

**San Joaquin Valley Insurance Authority
Health Management Vendor Selection Update**

October 27, 2017

Background

- A request for proposal (RFP) to identify a third-party vendor for provision of comprehensive integrated employee health management program services to SJVIA was developed by the KeenanWell team and approved by the SJVIA Wellness Subcommittee on 7/31/17.
- The RFP was distributed by Keenan on 8/1/17 on behalf of SJVIA to eight vendors identified as prospective providers of the requested services.
- Of the eight vendors invited to submit a response to the RFP, seven vendors responded with a proposal by the 8/9/17 deadline; one vendor declined to submit a proposal due to the short submission timeframe.
- The seven proposals were reviewed by three members of the KeenanWell team assigned as health management consultants to the SVJIA, using a proposal evaluation matrix for scoring and commenting on the attributes of the services described in each proposal.
- The proposals were scored based on the six overall criteria and 40 specific program feature criteria, using a 5-point scale for each item.
- Based on the average of the total scores given by the KeenanWell team members for the overall criteria and the program feature criteria, the seven proposals were then ranked.
- The KeenanWell team then reported the results of the proposal evaluations and made recommendations based on the scores and evaluator comments.
- After discussion of the scores, rankings, and comments, the Wellness Subcommittee recommended the selection of five of the vendors for further consideration and for presentations of their proposed services.
- An extension of the timeline will be required to complete this selection process, which will result in delaying the launch of the program until late in the first quarter or early in the second quarter of 2018.

Selection Process Update

- Presentations by the five vendor finalists were provided onsite at the County of Tulare offices on 9/11/17 and 9/15/17 to the vendor evaluation team (composed of four members of the SJVIA Wellness Subcommittee and two members of the KeenanWell team).
- The finalists were asked to conduct their presentations using the Vendor Finalist Presentation Guidelines provided to them (see Appendix).
- From the information the vendor finalists presented, they were scored by the evaluation team based on the five criteria listed in the Vendor Finalist Presentation Scoring Matrix, using a 5-point scale for each criterion (see Appendix).
- Based on the average of the total scores given by the evaluation team, the two vendors with the top total scores were identified for further consideration, pending exploration of a) the potential for utilizing both of those two vendors to provide a comprehensive health management program that offers broad-based onsite program services (e.g., health coaching, classes, health fairs, program promotion, etc.) through a collaborative effort and b) cost considerations relative to the funding available for the 2018 and 2019 plan years.
- A final decision on the SJVIA Wellness Committee's recommendation for selection of the health management vendor is anticipated for the December SJVIA board meeting.

APPENDIX

SJVIA Health Management Vendor Finalist Presentation Guidelines

All SJVIA health management program vendor finalists were asked to adhere to the following presentation guidelines:

- 1) Arrive a few minutes prior to the time of the their presentation, which must cover the following:
 - a) 20 minutes: Provide an overview of the health management services identified in their response to the RFP, including
 - i) Their company's overall capabilities and primary service components for providing a comprehensive integrated health management program to address the needs of individuals at various risk levels
 - ii) Their company's experience in providing these program services to a population such as the employees served by SJVIA
 - iii) The unique features offered by their company for SJVIA's health management program that distinguish it as better than their competitors
 - b) 20 minutes: Provide a demo of the web-based health management platform that would be used for SJVIA's program
 - c) 5 minutes: Present the pricing for the health management services they would offer to SJVIA (standard costs, any additional costs)
 - d) 30 minutes: This last part of the session is devoted to addressing any questions from the SJVIA and Keenan staff.
- 2) They must be able to cover all of the items listed within the time frames allotted; no time extensions will be given.
- 3) They have been asked to bring **12 hard copies** of their presentation for distribution at the meeting.

SJVIA Health Management Vendor Finalist Presentation Scoring Matrix

Instructions: Please score the finalist vendor based on their company’s strengths for each of the key features listed below, using scale of 1 to 5, with 1 being “very weak” and 5 being “very strong.”

Vendor:			
Key Features	Details	Score (1-5)	Comments
Overall Capabilities	Overall capabilities and primary service components for providing a comprehensive integrated health management program to address the needs of individuals at various risk levels		
Experience	Experience in providing these program services to a population such as the employees served by SJVIA		
Competitive Edge	Unique features offered by the vendor that distinguish that company as better than its competitors		
Health Management Platform	Level of sophistication and comprehensiveness; user-friendliness and attractiveness of appearance		
Pricing	Standard costs vs. extra costs (e.g., for customization)		
TOTAL SCORE			

Overall Comments: