



RFP 3466-6 ADDENDUM #1 & ACKNOWLEDGMENT

Description: Employee Wellness Platform
RFP #: 3466-6 Addendum #1- Questions & Answers
Date: September 4, 2020

The following clarifications, changes, additions or deletions for this project shall be made to the above mentioned RFP; all other conditions shall remain unchanged. The Addendum supersedes current conditions shown in the RFP document. This Addendum forms a part of the Contract Documents and modifies them as follows:

QUESTIONS and ANSWERS

No further questions will be answered.

Below are responses to the questions that were received regarding this RFP. If your question(s) was not specifically answered it may be because it was not pertinent to your ability to respond to the RFP; did not address what was requested in the RFP; was similar to a question previously asked; was information that only the successful proposer will need and will be provided when they start working on the project; and/or the answer is already contained in the RFP package or available on our website.

Please note the questions are in black, with the response following in blue. When possible wording for each question was kept in the same format as received but may have been edited to provide clarity. Questions may be placed in a different order and renumbered. Responses to questions received are as follows:

Q1. *Ref Section 1.2:*

Are both full- and part-time employees eligible to participate in the wellness program? Please confirm the actual number of employees eligible to participate in wellness activities.

A1. *We would like to see the cost and ability of the platform to perform in the following groups: 1) Employees on MCCCCD health insurance. 2) Spouses and adult dependents on MCCCCD health insurance 3) All other employees (FT and PT) who do not have MCCCCD health insurance.*

Q2. *Ref Section 2.12:*

With contract award not expected until sometime in October, when does MCCCCD expect services to be "live" for eligible employees?

- A2. MCCCCD's goal was a go-live date in January, 2021.
- Q3. *Ref SOW:*
When MCCCCD describes "mental health" as a priority content topic area, what specifically is important to the District? We've found that mental health is a broad term that can mean something different to each organization.
- A3. Emotional wellbeing such as: stress management, anxiety, depression, conflict resolution, etc.
- Q4. *Ref Section 5.4a:*
In the Scope of Work the District outlines priority content areas as nutrition, fitness and mental health. In the Respondent Questionnaire you ask that we, "Explain how your platform supports the individual employee in each of the eight dimensions of wellness: social, spiritual, financial, occupational, emotional, social, environmental and physical." Please explain what appears to be a discrepancy between these two sections.
- A4. The Eight Dimensions of Wellness are: social, spiritual, financial, occupational, emotional, environmental, intellectual and physical. The broad categories of nutrition, fitness and mental health are incorporated into the Eight Dimensions, therefore there is no discrepancy.
- Q5. *Ref Section 5.10:*
Please describe what MCCCCD is trying to accomplish when you request that we, "Describe your platform's ability to export participant biometric completion into our Human Capital Management (HCM) program.
- A5. We wish to know if there is the ability for your platform to feed data, such as employee name and ID number, to and/or from Automatic Data Processing (ADP). The purpose would be if there was a desire by the district to provide wellness incentive credits or health insurance premium discounts to the employee.
- Q6. *Ref Section 5.11:*
Please name the third-party vendors/systems with which you will need your partner to integrate data.
- A6. MCCCCD would like the ability to integrate data to and/or from Automatic Data Processing (ADP). There may be the possibly be other third-party vendors for biometric data as well.
- Q7. *Ref Section 5.23:*
Please describe your current incentive program. Is this what you want to offer going forward or is the District open to new incentive design options?
- A7. Currently wellness incentive credits (WIC) are offered annually during open enrollment and monthly to new hires. To qualify for WIC, the employee must be on a health plan. The employee must also complete a health assessment in the current platform, and confirm they are a non-tobacco user. WIC are paid on employee paychecks over the course of the fiscal year. The district is open to new wellness incentive design options and transformation.

