



Responses to Written Questions

RFP 25-08

Question 1:

Can you provide more specific details on the expected participation rates and goals for the wellness program, particularly for the online challenges and educational components?

Answer 1:

We project at least 30% of employees to participate in the wellness program with that percentage increasing annually. The targets for online challenges and educational components will vary depending on the specific challenge type and the time of year particularly as many employees in our district may not be working during the summer months.

Question 2

Can you clarify the level of integration required with the district's payroll system for health insurance premium incentives? Are there specific platforms or systems that need to be compatible?

Answer 2:

We use SAP to manage both our HR and Payroll data. Currently, our wellness program is not integrated directly into either one of those areas; our internal workflows involve manual ETL processes that facilitate getting premium incentive data loaded for Benefits/Payroll as well as employee data from HR to the vendor.

Question 3

Can you clarify what local resources need to integrate into the platform?

Answer 3:

We want to be able to promote additional resources into the platform such as our Employee Assistance Program, Well@Work clinic and additional resources and benefits that we have available for employees.



Question 4

What specific metrics and data points are required in the comprehensive reporting? How frequently are these reports expected to be generated, and what formats are preferred (e.g., dashboards, PDFs)?

Answer 4:

The comprehensive reporting should include metrics such as employee participation rates, engagement scores, program utilization statistics, and satisfaction ratings. Reports are expected to be generated monthly with a summary report annually. Preferred formats include interactive dashboards for real-time insights and downloadable PDFs.

Question 5

Are there any specific security protocols or compliance standards beyond standard HIPAA and HITRUST certifications that we should be aware of when managing the online well-being platform?

Answer 5:

We take security very seriously and are committed to ensuring that the online well-being platform adheres to the highest standards of protection. While HIPAA and HITRUST are foundational, we are always exploring opportunities for enhancements to ensure maximum security. We would appreciate any additional security measures you may offer with your platform.

Question 6

How customizable should the wellness program be? Is there a need for bespoke content creation, or will standard wellness modules suffice?

Answer 6:

The wellness program should offer a degree of customization to meet the diverse needs and preferences of employees, and this can enhance engagement and effectiveness.



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Question 7

Besides English, which other languages should the wellness program support? Are there specific dialects or language preferences we should be aware of?

Answer 7:

We are a highly diverse group, and the more languages we can provide, the more inclusive our offerings will be. Additional languages to consider include Spanish, Arabic, Somali, and Hmong.

Question 8

Can you provide more details on how the tiered incentives, including the online mall, are expected to operate? Are there preferred vendors or platforms for the gift card mall?

Answer 8:

The tiered incentive structure for the wellness program will need to be able to operate by rewarding employees based on their engagement and participation levels, with more significant rewards for higher tiers. For instance, employees might earn points through activities like completing health assessments, attending wellness workshops, or achieving fitness milestones, which can then be redeemed at the online gift card mall. Preferred vendors for the gift card mall typically include popular retailers and service providers across various sectors, focusing on options that align with employee interests, such as fitness, dining, and wellness products.

Question 9

What are the specific requirements and expectations for the gym rebate program? How should it be integrated into the overall wellness strategy?

Answer 9:

The gym rebate program requires participants to enroll in a fitness facility and maintain a minimum level of attendance, such as a specified number of visits per month. To qualify for rebates, participants may need to submit proof of membership fees and attendance records. This program should be integrated into the overall wellness strategy by promoting regular physical activity as a key component of employee health, offering incentives that encourage consistent participation, and creating a supportive community that helps employees stay motivated and engaged in their fitness journey.



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Question 10

Are there incentives ad hoc or is there a specific spend/limit for each employee to attain/earn/be granted?

Answer 10:

We currently have maximum point-earning opportunities, capping certain categories within our wellness platform. To ensure we maintain best practices for the wellness program without diluting its effectiveness, we believe it's important to implement capped earning opportunities.

Question 11

Is there a wellness guide that can be shared with details of current program(s)?

Answer 11:

You can view our 2024 benefits guide [here](#)

Question 12

We plan to submit our form contract with our bid response. The contract is balanced and designed specifically for the nature of the services we intend to provide to Minneapolis Public Schools. Will this approach be deemed non-responsive and result in disqualification?

Answer 12:

This will be acceptable as long as the bid format is readable.

Question 13

Biometric screenings are not listed in the "Primary Components" section of the RFP but suggested as an area to include pricing. Can you share what screening services - if any - MPS offers to its eligible population today and what type of services are available (on-site events, fingerstick or venipuncture, physical forms, home kits, etc.)?

Answer 13:



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We have an onsite clinic where our employees can schedule their biometric screening if they wish, or they can go to their primary care provider. We do not currently have on-site biometric screenings. If you wish you can provide pricing for this additional service in your proposal.

Question 14

Does MPS currently leverage any on-site personnel from your current partner and / or is there in interest on site services such as overall program management support, onsite classes and onsite wellness event coordination? etc.)?

Answer 14:

We currently receive one-on-one support from our current partner and would like to explore additional on-site services available.

