



CITY OF HOUSTON
ADMINISTRATION & REGULATORY
AFFAIRS DEPARTMENT
Q24097
NOTICE OF REQUEST FOR QUALIFICATION

STRATEGIC
PURCHASING DIVISION
901 Bagby Street, Concourse
Level
Houston, Texas 77002

GENERAL INSTRUCTIONS, TERMS & CONDITIONS

The City of Houston has a Healthcare Delivery System comprised of nine medical plans: three plans for active employees and retirees under age 65 and six Medicare plans for Medicare-covered retirees. The City has approximately 21,000 (include 5,279 Police Officers; 3,840 Firefighters) covered employees living in and around the Houston area; more than 9,100 retirees are also covered under the program and live mainly in Texas. Total membership in all plans is more than 70,000 members. The average age of employees is 44; the average salary is \$47,500.

May 1, 2011, the City of Houston transitioned from a fully-insured to a self-insured financial arrangement for the three group health plans that cover 60,000 members. The City has assumed all financial risks for these plans. The FY12 plan cost is projected at \$284 million. Managing claims utilization data is critical to developing, benchmarking, and measuring health improvement targets, to maintain financial stability for the plan, and to set goals for better health/wellness of plan members.

DESCRIPTION OF SERVICES

The City of Houston (COH) is soliciting proposals from qualified experienced professionals (Medical Doctors) specializing in utilizing claims data to Blueprint the City's Health Benefits Program and Comprehensive Wellness Initiatives.

Pre-Proposal Conference: There will be no pre-proposal conference. Prospective proposers needing additional information/clarification to this Request for Qualifications (RFQ) are requested to e-mail questions to gerri.walker@houston.tx.gov. The deadline to submit questions is **Wednesday, September 28, 2011 at 3:00 pm CST. No questions will be accepted after Wednesday, September 28, 2011.** All questions will be answered via letter of clarification to this RFQ and posted on the COH's e-bidding website and automatically e-mailed to all who registered to receive this RFQ.

Please review the Scope of Works/Services below. If you believe that you meet the minimum qualifications as outlined in the Scope of Work/Services of this RFQ, please submit your response to Gerri Walker, Acting Assistant Director, via one of the methods listed below by **4:00 pm CST, Friday, October 7, 2011.**

E-mail: (Preferred Method): gerri.walker@houston.tx.gov

Fax Number: (713) 837-9490

SCOPE OF WORK/SERVICES

The COH will enter into a contract (the "Agreement") with the best qualified, responsible Proposer, who will be referred to as the Consulting Medical Director or Medical Advisor. The Consulting Medical Director/Medical Advisor shall:

Serve as the principal medical manager and policy advisor to the Mayor for the COH and the Human Resources Director.



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Be responsible and accountable to the Houston Mayor and the Human Resources Director for blueprinting the COH's Healthcare Delivery System and Wellness Initiatives to improve the health of COH employees.

Function as medical leadership for effective use of data derived from integration of pharmacy operations, utilization/case/disease management activities, quality improvement activities and provider relations.

Provide oversight for health plan utilization and quality outcomes

Provide clinical expertise necessary to effectively and efficiently resolve complex, controversial and/or unique health-care related administrative circumstances

As requested and needed, provide expert medical education, consultation, and supervision for management and staff.

As required by business operational priorities, establish professional working relationships with providers and provider organizations to support the development of the highest possible provider partnerships.

Assure internal and vendor medical review activities conform to protocols, COH requirements, and professional standards.

Be accountable for and provide professional leadership and direction to the utilization management and wellness management functions. Provide assurance of appropriate health care delivery for the COH health plans, products and services.

Provide medical leadership for development and attainment of the COH's goals.

Review and advise on employees' appeals.

Collaborate with the HealthCare Provider, Human Resources/ Strategic Benefits Planning and Design, Benefits Administration, Finance, Employee Wellness Advisory Council, and the Wellness Team for support and direction in overall medical/data management and engagement of the workforce and covered plan members.

Interface with the HealthCare Provider's medical management, such as provider relations, member services and claims management. Participate in short and long range program planning, total quality management and quality improvement.

Provide professional leadership and direction to the functions within the Human Resources Department (data analysis, data management and utilization function, health education, wellness activities, medical/Rx trends, and recommendations to implement the Blueprint).

Participate in health plan design, review data analytics and recommend health plan policies, goals, and objectives.

Assist with development of staffing projections and recommend allocation of resources to the health plan



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management and wellness functions.

Perform an annual evaluation of the disease-related health-improvement and wellness programs and report findings to the Human Resources Director. Develop annual utilization and wellness work plans, based on the annual program evaluation and feedback from the Human Resources Director, Benefits Planning and Design, the Health Benefits Advisory Committee, and the Employee Wellness Advisory Council.

Participate in the retrospective review and analysis of the medical plans performance from summary data of paid claims, encounters, and other sources.

Participate in key benefits-related committee activities and presentations.

Integrate health risk assessment results with claims data to recommend strategic worksite wellness initiatives among targeted member groups. Recommend changes in program content in concurrence with changing market and technologies.

Create a system that gives feedback, to the health care provider, about the effectiveness of the managed program for individuals and collectively as an organization.

Documents listed below must be provided with the proposal:

- Licenses and certifications
- Resume
- Client references for which the proposer has performed similar services
- Brief overview of the consultant’s experience and explanations of the proposer’s understanding of responsibilities of the position
- Required forms identified in the table below.

REQUIRED FORMS
Affidavit of Ownership.doc
Fair Campaign Ordinance.doc
Statement of Residency.doc
All Applicable Licenses/Certifications as Required in Scope of Work/Specifications

**** All forms can be downloaded from the following link: <https://purchasing.houstontx.gov/> please review the icon that states “Bids and RFP’s” and click “Solicitation Forms and Attachments.” You will be able to click and print each required document from this site.***

HIRE HOUSTON FIRST:

Pursuant to City Ord. 2011-766, the following Hire Houston First compliance points (“HHF Points”) will be added to the total evaluation points awarded for Proposals submitted:



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- 1.0 5% of the total evaluation points available for a “city business,” and
- 2.0 3% of the total evaluation points available for a “local business.”

Evaluation of each proposal shall be done in the following order:

- Expertise/Experience/Qualifications – 55%
- Client References – 16%
- Licenses & Certifications - 24%
- Hire Houston First (City or Local Business Preference) - 5%

QUALIFICATIONS:

Education

- Required: Medical Doctorate
- Desired: Masters in Public Health
- Desired: Corporate Medical Director or Advisor with Program Development
- Continuing education to remain current in medical and management areas
- Any equivalent combination of education and management experience

Experience

- Five to 10 years as corporate medical director, corporate medical consultant, or corporate medical/wellness administrative resource to provide strategic direction and services, with emphasis on interpretation of claims utilization data to develop and implement integrated medical/wellness programs and recommend design changes to health benefits plans.

Certifications and Licensure

- Medical License for Texas

Other

- Management and analytical skills to meet the organizational goals
- Excellent communications skills to interface with the Mayor, Houston City Council, Human Resources Director, Health Plan Medical Director, Health Benefits Advisory Committee, Employee Wellness Advisory Council, staff and management
- Ability to develop and implement corporate onsite wellness programs
- Expertise to analyze, interpret and integrate data analytics with recommendations to improve the health of plan members
- Appreciation of cultural diversity and sensitivity towards the target population