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REQUEST FOR QUOTATION
Wellness Platform Services

ISSUED BY
City of Westlake, Ohio
Monday, July 6, 2020

DUE DATE
Wednesday, July 29, 2020

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Section 1:
SPECIAL INSTRUCTIONS

1.1 Receipt of Quotations

The City of Westlake, Ohio, will receive quotations on the forms enclosed in this Request for Quotation (RFQ) packet. All the information must be completed in its entirety.

Quotes shall be submitted in a sealed envelope and labeled: “**Wellness Platform Services for Human Resources Department Quotation.**”

Quotations will be received on or before two o'clock P.M. (2:00 p.m.) Wednesday, July 29, 2020 at the Office of the Director of Purchasing, City of Westlake, Ohio, 27700 Hilliard Blvd., Westlake, Ohio 44145.

1.2 Clarification

Send questions to:

Elise Hara Auvil, Human Resources Manager
Email: EAUUVIL@CITYOFWESTLAKE.ORG
Phone: 440-617-4300

Section 2:

**SCOPE OF WORK / SPECIFICATIONS /
REQUIREMENTS**

2.1 Purpose

The purpose of this Request for Quotation (RFQ) is to allow the Human Resources Department to efficiently implement a wellness program to compliment biometric screenings currently in place. The City of Westlake offers biometric screenings and promotes lower health care contributions for participants. The City would like to add a wellness platform to incentivize healthy choices in a manner that influences physical and emotional wellbeing.

2.2 Background Information Regarding the City of Westlake, Ohio

The City of Westlake seeks to recruit, screen, hire, train and develop the most qualified and motivated candidates to serve the public. The City employs 285+ employees, with an additional 200+ seasonal employees. Fire, Police, EMS Dispatch, Service, Recreation, Community Services, Engineering, Finance, Purchasing, Planning, Building, Technology and Human Resources encompass the departments supporting the City. Westlake has implemented biometric screening since 2013 and offers employees access to the City's Recreational Center at reduced rates. The City seeks to engage the services of qualified vendor(s) to educate employees on nutrition, physical fitness and social engagement that promotes physical activity for all.

The City would like to further reward employees for healthy choices guided by participation in a well-orchestrated wellness plan, with on-site representation from the vendor, with the expectation that the representative would help launch and market the wellness campaign, educate interested employees, and make sure the program steadily engages participants in a continuous manner.

City of Westlake Mission: The mission of the City of Westlake, its Mayor, Council and employees, is to enhance the quality of life for all residents by providing the highest level of services in an efficient and cost effective manner. In an effort to accomplish its mission, the City strives to maintain the safety and well-being of its employees in the workplace to better serve the community.

2.3 Scope of Work / Specifications / Requirements

The Finance Department is responsible for the coordination and maintenance of employee health and wellness benefits for all City Employees. The City is interested in initiating a wellness platform that would attach a point system for healthy behavior achieved. The point system would then allow the employee to earn rewards (monetary or otherwise suggested by vendor). The platform must be user friendly and easily understandable. The platform should allow for the capturing of points in a variety of ways, for example, gym passes that allow a swipe to be read, pedometers that can feed information into the system, or other technology. Programs must be accessible to employees, with the option to add dependents.

The City has a self-insured medical plan in place with Cigna as the network. The goal is to reward employees for achieving healthy habits. (One example could be establishing Wellness Cards. Wellness Cards are debit cards that allow employees access to reward dollars earned through the wellness program). Employees will need to interface with the selected wellness platform to record and track points. Reports will need to be delivered regularly to the City's Finance Department on point accumulation so that the City can authorize depositing reward funds into employee accounts. The City would need to understand the impact and administration of these accounts. The following deliverables are listed below:

1. Ensure on site education for all employees (three shifts); Specify scheduling methods and options.
2. Provide biometric screening and/or upload employee data to web portal for individual employees.
3. Include the all-inclusive cost to the City per/employee for wellness platform participation.
4. Interactive website.
5. Ability to obtain immediate feedback.
6. Rewards/point system.
7. Administration of rewards.
8. HIPAA compliance is required and the successful vendor will supply detailed written information on the procedures used to protect and store employee and transactional information.
9. All stored data is the proprietary property of the City of Westlake and the vendor will supply a written guarantee that all stored and transactional data will be returned to the City should the contract be terminated for any reason.
10. Integration with the City of Westlake's ERP.
11. For the entirety of the contract, start to finish, the City would expect a HIPAA compliant centralized system to integrate data and communications, and provide robust tracking and reporting.
12. Training for Finance/HR staff when request is made in a reasonable timeframe and when necessary.
13. Vendor representative assigned to promote wellness program throughout the year.