Question 15

Could you provide more details on your internal support team. IT, HR individuals that will be available during the implementation phase, considering the January 1, 2025, rollout deadline?

Answer 15:

The implementation phase would include support from the Employee Wellness Coordinator, Benefits team, and HR team.

Question 16

What strategies have you seen most successful in driving MSP employee engagement in wellness programs? Could you share examples?

Answer 16:

Effective strategies for enhancing MSP employee engagement in wellness programs often involve personalized initiatives and incentives. For instance, our team thrives on competition and enjoys step challenges. We've found significant success using a platform that allows device syncing and features a challenge system, which helps foster a strong sense of community among participants.

Question 17

What's important to MPS when measuring ROI and effectiveness of the wellness program?



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Answer 17:

When measuring the ROI and effectiveness of the wellness program at MPS, key factors include employee participation rates, overall health improvements, and engagement levels. Collectively, these metrics help demonstrate the program's value to both employees and the organization.

Question 18

How are the incentives structured within your current wellness program? What is your current incentive design/design you hope to implement?

Answer 18:

Our current wellness program rewards employees for participating in health-related activities and achieving specific wellness goals. This includes earning points for completing health assessments, being active, participating in challenges, etc. Current incentives include tiered rewards, such as gift cards, wellness products and services, & discounts on insurance co-pays & deductibles. Moving forward, we hope to implement a more personalized incentive system that tailors rewards to individual interests and goals, further enhancing engagement and fostering a culture of wellness.

Question 19

How does your current wellness program accommodate employees with disabilities? Are there specific features or resources designed to ensure inclusivity?

Answer 19:

Our current wellness program accommodates employees with disabilities by offering various resources and modifications. The program includes adaptive challenges and personalized health assessments. Additionally, the program provides mental health resources and educational materials, to ensure inclusivity and promote engagement among all employees, including those with disabilities.

Question 20

What specific tools and resources does your current wellness platform offer to support mental health and emotional well-being? How are these resources integrated into the broader wellness program?

Answer 20:

Our current wellness program offers integration with mindfulness and meditation apps and mental health screenings. Our current platform also allows our current employee assistance program to be promoted through the platform. By promoting this resource employees can easily access support.



Question 21

Please confirm the RFP Response Formatting instructions are accurate - RFP must be double-spaced, with at least than one-inch margins. Font must be at least 12-point and The RFP narrative for Section III-IV may not exceed 30 total, not including appendices.

Answer 21:

Yes, the formatting instruction are accurate.

Question 22

Do you want responses to Fees directly in Section F or within Appendix 4 or both? They both ask for the same information.

Answer 22:

You can provide responses to Fees within Appendix 4.

Question 23

What are the top pain points with the current wellness program?

Answer 23:

Top pain points with the current wellness program include a lack of user-friendliness, insufficient personalization to cater to individual needs, and a perception among some employees that mental health support is not adequately prioritized.

Question 24

What's driving the opportunity to change now?

Answer 24:

The wellness landscape is constantly evolving, and we want to explore what additional benefits other platforms can offer our employees.

Question 25

What are you doing now for a gym rebate program and what are you hoping to accomplish?



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Answer 25:

Our existing gym rebate program requires employees to complete a specified number of workouts each calendar year. Upon fulfilling this requirement, they can apply for a gym reimbursement of up to \$250 annually. We aim to introduce a similar initiative.

Question 26

Are you looking to consolidate 2 wellbeing vendors, Vitality and the health plan wellbeing program?

Answer 26:

We are not seeking to consolidate; instead, we desire a single primary wellness program.

Question 27

RFP Primary Objective 2 is for a comprehensive breakdown of the total proposed costs encompassing all components such as administrative fees, incentives, and any pertinent program enhancements. Regarding incentives, is MPS excluding the face value of any gift cards issued? If not, can MPS provide a total value of all gift cards issued in 2023?

Answer 27:

The breakdown excluding the face value of gift cards.

Question 28

MPS has indicated that in addition to gift cards, employees can earn various health and wellness products. Are these health and wellness products purchased and distributed by MPS or is it through a third-party vendor? If it is a third-party vendor is this something you want the Bidder to provide? If so, is the payment of these health and wellness products separate from the fees for the employee wellness program?

Answer 28:

The health and wellness products are purchased through a third-party vendor, and we prefer to maintain this arrangement. Payment of these products are separate from the fees of the employee's wellness program.

Question 29



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Does MPS' current wellness program include an on-line mall currently? If so will MPS continue utilizing the vendor who provides the on-line mall or are you looking for the Bidder to provide this?

Answer 29:

The rewards mall is incorporated into our existing wellness platform, and the vendor will need to supply this feature.

Question 30

Appendix 3, of RFP #25-08, is a copy of the Minneapolis Public Schools Contract. WebMD would like to know if this represents the full contract that will be negotiated once the business is awarded and does MPS want the Partner Vendor to provide redlines or exceptions to this contract with our proposal submission? Additionally, would MPS be open to reviewing the standard WebMD Master Services Agreement; if so, can WebMD add it as an attachment to our proposal submission?

