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REQUEST FOR PROPOSAL (RFP) San Joaquin Valley Insurance Authority (SJVIA)

Date Issued: February 25, 2022

Vendors Receiving the RFP:

Medical ASO/ASC/TPA Vendors

Aetna
Anthem
Blue Shield of CA
Compass Health Administrators
Delta Health Systems
HealthComp
Pinnacle
UnitedHealthcare

Prescription Drug PBM Vendors

Aetna (CVS)
Blue Shield of CA
EmpiRx
ExpressScripts
IngenioRx (Anthem)
IPM
MedImpact
Optum Rx
UnitedHealthcare

Services Requested for the SJVIA’s Self-Funded Medical and Prescription Drug Program:

- Medical: Administrative Services Contract Only (ASC or ASO) or Third-Party Administration (TPA)
- Medical: Preferred Provider Organization (PPO) network
- Prescription Drug (Rx): Pharmacy Benefits Manager (PBM)

Contract term:

- Medical: An initial period of three (3) years, followed by annual renewals
- Prescription Drug: An initial period of three (3) years, followed by another three (3) year optional renewal
- Note: The SJVIA reserves the right to end the contract period for cause at any point in time, or without cause based on mutual agreement between the SJVIA and the Vendor

Effective Date of Coverage:

- SJVIA County of Tulare: January 1, 2023
- SJVIA County of Fresno: January 1, 2023 for some covered members, and December 12, 2022 for the balance of Fresno County

Pre-Proposal Conference – Attendance Optional: March 2, 2022, 1-2pm

A Pre-Proposal Conference will be held via Zoom/teleconference to provide information regarding the RFP requirements and answer questions from prospective Proposers regarding this RFP. This will be your first opportunity to ask questions and receive responses regarding the RFP. The second and final opportunity will be through the Questions/Clarifications due from vendors on March 3rd, and the SJVIA/Keenan responses provided via addendum March 7th. Neither SJVIA staff nor Keenan will be available to provide assistance regarding a Proposer’s individual RFP response.

- Attend Teleconference via Zoom:
- <https://zoom.us/j/94937767919?pwd=L2phcFI4ODY1YXVqUUE4R0U2UWR4Zz09>
- or
- Visit <https://zoom.us> and join with Meeting ID: 949 3776 7919
- Passcode: 372943

- **Attend via Telephone only:**
- +1 213 338 8477 USA (Los Angeles)
- +1 669 900 6833 USA (San Jose)
- Meeting ID: 949 3776 7919
- Passcode: 372943

Contact with the SJVIA, Keenan, or any County official/employee to gain clarifications, insight or a competitive advantage is forbidden and will result in the vendor being eliminated from the RFP process. Proposers may have multiple representatives attend the conference.

RFP Administrator:

- | | |
|---|---|
| <ul style="list-style-type: none">➤ <u>Consultant</u>
AP Keenan
Attn: Bordan Darm
bdarm@keenan.com
916-712-2529 | <ul style="list-style-type: none">➤ <u>Account Manager</u>
AP Keenan
Attn: Pam Cote
pcote@keenan.com
559-303-7519 |
|---|---|

RFP Questions and Clarifications due from Vendors: March 3, 2022, 5pm deadline

All questions concerning the RFP should be submitted in writing via email to the RFP Administrator (cc both). Please identify the RFP title on the subject line of your message. All questions should identify the RFP section and page number, or the relevant identifying provision, for each question submitted. Our intention is to offer a straightforward RFP that is easy to understand and respond to, while giving the SJVIA a fully transparent understanding of your offering. We encourage your questions and requests to clarify as a means of accomplishing this goal.

RFP Questions and Clarifications due from Vendors Responses from SJVIA and Keenan:

March 7, 2022

Keenan will include all questions and requests for clarifications received timely in our response. It is expected that some vendors will ask the same question or clarification request as others. We will provide one response and list all questions and clarifications requests for which the response applies.

Confirmation of Intent to Bid from Vendors Deadline: March 9, 2022, 5pm

Exhibit A in the SJVIA RFP Attachment 02.25.22a.xlsx file must be completed and returned no later than March 9, 5pm in order to provide a bid. Once this form has been received by SJVIA, Keenan will release to the Vendor the Census and appropriate Medical and RX data to complete a disruption analysis and Network cost analysis.

Proposal Delivery Addresses:

- | | |
|---|---|
| <ul style="list-style-type: none">➤ <u>Consultant</u>
AP Keenan
Attn: Bordan Darm
bdarm@keenan.com
P.O. Box 1538
Rancho Cordova, CA 95741 | <ul style="list-style-type: none">➤ <u>Account Manager</u>
AP Keenan
Attn: Pam Cote
pcote@keenan.com
P.O. Box 1538
Rancho Cordova, CA 95741 |
|---|---|

Deadline for submitting Proposal:

- March 23, 2022 at 5:00 p.m.
- Proposal to be submitted electronically
- Late responses (i.e., proposals received after the Proposal Submission Deadline) will not be considered.

The proposed timeline is as follows:

<u>2022</u>	<u>Task</u>
Feb 25	RFP released to vendors
Mar 2	Bidders conference call (Zoom)
Mar 3	RFP clarifications and questions due from vendors
Mar 7	Question responses provided to vendors from Keenan
Mar 9	Confirmation of intent to bid due from vendors Release of Census and Medical/RX 2021 data
Mar 23	RFP responses due from vendors by 5pm (Pricing, GeoAccess, Disruption Analysis, and Discount Analysis will be due March 30, 5pm)
Mar 24-Apr 21	Evaluation of RFP; Preliminary Marketing Report development
Mar 30	Pricing, GeoAccess, Disruption Analysis, and Discount Analysis due by 5pm
Apr 22	Preliminary Marketing Report presented to SJVIA Staff
Apr 26	Review of Preliminary Marketing Report with Co-Managers
May 6	Preliminary Report presented to SJVIA Board; finalists selected
May 9-Jun 17	Finalist evaluations (may include interviews, reference checks, site visits, etc.)
Jun 20-Jun 29	Final Marketing Report developed
Jun 30	Final Marketing Report presented to SJVIA Staff
Jul 7	Review of Final Marketing Report with Co-Managers
Jul 22	Final Marketing Report presented to SJVIA Board; vendor(s) selected
Jul 25	Vendors notified; Implementation schedule developed

Please note every effort will be made to adhere to the timeline, however SJVIA Staff reserves the right to modify the timeline as needed.

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The following Exhibits and Exercises are available in the SJVIA RFP Attachment 02.25.22a.xlsx file.

Exhibit A – Intent to Bid and Non-Disclosure Agreement (NDA)	Due March 9, 2022
Exhibit B – Minimum Qualifications	Due March 9, 2022
Exhibit C – Exceptions to RFP	Due March 23, 2022
Exhibit D – Subcontractor Disclosure	Due March 23, 2022
Exhibit E – Value Proposition	Due March 23, 2022
Exhibit F – Public Entity References	Due March 23, 2022

All exercises are to be completed as part of the RFP process.

Exercises and Information		
1	GeoAccess Analysis	Due March 30, 2022
2	Provider Disruption Analysis	Due March 30, 2022
3	Facility Disruption Analysis	Due March 30, 2022
4	Network Analysis	Due March 30, 2022
5	Other Reports	Due March 23, 2022
6	RX Tier Disruption Analysis Detail	Due March 30, 2022
7	RX Tier Disruption Analysis Summary	Due March 30, 2022
8	Pharmacy Disruption Analysis	Due March 30, 2022
9	RX AWP Discount Analysis	Due March 30, 2022
10	Performance Guarantee Requests	Due March 30, 2022
11	Cost Proposal	Due March 30, 2022
12	Current Fees	
13	Questionnaire	Due March 23, 2022

SECTION 1 INTRODUCTION/BACKGROUND

The SJVIA is a Joint Powers Authority (JPA) providing medical/prescription drug, dental and vision coverage to the covered employees and their covered dependents for the County of Fresno and County of Tulare. The dental and vision coverage is not out to bid at this time. The SJVIA offers fully insured medical coverage through Kaiser Permanente and self-funded medical coverage through Anthem Blue Cross. The Kaiser Permanente coverage is not out to bid at this time. Prescription drug coverage under the self-funded plans is offered through EmpiRx for the EPO and PPO coverage. The HSA qualified HDHP PPO plans utilize Anthem’s IngenioRx for prescription drug coverage. It is SJVIA’s preference to have one PBM administer the complete PBM program.

The SJVIA was founded in 2009 by the County of Fresno and the County of Tulare. See the SJVIA website <https://www2.co.fresno.ca.us/1010/sjvia/default.asp> for more information. The SJVIA is in a positive financial position and has its IBNR Reserve requirement fully funded at \$8.4 million, and a three (3) month stabilization reserve fully funded at \$18.4 million.

Each County maintains its own benefit plan designs. The following enrollment chart shows the enrollment by medical/rx plan:

County of Fresno - Enrollment	EE Only	EE + Spouse	EE + Ch(ren)	EE + Family	Total
Anthem PPO \$250	70	4	7	4	85
Anthem PPO \$1000*	N/A	N/A	N/A	N/A	N/A
Anthem PPO \$1,500 Active*	N/A	N/A	N/A	N/A	N/A
Anthem PPO \$1,500 Retiree (Non-Medicare Eligible)***	64	20	5	3	92
Anthem PPO \$3,000***	555	16	15	7	593
Anthem EPO 500**	74	6	29	9	118
Anthem EPO 1000**	146	19	47	34	246
<u>Anthem EPO 0</u>	<u>1,588</u>	<u>261</u>	<u>696</u>	<u>222</u>	<u>2,767</u>
Total Self-funded	2,497	326	799	279	3,901
<u>Kaiser HMO</u>	<u>1,423</u>	<u>112</u>	<u>453</u>	<u>117</u>	<u>2,105</u>
Grand Total	3,920	438	1,252	396	6,006

Notes: * Discontinued plans as of 2022 plan year, ** Added plans for the 2022 plan year, *** HSA Compatible

County of Tulare - Enrollment	EE Only	EE + Spouse	EE + Ch(ren)	EE + Family	Total
Anthem \$0	112	10	2	4	128
Anthem \$500	329	28	23	1	381
Anthem \$750	1,885	214	259	106	2,464
<u>Anthem \$2,500 (HSA Compatible)</u>	<u>29</u>	<u>2</u>	<u>3</u>	<u>1</u>	<u>35</u>
Total Self-Funded	2,355	254	287	112	3,008
Kaiser HMO	71	2	9	1	83
Kaiser DHMO	39	1	10	0	50
<u>KPSA -Medicare Senior Advantage</u>	<u>10</u>	<u>1</u>	<u>0</u>	<u>0</u>	<u>11</u>
Grand Total	2,475	258	306	113	3,152

The SJVIA is seeking to collaborate with its vendor partners to provide coverage when its members are sick or injured, but also help the membership become their healthiest self. Please see the link which outlines the SJVIA’s Health Improvement Plan:

<https://www2.co.fresno.ca.us/1010/sjvia/Board%20Meetings/2022/2-18-22/Item%2015%20%20Attachment%20-%20Consultants%20Rpt%20-%20Proposed%20Health%20Mgmt%20Program%20Outline%2002.18.2022d.pdf>

With 85% of the population being either overweight or obese, the SJVIA is looking for a vendor partner who can develop a program to successfully improve the member's health through measurable outcomes.

The SJVIA is seeking proposals for:

- Self-funded ASO/TPA services including:
 - Claims administration,
 - Customer service,
 - PPO network,
 - Clinical management,
 - Wellness solutions,
 - Cost containment,
 - Utilization review,
 - Plan performance reporting., and
 - Other services as needed
- PBM services including:
 - Prescription drug plan administration,
 - An open network,
 - An open formulary,
 - Clinical management,
 - Wellness solutions,
 - Strong prescription drug discounts,
 - Optimal prescription drug rebates,
 - Minimal administrative costs

The successful vendors will be able to:

- Provide a range of quality health plan services to address the unique needs of members,
- Minimizing disruption to existing patient provider relationships, while simultaneously optimizing premium costs over multiple years,
- Demonstrating their ability, through measurable outcomes, to engage members with chronic/rare conditions, and reduce the high cost of poor lifestyle choices as it relates to claim cost.
- Continuously evolving to better serve the SJVIA and its member needs through effective account management, responsive customer service, and innovative member resources.

The SJVIA website contains a wealth of information and plan performance data. The following two links provide the latest medical/rx plan experience report and the most recent consultants report on plan experience respectively.

- [https://www2.co.fresno.ca.us/1010/sjvia/Board%20Meetings/2022/2-18-22/Item%2012%20Attachment%20II%20-%20Medical%20PC \(12-2021\)_v20220201.pdf](https://www2.co.fresno.ca.us/1010/sjvia/Board%20Meetings/2022/2-18-22/Item%2012%20Attachment%20II%20-%20Medical%20PC%20(12-2021)_v20220201.pdf)
- <https://www2.co.fresno.ca.us/1010/sjvia/Board%20Meetings/2022/2-18-22/Item%2012%20Attachment%20I%20-%20Consultants%20Rpt%20Plan%20Exp%2012-31-21%2002.18.22a.pdf>

The SJVIA purchases reinsurance from Granular at the \$450,000 level. The pooling level has remained unchanged over the past six years.

Each County determines its own eligibility guidelines. The SJVIA administers its programs based on the County's eligibility determination. MyWorkPlace is the benefits administration system used by the



SJVIA. It is the system of record for eligibility, enrollment, and invoicing/premium determination. ASI/Navia provides COBRA administration and Retiree Billing services.

Each County bargains and determines its own employee contribution requirements. The SJVIA is not involved in the employee contribution process, but recognizes that employee contribution amounts can determine member plan selection.

Currently each County administers its own wellness program. The SJVIA supports these wellness efforts. The SJVIA receives annual wellness stipends from both Anthem (\$50,000) and Kaiser (\$45,000) which is distributed to each County. The selected vendors will be expected to support the wellness stipends, but also partner and develop with the SJVIA and Keenan the proposed Health Improvement Plan.

We expect member advocate services from the vendors to assist members in navigating the complexity of the vendor's benefits and services and applicable rules/regulations/policies.

SJVIA places a high priority on member engagement and communications because they play a crucial role in driving improved member outcomes for both the prevention as well as treatment of disease and injury. Each vendor is expected to be an active and innovative partner in the ongoing development and iteration of engagement strategies, campaigns, and materials.

The SJVIA places a high priority on focused, goals-driven strategies for improving program and member outcomes with respect to the provision of healthcare services, disease management and prevention, improvements in population health, and other measurements of service provider performance and member satisfaction. Each SJVIA service provider is expected to be an active and innovative partner in the ongoing development and iteration of efforts to drive improved outcomes.

SECTION 2 SCOPE OF SERVICES

Minimum Qualifications

A Proposer must meet the following minimum qualifications in order to have its proposal considered:

- Be legally authorized to do business in the State of California. All required permits and licenses must be in full force at the time of proposing.
- Have a minimum of five continuous years of experience providing the services solicited in this RFP.
- Certify that neither Proposer nor its principals are presently disbarred, suspended, proposed for disbarment, declared ineligible or voluntarily excluded from participation in this transaction by any federal department or agency, any California state agency, or any local governmental agency.
- Must have experience of working with like sized groups (1,000 to 10,000 covered employee lives).

Exhibit B in the SJVIA RFP Attachment 02.25.22a.xlsx file must be completed and returned with your RFP response in order to assure you meet the minimum qualifications.

Responses to the RFP Questionnaire

Keenan will evaluate each Proposer's written responses to the RFP questionnaire. All Proposers are expected to demonstrate their competence, resources and commitment to the SJVIA's needs as further outlined for the following areas. The questionnaire is not to be adjusted by adding or deleting rows or columns. Cells are not to be inserted, deleted, or merged. Failure to comply with these instructions will result in the vendor being non-compliant. We request that responses and comments in the questionnaire be brief, to the point, and not exceed 100 words. The vendor's Authorized Representative is to ensure all vendor team members responding to the RFP are aware of these requirements.

ORGANIZATIONAL STRENGTH & PLAN SPONSOR SERVICES

Background

Organizational experience, stability, financial strength, and experience in providing healthcare services, and the degree to which an organization can be a long-term viable partner with the SJVIA in executing the SJVIA's goals and strategies and providing the specific services included in this RFP.

Contractual Issues

Status relative to any regulatory actions, complaints, administrative challenges, judicial actions, lawsuits, contract terminations, bankruptcy filings, conflicts of interest, or other material events initiated by or against the Proposer that may be relevant to the organization's reliability as the SJVIA's service partner, and as part of assessing reliability and institutional viability and ensuring that administrative functions are conducted in accordance with applicable law and regulation.

Firm Experience

Experience servicing clients for services solicited in this RFP.

Regulatory and Compliance

Regulatory agency audits, process for notifying clients and members of legislative changes, compliance with the Health Insurance Portability and Accountability Act (HIPAA), and other regulatory and compliance responsibilities.

ADMINISTRATION SUPPORT & ACCOUNT MANAGEMENT

Implementation

Implementation resources including resource commitments, continuity of care provisions, plans to minimize disruption, and resources provided to members.

Claims Processing

Resources for promoting and providing the appropriate incentives around encouraging best practices, consistency, and accountability with respect to the timely and accurate processing of claims, and effectively communicating with members regarding their benefits and how to successfully navigate the claims process.

Billing & Eligibility

Ability to work effectively with the SJVIA's benefits administration system and vendor with respect to data file transfers, as well as each vendor's reliability and competence in billing and payment processing and requirements.

Plan Sponsor Services

Plan sponsor services including electronic and written reporting capabilities, new member processing requirements and timeframes, processing of identification (ID) cards, and other administrative processes involving the SJVIA and the vendor.

Call Center Administration

Call center capabilities and ability to be responsive to members. Generally, the SJVIA expects that member service representatives be available to assist its members minimally between the hours of 7:00 a.m. and 5:00 p.m. Pacific Standard Time (PST) each business day; and that these calls will be recorded to the extent allowed by and in accordance with applicable law.

Systems and Cybersecurity

Ability to (1) protect and maintain the confidentiality and security of all confidential information; (2) implement and maintain adequate and necessary security systems, policies, and protocols; and (3) provide the highest reasonable level of safety and security of confidential information. "Confidential Information" includes participant data, records and personal information such as social security numbers, dates of birth, marital status, home addresses, transaction histories, and other information related to participation in the SJVIA benefit program. The selected vendor will need to execute, as part of its contract, a Confidentiality Agreement providing that all confidential information provided to the vendor by or on behalf of the SJVIA and/or SJVIA Personnel, or accessed or reviewed by the vendor during the performance of the Contract, is and will remain the confidential property of the SJVIA. The vendor will be required to further agree not to provide or divulge confidential information to any other person or entity except as authorized in writing by the SJVIA, and to maintain cyber-security insurance coverage.

The vendor will also be responsible for protecting the confidentiality and maintaining the security of all confidential information in its possession by implementing and maintaining adequate and necessary security systems, along with policies and protocols, to provide the highest reasonable level of safety and security of the confidential information. In the event of a security or data breach, the vendor must have in place an emergency response plan. The vendor must, if there is a breach of its security system and confidential information is accessed or believed to have been accessed, provide the required notification of a breach per applicable law and indemnify the SJVIA against any losses in connection with the data breach. In addition, the vendor will also be required to demonstrate its member

protection and remediation plan, including but not limited to the purchase of credit protection services for impacted participants.

Finally, the vendor is responsible for establishing contingency plans for emergencies, disasters, and disaster recovery. These plans should include redundant processing centers and plans for activating the necessary participant support services in the event a primary processing center is not available. These plans should also address backup systems and records in the event of damage or disaster impacting the storage and maintenance of the recordkeeping system and its records.

MEMBER QUALITY OF CARE, RESOURCES, AND SERVICES

Enrollment

The SJVIA will be evaluating each Proposer's enrollment process for members in terms of issuing ID cards.

Customer Service and Quality Control

Proposers must provide oversight of interactions between physicians and other health service providers and SJVIA members. Proposers must have established resources, policies and practices for monitoring and driving improved performance on essential service criteria such as setting appointments, appointment wait times, length of consultations with physicians, updating provider directories, etc. Proposers must also have established resources, policies and practices for measuring and creating goals around improving upon member satisfaction.

Grievances and Appeals

Proposer medical appeals processes must provide for processes which are timely, effectively communicated, and fairly evaluated.

Member Advocacy and Support Resources

Proposers must fulfill the SJVIA's requirement for member advocates as a resource for members to navigate the complexity of the vendor's benefits and services and applicable rules / regulations / policies.

Prescription Drug Management

Proposers must offer internal or contracted prescription drug services and effectively manage the use of formulary/non-formulary and generic/brand-name drugs; incentives and rebates around encouraging best practices, consistency, and accountability with respect to the use of prescription drugs; effectiveness in communicating changes to formularies and generic/brand-name drugs and working with patients to address unique circumstances; and strategies for managing and controlling costs.

Quality Measurement Standards

The SJVIA will be evaluating National Committee for Quality Assurance (NCQA) accreditation and Health Plan Employer Data and Information Set (HEDIS) ratings, as applicable.

Online Resources

Proposers must offer a platform website, to include contact information, provider directories, and other resources for managing member needs. Proposers must ensure user-friendliness and provide opportunities for customization, interactive features, planned enhancements, and speed/facility in generating and adapting messaging and content. Proposers should offer self-service tools for members such as verifying enrollment status, locating physicians, reviewing and processing claims, reviewing and managing pharmacy/prescription benefits, obtaining health advice, making payments, scheduling

appointments, and other tools for members to efficiently access information and services as applicable. The website should be compliant with the Americans with Disabilities Act (ADA) and other applicable law/regulation related to accessibility.

