covered Entity in compliance with the HITECH Act. Business Associate agrees to provide Covered Entity with a copy of its privacy and security program prior to the execution of any Agreement. Business Associate further agrees to provide Covered Entity with information concerning such safeguards as Covered Entity may from time-to-time request.

4.9 Vendor Credentialing Services: Community First utilizes a credentialing service to credential vendors. Community First requires all vendors or Respondents to be credentialed prior to obtaining access to any Community First facilities or systems.

Company Name: _____

RFP-2026-03-2820
Page 7 of 23

Vendor or Respondent is solely responsible for any and all costs incurred by it as part of the credentialing process. NOTE: This process only applies to the awarded Respondent(s). Awarded vendors or Respondents must have all employees that will be inside any Community First facility or system to submit to this process. Only those approved employees will be allowed to enter any Community First facility or system.

4.10 Access to Community First Facilities and Systems: The Respondent understands, acknowledges, and agrees to the following:

- (a) All vendor representatives, desiring access to Community First facilities or Systems must have an approved appointment, be credentialed through the vendor credentialing system, and register each time access is required. All of these requirements are to be met prior to access being granted for entrance to Health System properties or secure systems.
- (b) Upon approval of the vendor credentialing process, to gain access to any secure system the vendor must agree apply for access and agree to Community First conditions and terms of use. To gain access to the desired facility/department, the vendor representatives are to register, at the designated vendor credentialing location indicated in the Vendor Protocol Book, retrieve the appropriate photo ID badge and authorization to proceed to their destination.
- (c) Access to individual areas in Community First facilities is determined by the sensitivity of each area and the vendor representative's level of access. Vendor representatives will be permitted access only to those areas for which their credentialing is authorized and approved.
- (d) The vendor credentialing and registration process must be completed and approved before a vendor representative will be allowed access to facilities or to secure systems.

4.11 Contract and Contract Conditions: If awarded a contract, Respondent agrees to the following:

- (a) Contract Term: The contract will be awarded for the term outlined in this solicitation, commencing from the date of award. If delays in the solicitation process result in an adjustment of the anticipated contract effective date, the Respondent agrees to accept a contract for the full term of the contract. Unless otherwise specified in this solicitation, the **contract term is a five (5) year term.**
- (b) Contract Renewal Option: The contract may be renewed for the number of option years outlined in this solicitation by mutual written agreement between Community First and the Respondent. The original terms and conditions will remain in effect for any renewal period.
- (c) Contract Transition: In the event services end by either contract expiration or termination, it shall be incumbent upon the Respondent to continue services, if requested by Community First, until new services can be completely operational. The Respondent acknowledges its responsibility to cooperate fully with the replacement Respondent and Community First to ensure a smooth and timely transition to the replacement Respondent. Such transitional period shall not extend more than one-hundred twenty (120) days beyond the expiration date of the contract, or any extension thereof. The Respondent will be reimbursed for services during the transitional period at the rate in effect when the transitional period clause is invoked by Community First.

Company Name: _____

RFP-2026-03-2820
Page 8 of 23

(d) **Contract Termination:** Community First shall have the right to terminate the contract at any time and for any reason upon sixty (60) days advance written notice.

(e) **Price:** must remain firm and fixed for the duration of the contract term or agreed upon renewal options. Respondent will only be paid for services actually provided.

4.12 Oral Presentations: As part of the selection process, Respondent(s) may be asked to make oral presentations. If an oral presentation is requested, the Respondent(s) may be asked to elaborate on elements of their response and to demonstrate their understanding of the Community First request. The process of evaluating the proposals and conducting any subsequent interviews may extend, at a minimum, one month following the solicitation deadline. This solicitation or request to make an oral presentation shall not obligate Community First to accept or contract for any services whatsoever. Community First reserves the right to request additional information or material deemed necessary to assist in the selection process and to modify or alter any or all of the requirements herein. In the event of a modification, all Respondent(s) who submit responses will be given an opportunity to modify their responses in the specific areas affected.

