

Wellness Platform  
#2018WP04  
RFP Questions

To provide clarification, CCA does not currently have or operate a wellness and incentive program. The only features currently available to employees is the basic, online information resources provided through the health insurance provider, Blue Cross Blue Shield. The purpose of this solicitation is to seek out an innovative, customized, automated, and sustainable wellness program and platform that is web and app based.

The Scope of Services outlined in the Request for Proposal (RFP) document details the features CCA desires in the product. CCA requests each bidder write to features and propose ideas, concepts, structures, models, etc. Tell us what you can offer, how it can be implemented, and delivered.

1. Question: Does CCA currently offer a health and wellness program? If so, can you describe the current service delivery model? Please provide as much detail as possible.

Answer: CCA's is limited to the online resources offered in conjunction with the health insurance benefits. No other program is in place, hence the purpose of this solicitation.

2. Question: Coaching – Are you interested in telephonic coaching or face-to-face?

Answer: Telephonic would be appropriate.

3. Question: Please clarify the number of eligible employees for the program.

Answer: All 450 staff are eligible to participate.

4. Question: What is CCA's annual budget for their annual wellness program?

Answer: At this time, CCA does not wish to disclose the annual budget. Proposed costs should be reasonable for a non-profit of the specified size and nature of business.

5. Question: In terms of biometric screenings, is CCA looking for the selected vendor to perform screenings on-site or through external labs and/or physician forms? If on-site, how many events has CCA historically held and where have the events been held?

Answer: Historically, the biometric screenings occur annually onsite for 2-3 days. If staff missed the screenings, or were not able to participate, it is their responsibility to go to their personal physician to complete the screening.

6. Question: Please clarify the intent of the following question: Identify any “in-kind” contribution (including fair market value of said service) your organization can offer CCA.

Answer: Vendors may offer in-kind contributions as part of their proposal. In-kind contributions are donations of goods (tangible or intangible), services, or time (free of charge). If a vendor offers any in-kind contributions, the value must be stated so that CCA can report the value to its federal funding agencies.

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

Answer: As long as there are no language barriers.

8. Question: Whether we need to come over there for meetings?

Answer: Not required.

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

Answer: As long as there are no language barriers.

10. Question: Can we submit the proposals via email?

Answer: The proposals are required to be submitted electronically, via email. Please review the Proposal Submission information on page 12 of the RFP.

11. Question: Are you able to share any past reporting for the current wellness program?

Answer: No, not available.

12. Question: What was the average participation rate for the program?

Answer: Approximately 70%.

13. Question: What are the key challenges that employees face as far as chronic conditions (i.e. diabetes, blood pressure, heart disease, etc.)? How are they being addressed today, and are there goals on outcomes?

Answer: The overall greatest challenges are diabetes, weight management, and stress management. Staff are responsible for their own management.

14. Question: Can you provide a de-identified employee census? Are all employees eligible to participate in the program?

Answer: No. Yes, all employees are eligible to participate.

15. Question: Can you provide a list of office locations?

Answer: CCA has corporate office located in Fort Worth, Texas. There are an additional 23 child care centers located throughout Tarrant County, Texas where staff are located.

16. Question: What communication channels do you use with your employees (print, email, direct mail, etc.) specifically for the wellness program? Are there any individuals who do not have access to a computer?

Answer: Email due to the fact the staff are located in multiple centers. All staff have access to a computer.

17. Question: Coaching Programs: Do you offer health coaching programs today? Does the current contractor provide programs through telephonic, digital, mobile, web-based, and face-to-face delivery?

Answer: The only resource for coaching is offered online through the health insurance provider, Blue Cross Blue Shield.

18. Question: Who provides Biometrics screenings and data today? Does CCA conduct onsite screening events? If yes, what type of screening (e.g. finger stick test, venipuncture, etc.)?

Answer: The biometric screenings are provided annually through Catapult Health, which is a third-party of the Blue Cross Blue Shield. The screenings are offered on an annual basis. If staff are not able to attend, they must see their personal physicians for screenings. The screenings include fingerstick, and an opportunity to talk to a physician assistance for any health-related questions.