- Q8. Please describe your current employee wellness program in detail.
- A8. For purpose of this RFP, portions of the wellness program are concerning the digital platform and wellness incentives: Please see answer A7 regarding wellness incentive credits.
- Q9. What would you characterize as the District's top 3 goals related to the employee wellness program?
- A9. To promote and support organizational and individual well-being across MCCCCD through education, prevention, early detection, and access to comprehensive resources resulting in the adoption of a culture in outcomes such as improved health, greater feelings of well-being and heightened personal performance.
- Q10. Should we provide a quote for just the 4,500 full-time employees, or should the 9,000 part-time employees be included as well (for a total eligible count of 13,500)?
- A10. The District would like to see the cost and ability of the platform to perform in the following groups: Employees on MCCCCD health insurance (approx. 3,600) and other employees (FT and PT) who are not on health insurance (approx. 6,400)
- Q11. Can we attach a copy of our completed CAIQ questionnaire in lieu of filling out the HECVAT questionnaire?
- A11. MCCCCD would prefer the HECVAT Lite questionnaire.
- Q12. Can you please share a Word version of the RFP document (RFP 3466-6 Employee Wellness Platform RFP - Final.pdf)?
- A12. It is our practice not to send the Word file. Adobe Acrobat is able to edit and convert the file to other formats if desired.
- Q13. Please confirm the number of eligible lives, and define who is eligible for the wellness program.
- o Part-time
 - o Spouses
 - o Retirees
- A13. The district is open to new wellness incentive design options and transformation. The District would like to see the cost and ability of the platform to perform in the following groups: Employees on MCCCCD health insurance (approx. 3,600) and all other employees, full and part time who are not on a health plan (approx. 6,400).
- Q14. Please describe the current incentive design. Will the incentive be changing for 2021?
- A14. Design changes to wellness incentives are in initial phase, nothing has been finalized for 2021. The district is open to new wellness incentive design options and transformation.

- Q15. What are the current requirements to receive the incentive?
- A15. Employees must complete a health assessment, (biometrics pre-COVID-19) and/or abstaining from tobacco-products for six months or greater. Employees must be on a health plan.
- Q16. How many people currently participate in the program? Define participation?
- A16. The overall wellness program, Wellness Maricopa, is open to all employees. Therefore, participation varies widely dependent on programs offered across the district.
- Q17. Will the incentive design be the same for the entire eligible count or will there be differences among population segments?
- A17. The district is open to new wellness incentive design options and transformation. The District would like to see the cost and ability of the platform to perform in the following groups: Employees on MCCCCD health insurance (approx. 3,600) and all other employees, full and part time who are not on a health plan (approx. 6,400).
- Q18. The RFP states there has been funding cuts. Can you share what the budget will be for the 2021 program?
- A18. Budget cuts mentioned in the introduction of the RFP refer to the overall funding provided by the State of Arizona and are not specific to this project. Specific budget information for this RFP is not available at this time.
- Q19. The RFP mentions 8 dimensions of wellness; however, among the 8, "social" is listed twice. Please provide the missing item. Furthermore, please provide additional information as to how MCCCCD defines spiritual and environmental wellness.
- A19. The missing dimension is intellectual. The Eight Dimensions of Wellness are: social, spiritual, financial, occupational, emotional, environmental, intellectual and physical. We define spiritual wellness as it relates to an individual's sense of purpose and life meaning. Spiritual well-being provides a system of faith, beliefs, values, ethics, morals and guiding principles, providing a firm foundation during life seasons of chaos and change. Environmental wellness is defined as good health by occupying pleasant surroundings/environments that support well-being, involving the relationship between the individual and nature as well as the surroundings in which they live and work.
- Q20. The RFP states, "All required items of the proposal should be submitted on a single PDF file with the exception of a HECVAT Lite submission which may be in a separate Excel file." However, the RFP also asks for a copy of a sample eligibility file. Our eligibility file is in Excel format, and submitting screenshots in lieu of the actual file may affect readability. Would it be preferable to submit screenshots of the Excel file, or can we attach the file itself.
- A20. It is preferred to have all material outside a HECVAT Lite form submitted as a PDF file. You should be able to save an Excel file as a PDF but if the formatting causes too many changes to the layout of the sheet an Excel file would be accepted.