Answer 30:

Yes, Appendix 3 of RFP #25-08 represents the full contract that will be negotiated upon business award. We are not interested in reviewing standard WebMD Master Service Agreement

Question 31

WebMD's services require a Business Associate Agreement (BAA). We would be happy to review the MPS BAA or we can provide a copy of our BAA as an attachment to our proposal submission. Please advise.

Answer 31

You can provide a copy of your BAA as an attachment with your proposal submission.

Question 32

WebMD would like to confirm the MPS Employee Wellness Program 25-08 RFP pdf document is the only materials / document for this RFP process - no additional materials have been or will be provided for the completion of this RFP. Please confirm.

Answer 32:

Correct Wellness Program 25-08 RFP pdf document is the only material/document for this RFP process and no additional materials have been or will be provided for the completion of this RFP.



Question 33

Section F. Fees and Costs; Does MPS want pricing for Lifestyle Health Coaching? Are there any other areas of health coaching MPS is interested in, such as, tobacco cessation, weight management, condition management, mental health?

Answer 33:

MPS is interested in receiving pricing for Lifestyle Health Coaching. In addition we would also like to explore pricing for mental health.

Question 34

Does MPS want pricing for 6,700 benefit eligible employees and covered spouses for an approximate total of 8,000 covered lives?

Answer 34:

Yes

Question 35

As a privately held corporation we do not release financial information, however, we can provide a general statement of the financial health of the organization. Is this acceptable?

Answer 35:

A general statement of the financial health of the organization will be acceptable.

Question 36

What invoice/payment processor does MPS use?

Answer 36:

We utilize Concur to process invoices.

Question 37

It appears there is a 30-page limit for our responses. When including the questions only, that portion uses 12-14 pages. Do your questions count towards the 30-page limit or just our responses to the questions?



Answer 37

Yes, questions count towards the 30-page limit.

Question 38

Would MPS like the incumbent vendor to submit references as part of the RFP process?

Answer 38:

Yes

Question 39

Would MPS like the incumbent vendor to redline the sample contract included with the RFP? Or would MPS prefer to use their current contract as the basis for a renewal?

Answer 39

Use the current contract as the basis for a renewal.

Question 40

It appears that the form for Appendix 1 refers to contracted Moving and Installation services—we have removed that verbiage but please let us know if you would like us to confirm our intent to bid through another form.

Answer 40:

The current form is fine.

Question 41

Please provide the strategy behind offering two wellness programs.

Answer 41:

We aim to provide a comprehensive wellness platform that serves as a single solution while allowing for integration with additional wellness resources.

Question 42

Does the school district fund the program or is a portion of the funding via wellness dollars from the health plan?

Answer 42:



The wellness program is funded through the health plan.

Question 43

Can the school district provide a range for the annual budget for the current program?

Answer 43:

No, please provide competitive bidding based on program requirements outlined in RFP.

Question 44

Is there any integration via the health plan for claims or condition management programs? If not, is there any interest in having that connectivity via partners?

Answer 44:

No

Question 45

What is the single most important goal of the wellness program at the school district?

Answer 45:

The single most important goal of the wellness program at the school district for employees is to promote overall health and well-being, fostering a supportive environment that enhances physical, mental, and emotional wellness while ultimately leading to improved overall well-being.

Question 46

The RFP lists as a primary component, the ability to integrate with payroll for health insurance premium incentives. Does the request for API integration (real time) or file ingestion via an SFTP site?

Answer 46:

We currently use SFTP to securely send files to our vendors.

Question 47

In our proposal, can the original RFP question be single spaced, and our response be double spaced?

Answer 47:

Yes



Question 48

Do the “divider” pages mentioned on page 5, number 9, count toward the page limit?

Answer 48:

No

Question 49

Would MPS like us to include our pricing and fee information in the appendix or under section III F?

Answer 49:

Yes

Question 50

Page 14 under the Appendix Requirements mentions the employee wellness program specific reports and refers to section IV F for more information. IV F is not a section in the RFP. Can you provide additional information about these reports?

Answer 50:

The detailed reporting must encompass metrics like employee participation rates, engagement scores, program utilization statistics, and satisfaction ratings. Reports are to be produced monthly, with an annual summary report provided as well. Desired formats include interactive dashboards for real-time insights and downloadable PDFs.

Question 51

Would you like the appendix as a separate document or included at the end of the RFP?

Answer 51:

You can include the appendix at the end of the RFP.

Question 52

Can you confirm MPS is not looking for contract exceptions at this time?



Answer 52:

We are not looking for contract exemptions at this time.

Question 53

As the included contract is not for SaaS agreements, would MPS be open to looking at our standard agreement? If so, could we send a copy with the proposal?

Answer 53:

We would be open to it; you can send a copy with the proposal.

Question 54

Is 1/1/25 a hard launch date or might you consider a February, March or other launch/"go-live" date?

Answer 54:

1/1/2025 is a hard launch date.