

Date: 03/22/2021
RFP No: 2021-012
Commodity: Wellness Platform
Purchasing Agent: Mr. Tim Cubos, Purchasing Services, 254-750-6616
Number of pages: 11 pages

Closing Time: 2:00 P.M. CST, Tuesday, March 31, 2020
Opening Time: 2:01 P.M. CST, Wednesday, March 31, 2021

RFP Opening Location: Operations Center, Purchasing Services Office, 1415 N. 4th St.,
Waco, TX 76707

Addendum No: 2

The above-mentioned RFP invitation has been changed in the following manner. **Sign and return addendum to the Purchasing Office by the closing time and date with your RFP response.** Returning this page signed by your authorized agent will serve to acknowledge this change. All other requirements of the invitation remain unchanged. If you have any questions, please call or stop by the Purchasing Office at the above address.

- 1. The following pages has answers to questions raised, and clarifications. Please review and note the changes.**

Firm: _____

Address _____

Signature of Person
Authorized to Sign Bid: _____

Signor's Name and Title
(print or type): _____

E-mail Address: _____

Date: _____ Telephone: _____ Fax: _____

Addendum No: 2

ANSWERS TO VENDOR QUESTIONS

1. Is this bid for an EAP or a health wellness program to be used in conjunction with your health plans? We do not provide biometric screenings, etc. and are an Employee Assistance Program provider.
 - This is not for an EAP. This is for an online health and wellness platform.
2. The correct employee count (1300 or 1400) and if spouse/children are included
 - Active Employees on our Health Plan: 1,352
 - Current Full-time Employees: 1,470
3. If 3 or 4 references are needed
 - 4 References are needed -- 2 current clients, and 2 previous clients that have not been engaged in business with the bidder in the past 12 months.
4. Is the effective date as 10/1/21 or 1/1/22?
 - Effective date is 10/1/21. This is the day we intend to go live.
5. If the Certificate of Insurance is needed at the time of submission or just before commencement of the work begins
 - Yes, the Certificate of Insurance should be submitted along with the bid.
6. If electronic submission will be accepted vs 1 hard copy and 3 flash drives
 - An electronic submission will not be accepted.
7. Do you have a wellness platform currently and a wellness provider?
 - Yes, we currently have a wellness platform and an on-site wellness coordinator.
8. Would you be able to clarify specifically what is needed from a Spanish translation perspective? The RFP asks if "all of our website and content is available in Spanish". If our answer is not, does that mean we shouldn't reply?
 - We need the majority of content translated in Spanish. If there are a few minor pieces that are not in Spanish, those could be included the specifics in their bid response. However, we need all major components in Spanish as well as English.
9. Would an organization like yours support its employees using a service like Google Translate for a website like ours? Is that considered an acceptable solution for foreign language needs? We'd love to learn more about what's deemed sufficient

in regards to foreign language needs.

- We have employees that struggle both with the language and with the technology of a wellness portal. Using Google translate would add another step to an already challenging situation for them.
10. Please confirm that the Certificate of Interested Parties (Form 1295) only needs to be submitted upon award of business.
 - Correct – The 1295 form only needs to be submitted upon award of the business.
 11. The requirements proposal format on page 14, listed under Proposal Format, do not match the requirements on page 7 of what the proposal should include. Can you provide clarity on how we should structure our proposal please?
 - Please refer to the 1st Addendum
 12. Can you please clarify what the deviations tab should include? Would you like our legal exceptions to be included on the deviations tab?
 - The deviations tab is for legal exceptions or any other deviation that you would like to include.
 13. Due to office restrictions from COVID, will the City accept electronic signatures? Will the City also consider electronic submittal as opposed to a mailed proposal?
 - The City will accept electronic signatures that are notarized. The City will not consider electronic submittal of the proposal.
 14. As your current partner, do you need us to provide a demo username and password?
 - Not necessary unless there are available options that we do not currently have and would like to explore. If these options are added in a demo, then yes.
 15. Would the City like us to explain how we will meet each individual item listed in the Summary of Deliverables (page 12) in our proposal? Or is the City looking for an overarching response?
 - The City would like an explanation of each individual item listed in the Summary of Deliverables.
 16. As the current vendor do we need to re-sign the forms provided in the RFP?
 - The following forms for our current vendor are current and up-to-date: Conflict of Interest Questionnaire (CIQ Form), Disclosure of Relationships with City Council/Officers (City Charter), Minority/Women Owned Business. Other forms will need to be completed and signed by the bidder.
 17. Please can you confirm that the responding vendor is required to provide health coaches and onsite screenings, or do you just want a solution that can integrate these services with your designated health coaching and screening provider?

