



City of Raleigh

Request for Proposals #247-2024HRWBS

Title: *Wellness Biometric Screenings*

Issue Date: October 29, 2024

Proposal Due Date and Time: November 22, 2024, no later than 5:00PM EST

ADDENDUM NO. 1

Issuing Department: Human Resources

Direct all inquiries concerning this RFP to:

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Assistant Director, Human Resources

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City of Raleigh
ADDENDUM NO. 1 to #RFP No. 247-2024HRWBS
Issue Date: November 20, 2024

To: All Proposers

This addendum, containing the following additions, clarifications, and changes, is issued before receipt of qualification packages, and does hereby become part of the original RFP documents and supersedes the original RFP documents in case of conflict.

Receipt of this addendum must be acknowledged by signing in the area indicated below. Please review the following additions, clarifications, and changes to the RFP as listed below and **sign and return this addendum with your submittal package**.

Andrew Bullard
Assistant Director, Human Resources

Questions Received and Answers

Question: The MWBE participation form in the appendix says to remove this form and use the above form if the cost is estimated to be below \$300K. We did not know which form to use.

Answer: We estimate the cost to be less than \$300K. We are looking for no goals in terms of MWBE participation. On Appendix IV, please strike through "(REMOVE THIS FORM AND USE THE ABOVE FORM IF COST IS ESTIMATED TO BE BELOW 300K)" this is for internal purposes only.

Question: Are we allowed to provide more than five references?

Answer: Yes, you can provide more than five references.

Question: How many locations does the city seek to have onsite biometric screenings?

Answer: The city may host screenings at up to 15 locations.

Question: Would the city be interested in using the self-collect method, where the screening tool is sent to the home, a sample collected and returned to the lab?

Answer: Yes, that may be an option later. However, this RFP is specific to offering onsite biometric screenings.

Question: Is there data on how many people take advantage of the biometric screening?

Answer: Our overall participation rate is approximately 90 %. This includes an average of 3,200 participants completing the onsite biometric screenings.

Question: On a typical screening day, how many are screened?

Answer: On a typical day, the average screened is approximately 120.

Question: What has been the budget for the screenings?

Answer: The city has previously contracted approximately \$120,000 annually for the biometric screenings. This has included uploading a file to the wellness vendor, providing an aggregate, and reporting by department.

Question: Regarding the reporting, the RFP indicated that biometric data must be submitted to a third-party wellness vendor. Is that being identified as to who that is?

Answer: Yes, the third-party vendor will be WebMD.

Question: What will be the process for the data to be uploaded and received by the third-party vendor?

Answer: The biometric and WebMD vendors will work together to determine the most efficient way to submit the data file.

Question: Is the intent of the HRA going to be through your new provider, WebMD? Is that correct?

Answer: Yes, that is correct. WebMD will host the HRA on its wellness portal. The biometric screening vendor will send the biometric data to WebMD, which will combine the results of both.

Question: Is the RFP an annual process, or are you looking to make a change in your vendor? If you are looking to change the vendor, are there specific pain points you can call out that you want to improve as you look and evaluate new vendors?

Answer: We have not bid on the biometric screenings in previous years, and there are no pain points with the current vendor that we have used. The city has specific requirements for acquiring contracts over a certain amount and timeframe. This service will fall within that threshold.

Question: Regarding pricing, is the city looking for a more bundled or ala carte line-item pricing for individual services?

Answer: The city would like a bundled price with an itemized list of included features. It will be good to see what the vendor offers.

Question: Due to confidentiality agreements with our corporate clients, we are unable to provide the names of our customers. Is it acceptable to provide specifics about similar contracts without revealing the customer's name?

Answer: Yes, you may provide the specifics about the contracts and not include the names of the customers. However please include key demographics in your specifics.

Question: If we do not complete the Proposer Questionnaire, will we be disqualified?

Answer: The RFP must be completed in its entirety by the deadline, November 22, 2024.

Question: When are they looking to launch their program – is it 1/1/25?

If so, is there any flexibility to announce the selection sooner than 12/20/24?

