

BOARD MEETING DATE: 9/14/2020

SUBJECT: REQUEST FOR PROCUREMENT APPROVAL RECOMMENDATION – PREFERRED STAFF AUGMENTATION VENDORS

PREPARED BY: JUSTIN BRANDON, DIRECTOR OF MEMBER SERVICES AND SUPPORT OPERATIONS, BRIAN BRAUN, CFO

Proposed Action:

Board Approval to enter into master service agreements and subsequent work orders for staff augmentation services for the member services and community support teams.

Summary:

In order to address the potential needs to supplement staffing for the member services and community support teams, C4HCO initiated a request for proposal process to identify vendors that we may use over the next 3 years. Selection and approval of these vendors will provide a pool of qualified staffing contractors that will allow for a faster response to the organization's needs. Also, given the nature of the proposal process, it provides assurance the organization is getting appropriate value for these services.

There is not a specific funding level for these contractors being requested as part of this approval. C4HCO will enter in to separate work orders with these contractors as needs arise. Any subsequent contracting that exceeds the limits for Board approval will require Board authorization pursuant to the C4HCO financial policies.

Staff Recommendation:

As a result of the RFP process, staff recommends the approval of this request to allow C4HCO to proceed to contracting with the following selected vendors:

- Hire Connections
- Medix
- Aerotek

Procurement Compliance:

Procurement Exceeds \$250,000 threshold: Potentially, we may exceed the threshold depending upon the needs for staff augmentation. These needs may arise out of unforeseen demands due to external factors or may come internally as a means of temporarily staffing the member and community support teams. Separate approvals will be obtained if work orders are expected to exceed this threshold.

Procurement/Business Initiative is necessary or advisable: Yes – at times we may need to rely on these vendors to supplement our existing staffing in order to meet customer needs and maintain service levels.

Type of procurement vehicle: C4HCO underwent an RFP procurement process to arrive at its recommendation. Steps in the RFP process included:

- Announcement of RFP – press release, website
- Receipt of proposals – 5 responses
- Review of proposals by internal team
- Proposal evaluations included reviewing company background, specific staffing experience relevant to this request, Colorado presence, diversity, health care/insurance experience, pricing.
- The selected vendors are being recommended based on the following:
 - Competitive billing rates/markup.
 - Demonstrated knowledge of staffing service center and administrative organizations with a focus on healthcare.
 - The ability to quickly hire staff.
 - Ongoing support of their staff to reduce turnover.
 - Track record and company focus on diversity.

Need for RFP, RFI, RFS or similar: Yes, potentially we will exceed the federal procurement requirements that require an RFP. As the result of this procurement, C4HCO will enter into a contract/master service agreement with the selected vendors. Specific engagements will be documented through separate statements of work and approved by the Board if they exceed the approval financial threshold.

Funding Source:

Funding will be provided directly by Connect for Health Colorado. No funds were specifically identified for these contractors in the current budget. It is expected that any funding for these services would come from other budget lines in the current years budget or a special budget change request. Federal funds may be used to reimburse a portion of these expenses.