- We are looking for an online wellness portal that may potentially offer coaching and/or screening programs, but those are not a required component. The vendor is not required to provide health coaches or onsite screenings. We are looking for an online wellness portal that can support our onsite wellness program and help motivate and engage our employees in healthy living.

18. Whether companies from Outside USA can apply for this?
(like, from India or Canada)

- The location of the vendor is not important if they can provide the services for which we are looking.

19. Whether we need to come over there for meetings?

- In-person meetings are not currently being conducted at the City of Waco. Currently, all meetings are being held virtually during the pandemic. However, the City would expect a representative, from the vendor who wins the contract, to attend events with employees 1-2 times per year answering questions about the wellness platform..

20. Can we perform the tasks (related to RFP) outside USA?
(like, from India or Canada)

- The location of the vendor is not important if they can provide the services for which we are looking.

21. Can we submit the proposals via email?

- Please refer to submission requirements for this RFP. No email submissions will be accepted.

22. On page 12, underneath Scope of Work, Engagement, it lists “Ability to expand access to a limited number of dependents”

- a) What is the total # of dependents you’d like to expand access to?
- b) Is this specifically referring to spouses?
 - If we expanded to dependents, it would only be to spouses.
 - Currently, there are 368 spouses on our health insurance.

23. On page 12, it indicates the city would like to implement this service by October 1

- a) Is this the date the city would like the portal to “go live”? Or is this the date they would like to begin implementation?
 - October 1, 2021 is the “go live” date for the City.

24. Employees who satisfy the wellness program requirements earn discounted rates on their health insurance premiums

- a) What is the annual incentive amount?
 - \$900
- b) Is there an additional incentive if spouses participate? If so, what is the additional incentive?
 - Currently, there is no additional incentive for spouse participation.

25. What languages is the City interested in customizing?
- English & Spanish
26. What is the current participation rate in the wellness program? How many receive the incentive?
- Currently, about 20-25% of our population engages in wellness activities.
 - Every year, approximately 80% of our employees receive the wellness incentive—discounted health insurance premiums.
27. Addendum #1 removes biometric screenings from the list of deliverables. Is the City no longer interested in providing biometric screenings as part of the wellness program?
- The City has transitioned away from biometric screenings as part of our wellness program.
28. Would the City consider a full venipuncture panel for biometric screenings vs. a limited fingerstick panel?
- The City has transitioned away from biometric screenings as part of our wellness program.
29. Does the City currently leverage a risk stratification software? (such a SpringBuk)
- No
30. Question 106 on RFP Questions 2021 document asks, “Is your system able to connect employees in the incentive report?” – Can you please clarify what this question is asking?
- The City wants to know if the bidder can take claims data from our health insurance TPA and post completion of the wellness incentive on the wellness portal for employees.
31. The RFP indicates that the City of Waco has a wellness program in place that includes an annual physical exam requirement and educational opportunities for employees for making healthy choices, accessing care and providers. Please advise what other services are offered with this wellness program.
- The City currently has an online wellness portal that provides education as well as challenges and activities to keep employees engaged in wellness. The City also has an on-site wellness coordinator, and two on-site fitness facilities open to employees. The City has an employee assistance program as an employee benefit too. In addition the City provides free generics to employees and an option for free primary care visits to encourage preventive care/maintenance as part of the health plan.
32. Who is the City’s current wellness program with?
- The City’s current wellness platform is with Virgin Pulse.
33. Who is the City’s current medical insurance provider?
- Blue Cross Blue Shield