Wellness Resources

Proposers must commit wellness funding to the SJVIA's Wellness Program. The funds must be provided in the form of a direct payment from the vendor to the SJVIA no later than the first month of each calendar year. A portion of the annual contribution amount may be retained by the vendor in reserve of certain purchases of wellness services made by the SJVIA through the vendor, such as for education, promotional and marketing materials, wellness gift incentives, and other wellness purchases.

Clinical and Condition Management Resources

Proposers must provide condition management programs designed to improve the health of persons with specific chronic conditions and to reduce health care service use and costs associated with avoidable complications, such as emergency room visits and hospitalizations. Vendors must be able to:

- Identify specific populations with specific chronic conditions;
- Successfully enroll members in programs;
- Utilize evidence-based practice guidelines to assure consistency of service;
- Coordinate services among a multi-disciplinary team of providers including physicians, nurses, pharmacists, dietitians, respiratory therapists, and psychologists;
- Provide educational services such as counseling, home visits, 24-hour call centers, and appointment reminder systems; and
- Measure outcomes.

Vendor should also coordinate their condition management programs with overall utilization, case management, disease management and prescription drug management.

Miscellaneous Resources

Proposers are expected to support a variety of miscellaneous services and capabilities, especially related to unique needs such as COVID-19 support and vaccination, support of the SJVIA's current and future strategic initiatives, and other value-added services supporting the SJVIA's benefit program.

ACCESS TO CARE/NETWORK

Provider Groups, Networks, and Geographic Access

The SJVIA will be evaluating each Proposer's accessibility of their physician networks and the potential for disruption of each proposer's provider groups/networks relative to the provider groups/networks of the incumbent providers. The SJVIA's objective is to minimize and mitigate disruption to access to current medical providers. The SJVIA is providing census data regarding its membership. Proposers will be required to submit a GeoAccess study of the proposed EPO/PPO network based on the SJVIA's current EPO/PPO. The SJVIA currently utilizes the Anthem PPO network for both PPO and EPO plans. It is preferred to have one contracted network for both EPO and PPO plans.

Proposers will need to identify the number of members meeting the network access standard by utilizing the zip code information provided in the census file, including all valid zip codes in which participants reside, those not in the proposer's service area, and the total number of provider practices available to each zip code, as well as the number of open practices (i.e., those providers accepting new patients). However, the access studies should be based on open practices only.

With respect to disruption analysis, the SJVIA will provide reports for all plans (e.g., EPO, PPO) by provider type (e.g., hospital, physician, etc.) to assess the alignment between each provider's network and member utilization patterns. For all plans, vendor will be required to confirm whether the medical

service provider is currently a contracted network provider. If, after award of the contract, the actual disruption proves to be greater than that identified in the proposal, the successful bidder must detail in advance what accommodations would be provided to address the deviation.

Extended Hours, Emergency and Urgent Care Access

The SJVIA will be evaluating each Proposer's extended hours, emergency and urgent care resources available from medical groups and the resources provided by the health plan to assist and effectively communicate to members where and how to access care when and where it is needed. Proposer must review and update or confirm quarterly that its Emergency and Urgent Care providers are up-to-date in regards to location, hours of operation, phone numbers, and other member access information.

Formulary/Rx Tier Disruption

The SJVIA will be evaluating each Proposer's capabilities to minimize and mitigate disruption to pharmacies and prescribed medication.

COST PROPOSAL AND PLAN DESIGN

Fees and Cost Commitments

The SJVIA will be evaluating each Proposer's fee/cost proposals and guarantees based on benefit levels equivalent to current plan benefit levels. The SJVIA retains the right to provide additional time to vendors to submit premium and rate information should the SJVIA determine that it is in the best interests of the SJVIA to do so.

Provider Reimbursements

For the EPO/PPO plans, the SJVIA will be evaluating:

- The Proposer's average network discount price for all medical services provided to the SJVIA in 2021. Each vendor will be given all 2021 billed charges with identifiable provider information and procedure/service codes and asked to reprice the charges based on a January 1, 2022 effective date. From this exercise, SJVIA will have a better understanding of member disruption, in-network discounting arrangement, and out-of-network associated cost.
- The Proposer's non-network equivalent Reasonable & Customary Percentile used for non-network reimbursement and source of non-network Reasonable & Customary Allowances.

Hospital and Outpatient Facility Charges

The SJVIA will be evaluating each Proposer's network hospitals and how they are reimbursed for each plan being proposed. The SJVIA will further evaluate how network outpatient facilities such as surgicenters, imaging centers and laboratories are reimbursed, as well as special arrangements that may exist with "Centers of Excellence."

Rate Guarantees and/or Rate Caps

The SJVIA will be evaluating each Proposer's proposed multiple year fee guarantees or fee caps for future renewals, up to and including over the length of a five-year contract term.

Performance Guarantees

The SJVIA will be evaluating each Proposer's proposed performance guarantees.

Plan Design Adequacy

The SJVIA will be evaluating each Proposer's plan design information and adequacy with the SJVIA's current benefit design.

SECTION 3 RFP RESPONSE INTRODUCTION & INSTRUCTIONS

Introduction

The questions included in this RFP are intended to solicit important background information about your firm and fully disclose the data points upon which Proposers will be evaluated. The SJVIA is not evaluating Proposers utilizing any information other than what is outlined within this RFP. Responses to this section along with documents required to be submitted with this RFP are necessary for the proposal to be considered responsive.

Instructions

- Do not alter the questions or question numbering.
- Complete all appropriate sections of the questionnaire.
- When providing narrative responses in the comment section of the Excel questionnaire document, do not include any images, graphics, or charts and keep responses brief and to the point in 100 words or less.
- Provide an answer to each question even if the answer is “not applicable” or “unknown.”
- Answer the question as directly as possible.
 - If the question asks, “How many...” provide a number.
 - If the question asks, “Do you...” indicate “Yes” or “No” followed by any additional brief narrative explanation to clarify.
- Be concise in your response. Use bullet points as appropriate. Consider how to word each response to not exceed 100 words in length so that the response contains the most important points you want displayed.
- Do not respond to a question solely by referring to a document or material that is not otherwise included within your proposal. If referring to such documents or materials, you are nevertheless responsible for summarizing the content for you to be deemed responsive with respect to that question.
- Referring the reader to attachments for further information should be avoided or used on a limited basis. Any response that does not directly address the question, but only contains marketing information, will be considered non-responsive.

INTRODUCTORY QUESTIONS

Responses to the following are required for your proposal to be considered responsive but will not be rated.

Cover Letter and Proposal Declaration

Provide a cover letter and proposal declaration to include the following:

- Title “SJVIA 2023 Medical and Prescription Drug Service Provider RFP”
- Submission date
- Contact name of person authorized to bind the Proposer to the proposal
- Contact name/title
- Mailing address
- Location of business (if different from mailing address)
- Type of legal entity (corporation, Limited Liability Company, joint venture, partnership, etc.)
- A short description of your organization, the businesses in which it engages, and the services it provides
- Telephone numbers (office, cell, and 24-hour lines of person(s) who will be authorized to represent the Proposer)

- Email address
- Date entity was established and location of entity when established
- Location of headquarters (full address) and, if your firm has more than one office location, which of your firm's offices will service this account
- Remittance address (if different from mailing address)
- Annual revenues
- Total number of employees
- Number of employees providing services for this contract
- The following statement:
 - "The undersigned hereby offers and agrees to furnish the services in compliance with all the service level requirements, instructions, specifications, and any amendments contained in this RFP document and any written exceptions in the offer accepted by the SJVIA. This proposal is genuine, and not sham or collusive, nor made in the interest or in behalf of any person not herein named; the Proposer has not directly or indirectly induced or solicited any other Proposer to put in a sham proposal, or any other person, firm, or corporation to refrain from submitting a proposal; and the Proposer has not in any manner sought by collusion to secure for itself an advantage over any other Proposer."
- A signature submitted on behalf of the Proposer by an officer authorized to bind the Proposer to the proposal, acknowledging
- Receipt of and agreeing the submitted proposal is based on the RFP and any identified addenda
- Failure to indicate receipt of addenda may result in the proposal being rejected as non-responsive
- To constitute a responsive proposal all pages of the proposal questionnaire and required forms must be submitted
- Under penalty of perjury under the laws of the State of California that the proposal is true and correct and the Proposer agrees to the terms and conditions in the proposal

Compliance with Standard Provisions

Provide a sample contract for review by the SJVIA.

