COMMONWEALTH OF VIRGINIA

COUNTY OF HENRICO

DEPARTMENT OF FINANCE

CECELIA H. STOWE, CPPO, C.P.M.

PURCHASING DIRECTOR



**RFP #16-1121-1CS**

**Health Risk Assessment with biometric**

**screening services for employees**

**QUESTIONS AND ANSWERS**

**January 29, 2016**

**Q1. Do you know an approximate number for the total Employees that will be available to participate in the HRA and Biometric Screening?**

*10,600 are eligible to participate. However it is not expected that all will participate.*

**Q2. Are spouses being considered with the HRA and Biometric Screening? If so, is there an approximate spouse count?**

*No*

**Q3. Is County of Henrico considering including Disease Management with the HRA and Biometric Screening program?**

*No. Just health coaching available to those identified as “at-risk”.*

**Q4. Please provide the total volume of employees to be covered.**

*Up to 10,600 employees. However it is not expected that all will participate.*

**Q5. Does County of Henrico currently use a Wellness vendor?  If so, who do they use and do they provide an HRA and Biometric screening services?**

*No.*

**Q6. Currently Optima provides them with their Employee Assistance Program.  Optima also has Wellness solutions.  Do you use Optima at all for their Wellness solutions?  If so, have they ever provided you with an HRA and Biometric Screening Services?**

*The County does not use Optima for all of our wellness solutions nor have we used them for an HRA with Biometric Screenings. The County does have some Optima wellness solutions available to our employees on-line (free DVDs).*

**Q7. The County of Henrico employees consists of general government and schools.**

**a.       Do the general government employees have access to a computer?  If so what percentage of these employees has access to a computer?** *All employees have access to a computer.*

**b.      Do the school employees have access to a computer?  If so what percentage of these employees has access to a computer?** *All employees have access to a computer.*

**Q8. When will the responses to these questions be provided?  Will they be emailed to us directly?**

*Questions and answers will be posted on our website and through eVA*

**Q9. Is there an existing contract for this service?**

*No a current contract does not exist for this service.*

**Q10. If so, who has the existing contract?**

*No current contract exists.*

**Q11. If not, who is currently providing the health insurance for the County of Henrico?**

*County of Henrico is self-insured. Anthem is the Third Party Administrator for our healthcare.*

**Q12. Are these services being procured by the County’s Human Resources Department?**

*Yes on behalf of Henrico County General Government and Henrico County Public Schools.*

**Q13. To better understand the volume of need, we would like to know if you have provided HRA and/or biometric screening services to employees in the past. If so, what was the level of participation?**

*Yes, in the fall of 2012. Just under 1,500 employees choose to participate.*

**Q14. You mentioned the need for paper and web-based HRA solutions. Would all employees have access to a web-based portal as a tool to share screening results, coaching platform, and provide education specific to health risks?**

*That could be made possible.*

**Q15. If subcontractors are used to deliver some of the services, what level of information needs to be provided about subcontractors in the response? I realize that questions 6.h. and 8.a. of Attachment E pertain specifically to subcontractors and must be completed. But I also noted that the contract terms and conditions (VI. S.) requires written consent for and names, qualifications, and experience of proposed subcontractors. Does this need to be provided at the time of response or only once the bid is awarded?**

*Henrico County requests full disclosure of the use of subcontractors. This would include company name, information about staff and their qualifications.**Please include any subcontractor’s information as part of your proposal submission.*

**Q16. What has been the historic employee participation rate in the wellness screening program outlined in the request for proposal?**

*Just under 1,500 employees choose to participate the last time we offered this service in the fall of 2012.*

**Q17. May we know the name of the current vendor for the services outlined in the request for proposal?**

*No current vendor exists.*

**Q18. May we review the County’s current contract for the requested services?**

*No current vendor exists.*

**Q19. Results: Please comment on what measurable results are sought with the purchase of these services. How will the County know if the services are producing the desired outcome? To what extent is the award of yearly renewals to the selected vendor dependent on demonstration of results in the first year, second year, etc?**

*Henrico County is committed to the fitness and wellness of our employees and wants to provide programming to support our employees in this area.  Having fit and well employees will also assist us in controlling our healthcare costs as much as possible.  We seek measurable results that give employee’s individual data to assist them in their personal wellness journey and aggregate data in the form of aggregate data reports to assist the County in planning programming for our employees in the area of fitness and wellness and making comparisons for return on investment.  Henrico County has a unique culture and we seek a vendor who will embrace this culture and provide services in a manner that will encourage participation in the HRA/Biometric screenings with the goal being a higher level of participation than we previously had.  Yearly renewal is dependent on available funding as well as the quality of the service and output of the vendor.*

**Q20. Current data: Please describe what health analytics data are available for the selected vendor to load and use. How does the County represent the quality and completeness of these data in terms of the consistence through which it has been collected in the past? From this historical information what are the high level trends with respect to population health?**

*Henrico County has aggregate health analytics data through our healthcare third party administrator based on usage that the County will use in conjunction with the data collected from this HRA/Biometric screening period.  We do not see a need to provide current employee data to the selected vendor.*

**Q21. If the County has risk-stratified the employee population, what are the most recent percentages by risk stratification category? How do these categories relate to the prescription of health coaching?**

*The County has not risk–stratified the employee population*

**Q22. Given the County’s incentive for participation in screens and surveys, what portion of the employee population are projected to participate in these in 2016?**

*As many employees who voluntarily decide to participate is our goal. The County has no way to project participation other than knowing that approximately 1500 employees participated last time.*

