SAN FRANCISCO
HEALTH SERVICE SYSTEM
Affordable, Quality Benefits & Well-Being

Request for Information

DATE: February 5, 2021

TO: **Virtual Fair Software Vendors**

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

RE**:**   **Virtual Health Fair/Event Software (RFPQ#HSS2021.C3i)**

I.   <u>RFI Intent</u>

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 health fairs, pre-retirement seminars, new hire seminars and well-being programs and campaigns. Our current tools have limitations for large group, live-events, including ineffective question and answers capabilities, and the inability to break up topics into separate sessions, or breakout rooms. SFHSS is seeking to information on a more robust platform for virtual events and webinars that can better mimic a live conference or health fair event.

II.   <u>The San Francisco Health Service System</u>

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 124,000 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.   <u>SFHSS Needs</u>

As stated earlier, our current tools have limitations for large group, live-events, including ineffective question and answers capabilities, and the inability to break up topics into separate sessions, or breakout rooms. SFHSS is seeking to information on a more robust platform for virtual events and webinars that can better mimic a live conference or health fair event.

SFHSS is looking for a tool which will be able to do the following:

- Web-based platform, so our members do not need to download various apps in order to join our webinar.
- Ability to capture and report out names, email addresses and count of attendees
- Can be access via any web engine.
- Ability to have virtual vendor booths.
- Ability to run multiple live sessions at the same time, so Members can just visit the session they want without waiting for the content they are interested to have its turn to present.
- Enhanced Question & Answer (Q&A) functionality that allows for:
    o Questions to be answered throughout the presentation;
    o Question categories for attendees to select to assist in organizing information;
    o A presentable Q&A report that can be converted into a Word or PDF without hours of formatting; and
    o Removes duplicate questions.
- Ability to increase and facilitate engagement and live conversations.
- Ability to maintain a previously recorded session for a specified duration so SFHSS Members may review prior presentations after they have occurred.
- Ability to concurrently offer a virtual tradeshow (alternate room) while members wait for their next session to start.
- Ability to watch their session from the beginning, even if they are signing on to the live event late.
- Option to have up to 30 external vendor support for certain events.
- We need ability to host up to7,000   simultaneous live participants.
- Examples of the different subject matter of the sessions include, but are not limited to:
    o Pre-retirement seminars;

- o Open Enrollment;
- o How to register and use eBenefits;
- o Well-Being Champions award ceremony and appreciation;
- o Fitness Fairs; and
- o Kick-off events for our well-being campaigns.

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, February 26, 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 19, 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 Virtual Health Fair/Event 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 Virtual Health Fair/Event Software.

2. Have at least three (3) years of experience of supplying and maintaining Virtual Health Fair/Event Software.

VII. **Online Demonstration**

Each Respondent that timely submits a Vendor Quote Form [Appendix A], will be invited to demonstrate its Virtual Health Fair/Event Software, via teleconference, to SFHSS between **March 8, 2021 and March 12, 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.

The remainder of this page intentionally left blank

Appendix A – Vendor Quote Form
Virtual Health Fair/Event 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:
     - o Physical:
     - o Website:
   - Federal Tax ID:
   - City Supplier ID (if applicable):

   b) **Primary RFI Contact:**
   - Name:
   - Email:
   - Telephone:

The remainder of this page intentionally left blank

3) Vendor Quote Form Questionnaire

Virtual Health Fair/Event Software Attributes and Software Features	(A) Standard Software Feature	(B) Feature Under Development	(C) Currently Unavailable, Requires Customization, and/or at an Additional Cost
Web/Cloud Based Solution	☐	☐	☐
Can be accessed and supported and rendered correctly, via any web browser	☐	☐	☐
Ability to run multiple live sessions at the same time, which are individually selectable by users (user-directed navigation).	☐	☐	☐
Bots which actively manage Q&A which can do the following: • Remove Duplicate Questions. • Provide answers to commonly asked questions spontaneously. • Queue Questions for presenters, under primary question category.	☐	☐	☐
Provide the ability to extract questions and answers from Chat logs into a PDF or Word Format sorted by preselected question categories.	☐	☐	☐

Virtual Health Fair/Event 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 to extend the time period which an event will be accessible by users and its recorded contents for a specified duration so users may review prior presentations after they have occurred.	☐	☐	☐
User mobility to automatically join any open-session at any time, if unscheduled or freestanding events are made accessible.	☐	☐	☐
Ability to provide secure break-out rooms (password enabled, or made private), or secure/private sessions.	☐	☐	☐
Ability to upload PDF/Word documents in sessions/booths for event attendees to download.	☐	☐	☐
Ability for users to watch or re-watch current or prior events from the beginning, even if users are late signing on to a live event.	☐	☐	☐
Software can manage a minimum of 1 main event with up to 20 booths and individual breakout rooms, with presenters from up to 20 different locations, concurrently.	☐	☐	☐
Software is able to support up to 1000 users and 20 presenters concurrently.	☐	☐	☐

Virtual Health Fair/Event Software Attributes and Software Features	(A) Standard Software Feature	(B) Feature Under Development	(C) Currently Unavailable, Requires Customization, and/or at an Additional Cost
Configurable canned reporting which may include but not limited to: User Data Capture • names, e-mail addresses and count of attendees	☐	☐	☐
24/7 Emergency Technical Assistance	☐	☐	☐
99.999% up-time guarantee	☐	☐	☐
Secure domestic (U.S.A) data hosting and backup	☐	☐	☐
Audit and compliance measures and/or certifications (SOC 1/2, ISO/IEC)	☐	☐	☐
HIPAA compliance	☐	☐	☐
Ability to surrender and/or destroy SFHSS Data upon request and/or termination of business relationship	☐	☐	☐

The remainder of this page intentionally left blank

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.

The remainder of this page intentionally left blank