19. Question: How many biometric screening events do you hold each year? What was the participation rate for biometric screenings, or attendance per event?

Answer: Biometric screening events have been offered on an annual basis. On average, there is a 70-80% participation rate.

20. Question: Regarding Education, do you conduct any type of trainings throughout the year such as lunch and learns? If so, what are some of the topics you have used? How many training sessions take place in a year?

Answer: General education has been offered in the past through lunch and learn sessions; however, this type activity has not been successful because staff are not in a centralized location. It also poses a staffing issue at the child care centers as the staff cannot leave. CCA needs alternative means to reach majority of staff.

21. Question: Incentives: Can you please share details of the current incentive program? Does CCA provide gift cards, cash bonuses and tangible gifts today? If so, who manages fulfillment and what is the frequency?

Answer: CCA does not have an incentive program, which is the purpose of this solicitation.

22. Question: What is the budget for CCA's wellness incentive program? How many people earned the incentive in the previous completed program year?

Answer: NA

23. Question: Website and Data Management Services: Who are the "multiple resources" that the wellness program vendor is expected to integrate data with? Can you describe the current level of integration with each vendor?

Answer: There is no current level of integration as there is no current website and data management service.

24. Question: What will be the three most important deciding factors in making your selection?

Answer: The evaluation criteria is outlined within the RFP on pages 10 and 11.

25. Question: How will you measure success of the program?

Answer: Increased participation, happier, and healthier employees. Tell CCA how you would measure the success of the program within your proposal.

26. Question: Are you looking for a program that's more focused on clinical (biometrics, health score, coaching), or one that's more focused on social, fun, and engagement?

Answer: CCA hopes to select a program that has a balance of both.

27. Question: What is the value you hope a wellbeing program will bring to your employees?

Answer: Happy, healthy (both mentally and physically) employees and a health-conscious work environment.

28. Question: Can you share you the current biometric vendor is so we can determine feasibility to take in historical data?

Answer: Catapult Health. The data is not currently available. This is another reason for the solicitation. CCA prefers to have access/ownership of the data to be able to run reports, etc.

29. Question: Will spouses be included?

Answer: Not at this time, unless the bidder can offer the services with no additional cost.

Question: The RFP references measurable goals and objectives – can you share what those are?

Answer: Currently, CCA does not have a way to measure goals and objectives, which is something that CCA desires from the bidder and the product. Goals and objectives will be developed and established based on the product.

30. Question: Is CCA looking for lifestyle-based coaching (focused on tobacco cessation, weight management, stress management, exercise, and nutrition or disease management coaching)?

Answer: Yes

31. Question: Does CCA have a current vendor? If so, can you share who?

Answer: CCA currently has a general online wellness program attached to the health insurance provider, which is Blue Cross Blue Shield.

32. Question: If CCA does have a current initiative in place, can you share their incentive structure?

Answer: CCA does not have an initiative program in place. This is a feature/option that is desired. Bidders should write to this in their proposals.

33. Question: Is CCA open to multi-year contract for lower rates?

Answer: CCA is looking for a multi-year contract. The Contract term information on page 7 of the RFP states the contract will be for an initial one-year period with renewal options for a total of five (5) years.

34. Question: Does CCA currently have a wellness program or wellness initiatives? If so, can you please tell us what it includes?

Answer: See answer to question #1.

35. Question: Is CCA planning to build a team that manages the wellness program? If so, how many people are you thinking of and what will be their primary responsibilities? We ask because we have found that our platform in particular is a key resource for teams that manage wellness programs for their employees.

Answer: CCA does not plan to build a team to manage the program. There will be a point of contact; however, the management of the program should be performed by the bidder's program/product.

36. Question: Does CCA have a budget for wellness vendors? If so, please what is it?

Answer: See answer to question #4.

37. Question: Does CCA have a budget for wellness incentives? We ask because we can automate all of your incentives thereby eliminating the administrative burden associated with managing them manually.

Answer: See answer to question #4. Any cost savings the bidder can identify and implement will be advantageously weighted during the evaluation period of the proposals.