NOTICE OF COMPETITIVE SOLICITATION

HCA Solicitation #2022HCA14

SOLICITATION TITLE: Virtual Wellness Employee Benefit
SOLICITATION POSTING DATE: 7/28/2022
RESPONSE DUE DATE: 9/15/2022

Find the full solicitation on Washington’s Electronic Business Solution (WEBS). Vendors not registered in WEBS will not receive updates or amendments to the solicitation, which may put them at a disadvantage.

Estimated Schedule of Procurement Activities

<table>
<thead>
<tr>
<th>Activity</th>
<th>Date/Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issue Request for Proposals</td>
<td>July 28, 2022</td>
</tr>
<tr>
<td>Pre-proposal Conference</td>
<td>August 8 - 1:00 – 2:30pm Pacific Time</td>
</tr>
<tr>
<td>1st Round Bidder Questions Due</td>
<td>August 9, 2022</td>
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<tr>
<td>1st Round Answers Posted*</td>
<td>August 16, 2022</td>
</tr>
<tr>
<td>Interested Subcontractor Responses Due</td>
<td>August 17, 2022</td>
</tr>
<tr>
<td>Interested Subcontractor List Posted*</td>
<td>August 19, 2022</td>
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<tr>
<td>Letter of Intent to Propose Due</td>
<td>August 22, 2022 – 2:00 p.m. PT</td>
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<tr>
<td>2nd Round Bidder Questions Due</td>
<td>August 25, 2022 – 2:00 p.m. PT</td>
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<tr>
<td>2nd Round Answers Posted*</td>
<td>September 7, 2022</td>
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<tr>
<td>Complaints Due (if applicable)</td>
<td>September 9, 2022</td>
</tr>
<tr>
<td>Proposals Due</td>
<td>September 15, 2022 - 2:00 p.m. PT</td>
</tr>
<tr>
<td>Evaluate Proposals*</td>
<td>September 19, 2022 – November 9, 2022</td>
</tr>
<tr>
<td>Conduct Oral Interviews with Finalists, if required</td>
<td>October 10, 2022 – October 19, 2022</td>
</tr>
<tr>
<td>Announce “Apparent Successful Bidder” via WEBS*</td>
<td>November 10, 2022</td>
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<tr>
<td>Debrief Request Deadline (3 Business Days after the ASB announcement)</td>
<td>November 15, 2022 – 2:00 p.m. PT</td>
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<tr>
<td>Event</td>
<td>Date</td>
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<td>-------------------------------------------</td>
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<tr>
<td>Negotiate Contract</td>
<td>November 2022 – February 2023</td>
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<tr>
<td>Contract Executed</td>
<td>By February 15, 2023</td>
</tr>
<tr>
<td>Security Design Review (SDR) Begins</td>
<td>February 16, 2023</td>
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<tr>
<td>Implementation Begins</td>
<td>February 16, 2023</td>
</tr>
<tr>
<td>Completed/Approved SDR</td>
<td>By May 1, 2023</td>
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<tr>
<td>Open Enrollment Materials Completed</td>
<td>By September 15, 2023</td>
</tr>
<tr>
<td>Solution Go-Live Date</td>
<td>January 1, 2024</td>
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</table>

*Dates are anticipated and subject to change without an official amendment.

HCA reserves the right in its sole discretion to revise the above schedule at any time.

**Purpose and Objectives**

HCA is initiating this Request for Proposals (RFP) to solicit Proposals from qualified bidders interested in providing and administering a Virtual Employee Wellness Portal for Eligible Users of the Public Employees Benefits Board (PEBB) and School Employees Benefits Board (SEBB) Programs. HCA released RFI 2022HCA9 on February 28, 2022, to gain a greater understanding of the marketplace and offerings; participation in this RFI was not required for participation in this RFP.

It is possible that during the term of any Contract resulting from this RFP that HCA may be required or provided the opportunity to administer other programs (Future Programs). If that occurs, it is possible that (i) one (1) or more of the existing programs will be replaced with a Future Program, and/or (ii) that some Eligible Users are required to transition from an existing program to either a different current program or a Future Program. Regardless, it is the intent of HCA that the Virtual Employee Wellness Portal or Solution described in this RFP and in any resulting Contract be made available to any Eligible User of any Future Program. Therefore, all references to PEBB or SEBB include any Future Program that includes other eligible users.

HCA intends to award one (1) contract to provide the Administrative Services described in this RFP.

