

# Mayor and Council Communication

**DATE:** 09/12/23

**M&C FILE NUMBER:** M&C 23-0750

**LOG NAME:** 13P RFP 23-0072 MEDICAL CONCIERGE SERVICES

**SUBJECT**

(ALL) Authorize Execution of an Agreement with Alight Solutions, LLC for Health Care Concierge and Disease Management Services for a Three-Year Initial Term for an Annual Amount Up to \$1,550,000.00 for the Human Resources Department

**RECOMMENDATION:**

It is recommended that the City Council authorize execution of an agreement with Alight Solutions, LLC for health care concierge and disease management services for a three-year initial term for an annual amount up to \$1,550,000.00 and authorize two, one-year renewals for the same amount for the Human Resources Department.

**DISCUSSION:**

The Human Resources Department approached the Purchasing Division to procure an agreement for health care concierge and disease management services. These services will help connect employees, retirees and their families on the health plan to low cost, high quality physicians and facilities. These services will also include coordinating care by verifying coverage, scheduling appointments, helping to transfer medical records and informing employees about different programs and resources that are applicable for their individual situations. They will also be there to assist with medical bill review after services are complete and answer basic benefits questions. The Clinical guidance will deliver a high touch clinical support team to help guide employees and retiree in their healthcare journeys.

In order to procure these goods, staff issued Request for Proposal (RFP) No. 23-0072. The RFP consisted of detailed specifications for the care concierge/disease management services. The RFP was advertised in the *Fort Worth Star-Telegram* on May 17, 2023, May 24, 2023, and May 31, 2023, June 7, 2023, and June 14, 2023. The City received eight (8) responses.

An evaluation panel consisting of representatives of the Human Resources and Library Departments reviewed and scored the remaining submittals using Best Value criteria accordance with the criteria below.

- a. Cost vs Impact on Claims
- b. Reporting
- c. Access to information
- d. Customer Service Levels
- e. Cost

The individual scores were averaged for each of the criteria and the final scores are listed in the table below:

Bidders	Evaluation Factors					Total Scores
	a	b	c	d	e	
Alight Solutions, LLC	12.50	10.13	17.50	18.75	13.07	71.95
Vera Whole Health, Inc. dba Apree Health	12.00	8.63	16.25	15.00	15.00	66.88
Sharecare Operating Company, Inc	11.00	7.88	13.75	11.88	0.00	44.50
Rightway Healthcare, Inc	10.50	7.50	12.50	13.75	0.00	44.25
Quantum Health, Inc	11.00	7.13	12.50	13.13	0.00	43.75
Health Advocate	9.50	8.63	13.13	11.88	0	43.13
Accolade Inc	11.00	7.13	13.75	9.38	Bidder did not meet technical points; therefore, cost was not evaluated.	41.25
HealthJoy					Bidder did not meet technical	

Bidders	Evaluation Factors					
	9.50	6.75	10.00	8.13	points; therefore, cost was not evaluated.	34.38

The top two firms were interviewed on July 21, 2023 and the City requested a Best and Final Offer (BAFO) from the respondents.

After evaluation of the BAFO, the panel concluded that Alight Solutions, LLC presented the best value to the City. Therefore, staff recommends that Council authorize this purchase with Alight Solutions, LLC. Staff certifies that the recommended vendor bid met specifications.

Funding will be budgeted in the Human Resource Department's Claims Administration Expense account within the Group Health Insurance and Retiree Healthcare Trust Funds for Fiscal Year 2024.

DIVERSITY AND INCLUSION (DVIN) - A waiver of the goal for Business Equity subcontracting requirement is approved by the DVIN-BE, in accordance with the Business Equity Ordinance, because the purchase of goods or services is from sources where subcontracting or supplier opportunities are negligible.

AGREEMENT TERMS - Upon City Council approval, this agreement shall begin upon execution and expire three years from that date.

RENEWAL TERMS -This agreement may be renewed for two additional one-year renewal periods. This action does not require specific City Council approval provided that the City Council has appropriated sufficient funds to satisfy the City's obligations during the renewal term.

ADMINISTRATIVE CHANGE ORDER: An administrative change order or increase may be made by the City Manager up to the amount allowed by relevant law and the Fort Worth City Code and does not require specific City Council approval as long as sufficient funds have been appropriated.

**FISCAL INFORMATION / CERTIFICATION:**

The Director of Finance certifies that upon approval of the above recommendation and adoption of the Fiscal Year 2024 Budget by the City Council, funds will be available in the Fiscal Year 2024 operating budget, as appropriated, in the Group Health Insurance and Retiree Healthcare Trust Funds. Prior to an expenditure being incurred, the Human Resource Department has the responsibility to validate the availability of funds.

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