**Q23. Understanding that there is almost always room for improvement, what might the selected vendor bring to the County that would be an improvement over the most recently purchased services?**

*The selected vendor should bring an understanding of the County culture and the County’s fitness and wellness brand.  In addition, flexibility, innovative marketing and strong customer service should be paramount.  Quality of individual and aggregate data reports, confidentiality during the biometric screening event and on-site health coaching are also important. Also, we are looking for verification on the number of employees who completed both the HRA and Biometric Screenings for correct incentive payment.*

**Q24. What is the estimated number of employees to participate, per location and times?**

*10,600 employees are eligible participate, or a minimum of 150 per screening date/location. However, the County does not know how many employees will participate at certain locations and at certain times.*

**Q25. Is there a desired date and duration of screenings?  Is the schedule flexible to meet vendor staffing availability?**

*The month of April 2016 and screening could be extended into the first week of May 2016.*

**Q26. Who is currently providing the screenings?**

*No current vendor exists.*

**Q27. What are the current vendor's fees/prices?**

*No current vendor exists.*

**Q28. Are these screenings part of a pre-planned event(s)?  If so, how many events?**

*The screenings are part of the existing employee fitness and wellness program.*

**Q29. Section IV: General Contract Terms and Conditions**

Subsection **Z1** states that upon payment, vendors “shall take one of the two following actions within seven days of receipt of amounts paid…a) pay the subcontractor…; or b) notify the County and subcontractor, in writing, of the Successful Offeror’s intention to withhold all or a part of the subcontractor’s payment….” **Neither of these options are applicable to us. Will that be an issue? Is there something else we need to do?**

*This is a required term and condition placed in all solicitations. If no subcontractors are being utilized this clause would not be applicable.*

**Q30. Section VII: Proposal Submission Requirements**

Subsection E states that the vendor is responsible for ensuring that our bid is stamped by the Purchasing Division. **Is the County recommending that we call the Purchasing Division daily upon receipt to ensure that it was stamped/recorded? Is this an ongoing problem?**

*Bids and proposals are received into the Purchasing Office and time stamped upon receipt. Officers may call 804-501-5691 to verify their proposal has been received by the published due date and time.*

**Q31. Section VIII: Proposal Response Format**

In the list of what to include in our response, it lists Attachment E – Questionnaire both under 2-Introduction and 3-Executive Summary. **Do they want it submitted twice? If not, in which section should it be placed?**

*Page 15 is to assist Offerors in understanding what documents need to be submitted with proposal. Questionnaire (Attachment E) should only be submitted once.*

**Q32. What are your top 3 pain points about the current HRA and biometric screenings, and why are you putting these services out to bid?**

*The County is interested in learning the current health status/needs of our employee population as a way of planning future fitness/wellness programming and services.*

**Q33. Are you able to share any participation results for the HRA and biometric screenings?**

*Just under 1,500 employees choose to participate the last time we offered this service in the fall of 2012.*

**Q34. The proposal states, “Contract Award March 2016” and “the contract would have an anticipated start date of April 4, 2016.” Please clarify the award timeframe by providing 1) the anticipated state date for when the Successful Offeror would begin implementation and 2) the date for which the program is anticipated to go live to employees.**

*1) Employees would be made aware of HRA/biometric screenings dates and locations in March 2016. 2) The first screening date is April 4, 2016.*

**Q35. The proposal states, “Provide cost on a per employee basis for HRA and for the biometric screening.  Please separate these prices.  Offerors may also provide a total cost per employee for employees that complete the entire program.”  Our cost for biometric screenings is on a per-participant basis, as opposed to per employee (meaning the County of Henrico would only pay the cost for those actually completing a biometric screening). Is this acceptable?**

*Yes.*

**Q36. The subcontractor we partner with for biometric screenings is both a Women-owned and Minority-owned small business.  Should we complete Attachment B, or should we note their status within the questionnaire response?**

*Offerors should use Attachment B to provide information about their firm. Information on sub-contractors should be included as part of the Offeror’s narrative.*

**Q37. Are you able to provide employee headcounts by each County location (for biometric screening pricing purposes)?**

*No.*

**Q38. We’ve noted there is a $100 incentive for completing the HRA and biometric screenings; should we assume we will be providing incentive tracking, administration, and support (including telephonic, email, and live-chat customer support)?**

*The County intends to administer the incentive payment but will need tracking assistance and support from the vendor in this area.*

**Q39. We have a section of our portal that will show employees the incentive(s) they have earned.  Should we include this in our pricing, or should we assume we will send an outbound file to the Country (or other third-party vendor), listing those who have completed their HRAs and biometric screenings?**

*The County would not use the tool on your portal to show employees the incentive they have earned. Offeror should not include that tool in your pricing. The Successful Offeror will be required to send outbound file to Henrico County, listing those who completed both the HRA and biometric screening.*

**Q40. For pricing purposes, please describe the level of communication support that the County is requesting, as we are able to vary our approach based on a client’s preference, ranging from narrow support (e.g., email communications to promote the HRA and biometric screenings) to full-blown support, including a communications strategy to understand the population’s current communications needs and challenges, plan development, launch materials (annual program overview brochure), programmatic materials (emails, posters, flyers), and an annual feedback survey.**

*The County is requesting email templates and HRA/biometric screening event flyers/posters only.*

**Q41. Are you able to share your budget for HRA and biometric screening services?**

*No.*

**Q42. Please confirm the delivery address for FedEx delivery of proposals is:  
County of Henrico**

**Department of Finance**

**Purchasing Division**

**8600 Staples Mill Road**

**Henrico, Virginia 23228**

*Correct as above.*