- Q21. Please advise as to whether the answers provided regarding data and security will be considered confidential, proprietary information so long as bidders designate it as such?
- A21. As a public entity MCCCCD is bound by Arizona State statute to provide public records requests of any document associated with this RFP. You may label any area of your proposal you believe to be confidential or proprietary but as stated on page 5, Section 2.5-Proprietary Information, anything marked as proprietary or "protected" information is subject to a review and ruling by MCCCCD. Historically, any information associated with a firm's security audits (ex-SOC II, HIPPA, etc.) are considered confidential and would not be released if it was part of a public records request.
- Q22. Does MCCCCD plan to offer the Wellness Platform to all Full Time Faculty and Staff (~4500 EEs), or only medical enrolled employees? If offering is to medical enrolled please provide that estimated count that will be eligible for wellness services?
- A22. The District is open to new wellness incentive design options and transformation. The District would like to see the cost and ability of the platform to perform in the following groups: Employees on MCCCCD health insurance (approx. 3,600) and all other employees, full and part time who are not on a health plan (approx. 6,400).
- Q23. Will part-time faculty and staff (~9000 EEs) be eligible for the wellness program?
- A23. The District is open to new wellness incentive design options and transformation. The District would like to see the cost and ability of the platform to perform in the following groups: Employees on MCCCCD health insurance (approx. 3,600) and all other employees, full and part time who are not on a health plan (approx. 6,400).
- Q24. Are part-time associates currently offered medical coverage through MCCCCD?
- A24. Part-time employees are not offered health insurance coverage through MCCCCD.
- Q25. Have all 13,500 faculty and staff been able to historically participate in biometric screenings?
- A25. We do not have the historical data to answer this question.
- Q26. What has been the historical eligible population for MCCCCD's wellness offering?
- A26. Wellness activities as a whole are open to all employees. When it comes to wellness incentive credit, they have only been available to employees enrolled in a MCCCCD health plan.
- Q27. Please provide participation rates for various components of the existing wellness program? Example- How many screenings were completed onsite/near site, how many members completed a health assessment.
- A27. We do not have the historical data to answer this question.

- Q28. Is MCCCCD requiring a fixed administration fee for the entire five (5) year term, or can vendors propose an administration fee with increases in future years?
- A28. MCCCCD prefers a fixed fee for the entire five (5) year term. A proposer may submit a proposed fee increase in future years of the contract but justification for such increases would need to be submitted when a fee increase request is made. It is ultimately at the discretion of MCCCCD to accept any fee increase request based upon the documentation provided.
- Q29. Please describe your current Wellness offering in further detail. Please provide a description of the Wellness program currently offered including what conditions/issues are targeted today.
- A29. Wellness activities as a whole are open to all employees. When it comes to wellness incentives credits, they have only been available to employees enrolled in a MCCCCD health plan.
- Q30. Is your program available to both full-time and part-time employees?
- A30. The current wellness digital platform is open to both FT and PT employees, with incentives only provided for employees that are on a MCCCCD health plan.
- Q31. Do you make your Wellness program available to eligible adult dependents?
- A31. Currently we do not make the wellness digital platform available to adult dependents.
- Q32. Please confirm the total number of members eligible for your program?
- A32. The district is open to new wellness incentive design options and transformation. The District would like to see the cost and ability of the platform to perform in the following groups: Employees on MCCCCD health insurance (approx. 3,600) and all other employees, full and part time who are not on a health plan (approx. 6,400).
- Q33. Please describe the function of your Wellness Coordinators and their current responsibilities. How many Wellness Coordinators do you have?
- A33. The Wellness Coordinators serves as advocates to promote and support organizational and individual well-being through education, prevention, early detection, and access to comprehensive resources. Each College and the District Office have a minimum of one Wellness Coordinator. The District Office Wellness Coordinator strategically aligns programs that are offered across the district. The Colleges each have programs individualized for their employees.
- Q34. Do you currently offer any kind of incentives for members to participate in your Wellness programming? If so, please provide additional information on the incentive strategy (including dollar values of incentives).
- A34. Currently the wellness incentive credits are distributed in employee paychecks over the fiscal year. Credits up to \$240 for completion of the health assessment (and biometrics prior to COVID)

and up to \$360 for being a non-tobacco user of six months or greater may be realized by the employee.

Q35. Do you plan to offer incentives to members to participate in the new contract? If so, please describe the incentive plan including what activities are incented and the reward for each activity.

Are spouses or dependents allowed to earn incentives? If so, does it vary from the employee incentive?

What is the fulfillment type for the reward (ex. gift card, premium reduction, HSA deposit)?

A35. The District would like to see the cost and ability of the platform to perform separate functions in the following groups: 1) Employees on MCCCCD health insurance. 2) All other employees who do not have MCCCCD health insurance. (Design changes to wellness incentives are in an initial phase, nothing has been finalized). The fulfillment reward for wellness incentives are in a transformation phase.

Q36. What levels of engagement and utilization have you experienced with your current Wellness program?

A36. Engagement and utilization vary on usage in the current platform and other aspects of the wellness program.

Q37. What is the average length of time individuals are engaged in your current Wellness programs by modality (i.e. telephonically, digitally, in person)?

A37. We do not have the historical data to answer this question.

Q38. Do you perform biometric screenings on site each year?

If so, at how many locations and how many people participate?

Do you offer offsite alternatives as well? If so, what types? What is the utilization per modality?

