

# Executive and Finance Committee

May 28, 2026



# CEO Report



# Employee Survey Results



# Procurement Request: Technology Preferred Vendor

**EXECUTIVE AND FINANCE COMMITTEE DATE:** 5/28/2026

**SUBJECT:** REQUEST FOR FISCAL YEAR 2027 TECHNOLOGY PREFERRED VENDOR FUNDING

**PREPARED BY:** BRIAN BRAUN, CFO, KELLY DAVIES, CPO, KELLY GUTHNER, CIO,

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### **Proposed Action**

Recommendation from Committee for Board approval to contract with technology preferred vendors for fiscal year 2026 and 2027 in the amount of \$11,275,000.

### **Summary**

This request is to address the technology contractor needs to support the implementation of the technology roadmap along with ongoing support for C4HCO's technology and enterprise data infrastructure and associated security needs. In 2022, C4HCO underwent a procurement to approve the use of a list of preferred vendors (see supplemental information below) to provide technology development, security, maintenance and support services. All preferred vendors are under contract through our standard master service agreement. This funding request allows for the establishment of statements of work with preferred vendors selected by management to support FY26 and FY27 activities.

Based on the approved FY27 budget, this request includes \$10,775,000 for identified preferred vendor expenses in FY27. In addition, given the anticipated level of platform and product investment over the next two years and the need to extend experienced preferred vendor resources in FY26 to support that work, we are requesting an additional \$500,000 in FY26, for a total request of \$11,275,000.

Additional technology investments are anticipated in the FY27 budget beyond this request. Once these investments are identified and preferred vendor usage is quantified, we may submit further preferred vendor funding requests.

### **Staff Recommendation**

Staff recommends the approval of this request to allow for the contracting for the technology services identified in the fiscal year 2027 budget along with additional funding to extend current preferred vendor resources in fiscal year 2026.

### **Procurement Compliance**

***Procurement Exceeds \$350,000 threshold:*** Yes

***Procurement/Business Initiative is necessary or advisable:*** Yes – this increase will allow for the continuation of projects that are currently underway, new projects anticipated in the fiscal year 2027 budget along with mission critical contracted support staff.

**Type of procurement vehicle:** Master Service Agreements with each selected vendor accommodated by Statements of Work for specific work requests. The MSA's are in place with the preferred vendors.

**Need for RFP,RFI,RFS or similar:** No, an RFP was originally issued in the selection of the preferred vendors and anticipated initial service term of these vendors is through June 2027.

**Funding Source**

The funding needed to support these costs is included in the proposed FY27 budget. The additional funds requested for FY26 are within the overall technology approved budget. We anticipate the source of funding will be general operating funds.

**Supplemental Information:**

Approved Preferred Vendors

Tier 1	Tier 2 (under \$250,000)	
CGI	AgileGov	MGT
Coalfire Systems	Betsol	Reality Technology
Compri Consulting	DatamanUSA	Revision Inc.
Opticca Security	DCS	Securely Yours LLC
Optum (fka hCI)	DSG Systems	SVAM International
Quanta Intelligence	Elegant Solutions	TSCTI
	Infojini	System Soft



# Procurement Request: Customer Operations Preferred Vendors

**EXECUTIVE AND FINANCE COMMITTEE MEETING DATE:** 5/28/2026

**SUBJECT:** REQUEST FOR BOARD RECOMMENDATION FOR FISCAL YEAR 2027  
CUSTOMER OPERATIONS CONTRACT STAFF FUNDING

**PREPARED BY:** JUSTIN BRANDON, DIRECTOR OF CUSTOMER OPERATIONS, BRIAN BRAUN, CFO

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### **Proposed Action**

Recommendation from Committee for Board approval to contract with Customer Operations staffing preferred vendors for fiscal year 2027 in the estimated amount of \$4,800,000.

### **Summary**

Staff underwent an RFP process in 2026 to refresh the list of preferred vendors. This request is to fund the selected preferred vendors to supplement service center and medical assistance contract staff needs for fiscal year 2027 (July 2026 – June 2027). The 3 vendors selected through this process are:

- Hire Connections
- Medix
- TEKsystems

Selection and approval of these vendors provides a pool of qualified staffing contractors that will allow for a faster response to the organization's needs and the flexibility to staff-up during higher volume periods. The proposal process provides assurance the organization is getting appropriate value for these services. The proposed pricing by these vendors is comparable to our hired staff costs.

The approved FY27 budget contains \$10.7 million for service center and medical assistance staffing. Of this total expected staff spending, \$4.8 million is budgeted to be spent on contract staffing.

### **Staff Recommendations**

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
- TEKsystems

The level of usage of these preferred vendors will be at the discretion of management but will not exceed the Board approved funding without an additional request to increase funding.

