

SAN FRANCISCO HEALTH SERVICE SYSTEM

Affordable, Quality Benefits & Well-Being

INFORMAL REQUEST FOR PROPOSALS: Stakeholder Engagement Facilitator for the San Francisco Health Service System

RFPQHSS2019.02

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<u>RFP Questions and Communications:</u>	<u>RFP Schedule:</u>	
To ensure fair and equal access to information about this RFP, all communications must be issued via email to michael.visconti@sfgov.org . Answers to all RFP questions will be posted on the SFHSS website http://www.sfhss.org/RFPs .	RFP Issued	May 29, 2019
	Questions Due	June 6, 2019
	Proposals Due	June 17, 2019
	Notification of Finalists (if required)	June 19, 2019
	Oral Interviews	June 24-28, 2019

Introduction

The San Francisco Health Service System (SFHSS) issues this request for proposals (RFP) with the intention of entering into an agreement with a consultant to support the SFHSS Executive Director in designing stakeholder engagement sessions and facilitating comprehensive stakeholder input into proposed options for medical and pharmacy coverage delivery models for SFHSS Members (the “Selected Facilitator”).

The Selected Facilitator is expected to utilize a variety of engagement methods which may include, but is not limited to, focus groups, surveys, workshops and town hall meetings (the “Engagement Sessions”).

These Engagement Sessions will target SFHSS Members, members of the San Francisco Health Service Board (Board), representatives from SFHSS participating employers¹ and key City Departments, unions, employee and retiree groups (collectively “Stakeholders”).

¹ SFHSS executes all process phases related to benefit operations and administration of non-pension benefits (including health, dental and vision) for approximately 120,000 individuals, including both active and retired employees of the City and County of San Francisco, the San Francisco Unified School District, the Community

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The Engagement Sessions will: (i) educate those Stakeholders as to medical and pharmacy delivery models applicable to the SFHSS Member population (including but not limited to the current medical and pharmacy solutions currently available to SFHSS Members), (ii) advance Stakeholder support for changes to the future state of SFHSS health benefits, (iii) establish consensus, whenever possible, as to available and applicable delivery models, (iv) foster and understanding of opposing Shareholder viewpoints, (v) evaluate conflicting priorities, and (iv) inform efforts to design a comprehensive delivery model for all SFHSS Members.

Background

SFHSS endeavors to provide outstanding health and other employee benefits to SFHSS Members, preserving and improving sustainable, quality health benefits, enhancing the well-being of employees, retirees and their families, and adhering to the highest standards of customer service.² While SFHSS provides a broad spectrum of benefit options and coverage levels and stands at the forefront of current health care trends, we face a rapidly changing health benefit landscape, both nationally and within San Francisco and our surrounding counties. These changes require SFHSS to explore alternate delivery models and medical and pharmacy coverage solutions.

If SFHSS were to implement one of these changes, it would require a formal Request for Proposal (RFP), currently scheduled for release in January 2020. Such RFPs are a complex process, spanning eight to twelve months, and implementing a new solution would require an additional calendar year. As such, any new medical and pharmacy delivery model would be implemented no earlier than January 1, 2022.

SFHSS wishes to discuss any potential modifications to the current health benefit solutions in full view, and with the full and informed participation of the SFHSS Member population and aforementioned Stakeholders. The Selected Facilitator will guide the Stakeholders, and SFHSS, through this process using the Engagement Sessions.

Summary of Proposed Services

The San Francisco Health Services System (SFHSS) desires to solicit qualified proposals from Respondents with expertise in stakeholder facilitation (creating content for and conducting focus groups, creating and administering surveys, creating and leading workshops and town hall meetings, and summarizing and reporting all findings) to support the SFHSS health benefit strategic planning and visioning for plan year 2022 medical and pharmacy coverage delivery models for SFHSS Members.

College of San Francisco, and the San Francisco Superior Court (the four Participating Employers), and the covered dependents of those active and retired employees.

² In October 2018, the Health Service Board (“Board”) approved the SFHSS Strategic Plan 2020-2022. The Strategic Plan highlights six guiding principles and five strategic goals aimed at combatting numerous challenges that facing our Member population. The full text of the SFHSS Strategic Plan can be found on the SFHSS website at <http://www.myhss.org/sfhss-strategic-plan-2020-2022>.

