

Request for Information

Walmart Health and Wellness



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1.0 RFI OVERVIEW

1.1 RFI Intent

This Request for Information (RFI) is being sent to potential vendors who currently have products or services that may address all or part of the requirements associated with Walmart's strategic direction. Walmart intends to build a national, integrated, low-cost primary care healthcare platform that will provide preventative and chronic care services that are currently out of reach for millions of Americans. Walmart intends to do this in an affordable and accessible way while maintaining or improving quality outcomes. Walmart seeks partners who have a care model or capability that can help dramatically drive down the cost of care, while maintaining or improving quality on a national level.

1.2 RFI Submission Guidelines & Schedule

All responses to this RFI must include 2 original copies and an electronic copy. Original copies should be addressed to Anne Cheloha, Walmart, at the address identified in Section 1.4. An electronic e-mail version of the response should be sent to Tim Michaels, Director at PwC, at the same time at tim.michaels@us.pwc.com and no later than November 22, 2011 at 4:00 p.m. EST.

Distribution of RFI to vendors	October 21, 2011
Statement of intent to respond	October 26, 2011
Questions submitted	October 31, 2011
Questions answered	November 8, 2011
RFI Response	November 22, 2011
Finalists selected	December 9, 2011
Oral presentations	December 13, 2011 - December 19, 2011
Final vendor selection	January 13, 2011

1.3 RFI Inquiry Guidelines

Inquires about this RFI may be submitted to Tim Michaels, Director, PwC through phone at (612) 596-4969 or via e-mail at tim.michaels@us.pwc.com. **Questions will be compiled and written responses to each question will be distributed to all vendors by November 8th.**

1.4 RFI Requestor and Submitter

Vendors must provide RFI "Submitted by" contact information below in the RFI response, as listed below.

RFI Requested by:

Walmart Health and Wellness
ATTN: Anne Cheloha
Department: Walmart Health and Wellness
Address: 1702 SW 8th Street Bentonville, Arkansas 72716-8611

RFI Submitted by:

Company Name:
Name:
Title:
Department:
Telephone:
Address:

1.5 Disclaimer

Walmart may, at its sole discretion, alter the Request for Information before the due date of November 22, 2011.

1.6 Confidentiality

The contents of this RFI are deemed confidential and are provided to prospective bidders for proposal preparation only. This data may not be disclosed to others without the express written consent of an authorized representative of Walmart.

2.0 CORPORATION OVERVIEW

2.1 Business Type

Walmart Stores is the world's largest retailer operating retail stores under the formats of Walmart Stores, Supercenters, Neighborhood Markets and SAM'S CLUB locations in the United States. Internationally Walmart also operates locations in several countries, including Argentina, Brazil, Canada, China, Japan, Mexico, and the United Kingdom.

2.2 Mission

Saving people money so they can live better was the goal that Sam Walton envisioned when he opened the doors to the first Walmart. It's the focus that underlies everything we do at Walmart. And for the millions of customers who shop in our stores and clubs around the world each week, it means a lot.

Walmart's overall impact on the retail industry and beyond has changed the way business is conducted globally, and increased consumer benefits — regardless of where they shop or seek healthcare.

2.3 Company Purpose

At Walmart, we have the opportunity to positively impact the lives of millions of people every day. That's particularly true when it comes to helping our customers, our associates and the people in our surrounding communities live healthier lives.

Millions of people around the world are struggling with the costs of health care. To help ease the strain, we are using the strengths of our business to drive costs out of health care and bring our customers the lowest prices on the products and services they need to stay healthy.

At the core of every one of our rules and customs is the basic value of respect – for the customer, associates, and suppliers. It's our focus for building relationships. It helps us serve the communities in which we live, and build a business committed to excellence. If we work together, we'll lower the cost of living for everyone...we'll give the world an opportunity to see what it's like to save and have a better life and a healthier life.

