



**ADDENDUM #2
Human Resources
Comprehensive Wellness Program
RFP # 7488-23**

July 26, 2023

The attached addendum supersedes the original Information and Specifications regarding RFP # 7488-23 where it adds to, deletes from, clarifies or otherwise modifies. All other conditions and any previous addendums shall remain unchanged.

ATTENTION: Please see the new workbook attached with this addendum.

Please note: BIDS will only be accepted electronically by emailing purchasing@bouldercounty.gov.

1. Question: Can you provide a breakdown of the employee and spouse demographics?

ANSWER: Number of lives that will have access to the platform:

- **Number of Full and Part-Time Employees- 2,155**
- **Number of Hourly Employees- 235 (can fluctuate up to 500 depending on time of year)**
- **Number of Medical Plan-Enrolled Spouses/Partners- 560 (only spouses/partners enrolled in our medical insurance are allowed to participate in the wellness program)**
- **Total Lives on Platform- 2,950**

2. Question: Do you currently provide any onsite fitness and wellness events such as fitness classes, screenings other than biometrics, health fairs, etc.? If so, please provide a list of events and a timeline if applicable.

ANSWER: Prior to COVID, we did have onsite fitness classes across multiple campuses. We had several independent instructors that would teach hour-long classes on everything from yoga, weightlifting, Tabata, stretching, etc.

Participants would pay the instructor directly for a month or two of classes at a cost of \$6-\$7 per class. The county did not pay anything towards these classes. Post COVID, only 50% of our workforce is working onsite and we haven't been able to get enough people interested in group fitness classes to secure onsite instructors. We do try to offer onsite wellness events a couple times per year across our campuses. Past events have included guided mindfulness/meditation sessions, healthy cooking demos, flu shot clinics, and seminars on handling holiday stress. Currently it seems that a combination of virtual and onsite options seems to work best since 50% of our employees are onsite and 50% work from home.

3. Question: If you provide on-site fitness classes, can you provide a current schedule?

ANSWER: Not applicable

4. Question: If you provide on-site fitness classes is there a dedicated space? If so, please describe the space and equipment provided.

ANSWER: We have not provided onsite fitness classes since COVID, but several of our campuses have dedicated gyms with equipment (treadmills, weights, Smith Machines, ellipticals, bands, bikes, and cable machines) as well as open floor fitness class spaces.

5. Question: What is the engagement for fitness classes?

ANSWER: We haven't resumed onsite fitness classes post COVID. Prior to COVID there were typically between 5-10 participants in each class.

6. Question: If you have a dedicated space, would you like your wellness vendor to provide preventative maintenance services on the equipment?

ANSWER: No, we do not require preventive maintenance. We would like the wellness vendor to pay for repairs as they are done and include that as a line item on our monthly invoices.

7. Question: Is there a budget to purchase additional equipment?

ANSWER: No. New equipment is typically funded when a department head has leftover budget at the end of the year that needs spent down. Our wellness program has never had a budget for purchasing equipment aside from small items like hand weights or resistance bands and that has only happened when we've had leftover wellness budget at the end of the year.

8. Question: How many employees currently take advantage of health coaching?

ANSWER: An average of 156 employees engage in monthly coaching.

9. Question: Does the employee or Boulder County pay for coaching sessions?

ANSWER: Boulder County pays for the coaching which is included in our current fees with Healthbreak.

10. Question: How many employees participate in your biometric screenings?

ANSWER: In our most recent onsite screenings: 1,043 employees and 69 spouses/partners were seen; and we received biometric results for 41 employees and 10 spouses/partners from Physician Upload Forms or LabCorp Forms.

11. Question: Do you offer biometric screenings at a specific time of the year? If so, when?

ANSWER: We currently offer onsite biometric screenings in April and May. Outside of these two months, employees can utilize a LabCorp voucher to have their screening completed and paid for at a LabCorp clinic or they can opt to have their screening completed with their own medical provider.