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Proposed Schedule for Services

Projected Date	Description
July 1	Kick-off/Introductory Meeting
July 1 - 18	Preparation
July 11	Health Service Board Meeting
July 18	SFHSS to Announce Engagement Sessions
July 28 – August 8	Onboarding Sessions
August 8 – November 13	Engagement Sessions, Planning and Debrief Sessions
November 13	Health Service Board Meeting, Decision to Conduct RFP in January 2020
December 12	Health Service Board Meeting
January 6	Proposed RFP Release Date

Proposed Services

SFHSS proposes that the Selected Facilitator support SFHSS strategic planning and visioning services according to the following scope of services. SFHSS shall finalize the exact scope of services and the nature of the Engagement Sessions with the Selected Facilitator, based on Selected Facilitator’s expertise and experience, and shall modify the scope of services, as necessary to inform and engage the SFHSS Member population and Stakeholders. Should this require a modification of the agreement, including additional services and funding, SFHSS will seek to modify the agreement in collaboration with Selected Facilitator in accordance with City rules and procedures.

1. Preparation.

- a. Selected Facilitator shall review all data relevant to SFHSS in preparation for strategic planning sessions including, but not limited to:
 - reading and understanding the City and County of San Francisco Charter, SFHSS Member Rules, and the rules governing the Health Service Board,
 - working with Aon Consulting, Inc. (the “SFHSS Actuary”) to understand the current health benefit climate, including current, pending and proposed legislation and regulations, and
 - working with SFHSS executive leadership regarding the history of SFHSS, and the Board, and engagement strategies in preparation for Engagement Sessions.

2. Engagement Sessions

- a. Onboarding Sessions. The Selected Facilitatory will coordinate with SFHSS and the SFHSS Actuary, as appropriate, to develop surveys, sample, demonstrations, or other material in preparation for Engagement Sessions. Onboarding will be conducted at the SFHSS offices, located at 1145 Market Street in San Francisco or via telephone conference or online web conferencing, as determined by SFHSS (Onboarding Sessions). SFHSS will require between four (4) and seven (7) Onboarding Sessions which, in the aggregate, will not exceed ten (10) hours. Onboarding Sessions will include, but are not limited to, an assessment of medical and

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pharmacy coverage solutions, delivery models, and the current marketplace and legislative environment.

- b. Ten (10) Engagement Sessions. Organize and facilitate ten (10) Engagement Sessions with one or more subsets of the Stakeholders (as well as, potentially members of SFHSS and the SFHSS Actuary) to learn about, assess, discuss and evaluate a pre-determined set of health benefit delivery models. Each Engagement Session will be scheduled for two (2) hours.
- c. Planning and Debrief Sessions. Prior to each Engagement Session, the Selected Facilitator will engage SFHSS in a one (1) hour Planning Session. Immediately following each Engagement Session, the Selected Facilitator will engage SFHSS in a one (1) to two (2) hour Planning Debrief Session, to be completed prior to the next Engagement Session.
- d. Written Summary and Final Meeting. Selected Facilitator will deliver a written summary of the Engagement Sessions and the Planning and Debrief Sessions to SFHSS. A draft of the Written Summary will be provided to SFHSS prior to a final meeting with SFHSS. The final Written Summary will be delivered to SFHSS within ten (10) days of the Final Meeting.

Proposed Compensation

SFHSS has budgeted between twelve thousand five hundred dollars (\$12,500) and thirty thousand dollars (\$30,000) for the services described herein, including all travel, overhead, insurance, wages and operating costs.

Review and Selection

Respondents that timely submit a proposal in response to this RFP may be invited to speak with SFHSS in-person, via WebEx (or comparable online meeting and web conferencing platform) or via conference call, between June 24, 2019 and June 29, 2019.

Each such meeting will be limited to one (1) hour. Respondents should be prepared to discuss any item listed in their proposal or related to their background, experience and education, and approach to the proposed services.

Proposal Format

Proposal cover page must include the following Contact and Tax Information (will not count against page limit): (i) Individual, Company or Organization name, (ii) Contact Name, (iii) Address, (iv) website (if applicable), (v) primary phone number, (vi) email address, and (vii) Tax ID.

The proposal is open format but limited to ten (10) single-sided 8.5" x 11" (or equivalent) pages. The proposal, including the cover page, must be submitted as a single file, Adobe PDF format, and emailed to Michael Visconti, Contracts Administration Manager, at michael.visconti@sfgov.org.

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Certified Supplier Requirement

Respondent must be a certified supplier with the City and County of San Francisco or able to become a certified supplier within ten (10) days after notice of intent to award a contract. However, Respondents are not required to have an SF City Supplier ID at the time of bid. Find out how to become a SF City Supplier at: <https://sfgov.org/oca/Qualify-Do-Business> prior to submitting a proposal in response to this RFP.