2.4 Background

Walmart seeks to dramatically: 1) lower the cost of healthcare while maintaining or improving outcomes and 2) expand access to high quality health services by becoming the largest provider of primary healthcare services in the nation. More specifically, Walmart will use its retail and multi-channel footprint to offer the lowest cost primary healthcare services and products in the nation. It will create geographically relevant delivery capabilities and seek to drive down the cost of services and products while maintaining a high quality of care. Services will include but not be limited to: clinical care, diagnostic services, preventative services, and health and wellness products.

Walmart seeks to identify and implement specific technologies, processes, or assets that directly support providing these services. Further, Walmart seeks strategic partners to rapidly create a comprehensive healthcare solution to deliver low-cost, high quality primary healthcare services nationally.

2.5 Objectives

The objective of this RFI is to identify companies and their associated solutions, applications, and/or related offerings to become potential vendors/partners for Walmart in building a nationally integrated healthcare platform aimed at delivering the lowest cost primary healthcare services.

Walmart seeks strategic partners who are capable of delivering services and solutions that are:

- Convenient
- Accessible
- Affordable
- Consistent
- Scalable
- Integrated

2.6 Capabilities Description

Successful vendors will clearly articulate their value proposition to Walmart by clearly defining the benefits of their offering to Walmart by linking the proposed capabilities to the vendor business model and by demonstrating how the offering supports driving high quality, low cost healthcare to customers. The vendor should clearly describe how each service or product either completes or contributes to Walmart's vision of rapidly creating a nationally integrated healthcare platform. Vendors need only respond to the questions that are relevant and applicable to their proposed product or service. Vendors providing either point solutions, enabling technologies, or comprehensive solutions will be considered.

2.6.1 Chronic

Vendors should list the chronic care services to be provided. Chronic care services may include but are not limited to:

- Diabetes management and monitoring
- Asthma management and monitoring
- Hypertension management and monitoring
- High cholesterol management and monitoring
- Coronary heart disease management and monitoring
- COPD management and monitoring
- Obesity management and monitoring
- Arthritis management and monitoring
- Clinical depression management and monitoring
- Sleep apnea management and monitoring
- Osteoporosis management and monitoring
- Digestive tract (GERD, Peptic ulcer, IBD) management and monitoring
- Chronic kidney disease management and monitoring
- HIV management and monitoring
- Medication management
- Other chronic disease management and monitoring

2.6.2 Diagnostic

Vendors should list the diagnostic services to be provided. Representative diagnostics may include but are not limited to:

- Allergy testing
- Lipid panel testing
- Urinalysis testing
- Urine culture
- Complete blood count testing
- Basic metabolic testing
- Comprehensive metabolic panel testing
- Thyroid function assessment
- Hemoglobin testing
- Prothrombin (PT) testing
- General health panel
- Streptococcal testing
- Free thyroxine assay
- Cytopathology testing
- Hepatic function panel

- Prostate specific antigen (PSA) testing
- Blood glucose testing
- Pregnancy testing
- Immunohistochemistry
- Drug screening
- STD testing

2.6.3 Preventative

Vendors should list the preventative services to be provided. Preventative services may include but are not limited to:

- Vaccinations
- Physical exams
- Health risk assessments
- Healthy eating education
- Stress management
- Sleep management
- Health screenings
- Health awareness and education
- Durable medical equipment support and education
- Disease screening, including diagnostic tests above

2.6.4 Health and Wellness

Vendors should list all health and wellness products to be provided. Health and Wellness services may include but are not limited to:

- Smoking cessation
- Pregnancy evaluation
- Weight evaluation / nutritional counseling
- Heart health

2.6.5 Acute

Vendors should list the acute care services to be provided. Acute care services may include but are not limited to:

- Skin, Hair, and Nail exams
- Head, Ear, Eye, Nose and Throat exams
- Digestive and Urinary exams
- Respiratory exams

2.6.6 Other

Vendors should list any additional products or services to be provided or proposed. Vendors should list any technologies, tools, or assets directly supporting services described in Sections 2.6.1-2.6.5.