Or delay the launch later? We must have contracts signed 14-day prior to the launch date, so our concern is the turnaround time. For example, for a 1/1/25 launch, we must have a fully executed contract by EOB on December 17, 2024. Please advise.

Answer: The biometric screenings generally begin in the early Spring. We have no plans to announce the award sooner than what has been advertised. The biometric screenings generally begin early Spring, which gives us more time to route the contract.

Question: Any further details on what health insights/test panels that you are looking for? We offer a range of tests that could provide insights on heart, glucose, hbA1c, kidney function, liver function, prostate cancer, thyroid, colorectal cancer, calcium, iron, etc.

Answer: Yes, currently we are requesting the vendor to collect and provide Weight, Height, BMI, Blood Pressure, Blood Glucose or A1-C, Total Cholesterol, Triglycerides, LDL, HDL, and any additional capabilities you would like to share.

Question: Could the City provide historical or anticipated participation rates for employees, retirees, and spouses?

Answer: The historical participation rate has been 90% for the employee population.

Question: Will screenings be conducted at multiple locations? If so, could the City share the total number of sites requiring screening events to aid in our logistics planning?

Answer: The screenings will be held at up to 15 separate locations.

Question: Will the City provide designated locations with the necessary infrastructure (e.g., tables, chairs) for the screening events, or is it expected that the vendor will arrange these independently?

Answer: The screenings will be held at locations identified by the city based upon historical participation data. All infrastructure will be handled by the city departments; however, in some cases the screening vendor will need to setup.

Question: Will the City provide an eligibility file for participants in the program?

Answer: Yes, the city will provide an eligibility file to the screening vendor.

Question: Is the City currently subject to participation minimums per event? If so, what is the current minimum per event?

Answer: The city has not operated on a minimum participation requirement in the past. We have data that does show at minimum 50 participants at each event.

Question: Does the City require screenings outside standard business hours, including evenings or weekends?

Answer: The city has provided screenings outside standard business hours during the weekday. However, we have not held weekend screenings.

Question: Are there specific KPIs or outcomes the city uses to assess vendor performance, such as participation rates or participant satisfaction metrics?

Answer: The previous screening vendor has provided a satisfaction rate, and the city expects the vendor to maintain current satisfaction and screening rates.

Question: What is the expected timeline for the third-party wellness vendor to receive the screening result data (e.g., real-time, daily, weekly)?

Answer: The preferred timeline for the third-party wellness vendor to receive the data is if not real-time the same day weekly.

Question: Does the City have its own Health Risk Assessment (HRA), or will it use the selected vendor's HRA?

Answer: The city will use the third-party HRA.

Question: What is the City's current process for reporting critical value referrals?

Answer: The screening vendor provides referrals and follow-up to anyone experiencing critical values.

Question: Could the City share the name of the current vendor for these services and any details regarding the current program costs?

Answer: The past vendor is WakeMed Hospital. The contract for 3 years has been approximately \$375,000.

Question: Does the City have a preference for bundled pricing or à la carte (line item) pricing for individual services?

Answer: The city's preference will be to have a bundled and a la carte pricing.

Question: Are there any specific lessons learned or areas for improvement from past biometric screening programs that the City would like the new vendor to address?

Answer: The screening vendors should be prompt, have great customer service and provide only information that has been vetted with the city.

Question: The Contract Standard Terms and Conditions state that all insurance companies must authorized to do business in North Carolina. Can the Contractor utilize a policy of self-insurance to meet the coverages and limits listed in the RFP? The City can be added as an additional insured to Contractor's policy, but it is not provided by an insurance company authorized to do business in North Carolina.

Answer: ?

Question: With regard to the documentation requested under Tab 3, Financial Information, audited financial statements or a certified statement from a CPA regularly engaged in the review of the firm's financial information must be presented.

We are a smaller, privately held corporation. While we can provide copies of financial statements, they are not independently audited outside of our organization. Would you accept a statement from a corporate officer verifying the accuracy of the unaudited statements that are available?

Answer: Yes, the city will accept a statement from a corporate officer verifying accuracy of the statements you have available.

Proposer Name & Company: _____ **Date:** _____

Signature: _____ **Title:** _____