2.4 Requirements of the Proposal

The Proposal shall be completed by each Contractor in such detail as to facilitate a complete and comprehensive analysis. The Proposal should describe all services offered. Specifically, the Proposal SHALL include the following documents and items:

1. **Proposal Form**: *Please refer to (Section 3 "Proposal Forms")*
2. **Proposal Summary**:

The Proposal Summary must include, but not limited to, the following information:

- a) Contractor Company Summary
 1. Ownership
 2. Company History
 3. Company Locations and Facilities

- b) Products and Services
 1. Service Description
 2. Competitive Comparison
 3. Sales Literature
 4. Sourcing and Fulfillment

- c) Confirmation of the following services:
 - Provide biometric screening and/or upload employee data to web portal for individual employees.
 - Include the all-inclusive cost to the City per/employee for wellness platform participation.
 - Interactive website.
 - Ability to obtain immediate feedback.
 - Rewards/point system.
 - Integration of HRA and other applicable links.
 - The successful vendor will supply detailed written information on the procedures used to protect and store employee and transactional information in compliance with HIPAA.
 - All stored data is the proprietary property of the City of Westlake and the vendor will supply a written guarantee that all stored and transactional data will be returned to the City should the contract be terminated for any reason.
 - Integration with the City of Westlake's ERP.
 - For the entirety of the contract, start to finish, the City would expect a HIPAA compliant centralized system to integrate data and communications, and provide robust tracking and reporting.
 - Training for Benefits/Wellness/HR staff when request is made in a reasonable timeframe and when necessary.
 - Ensure on site education for all employees (three shifts); Specify scheduling methods and options.

d) Proposal shall also include:

1. Fee schedule for all services
2. List of provider credentials
3. Proof of insurance
4. HIPAA compliant

2.4 Evaluation of Proposals

1. Preliminary Proposal Review:

The review and evaluation process will be conducted in two (2) steps. The preliminary review will consist of a review to be sure the Proposal meets the minimum requirements specified in the RFQ. If the Proposal does not, it will be rejected. Preliminary Review Proposals in response to the RFQ must include all of the requirements in Sections 2.3 & 2.4 entitled, "Requirements of the Proposal".

Proposals that pass this initial review will be considered a valid Proposal and will move on to the final review.

Section 3:

PROPOSAL FORMS

PROPOSAL FORM

CITY OF WESTLAKE, OHIO

DATE: _____

FOR: DELIVERY OF WELLNESS PLATFORM FOR THE FOLLOWING:

(Insert Proposal and Documents outlined in Sections 2.3 & 2.4 Here)

- Provide biometric screening and/or upload employee data to web portal for individual employees.
- Include the all-inclusive cost to the City per/employee for wellness platform participation.
- Interactive website.
- Ability to obtain immediate feedback.
- Rewards/point system.
- Integration of HRA and other applicable links.
- The successful vendor will supply detailed written information on the procedures used to protect and store employee and transactional information in compliance with HIPAA.
- All stored data is the proprietary property of the City of Westlake and the vendor will supply a written guarantee that all stored and transactional data will be returned to the City should the contract be terminated for any reason.
- Integration with the City of Westlake's ERP.
- For the entirety of the contract, start to finish, the City would expect a HIPAA compliant centralized system to integrate data and communications, and provide robust tracking and reporting.
- Training for Benefits/Wellness/HR staff when request is made in a reasonable timeframe and when necessary.
- Ensure on site education for all employees (three shifts); Specify scheduling methods and options.