2.7 Other Strategic Partner Considerations

Vendors should describe the proposed solution architecture and partnership agreement. Successful vendors will present equitable and mutually beneficial proposals that will aggressively drive down costs within the healthcare system. Vendors need only respond to the questions that are relevant and applicable to their proposed product or service. Vendors providing either point solutions, enabling technologies, or comprehensive solutions will be considered.

2.7.1 Ownership Model

Vendors should propose an operating/ownership model that will support efficient delivery of low-cost care by Walmart, its partner vendors, and healthcare providers engaged in service and product delivery.

2.7.2 Financial Model

Vendors should propose a financial model that will support efficient delivery of low-cost care by Walmart, its partner vendors, and healthcare providers engaged in service and product delivery. Beyond the cost of the implementation / project, what is the proposed cost model(s)? What incentives are required? What penalties are required? Does pricing change based on scale? Is a risk sharing model desired? If so, please describe the proposed terms.

2.7.3 Integration of Data

Vendors should propose an information system and data sharing model that will support efficient delivery of low-cost care by Walmart, its partner vendors, and healthcare providers engaged in service and product delivery.

2.7.4 Integration of Care

Vendors should propose a clinical and operating model or other structures to support integrated delivery of care and efficient delivery of low-cost care by Walmart, its partner vendors, and healthcare providers engaged in service and product delivery.

2.7.5 Flexibility/Customization

Vendors should describe the ability of the product/service to be customized based on geography/store location. What aspects of products or services do you anticipate will require customization, what aspects of the product/service can be customized to varying utilization levels, and what are the costs of customization?

2.7.6 Network

Vendors should describe their care delivery and care support network that will enable them to deliver services and products in a multi-channel environment (i.e., traditional support methods, self-service, online, etc.) under a strategic partnership/vendor arrangement.

2.7.7 Technology

Vendors should discuss specific technologies to support implementation and their ability to provide some or all of required technologies.

2.7.8 Back Office

Vendors should provide information documenting what back office systems and functionality will be employed to execute and support the ongoing operations of the proposed product/service. Back office systems may include but are not limited to Billing, Accounts Receivables, Adjudication, and Reporting.

2.7.9 Logistics/Facilities

Vendors should comment on space requirements, design capabilities, equipment requirements and standards, basic construction standards, and procurement processes or requirements relevant to the product/service.

3.0 VENDOR REQUIREMENTS

Vendors may be required to provide some or all of the following background information. Vendors need only respond to the questions that are relevant and applicable to their proposed product or service. Vendors providing either point solutions, enabling technologies, or comprehensive solutions will be considered.

3.1 Company Overview

3.1.1 Company Profile

Vendors' profile information should include information such as number of years in the business, number of locations, location of facilities, pertinent contact information, company vision statement, company value proposition, and a succinct history of the company.

3.1.2 Company Ownership/Financials

The success of the ensuing implementation is dependent in part on the ongoing business and financial viability of the involved vendors. Vendors should demonstrate the financial stability of their company and any applicable partner(s). If the vendor is a publicly traded company, they should provide their latest annual report. If the vendor is privately held, they should provide a history of their company and discuss specific financial indicators that exhibit financial stability and earnings growth.

3.2 Product and Service Offerings

3.2.1 Product/Service Description

Vendors should provide a detailed description of their product/service and outline the differentiated value proposition in achieving the capabilities described in Section 2.6

3.3 Strategic Partnership

3.3.1 Strategic Partnership Description

Vendors should provide a description of their proposed partnership model and outline the objectives of the model as described in Section 2.7.

3.4 Qualifications

3.4.1 Case Histories as Examples of Relevant Experience

Vendors should provide case histories from companies for whom they have or are currently providing a similar service. Vendors should provide a contact name at the client / partner company, phone number, and a description of their service and date of implementation.

3.4.2 Client Team Structure and Qualifications

Vendors should provide specific background information on the individuals who will actually be providing the product/service. Information should include relevant qualifications and past experience.

