

SAN FRANCISCO HEALTH SERVICE SYSTEM

Affordable, Quality Benefits & Well-Being

Request for Information

DATE: February 5, 2021

TO: **Employee Benefits/Health Plan Automated Decision Assistance
Software Vendors**

FROM: Michael Visconti
Contracts Administration Manager
San Francisco Health Service System

RE: **Employee Benefits/Health Plan Automated Decision Assistance
Software (RFPQ#HSS2021.C2i)**

I. RFI Intent

The San Francisco Health Service System (SFHSS) is soliciting information on functionality and cost for out-of-the-box software solutions which can be used to assist the employees and retirees of the City and County of San Francisco, during Open Enrollment, with the optimal selection of available employee benefits presented to them, through SFHSS. SFHSS also requests that the out-of-the-box solution have the ability to produce configurable canned-reporting, which SFHSS can use to measure the success of the utility and user selections and future needs.

II. The San Francisco Health Service System

SFHSS is dedicated to providing 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. SFHSS executes all process phases related to benefit operations and administration of non-pension benefits (including health, dental and vision) for approximately 136,000 individuals, including both active and retired employees of the City and County of San Francisco, the San Francisco Unified School District, the Community College of San Francisco, and the San Francisco Superior Court (collectively known as City Employees), and their covered dependents (Members) pursuant to The City and County of San Francisco Charter §§ 12.200-12.203 and A8.420-A8.432, and San Francisco Administrative Code §§ 16.700-16.703. More information about SFHSS and the programs offered can be found here: <https://sfhss.org/>. More

information on the demographics of the population which is served can be found here: <https://sfhss.org/resource/2020-sfhss-2020-demographics-report>

III. SFHSS Needs

SFHSS is currently staffed with a group of specialists, who interact directly with SFHSS Members over the telephone, for complex benefit and eligibility questions, however hold-times are lengthy during the time period of Open Enrollment, and the SFHSS office has limited hours (8:00am to 5:00PM, Monday through Friday). As City Employees are working 7-days a week, across 24-hours of each day, not every member will have the opportunity to contact SFHSS to discuss their future benefit elections in detail. Additionally, SFHSS has recently implemented an electronic means for SFHSS members to elect their preferred benefits each year (eBenefits). To further enhance the SFHSS eBenefits experience, SFHSS is interested in the current capabilities and costs of an out-of-the-box software solution which will be able to assist SFHSS members make benefits elections which will best serve their needs, which results in full-satisfaction and better health outcomes

SFHSS has internally identified an opportunity to improve the interactions between its' Members at the point of benefit selection, which generally occurs each October (1-31), during Open Enrollment. Generally, Member selected benefit choices have been merely based on two factors 1) cost to the Member (Member contributions toward premiums and program shares of cost, like co-pays and deductibles), or 2) the network status, or location of their preferred healthcare provider.

Although, these two factors are important by themselves, SFHSS seeks to further assist SFHSS Members with the consideration of other factors, which may not have been considered by SFHSS Members, so that the best long-term selection is made, that may consider the SFHSS Members current state of health, transparent understanding of the election costs, emotional and financial wellbeing, which results in better health outcomes and increased SFHSS Member Satisfaction.

IV. Submitting your Response

Response Deadline. Vendors must complete the Vendor Quote Form [Appendix A], ensuring to also the RFI Product Overview (Appendix A Section 4) and submit the form in MS Word or Adobe PDF format via email to vanessa.price-cooper@sfgov.org CC:michael.visconti@sfgov.org no later than **4:00 PM (PT) on Friday, March 5, 2021**. Any attachments to the Vendor Quote Form must not exceed ten (10) total pages and must be submitted with the Vendor Quote Form.

Questions and Clarifications. Any questions or requests for clarification must be submitted via email to vanessa.price-cooper@sfgov.org, CC:michael.visconti@sfgov.org, no later than **4:00 PM (PT) on Friday, February 26, 2021**. A summary of the clarifications, questions and answers will be posted to the SFHSS Website.

As a result of this RFI, SFHSS may release a request for proposals or request for bid. Failure to respond to this RFI will not preclude an entity from responding to any subsequent procurement requests.

V. Software Features

The Vendor Quote Form details a list of Employee Benefits/Health Plan Automated Decision Assistance Software features. Respondents must note each software feature as (A) Standard Software Feature, (B) Feature Under Development, or (C) Currently Unavailable, Requires Customization, and/or at an Additional Cost. Please note that not all features are essential or required by SFHSS. Certain features may be preferred but non-essential, or applicable to a future expansion of SFHSS. Furthermore, if there are any additional features not listed, or any listed features that do not fully encapsulate a Respondent's software solution, Respondents may attach an additional page listing and describing these functionalities.

VI. Minimum Qualifications. Qualified Respondents shall:

1. Have a fully developed Employee Benefits/Health Plan Automated Decision Assistance Software.
2. Have at least three (3) years of experience of supplying and maintaining Employee Benefits/Health Plan Automated Decision Assistance Software.