12. Question: Is your current on-site biometric screening contracted out by the current provider?

ANSWER: Yes, Healthbreak partners with Preventive Health Now to offer our onsite biometric screenings.

13. Question: How often are you providing on-site services?

ANSWER: We currently offer onsite biometric screenings in April and May. We will also occasionally offer an onsite event like a guided mindfulness/meditation session a couple times per year across several campuses.

14. Question: How often are you offering seminars, workshops, and or webinars?

ANSWER: Our current vendor offers a weekly Mindful Mondays webinar and we typically have several other webinars/seminars/virtual events hosted on our platform each month that are offered both by our wellness vendor and other benefits vendors. More intensive lifestyle programs (8-12 weeks) are

offered once or twice per year, and I suppose those could be classified as workshops.

15. Question: Can you provide a list of current webinars and health education workshops including the delivery mode, duration, topics presented, etc.?

ANSWER: Since 50% of Boulder County's employee population works permanently remote, all of our webinars have now moved to online delivery via Zoom. They range in length from 30-60 minutes max and are offered from our wellness coordinator as well as other third-party vendors such as our EAP, medical benefits providers, and county financial/retirement counselors. Here is a list of our most recent topics:

- **Tiny Habits – Big Successes: Strategies for a Healthy New Year**
- **Living from the Heart**
- **Food for Thought: What's Impacting your Food Choices**
- **Mindful Mondays – guided mindfulness meditations**
- **Zero Waste Training**
- **Digital Detox**

16. Question: What is the engagement for seminars, workshops, and webinars? Can you provide the individual breakdown?

ANSWER: Seminars provided through our current wellness administrator see an average of 15-20 people for live sessions, but we also record these webinars and post within the platform for all employees (shift workers, or those who could not attend at the scheduled time) to view at their convenience. Total viewership stats are usually 150-300, depending on the topic. We are unable to provide an individual attendance breakdown for seminars and workshops provided by other third-party vendors.

17. Question: How is your engagement rate for your current wellness program calculated?

ANSWER: Engagement is measured in a couple of ways in our program: engagement with the wellness platform as a whole is measured/defined by how many registered members engage with the platform or app on a monthly basis. In addition to that, we measure engagement in the program by the following:

- **Number of employees and spouse/partners earning a premium incentive**
- **Number of employees earning a gift card incentive**
- **Number of employees participating in a variety of programs within the platform (coaching, specific wellness challenges, participation in third-party wellness partners, etc.**

18. Question: How do you measure engagement? How is it defined?

ANSWER: See answer to Question 17.

19. Question: Why are you looking for a new wellness provider?

ANSWER: This RFP was not initiated by a need to find a new wellness provider. Boulder County purchasing guidelines require an RFP process at the end of every 5-year contract.

20. Question: How long has your current vendor managed your program?

ANSWER: Since 2006.

21. Question: What are the main concerns you have with your current vendor's wellness approach?

ANSWER: There aren't any concerns with our current vendor. We were required to conduct an RFP under Boulder County purchasing guidelines.

22. Question: What are the pros and cons of the existing program?

ANSWER: Pros- one vendor has managed our program since 2006, we have a very robust platform/app, our employees are used to the program and platform, we have a dedicated account team has been with us for several years and so they know our organization inside and out. There aren't any cons with our existing program.

23. Question: What wellness programs were previously run?

ANSWER: Since 2006 we have been working with Healthbreak, Inc. to provide wellness program administration and a wellness platform. Over the years there have been several different platforms used including SimplyWell, Viverae, and currently Virgin Pulse.

24. Question: How often are wellness programs offered?

ANSWER: The wellness program is offered year-round.

25. Question: How would you like to see your program improved?

ANSWER: We currently have participation rates of 64% among employees and 13% among spouses/partners. We are optimistic that these rates could move to 75% and 25% respectively.