Insurance

The SJVIA has determined that the following insurance coverage types will apply to this contract:

- Workers Compensation: \$ 1,000,000
- General Liability: \$ 5,000,000
- Professional Liability: \$10,000,000
- Cyber Liability: \$ 5,000,000

Please verify that you will be able to meet the required coverage levels and that you will submit proof of such.

Lobbyist Disclosure

Disclose any (1) arrangements your company has with any lobbyists and/or agents representing your company, and (2) any arrangements your company has with an unrelated individual or entity with respect to the sharing of any compensation, fees, or profit received from or in relation to the proposing company being awarded a Contract with the SJVIA. If any such arrangements exist, describe the nature of the relationship and the manner in which compensation or fees would be shared.

Endorsement Disclosure

Disclose any financial relationship your company has with any union, organization, or association in conjunction with an endorsement. Provide details regarding the relationship, including any benefit that will be recognized by the union, organization, or association in the event your company is awarded a Contract with the SJVIA.

Subcontracting

If any portion of the Contract is to be subcontracted, it must be clearly set forth as to the part(s) to be subcontracted, the reasons for the subcontracting, and a listing of subcontractors. For each subcontractor proposed, provide the following information:

- The specific service being subcontracted
- Name of subcontractor
- Subcontractor's contact name
- Contact title
- Contact phone number
- Mailing address
- Location of business (if different from mailing address)
- Business telephone number
- Subcontractor's registration # and/or license #, if applicable
- Description of work to be subcontracted
- Reason for subcontracting
- Percent of total contract to be subcontracted and dollar amount
- Relevant work experience in years and level of responsibility
- Experience in number of years that your firm has worked with the subcontractor providing these services
- If subcontractors will not be utilized, so indicate here

Required Contract Execution Date

Please indicate if you (a) have any requirements, constraints, or limitations with respect to the implementation or "Go-Live Date" relative to final execution of a completed Contract with the SJVIA; and (b) confirm you would be willing to provide services to the SJVIA prior to the full execution of a completed Contract providing that a ratification clause is inserted into the Contract. Please provide a written statement indicating your commitment to contract development and confirming that you will provide services to the SJVIA prior to the full execution of a completed Contract, recognizing that a ratification clause is inserted into the Contract.

PROPOSAL QUESTIONNAIRE

Please complete the 2023 Healthcare Services proposal questionnaire provided in Exhibit C – RFP Questionnaire and include it with your RFP proposal. Make sure that you enter information into ALL cells designated for responses. If the question does not apply, enter "N/A" into the cell. Do NOT leave empty cells. Do NOT add columns, rows, or cells to the questionnaire format. If you have any questions regarding this form, contact the RFP Administrator. The questionnaire is not to be adjusted by adding or deleting rows or columns. Cells are not to be inserted, deleted, or merged. Failure to comply with these instructions will result in the vendor being non-compliant. We request that responses and comments in the questionnaire be brief, to the point, and not exceed 100 words. The vendor's Authorized Representative is to ensure all vendor team members responding to the RFP are aware of these requirements.

PROPOSAL FORMAT AND SUBMISSION REQUIREMENTS

Proposals must be based only on the material contained in the RFP, Pre-Proposal Conference responses, amendments, addenda, and other material published by the SJVIA relating to the RFP. The Proposer must disregard any previous RFP draft material. Proposals must be submitted in accordance with the requirements set forth in this RFP.

ADDENDUM (A)

The SJVIA reserves the right to issue addendum (a) to this RFP, which may add additional requirements which must be met for a proposal to be considered responsive. All Proposers must acknowledge any addendum (a) issued as a result of any change in this RFP on the Proposer Signature Declaration Page. Failure to indicate receipt of addendum (a) may result in a proposal being rejected as non-responsive and eliminated from further consideration in the evaluation process.

IN WRITING

All proposals must be submitted in writing and Proposers shall complete and return any and all applicable documents including but not limited to written responses, questionnaires, forms, appendices, spreadsheets, and any electronic files via email or USB drive to the RFP Administrator identified on page one of this RFP. The SJVIA reserves the right to request additional documentation from Proposers in hard copy format to clarify or confirm legitimacy of electronically submitted files or for other reasons deemed necessary by the SJVIA. The SJVIA may deem a Proposer non-responsive if the Proposer fails to provide all required documentation, copies, or electronic files. A non-responsive designation will eliminate a Proposer from further consideration in the evaluation process.

COMPLETE PROPOSAL

A complete proposal must be submitted by the due date listed in the RFP and must include all of the following items:

COVER LETTER:

Each proposal must include a cover letter - limited to two pages - the required contents of which have been previously described in this RFP.

SIGNATURE DECLARATION:

Each proposal must include a signed declaration agreeing to be bound by the proposal and accepting any change made in this RFP through addendum, as previously described in this RFP. The Signature Declaration may be included in the cover letter or separately submitted.

COMPLETED RESPONSES:

Each proposal must include all required and complete response to all components.

BEST AND FINAL OFFER

THE PROPOSAL SHALL INCLUDE THE PROPOSER'S BEST TERMS AND CONDITIONS. SUBMISSION OF THE PROPOSAL SHALL CONSTITUTE A FIRM AND FIXED OFFER TO THE SJVIA THAT WILL REMAIN OPEN AND VALID FOR A MINIMUM OF 12 MONTHS FROM THE PROPOSAL SUBMISSION DEADLINE. THERE WILL BE NO OPPORTUNITY PROVIDED TO IMPROVE UPON YOUR PRICING POSITION NOR ANY CONTENT OF YOUR RFP RESPONSE.

AUTHORIZED SIGNATURES

Proposals must be signed by a duly authorized officer eligible to sign contract documents and authorized to bind the Proposer to all commitments made in the proposal. A non-officer individual,

with the authority to bind the Proposer to a contract, is sufficient to sign all applicable documents for the purpose of this RFP. Consortiums, joint ventures, or teams submitting proposals will not be considered responsive unless it is established that all contractual responsibility rests solely with one Proposer or one legal entity. The proposal must identify the responsible entity.

NUMBER OF PROPOSAL COPIES REQUIRED

Proposers are required to submit their proposals according to the instructions below to the RFP Administrator:

- One (1) Complete Proposal, submitted electronically in the following three (3) different formats Adobe PDF, Microsoft Word (all components except the questionnaire), and (questionnaire only) Microsoft Excel.
- In addition, written versions of Proposals may be requested for use by members of the SJVIA's Review Committee. However, submission of the written versions will not be related to the SJVIA's consideration of the timeliness of Proposals, and no deviations of the written versions from the electronic submission will be permitted.