VII. Online Demonstration

Each Respondent that timely submits a Vendor Quote Form [Appendix A], will be invited to demonstrate its Employee Benefits/Health Plan Automated Decision Assistance Software, via teleconference, to SFHSS between **March 15, 2021 and March 19, 2021**.

Each demonstration will be limited to one hour. Respondents should be prepared to demonstrate any feature listed in the Vendor Quote Form or related to a feature listed in the Vendor Quote Form.

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Appendix A – Vendor Quote Form
Employee Benefits/Health Plan Automated Decision Assistance Software RFI

1) Does your organization meet the minimum qualifications referenced in Article VII [Minimum Qualifications] of this Request for Information:

Put an "X" next to one:

Yes: _____ No: _____

2) Contact, Tax & Vendor Information Page

a) Company or Organization:

- Name:
- Address:
 - Physical:
 - Website:
- Federal Tax ID:
- City Supplier ID (if applicable):

b) Primary RFI Contact:

- Name:
- Email:
- Telephone:

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3) Vendor Quote Form Questionnaire

| Employee Benefits/Health Plan Automated Decision Assistance Software Attributes and Software Features | (A) Standard Software Feature | (B) Feature Under Development | (C) Currently Unavailable, Requires Customization, and/or at an Additional Cost |
|--|----------------------------------|----------------------------------|--|
| <p>. We would like a tool that can calculate and show users their costs.</p> <ul style="list-style-type: none"> Ability to load/read and apply various iterations of up to 7,000 rate structures, and plan design costs which can be presented at the user level. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <p>We would like them to be able to identify the health networks or doctors they trust.</p> <ul style="list-style-type: none"> Ability to connect and pass through information from a Third-Party website, or demonstrated ability to accept Third-Party Health Provider files on a routine basis, to provide up-to-date and available information. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <p>Obtain and maintain at least six (6) unique drug lists, which will result in notifying Users of the following:</p> <ul style="list-style-type: none"> Drug Cost User share of cost Prior Authorization requirement Drug Alternatives | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <p>We would like to be able to show quality ratings, such as NCQA (https://www.ncqa.org/), Medicare Star Ratings (https://www.cms.gov/Medicare/Prescription-Drug-Coverage/PrescriptionDrugCovGenIn/PerformanceData), ETC.</p> <ul style="list-style-type: none"> Ability to connect and pass through information from a Third-Party website, or have an existing relationship to obtain access and provide Quality Ratings through the utility, to be passed to users. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| Employee Benefits/Health Plan Automated Decision Assistance Software Attributes and Software Features | (A) Standard Software Feature | (B) Feature Under Development | (C) Currently Unavailable, Requires Customization, and/or at an Additional Cost |
|--|--|--|--|
| Ability for multi-lingual explanation of benefits <ul style="list-style-type: none"> • Provide for imbedded language translation, based on user preference, | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Accept various user inputs, such as health conditions, family size, income and status, demographics, etc., to recommend enrollment choice. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Tools or utilities to drive member engagement with specific health providers (please also provide the breadth and descriptions) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Personalized benefits plan recommendations <ul style="list-style-type: none"> • Generates an output, which is user specific, of recommended and personalized benefit iterations and groupings based on Vendors software algorithm for benefits selections | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Ability to accept data feeds. List what data can be imported, and file layout requirements and limitations. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Identify which components are configurable. In addition to the list, please confirm whether order of recommended benefits can be customized. I.e. Medical, then Dental, then Vision, then Other. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Web-based solution that can be embedded into our website | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| Employee Benefits/Health Plan Automated Decision Assistance Software Attributes and Software Features | (A) Standard Software Feature | (B) Feature Under Development | (C) Currently Unavailable, Requires Customization, and/or at an Additional Cost |
|---|--|--|--|
| Can be accessed by desktop computer, tablet or mobile phone. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Ability to look at individual health conditions to assist in health plan evaluation <ul style="list-style-type: none"> • Accept, review and consider user entered health and clinical factors, when providing recommended and personalized benefit iterations and groupings. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Configurable canned reporting which may include but not limited to: user demographics, user selected benefits, user time of use and basis of selection... Ability to produce deidentified and HIPAA compliant reports (no PHI, PII, etc.) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 24/7 Emergency Technical Assistance | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 99.999% up-time guarantee | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Secure domestic (U.S.A) data hosting and backup | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Audit and compliance measures and/or certifications (SOC 1/2, ISO/IEC) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| Employee Benefits/Health Plan Automated Decision Assistance Software Attributes and Software Features | (A) Standard Software Feature | (B) Feature Under Development | (C) Currently Unavailable, Requires Customization, and/or at an Additional Cost |
|--|--|--|--|
| HIPAA compliance | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Ability to surrender and/or destroy SFHSS Data upon request and/or termination of business relationship | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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4) RFI Product Overview

Respondents are asked to provide a response on the functionality and features of your Software (Product Overview), including but not limited to the requested attributes in Section 3 above, in the form of a MS Word or Adobe PDF document, which also lists the costs of your products.

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