26. Question: Are there fees for members to participate in wellness programs?

ANSWER: No.

27. Question: How many wellness vendor team members are provided for your current program?

ANSWER: Our current contract includes a dedicated .8 FTE team comprised of a Wellness Coordinator, Wellness Specialist, and a Senior Account Manager.

28. Question: Can you provide a staffing breakdown by position?

ANSWER: Not applicable

29. Question: What virtual/digital offerings do you currently offer?

ANSWER: Virtual Mindful Mondays sessions, daily info/education cards, virtual coaching, digital Journeys® are self-guided daily courses to help members build healthy habits, the platform allows members to create and join challenges as well as create affinity groups, members also have access to the following apps through our wellness platform: Aaptiv on-demand workout videos, Enrich financial wellness, Foodsmart to help make healthy eating easy and affordable, and RethinkCare for daily mindfulness training. The Virgin Pulse platform also offers a library of videos on wellness topics. Employees can access the Virgin Pulse content either through the desktop platform or through the Virgin Pulse mobile app.

30. Question: How do you promote your wellness program and offerings?

ANSWER: Our current vendor creates a monthly newsletter that is sent via email. The Virgin Pulse platform features daily cards that advertise news and events as well as a calendar with clickable links to all of our events and recordings. We have a Wellness Champions network that meets monthly and shares info back with their respective departments. The Benefits Manager and our current wellness vendor often present wellness education and advertising at countywide, supervisor-only, and individual department meetings. New hires also receive information about the wellness program during their orientation and are sent a customized email inviting them to join.

31. Question: How often do you prefer aggregate reporting?

ANSWER: Annually at minimum, with the ability to request reports on-demand.

32. Question: What is the retention rate of your current program?

ANSWER: Our program retention rate is 62%.

33. Question: What is your preferred method to submit the RFP? The instructions state all submittals must be received as an attachment (E.G. PDF, Word, PDF, Excel).

ANSWER: The Workbook should be returned as an Excel document; all other attachments can be in either Word or PDF formats.

34. Question: Will all employees of the County be eligible to participate in health coaching, or just "at-risk" employees based on the results of the biometric screening?

ANSWER: All employees and their eligible spouses/partners should be able to participate in coaching regardless of their risk status.

35. Question: Does the County envision offering a virtual, onsite, or combination of onsite and virtual health coaching for its population?

ANSWER: We are currently offering virtual coaching and we are open to offering other modes.

36. Question: Does the County incentivize or set a maximum number of allowed health coaching sessions?

ANSWER: Our current program incentivizes coaching by rewarding points for completed sessions. There isn't a cap on the number of coaching visits available, but members can only receive points for one coaching session each month. We also offer two coaching sessions as our Reasonable Alternative Standard for employees that don't meet the Low Risk ranges or improve their risk ranges for 3 out of 4 metrics (fasting glucose, total cholesterol, blood pressure, and BMI or waist circumference). Members can also communicate with their coach via in-app messaging outside of a formal coaching session as often as they would like.

37. Question: Vendor Information Tab of the workbook, row 13 Employee Demographics:

Is there a certain standard of categories and percentages that you would like to see regarding the racial make-up of employees question?

ANSWER: Please utilize the EEO-1 Reporting categories of white, Black or African American, Native Hawaiian or other Pacific Islander, Asian, American Indian or Alaska Native, or two or more races.

38. Question: On page 12 of the RFP #7488-23 Request for Proposal document there is a Checklist that must be submitted as part of our proposal package. One checklist item state: "A detailed project schedule with an all-inclusive total cost". Please clarify if this detailed project schedule is different from information requested on Rows 4 & 5 of the Implementation tab. In addition, is the all-inclusive price with total cost defined as the Pricing tab of the workbook?