4.13 Certificate of Interested Parties: Community First requires Respondent to submit a disclosure of interested parties to Community First at the time the business entity submits the signed contract to the Community First. **Submittal of a false or incomplete disclosure will be grounds for immediate termination**

4.14 Community First's Accreditation by the National Committee for Quality Assurance (NCQA). If applicable, the awarded Respondent agrees to review and shall review all information available to it concerning NCQA's accreditation of Community First. Respondent and its personnel shall perform the work in strict compliance with NCQA Accreditation Standards, and any other standards of NCQA that are or become applicable to the Project. If the Respondent determines either that the Project Coordinator or any other service provider is unaware of information concerning NCQA provided by the Respondent or that any of them is acting in violation of NCQA standards, then Respondent shall notify or otherwise report such violation to Owner. Under no circumstances shall Respondent actively or passively cause, or knowingly permit others to cause Owner to be in violation of NCQA standards. The awarded vendor shall submit performance improvement results to Community First at least four (4) times a year or as directed by Community First's calendar and using Community First's standard reporting format. The vendor shall maintain all conditions set out by any regulatory body overseeing nutritional services, including, but not limited to NCQA, Texas Department of Health and Human Services, Texas Department of Insurance and Texas State Codes.

5. SOLICITATION INSTRUCTIONS

5.1 Pre-Submittal Conference: Unless otherwise advised by Community First, no pre-submittal conference will be held.

5.2 Vendor Questions: Vendor's questions regarding any aspect of this solicitation shall be submitted to the Community First Executive Director, Compliance & Risk Management, via the following e-mail address: RFPRresponse@cfhp.com

Company Name: _____

RFP-2026-03-2820
Page 9 of 23

5.3 Responses: Respondents are invited to submit proposals electronically. The Respondent shall print or type his or her name and sign the Solicitation, Offer, Acceptance, and Award and Schedule (if applicable). Contact should be made through the Community First Contact Provided. **NOTE: Electronic submissions are preferred, but not required. Written submissions will also be accepted by the respondent in lieu of electronic submissions.**

Written proposals for this Community First request for proposal will be received at the following location:

**Community First Health Plans
Stephanie Morris, Executive Director, Compliance & Risk Management
12238 Silicon Drive, Suite 100
San Antonio, TX 78249**

For Electronic Submissions:

RFPResponse@cfhp.com

Company Name: _____

RFP-2026-03-2820
Page 10 of 23

- TAB 1 – Signed Solicitation and Amendments**
- TAB 2 – Community First Health Plans, Inc. Standard Terms and Conditions**
- TAB 3 – Project Team and Subcontracting and Good Faith Effort Plan**
- TAB 4 – Pricing**
- TAB 5 – Statement of Interest and Qualifications**
- TAB 6 – Other Requirements**
- TAB 7 – Evaluation Criteria**

Company Name: _____

TAB 1
Signed Solicitation and Amendment(s)

Include in this Tab a complete copy of the solicitation, to include:

- A signed copy of the solicitation cover page;
- All pages of the solicitation with company name inserted at the footer where indicated;
- Any Amendment(s) released by Community First.

Company Name: _____

TAB 2
Community First Health Plans, Inc. (Community First)
Standard Terms and Conditions

Attach a signed copy of Community First's Standard Terms and Conditions include herein.

Precedence of the Community First's Standard Terms and Conditions: The contract resulting from this procurement shall consist of the specification included herein, Community First's Standard Terms and Conditions, any amendment(s) to this solicitation, the Respondent's proposal, and the Community First's Contract Term Sheet. **In the event of a conflict between the provisions of this solicitation, including any amendments to this solicitation, and the Respondent's proposal, the solicitation and/or the Community First's Standard Terms and Conditions shall govern.**

NOTE THE FOLLOWING REGARDING COMMUNITY FIRST HEALTH PLAN'S STANDARD TERMS AND CONDITIONS:

In submitting a response, the Respondent will be deemed to have agreed to each clause of the solicitation and the Community First's Standard Purchase Terms and Conditions unless the vendor's response clearly identifies an objection, sets forth the basis for the objection, and provides substitute language addressing the Respondent's concerns.

If a company is taking exception to the Community First's Standard Terms and Conditions, the company must submit with the response the proposed exceptions. Any sections that are not applicable indicate so by placing "N/A" beside the appropriate section. Any other revisions to the Community First's terms and conditions will have to be approved by the Community First. However, if a company presents what is considered excessive exceptions or additions to Community First's Standard Terms and Conditions as deemed unacceptable or not in the best interest to Community First, Community First reserves the right to consider the proposer non-responsive and therefore will be removed from consideration.