All proposals, and all information included within proposals, is presumed by the SJVIA to be public information to be shared with RFP stakeholders (which may include its presentation at public meetings) or made available upon request from the public. If any proposal contains any trade secrets or other proprietary information that the Proposer claims is exempt from disclosure under the California Public Records Act, remove them from the RFP response. It is the opinion of the SJVIA that the RFP can be responded to without the inclusion of trade secrets or other proprietary information.

ELECTRONIC (USB DRIVE) SUBMISSION

Proposers choosing to submit their proposal via USB drive mailed to the physical address of the RFP Administrator and Consultant must ensure that the USB drive is received by the RFP Administrator and Consultant by the Proposal Submission Deadline. Proposals submitted via USB drive received after the Proposal Submission Deadline shall be considered late and eliminated from further consideration in the evaluation process.

INFORMATION REQUESTED AND NOT FURNISHED

The information requested and the manner of submission is essential to permit prompt evaluation of all proposals. Accordingly, the SJVIA reserves the right to declare as non-responsive and reject any proposals in which information is requested and is not furnished or when a direct or complete answer is not provided.

ALTERNATIVES

The Proposer shall not change any wording in the RFP or associated documents. Any explanation or alternatives offered shall be submitted in a letter attached to the front of the proposal documents. Alternatives that do not substantially meet the SJVIA's requirements cannot be considered. Proposals offered subject to conditions and/or limitations may be rejected as non-responsive and eliminated from further consideration in the evaluation process.

PROPOSAL ERRORS

The Proposer is responsible for all errors or omissions found in the proposal. The Proposer will not be allowed to alter proposal documents after the Proposal Submission Deadline, except as allowed by the SJVIA in its sole discretion. The SJVIA reserves the right to make corrections for typographical errors, transposition, or other clear and apparent errors. Any changes will be dated and time stamped, and attached to the proposal.

PROPOSAL CLARIFICATION

At any phase of the evaluation process, the SJVIA reserves the right to request that Proposers clarify information provided in RFP responses including clarification of assumptions used in the RFP response. Clarifications must be submitted in writing by the requested deadline, otherwise the RFP response will be deemed non-responsive or evaluated without the benefit of the clarification requested. If the SJVIA determines that all Proposers failed to submit requested information or adequately responded to the same RFP question or request for data, the SJVIA may, at its discretion, issue an RFP Addendum and provide all Proposers with an opportunity to provide a response to the RFP question. Responses to RFP Addendum questions must be submitted in writing by the stated deadline otherwise the RFP response will be deemed non-responsive or evaluated without the benefit of the clarification requested.

WAIVER OF MINOR ADMINISTRATIVE IRREGULARITIES

The SJVIA reserves the right, at its sole discretion, to waive minor administrative irregularities contained in any proposal.

INTERPRETATION AND CLARIFICATION OF PROPOSAL QUESTIONNAIRE

Questions within the proposal questionnaire requiring further interpretation or clarification must be submitted by the Proposer in writing to the RFP Administrator.

PROPOSAL SUBMISSION DEADLINE

Timely submission of proposals is the sole responsibility of the Proposer. The SJVIA reserves the right to determine the timeliness of all submissions. The proposals and proposal questionnaire, must be received by the RFP Administrator by the Proposal Submission Deadline identified on page one of this RFP.

LATE PROPOSALS

Proposals submitted after the Proposal Submission Deadline (i.e. not received by the Proposal Submission Deadline) shall be considered late. Late proposals will not be considered and shall be eliminated from further consideration in the evaluation process and, if applicable, be returned unopened to the Proposer.

COST OF RFP

The SJVIA is not responsible for any costs incurred by the Proposer while submitting proposals. All Proposers who respond to the RFP do so solely at their own expense.

WITHDRAWAL OF PROPOSALS

A Proposer may withdraw a submitted proposal in writing at any time prior to the Proposal Submission Deadline. A written request, signed by an authorized representative of the Proposer, must be submitted to the RFP Administrator. After withdrawing a previously submitted proposal, the Proposer may submit another proposal at any time up to the Proposal Submission Deadline.

SELECTION OF PROPOSER

The Proposer with the best combination of quality, price, and various qualitative elements of required services based on the RFP criteria and that also satisfies all SJVIA contracting requirements will be recommended for selection. Selection is not restricted to the lowest offer or bid. Should contract negotiations not be successful with the selected Proposer, the SJVIA may, based on its exclusive discretion, negotiate with the next most qualified Proposer.

REJECTION OF PROPOSALS

The SJVIA reserves the right to reject any or all proposals; to waive any minor informality in proposals received; to reject any unapproved alternate proposal(s); or to reject the proposal of any Proposer who has previously failed to perform competently in any prior business relationship with the SJVIA. The rejection of any or all proposals will not render the SJVIA liable for any costs or damages.

RFP WITHDRAWAL, CANCELLATION, OTHER OPTIONS

The SJVIA reserves the right to withdraw or cancel the RFP at any time, in its sole discretion. If such action is taken, the SJVIA may re-issue the RFP at a later time. The SJVIA also reserves the right to contract with more than one Proposer to this RFP. Furthermore, the SJVIA may exercise its right to not select any Proposer from this RFP, if it determines that there was no responsive Proposer. If an inadequate number of proposals is received or the proposals received are deemed non-responsive, not qualified, or not cost effective, the SJVIA may, at its sole discretion, reissue the RFP or award a sole-source contract with any qualified Proposer. The award of the Contract is subject to the successful negotiation of the terms and conditions of an Agreement.

The SJVIA reserves the right to verify all information in the proposal. If the information cannot be verified, the SJVIA reserves the right to reduce the rating points awarded for such information as part of the evaluation process. The SJVIA reserves the right to require a pre-award interview and/or site inspection.

CONTRACT EVALUATION PROGRAM

When the term of the Contract pursuant to this RFP has concluded, the SJVIA will conduct an evaluation of the Contractor's performance. The SJVIA may also conduct evaluations of the Contractor's performance during the term of the Contract. Evaluations will be based on specified criteria, including the quality of the work product or service performed, the timeliness of performance, financial issues, and the expertise of personnel that the Contractor assigns to the Contract. A Contractor will be provided with a copy of the final SJVIA evaluation by request.

CONFIDENTIALITY

All documents, records, and information provided by the SJVIA to the Contractor, or accessed or reviewed by the Contractor, and its employees during performance of the services, are confidential (hereinafter collectively referred to as "Confidential Information") and shall remain the property of the SJVIA. The Contractor agrees not to provide Confidential Information, nor disclose their content or any information contained in it, either orally or in writing, to any other person or entity. The Contractor agrees that all Confidential Information used or reviewed in connection with the Contractor's work for the SJVIA will be used only for the purpose of carrying out SJVIA business and cannot be used for any other purpose. The Contractor will be responsible for protecting the confidentiality and maintaining the security of SJVIA documents and records in its possession. Any Confidential Information will be made available to its employees, agents, and subcontractors only on a need to know basis. Further, the Contractor will provide written instructions to all of its employees, agents and subcontractors, with access to the Confidential Information about the penalties for its unauthorized use or disclosure.

