



ADDENDUM #2 2020-137 RFP

Health and Well-Being Portal and Wellness Incentive Program Administrator Kitsap County Human Resources Department

TO: All Respondents
FROM: Vicki Martin, Buyer
CLOSING DATE: November 4, 2020 at 3:00 PM (**UNCHANGED**)
REF NO.: 2020-137 RFP
DATE: October 15, 2020

The following information is provided to assist in responding to the above referenced proposal.

1. Q - Please share two examples of an IAP, one internal and one from an external partner.

A – An Internal IAP could be an activity challenge (steps) or nutrition (say a fruit/vegetable per day). An External might be Kaiser’s Quit smoking program.
2. Q – Is the 2.1.2021 contract start the date when the County expects services to be fully live for employees and dependents, or when you expect implementation to begin?

A – Fully live (and if not feasible, the bidder should provide an alternative timeline with a proposed implementation schedule/plan).
3. Q – In the RFP you describe “The County’s underlying goals in procuring these services are improved health of its employees, a positive impact on cost trends, and enhanced work-related productivity of employees.” Please describe any specific objectives related to these goals.

A – The County would love to see reductions in the use of sick leave, potential reductions in claims utilization. Or simply an improved employee engagement score.
4. Q – The RFP states that, “The County’s Human Resources Department aims to provide employee benefit programs that...assist participants in using their plans effectively.” Please describe the ways in which this assistance is currently provided.

A – Communications, 1:1 coaching.

5. Q – How many total spouses/dependents are eligible to participate in the program?
A – 515
6. Q - Please describe what the County likes about the use of IAPs (vs. other approaches).
A - *It is geared towards behaviors the employee has indicated (through the HRA) they are ready to make changes.*
7. Q - Currently, what results, or datasets are being used to determine the appropriate IAP for an individual member?
A – *N/A. We do not use IAPs*
8. Q - Please share the top employee health risk conditions responsible for the County's highest claims costs.
A - *Depression, cancer, heart disease, diabetes, and joint replacements.*
9. Q - Does the County currently have employees working remotely from home? If so, what percent of your total workforce?
A - *Yes, approximately 22%.*
10. Q - Do all employees have a County email address? If not, what percent do not?
A – *No, approximately 5%*
11. Q - What percent of employees do not have access to a work computer?
A - *Approximately 5%; however, all are using our electronic time keeping system Workday, either through a mobile application, a kiosk at work or home computer.*
12. Q - How would you describe the County's workplace culture?
A - *Overall highly engaged, dedicated to public service, collegial. There are pockets, particularly those that work shifts or off-our-main campus locations that feel a bit more disconnected.*

13. Q - What gaps, if any, are there in your current wellness program?

A - Currently we have some countywide challenges that are not linked to health risks in our population. No HRA, no IAPs, and limited incentives.

14. Q - What are the key outcomes being generated through your current program?

A - Higher employee engagement, and greater awareness of how behaviors impact health. See Introduction and Purpose on Page 4 of the RFP.

15. Q - What components of your current program have been most effective in helping the County meet its goals?

A - Using wellness leave as an incentive; using wellness champions in departments to publicize events and challenges.

16. Q - What have you found to be the most effective ways to communicate with County employees? Least effective?

A - Using Workplace champions. We have revamped our county newsletter, so more employees are reading it.

END OF ADDENDUM #2