HCA will select one (1) Apparent Successful Bidder (ASB) that demonstrates a Virtual Employee Wellness Portal and Administrative Services, which includes:

A. Comprehensive services that support an Eligible User’s physical, emotional, relational, and financial well-being;

B. A comprehensive Health Risk Assessment by a nationally accredited body, such as National Committee for Quality Assurance (NCQA), without a requirement for claims data integrations or claims data;

C. Targeted Individual Action Plans based on responses in the Health Risk Assessment and other Portal engagement and participation metrics;

D. An account management team to coordinate wellness training and resources, and provide Administrative Services to meet contract requirements;

E. Customer service support for Eligible Users;
F. Development of customizable communications which incorporate dual branding;

G. Administration of Incentive programs including providing accurate and full Incentive Earner Files to HCA by dates determined by HCA;

H. Completion of Incentive Earner File (Attachment 2) and Eligibility File audits by dates determined by HCA;

I. Meet Performance Metrics at outlined;

J. Programs with proven clinical and administrative benefits to Eligible Users;

K. Individualized health and wellness offerings that keep Eligible Users engaged and active in the programs;

L. Virtual and live support, training, and reporting for over 400 Organizations to support Worksite Wellness Coordinators in developing individualized wellness programs for their employees;

M. Reporting capabilities to validate participation and engagement at the state and organizational levels, Return on Investment (ROI), population health information, social determinants of health, and program effectiveness;

N. Ability to serve our PEBB and SEBB Members with content targeted and customized to members based on health plan, organization, coverage type, and various demographics as indicated in HCA’s eligibility file;

O. Ability to partner with all ERB Participating Health Plans and ancillary benefits providers, including active medical, retiree, dental, life insurance, and disability;

P. Innovative incentives for participation;

Q. Ongoing compliance with all applicable federal and state security and privacy requirements, including but not limited to HIPAA, HITECH Act and OCIO Security Standard 141.10; and

R. Ongoing compliance with the following regulations:
   i. Applicable Federal and State accessibility requirements;
   ii. ADA non-discrimination requirements;
   iii. GINA non-discrimination requirements; and
   iv. HIPAA non-discrimination requirements.

Bidders must demonstrate the ability to provide all staffing, systems, and procedures required to perform the Administrative Services described in this RFP.

**Minimum Qualifications**

The following are the minimum qualifications for Bidders:

1. Licensed to do business in the state of Washington or provide a commitment that it will become licensed in Washington within thirty (30) Calendar Days of being selected as the Apparent Successful Bidder.
2. Must have experience with State or local government contracting.

3. Must have at least ten (10) years’ experience in corporate and organizational virtual wellbeing programs with a focus on holistic offerings that address mental, physical, emotional, and relational wellness.

4. Must have at least five (5) years’ experience with large or jumbo health plans.

5. Currently providing wellness portal Administrative Services to:
   
   i. One (1) or more self-insured or commercially insured group with at least 90,000 lives or more; and
   
   ii. The aforementioned group(s) have been under contract for at least one year at the time that the Bidder submits its proposal.

6. Must be able to pass a Security Design Review prior to May 1, 2023. An example checklist is provided in Attachment 4, OCS Security Design Review.

7. Must comply with all state and federal laws, statutes, and regulations including HIPAA, HITECH and OCIO Security Standard 141.10 (Attachment 3).

8. Must have Activities that offer targeted, customized content based on Member health plan, Organization, and other targeted areas as defined in Eligibility File(s).

9. Must offer a Data Dashboard available to HCA and Organizations to review appropriate registration and engagement data for specific populations with possible future inclusion of data based on social determinants of health.

10. Must meet accessibility standards. Bidder confirms compliance with the Section 508 standards or WCAG 2.1 guidelines.

11. Portal must be compatible with Google translate or similar translation services for accessibility. Translation services must be available through customer service. Translation services must be included at no additional cost to HCA.

12. Portal must be ADA compliant.

13. Must have a dedicated Strategic Account Manager available during HCA business hours 8 a.m. – 5 p.m. Pacific Time.

14. All services must be performed within the US, including data storage, customer service, and transfers.

15. Portal must not require health plan claims data integration or biometric testing.

16. Bidder must not have minimum participation requirements.

Solicitation Coordinator

<table>
<thead>
<tr>
<th>Name</th>
<th>Sean Gregory</th>
</tr>
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<tbody>
<tr>
<td>E-Mail Address</td>
<td><a href="mailto:HCAProcurements@hca.wa.gov">HCAProcurements@hca.wa.gov</a></td>
</tr>
</tbody>
</table>
WEBS Commodity Codes:

918-67 – Consulting Services
918-40 – Consulting Services
948-07 – Health Related Services
948-36 – Health Related Services
948-47 – Health Related Services
948-48 – Health Related Services
948-87 – Health Related Services
952-38 – Human Services
953-52 – Insurance and Insurance Services

Submit any questions or concerns regarding this solicitation to the Solicitation Coordinator shown above.