At no cost to the SJVIA, the Contractor will, at the conclusion of services, or at the request of the SJVIA, promptly return in an organized manner that preserves and protects the documentation, any and all Confidential Information and all other written materials, notes, documents, or other information obtained by the Contractor during the course of work under the Contract. The Contractor will not make or retain copies of any such information, materials, or documents. The Contractor and its employees, agents, and subcontractors may have access to confidential employee personnel information; misuse of such information may adversely affect the subject individual's privacy rights and

may violate various federal and State statutes. The Contractor will implement reasonable and prudent measures to keep secure employee personnel information accessed by its employees, agents, and subcontractors during the performance of services. The Contractor will advise its employees, agents, and subcontractors of this confidentiality requirement.

The Contractor shall disclose the intent to use any service provider outside the continental United States of America to handle any aspect of the work within the scope of services, and shall describe to the SJVIA's satisfaction the methods, which will be utilized to protect the SJVIA's interests and confidentiality of SJVIA records and information in doing so. The SJVIA reserves the right to approve any such service provider throughout the term of the Contract at its sole and absolute discretion. Any breach of security that occurs through the Contractor's website, offices or network shall require the Contractor to be responsible for notifying the SJVIA and all participants affected by such breach. The Contractor shall also be responsible for all costs associated with such notification. The Contractor shall indemnify the SJVIA for any breaches of its security and the improper disclosure of confidential information.

AMERICANS WITH DISABILITIES ACT

As covered under Title II of the Americans with Disabilities Act, the SJVIA does not discriminate on the basis of disability and, upon request, will provide reasonable accommodation to ensure equal access to its proposals, programs, services, and activities. If an individual with a disability requires accommodations to attend the Pre-Proposal Conference, please contact the RFP Administrator at least five working days prior to the scheduled event.

COVID-19

Employees of Contractor and/or persons working on its behalf, including, but not limited to, subcontractors (collectively, "Contractor Personnel"), while performing services under this Agreement and prior to interacting in person with SJVIA employees, contractors, volunteers, or members of the public (collectively, "In-Person Services") must be fully vaccinated against the novel coronavirus 2019 ("COVID-19"). "Fully vaccinated" means that 14 or more days have passed since Contractor Personnel have received the final dose of a two-dose COVID-19 vaccine series (Moderna or Pfizer-BioNTech) or a single dose of a one-dose COVID-19 vaccine (Johnson & Johnson/Janssen) and all booster doses recommended by the Centers for Disease Control and Prevention. Prior to assigning Contractor Personnel to perform In-Person Services, Contractor shall obtain proof that such Contractor Personnel have been fully vaccinated. Contractor shall retain such proof for the document retention period set forth in this Agreement. Contractor shall grant medical or religious exemptions ("Exemptions") to Contractor Personnel as required by law. If Contractor wishes to assign Contractor Personnel with Exemptions to perform In-Person Services, Contractor shall require such Contractor Personnel to undergo weekly COVID-19 testing, with the full cost of testing to be borne by Contractor. If Contractor Personnel test positive, they shall not be assigned to perform In-Person Services or, to the extent they have already been performing In-Person Services, shall be immediately removed from those assignments. Furthermore, Contractor shall immediately notify SJVIA if Contractor Personnel performing In-Person Services (1) have tested positive for or have been diagnosed with COVID-19, (2) have been informed by a medical professional that they are likely to have COVID-19, or (3) meet the criteria for isolation under applicable government orders.

SECTION 4 EVALUATION OF PROPOSALS

PHASE ONE - PRELIMINARY REVIEW PROCESS

Proposals will be reviewed to determine:

- (a) completeness of required documentation,
- (b) compliance with the SJVIA's administrative and general contracting requirements, and
- (c) ability to meet the minimum requirements outlined in this RFP.

Proposers who fail to submit or complete the required documentation, fail to satisfactorily comply with the SJVIA's general contracting requirements, or fail to meet the SJVIA's minimum requirements will be deemed non-responsive, eliminated from further consideration, and will not proceed to the Level Two review process. Proposers will be notified in writing or email regarding the results of the Level One review.

PHASE TWO - REVIEW CRITERIA AND EVALUATION PROCESS

The consultant with his staff will be designated to evaluate and score the technical competence of all proposals and generate findings for the SJVIA.

Review Criteria - All written responses to the RFP questionnaire will be considered and evaluated.

Evaluation Process – The SJVIA's evaluation process will include the following:

- A review by SJVIA staff of the SJVIA consultant's report and recommendation.
- In assigning its ratings, the consultant will review RFP responses from each Proposer.
- The SJVIA staff evaluations will be documented and supported by the observations and evaluations of the consultants.
- Evaluation Methodology – The Review Committee will apply quantitative and qualitative methods to evaluate a Proposer's Response.
 - Quantitative analysis will be applied to these selection criteria:
 - Access to Care/Network
 - Member Disruption
 - Cost Proposal
 - Plan Design
 - Qualitative analysis will be applied to these selection criteria:
 - Organizational Strength and Plan Sponsor Services
 - Administration Support and Account Management
 - Member Quality of Care, Resources, and Service
- The consultant will assign one of three qualitative evaluation ratings (i.e., Exceeds Standards, Meets Standards, Fails Standards) to each non-quantitative selection criteria category. The evaluation rating will be based on the consultant's assessment of the responses. The evaluations will be objective assessments of each Proposer's responses.

The qualitative evaluation determination categories, and associated indicators, are provided as follows:
Qualitative Evaluation Determination Indicators

Exceeds Standards

- Response meets all and substantially exceeds many requirements.
- Response contains elements where there is significant increased value, innovation, technology, and/or program stability.
- Response demonstrates exceptional success with initiatives related to scope of services and key success metrics.
- No significant weaknesses identified.

Meets Standards

- Response meets all requirements.
- Response contains elements where there is some increased value, innovation, technology, and/or program stability.
- Response demonstrates some success with initiatives related to scope of services and key success metrics.
- Very few weaknesses identified.

Fails Standards

- Response does not meet requirements.
- Response contains no elements of or indication of value, innovation, technology, and/or program stability.
- Response does not demonstrate or touch on work relative to scope of services and key success metrics.
- Significant weaknesses identified.

Quantitative and qualitative ratings for each selection criteria as supported by the consultant's analysis and including summarized proposal content from written proposals will be transmitted by Keenan to the SJVIA staff for consideration at May 6, 2022 SJVIA Board Meeting.

Evaluation of written responses will be based on the following categories and the weights associated with each factor.

ORGANIZATIONAL STRENGTH AND PLAN SPONSOR SERVICES	
Background	
Contractual Issues	10%
Firm Experience	
Regulatory and Compliance	
ADMINISTRATION SUPPORT AND ACCOUNT MANAGEMENT	
Implementation	
Claims Processing	
Billing and Eligibility	15%
Plan Sponsor Services	
Call Center Administration	
Systems and Cybersecurity	
MEMBER QUALITY OF CARE, RESOURCES, AND SERVICES	
Enrollment	
Call Center Member Services	
Customer Service and Quality Control Grievances and Appeals	
Member Advocacy and Support Services	15%
Prescription Drug Management	
Quality Measurement Standards	
Online Resources	
Wellness Resources	
Condition Management Resources	
Miscellaneous Services	
ACCESS TO CARE/NETWORK	
Provider Groups/Network/Geographic Access	
Emergency/Urgent Care Access & Extended Hours	30%
Formulary/Rx Tier Disruption	
COST PROPOSAL AND PLAN DESIGN	
Premium Costs and Rate Commitments	
Provider Reimbursements and Discounts	
Hospital and Outpatient Facility Charges	30%
Fee Guarantee and/or Fee Caps	
Performance Guarantees	
Plan Design Adequacy	
TOTAL	100%

PHASE THREE SELECTION OF FINALISTS, REFERENCE CHECKS, SITE VISITS, INTERVIEWS

SJVIA Finalists

It is the intent of the SJVIA to narrow down the list of vendors to 2-3 finalists at the May 6, 2022 SJVIA Board meeting. The SJVIA reserves the right to increase or decrease the number of finalists.