34. Is the City's intent to replace the existing wellness vendor with a new vendor or to add on to the existing program?
- The City is going out to RFP per our Purchasing policy due to the fact that the contract with our current vendor will be expiring.
35. Please advise what is the current budget for the services requested in the RFP?
- \$80,000
36. Please confirm that the services requested in this RFP are for employees only? No spouses and/or dependents? There is conflicting information in the RFP regarding if the program is offered to only employees or if spouses and dependents are included (pricing grid assumptions indicate no spouses; only 1300 employees.)
- Currently, the services are only provided to employees, no spouses/dependents.
37. Please confirm that all of the services requested in this RFP will be provided digitally by the vendor?
- Yes, we are looking for an on-line wellness platform.
38. Please confirm that due to COVID, there are no expectations of having any onsite services for biometrics or other services?
- The City has transitioned away from biometric screenings and is instead encouraging employees to get a physical exam and build a relationship with a primary care provider.
39. Does the City provide any incentives for compliance or penalties for non-compliance?
- This year, the City has been distributing small tangible prizes to employees who reach wellness goals on the online platform, quarterly. Those employees who complete yearly physical exam receive discounted health insurance premiums.
40. Is the City's current wellness program tracking automated?
- Currently, the City receives claims reports from our TPA, and from that data, a file feed to our wellness vendor is generated and completion of the wellness incentive is displayed online.
41. Please confirm with the release of addendum #1 on March 17th that health & biometric screenings are not being requested as part of this RFP?
- Correct, the City of Waco is not interested in biometric screenings for employees.
42. Please confirm with the release of addendum #1 on March 17th that the closing time is Wednesday March 31, 2021 at 2:00 pm CST in lieu of what is shown on addendum#1 of Tuesday March 31.

- The closing date is Wednesday, March 31.
43. What is the general health of COW's employee population and how does it relate to health and productivity costs?
- Overall the City's health is moderate. The high cost claims drivers are neoplasms and MSK and represent roughly 40% of the claims.
44. What do you believe is the current state of your workforce's health?
- Overall the City's health is moderate.
45. How do you incorporate employee health and safety?
- Currently employee health and safety are separate.
46. What methods do you have to communicate with employees?
- Employee intranet, email (for most, but not all employees), printed material
47. What is your dedicated budget for employee wellness?
- The City does not currently have a dedicated wellness budget. The City strives to find programs and services that can provide meaningful information and results to our employees. Each year, Council adopts and approves a new budget.
48. Do you have a wellness committee?
- Yes
49. What is your current wellness strategy?
- The City encourages employees to have a yearly physical exam and establish a relationship with a primary care provider as a way of encouraging preventive and regular medical care. In addition, the City provides generic medications at no cost to employees on our health plan as well as an option for employees to receive primary care at no cost. The City's goal is to remove all obstacles standing in the way of prevention and maintenance of chronic health issues. The City relies on the online wellness platform for engagement with education and challenges to positively impact lifestyle choices.
50. How have the programs been received by your employees?
- The programs have been well received. Lifestyle changes have been the hardest to impact.
51. How do you measure the program's effectiveness?
- Health claims and periodic employee surveys

52. What percentage of your employees complete an annual health risk assessment or biometric screening?
- We have not encouraged a health risk assessment or biometric screening over the past year, but the last time it was required in 2019, we had a participation rate of over 80%.
53. Does the City anticipate integrating their current EAP program with a Wellness Platform?
- No, but the City is not opposed to this in the future.
54. Is your current medical and pharmacy claims data integrated?
- Yes, it is provided through one medical/Rx carrier.
55. Does the City anticipate integrating medical and pharmacy claims data into a Wellness Platform?
- It is not currently integrated but the City is not opposed to this.
56. Are your current disability and work comp claim's data integrated?
- No
57. Does the City anticipate integrating disability and work comp data with your Wellness Platform?
- No
58. Is your FMLA/ADA and other absence data, to include state leave programs data, scheduled to be integrated with your Wellness Platform?
- No
59. Do you currently offer a specialized clinical intervention program to your highest risk highest costs employees?
- Our medical carrier provides care management to our highest cost/risk employees.
60. Have you completed an employee population risk analysis in the last 12-24 months?
- No
61. Do you currently provide incentives for your wellness program?
- Employees who complete a yearly physical exam receive discounted health insurance premiums. Those who meet quarterly goals in the online portal receive small tangible prizes each quarter.
62. Please describe your wellness engagement strategy and your use of incentives/deincentives?
- We provide discounted health insurance premiums annually. On a quarterly basis, individuals that meet online portal goals receive small tangible prizes.