Company Name: _____

RFP-2026-03-2820
Page 13 of 23

TAB 3
Subcontracting and Good Faith Effort Plan

SUBCONTRACTING: Please indicate how much and of which discipline(s) you intend to subcontract to another firm. If your firm intends to perform the services for all listed services, then provide a statement to that effect. If you intend to subcontract any discipline, then provide the information for the subcontracting firm as part of your submittal package. Community First reserves the right to accept or decline any subcontracted firms. The respondent is required to submit a Good Faith Effort Plan form and all Small, Minority, Women and Veteran Owned Business Enterprises (SMWVBE) certification certificates for the respondent or their subcontractors as part of the submittal package. Respondent and/or their agents may contact the Supplier Diversity for assistance or clarification with issues specifically related to the SMWVBE Program policy and/or completion of the Good Faith Effort Plan form at the end of this solicitation. The Good Faith Effort Plan form is attached to the end of this document.

As a recognized leader in managed care, Community First is committed to Supplier Diversity. Community First will make every effort to ensure that Diverse Vendors such as Small, Minority, Women, and Veteran Owned Business Enterprises (SMWVBE) are provided the maximum practicable opportunity to participate as a supplier, vendor, or Respondent for products and/or services provided to the Community First. **No unlawful discrimination will be made against vendors or Respondents, because of race, color, religion, sex, age, national origin, physical disability/handicap, or mental disability/handicap.**

Company Name: _____

RFP-2026-03-2820
Page 14 of 23



Good Faith Effort Plan for Prime Vendors

Name and Number of Proposal: _____

SECTION I – CONTACT INFORMATION

Respondent Information: _____

Name of Business: _____

Address: _____

City: _____ State: _____ Zip: _____

Contact Person: _____ Telephone: _____

Email Address: _____ Fax: _____

Is your firm certified? Yes No If Yes, which certifying agency?: _____

Type of Certification (*check all that are applicable and provide a copy of the certificate*)

_SBE
 _WBE
 _MBE
 _DIBE
 _VBE
 _HUB

SECTION II – UTILIZED SMWVBE VENDORS

List all subcontractor/suppliers that will be utilized on this project. Respondents will be required to provide reports of the actual payments to all subcontractor which will be used for SMVBE participation tracking purposes.

Name & Address of Company	Scope of Work to be performed or supplied	Estimated Total Contract Amount (\$)	Certification Type (SBE, WBE, MBE, ETC.)

Company Name: _____

SECTION III – GOOD FAITH EFFORT

A. List all the firms you contacted with the subcontracting opportunities for this project that will not be utilized for the contract. Written notices to firms contacted by the respondent for the specific scopes of work identified for those opportunities must be provide not less than **5 business days prior to the proposal due date. Please submit copies of the written notices to all firms contacted with this document.**

Name & Address of Company	Scope of Work to be performed or supplied	Date Written Notice was Sent	Certification Type (SBE,WBE, MBE, ETC.)

B. Did you contact any trade organizations/minority organizations to advertise the subcontracting opportunity? If so, please list which organizations:

C. Please list any additional outreach activities or advertising done for this project:

Company Name: _____

SECTION IV: AFFIRMATION

I hereby affirm that the above information is true and complete to the best of my knowledge. I further understand and agree that this document shall be attached and submitted with my proposal; making this a binding part of the contract.

Name: _____

Title: _____

Signature: _____ **Date:** _____

For assistance or questions, please contact the Compliance Office at:

DL_CFHP_Regulatory@cfhp.com

Company Name: _____

TAB 4 Pricing

Respondents must outline all pricing and applicable fees, to include required travel. Pricing submission must be clear and comprehensive based on the Scope of Work requested in this solicitation bid. Respondent must all clearly state under what conditions additional costs could occur during completion of the scope of work.

Please provide a detailed pricing plan that includes, at a minimum, the following elements:

1. Fixed annual fees for base scope (planning, testing, reporting) with detailed staffing plan and hours by role.
2. Time-and-materials rates for incremental services (e.g., model changes, analytics).
3. Travel (if any) on a not-to-exceed basis; specify assumptions.
4. Annual escalation rates.

Company Name: _____

RFP-2026-03-2820
Page 18 of 23

TAB 5

Statement of Interest & Qualifications

Statement of Interest:

Provide a brief history of the firm, information about principals, the services offered, the number and type of professionals and other staff members (Respondent firm only), business volume and applicable experience over the past five years.