## Procurement Compliance

**Procurement Exceeds \$350,000 threshold:** Yes

**Procurement/Business Initiative is necessary or advisable:** Yes – the use of contract staff during peak times is essential to the organization’s operations.

**Type of procurement vehicle:** C4HCO underwent an RFP procurement process in 2026 to arrive at its selection of preferred vendors.

*Steps in the RFP process included:*

- *Announcement of RFP – website posting*
- *Receipt of proposals – 3 responses*
- *Review of proposals by internal team*
- *Proposal evaluations included reviewing company background, specific staffing experience relevant to this request, Colorado presence, health care/insurance experience, pricing.*

*The selected vendors are being recommended based on the following:*

- *Competitive billing rates/markup (the 3 vendors had similar pricing)*
- *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.*

Master Service Agreements with each selected vendor accommodated by Statements of Work for specific staffing requests will be used in contracting for each vendors services.

**Need for RFP,RFI,RFS or similar:** Yes, it has been over 5 years since the last RFP process.

## Funding Sources

The funding needed to support these costs is included in the proposed FY27 budget. We anticipate the primary source of funding will be general operating funds. Partial reimbursements are expected related to Medicaid related activities based on our approved cost allocation plan.



# Procurement Request: Media Buy Preferred Vendors

**EXECUTIVE AND FINANCE COMMITTEE MEETING DATE : 5/28/2026**

**SUBJECT:** REQUEST FOR RECOMMENDATION OF PROCUREMENT APPROVAL – FISCAL YEAR 2027 ENGLISH SPEAKING MEDIA BUY

**PREPARED BY:** RON ZWERIN, SR. DIRECTOR MARKETING, COMMUNICATIONS AND BRAND, BRIAN BRAUN, CFO

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### **Proposed Action**

Recommendation from Committee for Board approval to contract for English media buys through Truform Media Group for Fiscal Year 2027 estimated to not exceed \$1,400,000.

### **Summary**

Media buy services include digital display ads, social media paid ads, paid search and search retargeting, placement on Connected TV, rural newspaper ads across Colorado. In addition, the selected vendor provides data analytics and dashboard, for measuring and reporting on campaign effectiveness.

Staff underwent an RFP process in 2026 to seek bids for providing English media buy services for fiscal year 2027. Through this process Truform Media Group was selected to provide these services. The proposal process provided assurance the organization is getting appropriate value for these services.

### **Staff Recommendation**

As a result of the RFP process, staff recommends the approval of this request to allow C4HCO to proceed to contracting with Truform Media Group.

### **Procurement Compliance**

**Procurement Exceeds \$350,000 threshold:** Yes, the total expense for the media buy is estimated to total \$1,400,000

**Procurement/Business Initiative is necessary or advisable:** Yes – we need statewide media coverage to support enrollment goals for PY 2027.

**Type of procurement vehicle:** C4HCO underwent an RFP procurement process in 2026 to arrive at its selection of preferred vendors.

Steps in the RFP process included:

- Announcement of RFP – website posting
  - A request was issued to paid media firms via our website. The posting was placed on April 8 and taken down May 15.

- Receipt of proposals – 4 Firms.
- Review of proposals by internal team
  - The evaluation included an internal review process supported by a structured rubric approach (“category / what excellent looks like / why it matters / evidence”).
- Proposal evaluations included reviewing company background, specific staffing experience relevant to this request, Colorado presence, health care/insurance experience, pricing.
  - This was a key aspect of the work. The firms were required to have a presence in Colorado
  - **Strategic partnership approach:** Ability to function as a partner that “owns outcomes,” not just a vendor executing placements.
  - **Execution capability across channels:** Paid search, paid social, programmatic/streaming, and traditional (where relevant), including audit-and-optimize approach.
  - **Measurement maturity + reporting:** Audit of tracking, governed UTMs, dashboarding, and a roadmap toward stronger attribution under data constraints.
  - **Experience operating in regulated healthcare contexts:** Willingness to work within compliance/legal constraints.
  - **Team structure/seniority and day-to-day coverage model:** We met each of the representatives who will work on the account daily and confirmed clarity on who is actually doing the work.
  - **Pricing / fee model** management fee structure + onboarding + analytics support components aligned with our budget.
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Based on this evaluation criteria, Truform Media Group was determined to be the best choice.

These services will be contracted via a Master Service Agreement with Truform Media Group along with any needed statements of work.

***Need for RFP,RFI,RFS or similar:*** Yes, it has been over 5 years since the last RFP process.

### **Funding Source**

Funding will be provided by Connect for Health Colorado’s operating funds. Amount of request is included in the fiscal year 2027 budget.