63. Can you provide a current wellness plan design and the name of the wellness vendor?
- We provide discounted health insurance premiums annually. On a quarterly basis, individuals that meet online portal goals receive small tangible prizes. Virgin Pulse is the online wellness platform. The incentives are administered by the City.
64. Proposer Question #7 – Please provide the turnover percentage of your organization over each of the last 3 years. Does this turnover percentage refer to employee turnover or client turnover?
- We would like to receive both – Employee Turnover as well as client turnover.
65. Proposer Question #22 – If yes, please explain how the member will know which year they are actively in. This question requires a detailed answer, but the cell is formatted as Yes/No drop down and can't be modified. How would you like proposers to respond?
- Respond with Yes and provide a Word document with the question and response.
66. Proposer Question #49 – How are HRAs administered? Would you please provide an estimate of the number of HRA's that would be completed over the phone? Telephonic is listed as a completion modality in the question drop down options.
- Anticipated number around 200.
67. Proposer Question #54 – How are the biometric screening results of the members input into the HRA? Would you please provide an estimate of the number of biometric screening results reported over the phone? Telephonic is listed as a completion modality in the question drop down options.
- The City has transitioned away from biometric screenings.
68. Proposer Question #60 – If yes, please describe. This question requires a detailed answer, but the cell is formatted
- Respond with Yes and provide a Word document with the question and response.
69. Why is the city of Waco out to bid?
- The City of Waco has put out an RFP in compliance with our Purchasing Policy due to the fact that our current contract will be expiring this year.
70. Who is your current wellness vendor?
- Virgin Pulse
71. Where is your satisfaction level with incumbent provider?
- We are satisfied, but we know that there is a lot out there.

72. Have you had any service issues? If so, please explain.
- No
73. How long have you been with this vendor?
- We have been with Virgin Pulse for the past 2 years, since they took over the company with which our contract was with previously.
74. What does current program model look like?
- Employees who complete a yearly physical exam receive discounted health insurance premiums on a yearly basis. Those who meet quarterly goals on the online portal receive small tangible prizes each quarter. Quarterly goals are points based.
75. Does the current program allow for telephonic coaching, online resources, health assessment, online coaching, challenges, biometric screenings, incentive design, EAP integration?
- Yes for all except for the EAP integration.
76. How are incentives managed? On what frequency and what incentives are distributed (Pts, HSA, other)?
- Employees who complete a yearly physical exam receive discounted health insurance premiums on a yearly basis. Those who meet quarterly goals on the online portal receive small tangible prizes each quarter.
77. Regarding trainings, how many onsite training hours are currently included in your program? How many did you use last year?
- The City does not currently have training hours included in our wellness platform contract.
78. What is the current rate on your program?
- The City of Waco's current base rate is \$3.33 PEPM.
79. What has utilization looked like for your current program? Are you satisfied with the program utilization? Can you provide a copy of a most recent utilization report?
- We currently have about 30% utilization with our online wellness platform.
 - We'd like to increase engagement
80. Given the following section of the RFP, does the City want offerors to complete the Excel files named "Wellness Vendor Questionnaire" and "General Vendor Information" and save these out as PDFs, or shall these files stay in their original (Excel) file format when submitted on the thumb drives and when printed? The relevant section is:
- *Section V. REQUEST FOR PROPOSALS – SUBMISSION AND AWARD PROCEDURES, A. Requirements (1) Qualified proposers should submit one (1) original and 3 flash drives (PDF electronic copy) of their qualifications and proposal on 8 ½ by 11 paper PDF version. Proposals should be kept to the minimum necessary length to explain the proposer's attributes and pricing. Typed responses are preferred in Times New Roman,*

Arial or Calibri font. Responses must be clear and may be subject to disqualification if illegible. Please restate each question prior to your response.

- The City would prefer these files to stay in Excel format
81. If an offeror completes the pricing tab in “Wellness Vendor Questionnaire” and the financial tab in “General Vendor Information,” does that satisfy the requirement on pg. 15 of the RFP that each proposer shall include pricing models for services (i.e. hourly, project or other fees), specifically detailing any content or features that would include additional financial investment?
- Yes – that satisfies the requirement.
82. Offeror wishes to confirm that offerors do not need to fill out any portion of the Texas Sales and Use Tax Resale Certificates (pg. 27 and 28) or submit either of these forms (blank or otherwise) with our proposal.
- Correct
83. Offeror wishes to confirm that only successful offerors need to complete a Certificate of Interested Parties Form 1295 on the Texas Ethics Commission website once the contract has been awarded.
- Correct, only if contract is awarded a vendor would required to complete the form HB1295.