3.4.3 Position in the Industry

Vendors should provide information as to how well they are positioned within their industry, relative to their competitors, to provide the required product/service.

3.4.4 Short and Long-Term Goals and Strategies

Vendors should outline their short-term (1 year) and long-term (3-5 year) goals. Goals should demonstrate future viability and profitability. Strategies should include, but not be limited to, functional direction, technical direction, integration with other products, new business ventures, and partnerships with other organizations.

3.4.5 Service Levels

Vendors should describe their service philosophy, approach, and their current service portfolio.

3.4.6 Vendor Disclosure

Vendors should disclose any significant litigation, legal matters, or other financial matters in which they are currently involved that could influence the successful implementation of the proposed solution. All such events that subsequently arise should be disclosed promptly to Walmart. All such correspondence should be sent to the RFI recipient defined in the “RFI Submission Guidelines and Timeline” section of this document.

3.5 Implementation Considerations

3.5.1 Proposed Staging and Timeline

Vendors should outline the approach to staging and provide a high-level implementation timeline they will use in implementing the product/service.

3.5.2 Requirements Alignment

The RFI response should identify how the vendor's product/service meets the requirements for this RFI as described in Section 2.6.

3.5.3 Outsourced Functions

Vendors should describe the relationship with any secondary vendors, to include the services to be provided by the secondary vendor, the duration of the relationship and a summary of past projects completed together.

3.5.4 Implementation Quality Assurance - (QA)

Vendors should include the quality metrics to be monitored, how they will be monitored, target examples of QA monitoring, a description of the feedback loop, and what quality levels the vendor guarantees.

3.5.5 Training

Vendors should describe the normal length of implementation for their products/services and the resources required from Walmart and vendor during the implementation, plus their roles. Describe the training needed for Walmart staff, as well as the duration and location of the training.

3.5.6 Cost Estimate

Vendors should provide an all-inclusive cost estimate. It should contain all costs associated with the proposed implementation plan and any other costs necessary to effect a successful implementation and ongoing operation of the entire project. The price quotation must be discretely priced, that is, the costs should be individually identified to allow for proper analysis. For each item proposed, the bidder should include a description of the products and services associated with the price proposal.

4.0 APPENDIX



RFI Clinical Services List

Chronic Care Services

- Diabetes management and monitoring
- Asthma management and monitoring
- Hypertension management and monitoring
- High cholesterol management and monitoring
- Coronary heart disease management and monitoring
- COPD management and monitoring
- Obesity management and monitoring
- Arthritis management and monitoring

- Clinical depression management and monitoring
- Sleep apnea management and monitoring
- Osteoporosis management and monitoring
- Digestive tract (GERD, Peptic ulcer, IBD) management and monitoring
- Chronic kidney disease management and monitoring
- HIV management and monitoring
- Medication management
- Other chronic disease management and monitoring

Diagnostic Care Services

- Allergy testing
- Lipid panel testing
- Urinalysis testing
- Urine culture
- Complete blood count testing
- Basic metabolic testing
- Comprehensive metabolic panel testing
- Thyroid function assessment
- Hemoglobin testing
- Basic metabolic testing
- Prothrombin (PT) testing
- General health panel

- Streptococcal testing
- Hepatic function panel
- Free thyroxine assay
- Cytopathology testing
- Prostate specific antigen (PSA) testing
- Blood glucose testing
- Pregnancy testing
- Immunohistochemistry
- Drug screening
- STD testing

RFI Clinical Services List

Preventative Care Services

- Vaccinations
- Physical exams
- Health risk assessments
- Healthy eating education
- Stress management
- Sleep management

- Health screenings
- Health awareness and education
- Durable medical equipment support and education
- Disease screening, including diagnostic tests above

Health & Wellness Services

- Smoking cessation
- Pregnancy evaluation

- Weight evaluation / nutritional counseling
- Heart health

Acute Care Services

- Skin, Hair, and Nail exams
- Head, Ear, Eye, Nose and Throat exams

- Digestive and Urinary exams
- Respiratory exams