Based on SJVIA Board member's input, SJVIA staff input and/or the consultant's input, the finalists may be asked more questions, requested to provide additional information, and be asked to validate proposal responses. Additionally, Finalists can be expected to have references checked, site visits, and be interviewed by the consultant and SJVIA staff members. Finalists will be asked to submit an implementation schedule for Open Enrollment starting as early as the last weeks of September and an effective date of December 12, 2022 and January 1, 2023.

It is the intent to have a recommendation for vendors to be implemented for the 2023 plan year at the July 22, 2022 SJVIA Board meeting. Finalists will be notified of the decisions July 25, 2022.

SECTION 5 CONTRACT AWARDS

Contract Award Subject to Successful Negotiation

Upon recommendation for selection, the successful proposer will be required to produce, within two (2) working days, a document identifying any potential inconsistencies or requested exceptions involving the SJVIA's Standard Provisions and its anticipated Group Benefit Agreement (GBA). A plan for addressing any potential inconsistencies or requested exceptions will need to be established and resolved between the SJVIA and the Proposer. The award of the contract is subject to successful negotiation of all terms and conditions related to and including a contract between the Proposer and the SJVIA.

GENERAL TERMS & CONDITIONS

PROPERTY OF SJVIA/PROPRIETARY MATERIAL

All proposals submitted in response to this RFP will become the property of the SJVIA and subject to the disclosure requirements of the California Public Records Act (California Government Code Section 6250 et seq). Proposers must exclude all trade secrets or other proprietary information from the RFP responses. It is the firm belief of the SJVIA that the RFP and all of its requests do not require any trade secrets or other proprietary information to complete.

PRE-AWARD CONFIRMATION AND NEGOTIATIONS

Prior to award of the Contract, the successful Proposer(s) may be required to attend confirmation of offering and negotiation meetings that will be scheduled at a later date. The intent of the meeting(s) will be to discuss and negotiate Contract requirements, prices/premiums, service level agreements, detailed scope of work specifications, ordering, invoicing, delivery, receiving and payment procedures, etc. to ensure successful administration of the Contract.

EXECUTION OF CONTRACT

Unless otherwise stated, proposals submitted will be irrevocable for a period of 12 months following the Proposal Submission Deadlines. A Contract will be developed following action by the SJVIA. Any contract made pursuant to this RFP must be accepted in writing by the Proposer. If for any reason the Proposer should fail to accept the Contract in writing, then the Proposer may be deemed non-responsive and the SJVIA may commence contract negotiations with another Proposer.

Please note that the SJVIA takes a legal approach whereby all contracts contain an order of precedence. In the event of a discrepancy between the provisions of the Contractor's documents and the SJVIA's documents, the SJVIA's documents take precedence with respect to resolution of the discrepancy.

AMENDMENTS/MODIFICATIONS/CHANGE ORDERS

Any amendments, adjustments, alterations, additions, deletions, or modifications in the terms and/or conditions of the resultant Agreement must be made by written amendment/change order approved by the Contracting Authority, the Contractor, and signed by the SJVIA. If Contractor performs any modification without a written amendment/change order, the SJVIA will neither pay for nor be obligated to accept said modification.

PRIME CONTRACTOR

The Proposer awarded the Contract must be the prime Contractor performing the primary functions of the Contract. If any portion of the Contract is to be subcontracted, it must be clearly set forth in the proposal document as to what part(s) are to be subcontracted, the reasons for the subcontracting, and a listing of subcontractors. The SJVIA reserves the right to reject any proposal wherein use of

subcontractors significantly affects the ability of the Proposer to function as the prime Contractor on the awarded contract. The prime Contractor will at all times be responsible for the acts and errors or omissions of its subcontractors or joint participants and persons directly or indirectly employed by them.

SUBCONTRACTORS USE

Acceptance or rejection of a Proposer's request to use subcontractors is at the sole discretion of the SJVIA. With written approval of the SJVIA, the Contractor may enter into subcontracts and joint participation agreements with others for the performance of portions of resultant agreement. The provisions of the resultant agreement will apply to all subcontractors in the same manner as to the Contractor. In particular, the SJVIA will not pay, even indirectly, the fees and expenses of subcontractors that do not conform to the limitations and documentation requirements of the resultant agreement.

COPIES OF SUBCONTRACTOR AGREEMENTS

Upon written request from the SJVIA, the Contractor will supply the SJVIA with all subcontractor agreements at no cost.

SUPPLIER PERFORMANCE FEEDBACK MEETINGS

The Proposer awarded the resultant Contract is required to attend periodic performance feedback meetings facilitated by the Contracting Authority. The meetings will focus on the Contractor's and the SJVIA's performance in fulfilling the service level requirements contained in the Contract. The meetings will provide a forum to informally discuss opportunities for improving Contract terms and conditions, service level requirements, and cost reductions for both parties.

REPLACEMENT OF CONTRACTOR'S STAFF

The SJVIA reserves the right to have the Contractor replace any contract personnel with equally or better qualified staff at its sole discretion by providing written notice to the Contractor. In addition, the SJVIA reserves the right to approve in advance any changes in project personnel or levels of commitment by the Contractor to the project.

CONTRACTOR'S ADDRESS

The address given in the proposal response will be considered the legal address of the Contractor and will be changed only by written notice to the SJVIA. The Contractor will supply an address to which certified mail can be delivered. The delivery of any communication to the Contractor personally, or to such address, or the depositing in the United States Mail, registered or certified with postage prepaid, addressed to the Contractor at such address, will constitute a legal service thereof. Also, telephone numbers, fax numbers and email addresses (if applicable) must be provided.

TERM & OPTION TO RENEW

The term of any contract(s) established pursuant to this RFP shall be for the period identified in the RFP Introduction. The SJVIA reserves the right in its sole discretion to seek an extension of the term of the Contract.

GOVERNING LAW

All matters relating to the formation, validity, construction, interpretation, performance and enforcement of the RFP and the resultant Contract, must comply with all applicable laws of the United States of America, the State of California, and the SJVIA. Any action to interpret or enforce the provisions of this RFP shall be filed in the Superior Court of the County of Fresno.

PERIODIC INDEPENDENT AUDIT

The SJVIA reserves the right to assign an independent auditor to assess the quality of services being provided and the extent to which the Proposer and its subcontractors are conducting SJVIA business within generally accepted industry standard practices. Each Contractor will be required to cooperate fully with any external audit.

FINANCIAL AUDIT

Firms providing services to the SJVIA will be responsible for the verification of the legitimacy of payments made to service providers and their subcontractors. The SJVIA therefore reserves the right for staff of its Office of the Controller or their designee to conduct audits of financial accountability procedures.

VERIFICATION OF PRIOR SJVIA CONTRACTS

Proposers are required to provide a list of all SJVIA contracts held within the past ten years to be included in the response package for all bids and proposals. Performance on past contracts with the SJVIA will be reviewed by the SJVIA. Failure to disclose this information will deem the proposal non-responsive and disqualified from further consideration in the evaluation process.

End of Report