ANSWER: Lines 4 and 5 of the Implementation tab in the workbook are referring to the number of hours/number of employees that the county would need to provide to help implement your solution and if they require any special skillsets. Ex: an IT Programmer for 5 hours per week leading up to go-live and then 1 hour per month after go-live. The "detailed project schedule with an all-inclusive total cost" mentioned on page 12 of the RFP refers to your One Year Grand Total in cell B68 from the Pricing tab of the workbook.

39. Question: Pricing Tab Questions from Workbook.
Row 22 instructions state that "Your total in F42 will auto-populate in the Grand Total in B67". Is this correct? Appears it many need to state: "Your total in F43 will auto-populate in the Grand Total in B65" Please confirm.

ANSWER: That statement should read, "Your total in F43 will auto-populate in the Grand Total in B68."

Do you want the vendor completing cell B69? If yes, is this value designed to be an estimate that includes future price increases for years 2-5?

ANSWER: Yes, vendors should complete cell B69 with their estimates for 2025, 2026, 2027, and 2028.

40. Question: Questions on the Boulder County Sample Contract included in the RFP #7488-23 Request for Proposal document:
Do you have a definitions page for the bolded items in the Sample Contract?

ANSWER: No.

Is the awarded vendor required to be a registered member of SAM or just have a unique identity ID?

ANSWER: You do not have to be registered with SAM or have a unique identity ID. Awarded vendors that are registered with SAM must not have any active exclusions.

41. Question: On the worksheet titled: Technical & Security, the cell in row 27, column D does not allow for a written answer. It only allows a drop-down response of High, Medium, or Low Priority which does not address the question in column C.

ANSWER: The workbook has been corrected and attached, and now has a fillable box.

Submittal Instructions:

Submittals are due at the email box only, listed below, for time and date recording on or before **2:00 p.m. Mountain Time on August 2, 2023.**

Please note that email responses to this solicitation are limited to a maximum of 50MB capacity.

NO ZIP FILES OR LINKS TO EXTERNAL SITES WILL BE ACCEPTED. THIS INCLUDES GOOGLE DOCS AND SIMILAR SITES. ALL SUBMITTALS MUST BE RECEIVED AS AN ATTACHMENT (E.G. PDF, WORD, EXCEL).

Electronic submittals must be received in the email box listed below. Submittals sent to any other box will NOT be forwarded or accepted. This email box is only accessed on the due date of your questions or proposals. Please use the Delivery Receipt option to verify receipt of your email. It is the sole responsibility of the proposer to ensure their documents are received before the deadline specified above. Boulder County does not accept responsibility under any circumstance for delayed or failed email or mailed submittals.

Email purchasing@bouldercounty.gov; identified as RFP # 7488-23 in the subject line.

All proposals must be received and time and date recorded at the purchasing email by the above due date and time. Sole responsibility rests with the Offeror to see that their bid is received on time at the stated location(s). Any bid received after due date and time will be returned to the bidder. No exceptions will be made.

The Board of County Commissioners reserve the right to reject any and all bids, to waive

any informalities or irregularities therein, and to accept the bid that, in the opinion of the Board, is in the best interest of the Board and of the County of Boulder, State of Colorado.



**RECEIPT OF LETTER
ACKNOWLEDGMENT**

July 26, 2023

Dear Vendor:

This is an acknowledgment of receipt of Addendum #2 for RFP #7488-23, Comprehensive Wellness Program.

In an effort to keep you informed, we would appreciate your acknowledgment of receipt of the preceding addendum. Please sign this acknowledgment and email it back to purchasing@bouldercounty.gov as soon as possible. If you have any questions, or problems with transmittal, please call us at 303-441-3525. This is also an acknowledgement that the vendor understands that **BIDS will only be accepted electronically by emailing purchasing@bouldercounty.gov.**

Thank you for your cooperation in this matter. This information is time and date sensitive; an immediate response is requested.

Sincerely,

Boulder County Purchasing

Signed by: _____ Date: _____

Name of Company _____

End of Document