Please provide information about your organization including, but not limited to, the following:

1. A brief history of the organization
2. Key attributes that distinguish the organization
3. Information about the services offered
4. History of work with Medicaid, Medicare, marketplace, and commercial payer health plans in the State of Texas.
5. Three (3) business references
6. Organization chart (please include the Project Lead for this scope of work and next level for escalation of issues that may arise)
7. Historically Underutilized Business (HUB) certification, if applicable
8. Proven MAR experience delivering ICFR/Internal Audit services for health plans/insurers of similar complexity.
9. Demonstrated success co-sourcing with an Internal Audit department, including clear role delineation and workpaper coordination.
10. Strong statutory accounting and NAIC reporting knowledge; experience collaborating with external auditors under MAR.
11. Robust IT audit capabilities (IT general controls, key reports, interfaces, data lineage) relevant to claims, capitation, and provider payment systems.
12. Independence safeguards and quality program.

Company Name: _____

RFP-2026-03-2820
Page 19 of 23

Qualifications:

Provide details in your submission that demonstrates qualifications to perform the services as outlined in this solicitation bid. Discussion of proposer’s qualifications, including Firm’s:

1. Organizational structure (e.g., corporation, partnership, etc.)
2. Number of years in business
3. Scope of services available
4. Relevant background and experience with Public Agencies, Health Care organizations, non-profits, attestation that Respondent has not been sanctioned or excluded from participation by HHSC and/or CMS, etc.
5. Certifications and/or Assessments for internal controls. List certifications received (i.e., SOC I and SOC II), **if applicable**. How often does the Respondent engage in the process? When is the last period Respondent was audited and achieved certification?
6. Copies of the Bidder’s most current financial statements.

Respondent Background:

Please provide information about the qualifications of your organization that will meet Community First’s needs including, but not limited to, the following:

1. General history and experience performing services for payer clients. Include specific information concerning the location of headquarters and branch offices that will be providing services and the number of years providing services.
2. Any history of performance, corrective action plans or litigations.
3. Services provided/conducted offshore (**NOTE: Community First will not contract or accept any offshore services**). Are any relevant services conducted or sub-contracted to offshore operations?
4. Include a staffing plan, identify any key personnel who will be assigned to the project, and describe how staff continuity will be provided.
5. Identify any assumptions or variables that may impact the scope, schedules, or pricing.
6. Provide a comprehensive quality control plan Bidder will use to ensure the required services are provided as specified in the Scope of Work.

Company Name: _____

7. Detail your IT audit approach for claims, capitation, provider payments, key reports, and interfaces.
8. Describe the safeguards you have in place to maintain independence, as well as the controls you use to ensure prohibited services are not performed when co-sourcing with Internal Audit.

Company Name: _____

RFP-2026-03-2820
Page 21 of 23

TAB 6
Other Requirements

All bids **must** include detailed submissions and respond to the following:

- **Comprehensive Project Plan (Illustrative)**
- **Timeline & Key Milestones (Interim and Year-End Testing)**

Company Name: _____

TAB 7 Evaluation

The selection of the Vendor will be based upon evaluation by Community First considering all appropriate factors and criteria (subjective and otherwise) as Community First may, at its sole discretion, deem relevant. In no event will Community First be limited to selecting a successful respondent based solely upon total vs. cost submissions. Community First RFP Bidders are to be evaluated on the following factors including, but not limited to:

- (a) Pricing
- (b) Quality of service
- (c) References/ Previous relevant experience
- (d) Bidders' willingness to accept the terms and conditions and Scope of Work requirements outlined by Community First. Community First retains the right to determine if Bidders' exceptions are material, singularly or in total, such that Community First may deem the Proposal non-responsive and not subject to further evaluation.

Additional evaluation criteria for this RFP includes:

- (e) Functionality capable of meeting current and future Community First Requirements.
- (f) Bidder is stable and has demonstrated a successful history with clients similar to Community First.
- (g) Bidder's resources are available and appropriate for anticipated project scope and support requirements.
- (h) Bidder's financial stability as indicated by submission of required financial statements.
- (i) Bidder's comprehensive description of company and solution(s).

Evaluation Criteria:

Criterion	Weight
Ability to collaborate with Community First's Internal Audit department	10%
Model Audit Rule & Internal Control over Financial Reporting experience	30%
Methodology & quality of work program (including Information Technology)	15%
Team qualifications & availability	15%
Value & Price	20%
References & Past Performance	10%

Company Name: _____

RFP-2026-03-2820
Page 23 of 23