Who is the current biometric screening vendor?

Do you want vendors to include biometric screening options in their proposals?

A38. Biometrics have been performed onsite up to and including 2019. In 2019 we had 11 locations participating. The vendor was eHealth Screenings. There were also off-site options available. The district would like to see how Biometric data is offered in the proposed wellness platform, including: physician uploads, and lab or other off-site locations for employees to obtain biometrics.

Q39. What results have been achieved with current Wellness programs, such as risk reduction improvement and improvements in lifestyle modifications? Please provide the actual results.

A39. We do not have the historical data to answer this question.

- Q40. Who are your current Wellness vendors? What populations do they serve?
- A40. Health and wellness vendors that we use include, but are not limited to: Kannact, Naturally Slim, eHealth Screenings, Assured Imaging, Mobile On-site Mammography, Prostate On-site Project and IBH Solutions.
- Q41. Describe your culture of health in the workplace. How are leaders involved and positioning health and wellness?
- A41. MCCCCD senior leadership is very supportive of the ongoing efforts of Wellness Maricopa. We have a strong culture focused on our employee health and well-being.
- Q42. Could you please provide more information on the diversity of your membership?
- Percentage of Spanish speakers?
Top additional language spoken by percentage?
- A42. That information is not available.
- Q43. Is there flexibility with a 1/1/2021 launch date?
- A43. It is the desire of MCCCCD to launch the program on 1/1/2021. If your firm feels this date is not optimal please state in detail what your reasons are and your proposed changes to that timeline.
- Q44. What are your expectations on reporting? By each of the ten colleges, collectively as the larger MCCCCD system?
- A44. Aggregate data obtained system-wide as well as separated out by each Colleges and the District Office. Reporting including but not limited to data obtained in the Health Assessment report data.
- Q45. Who is your medical carrier(s)? Dental? Vision?
- A45. Medical/health coverage, utilizing the Blue Cross Blue Shield Arizona (BCBSAZ), network via third part administrator (TPA), Meritain Health. Current dental providers are Sunlife and MetLife. Vision plan provider is VSP.
- Q46. *Under SOW: The wellness platform allows new hires to be enrolled with a data file upload in common data formats.*
Can you elaborate your current process for new hire eligibility as it relates to your current benefits, and confirm your definition of “common data formats”?
- A46. Currently MCCCCD manually uploads Excel files into our wellness platform. Data is not fed from our Human Capital Management (HCM) into the platform. We are moving to Automated Data

Processing (ADP) and would like to know if there is a way for data to be transmitted between systems as opposed to a manual upload process.

Q47. *Under SOW: The wellness platform allows employee data to be changed through a data file upload in common data formats.*

Can you elaborate on what data you anticipate might be changed?

A47. There was a typo and should have stated: *The wellness platform allows employee data to be exchanged through a data file upload in common data formats.* Currently MCCCCD manually uploads Excel files into the wellness platform. Data is not fed from our Human Capital Management (HCM) into the platform. We are moving to Automated Data Processing (ADP). We would like to know if there is a way for data to be transmitted between systems as opposed to a manual upload process.

Q48. *Re: Q 5.11. Outline your platform's ability and any constraints, to integrating existing data from our third-party systems and vendors with your platform.*

Are you able to identify your third-party vendors or provide examples of what existing data you are referring?

A48. MCCCCD wants to see if there is integration with any health vendors for biometric data. For example, is there an ability to integrate data with Automated Data Processing (ADP)?

Q49. *Re: 5.12. Describe how your platform interfaces with external health and wellness vendors?* Similar to above, are you able to provide a list of external vendors?

A49. Examples of external vendors include, but are not limited to: Automated Data Processing (ADP), Kannact, Naturally Slim, eHealth Screenings, Assured Imaging, Mobile On-site Mammography, Prostate On-site Project and IBH Solutions.

Q50. *Under SOW: The wellness platform shows employee engagement by college and by the district as a whole –*

Can you please elaborate?

A50. Aggregate data obtained system-wide as well as separated out by each Colleges and the District Office. Reporting to include, but not limited to, aggregate data obtained in the Health Assessment report data.

Addendum #1 Acknowledgement

Please fill in the requested information below as acknowledgment that you have received this addendum as noted above and include this page IN YOUR PROPOSAL when it is submitted.

Name of Firm: _____

Address: _____

Fax #: (_____) _____ Tel. #: (_____) _____

Name: (Print) _____ Title: _____

Signature: _____ Date: _____

E-Mail: _____

End of Addendum #1