



**ADDENDUM TO THE REQUEST FOR PROPOSALS  
ON-SITE EMPLOYEE HEALTH ADMINISTRATOR / OPERATOR  
CITY OF FORT WORTH  
PURCHASING DIVISION**

**ADDENDUM NO. 1**

**DATE ISSUED: NOVEMBER 4, 2009**

**REQUEST FOR PROPOSALS (RFP) NUMBER: 09-0229  
ORIGINAL RFP CLOSING DATE: November 12, 2009 (changed)  
REVISED SUBMISSION DEADLINE: December 3, 2009**

RFP No. 09-0229, issued October 7, 2009, is hereby amended to incorporate in full text the following provisions:

1. Proposal Submission Deadline is changed to Thursday, December 3, 2009 at 1:30 p.m.
2. Questions and answers document from the Pre-Proposal Conference held on October 22, 2009, pages 2 through 4.
3. The attendance log in sheet from the Pre-Proposal conference held on October 22, 2009, has been posted on the City's website, <http://www.fortworthgov.org/purchasing/Default> under "Bids."
4. The Healthy Challenge Wellness Program document is hereby incorporated, pages 7 through 11.
5. The Health Center Layout with Fitness Center sample document is hereby incorporated, pages 12 through 13.

All other terms and conditions remain the same.



**JACK DALE  
PURCHASING MANAGER**

.....  
COMPANY NAME: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

**NOTE: Company name and signature must be the same as on the Proposal documents.**

**Questions and Answers (Q&A) for the City of Fort Worth – RFP No. 09-0229  
On-Site Employee Health Center Administrator/Operator**

- Q1. Please clarify “electronic copy.”
- A1. Vendor(s) shall submit one (1) electronic copy in PDF format on a compact disc (CD) with all proposal documents, as indicated on page 3, Section 1.0 GENERAL PROVISIONS of the RFP.
- Q2. You state in the proposal that the health center will be accessible to approximately 2,500 people. Please clarify.
- A2. Yes, the Employee Health Center will be within walking distance and accessible to approximately 2,500 City of Fort Worth employees.
- Q3. In the “Proposal Preparation” (section 10.10, 10.11), it states that we are to provide resumes for all staff anticipated to operate and manage the health center. I find that unusual and somewhat meaningless. We can always find people for the proposal due to the time deadlines, but they may not be the best.
- A3. This is a requirement of this Request for Proposals. Vendor(s) shall provide resumes for all anticipated staff as indicated on pages 10 and 11, Section 10.0 PROPOSAL REQUIREMENTS, subsections 10.10 PROFESSIONAL CERTIFICATIONS/LICENSURE, and 10.11 RESUMES. We do want to know who these people are.
- Q4. Have you given any thought to your benefit design?
- A4. Yes, our benefits department is discussing that and our current health insurance provider has been cooperating in these discussions.
- Q5. Have you discussed your growth process? How will this program be communicated?
- A5. This program will be communicating through various mediums. The City of Fort Worth Wellness Program provides wellness services to approximately 3,000 employees. The Wellness Program uses a variety of ways to communicate such as e-mail, staff meetings, ACToday (internal e-mail newsletters), pay stubs, and word of mouth.
- Q6. Please verify what the mandatory times for the clinic will be. Can the clinic be open longer or on Saturdays?
- A6. The clinic is required to be opened Monday thru Friday from 8:00 A.M. to 5:00 P.M. The City is open to suggestions for Saturdays.

- Q7. Will there be a co-pay?
- A7. If the employee has health insurance through the City of Fort Worth, the care will be free. For those employees that are not on the City of Fort Worth's insurance plan, there will be a small co-pay.
- Q8. Will the City of Fort Worth be getting payment from the employee for the co-pay?
- A8. No, this will be the responsibility of the management and oversight piece for the vendor that is selected.
- Q9. Regarding the pharmacy program, what if we have an alternative proposal.
- A9. Vendor(s) may provide an alternative proposal to the pharmacy program, if relevant to the scope of the RFP.
- Q10. Will the pharmacy program solely support the clinic or will it replace your mail order pharmacy?
- A10. No, the pharmacy program will only be a maintenance program. It will be used to support the clinic, not to replace any existing mail order pharmacy programs.
- Q11. Will the pharmacy program be free?
- A11. At this time, there have not been any decisions made for the pharmacy program fees.
- Q12. Is this for all employees of the City of Fort Worth or just those that are located here in downtown?
- A12. No, this Health Center would be available to all employees of the City of Fort Worth. It will be more convenient for those 2,500 that are working near the location.
- Q13. Will pediatric care be administered at the clinic?
- A13. At this time, there have been no decisions made concerning pediatric care/administration at this clinic.
- Q14. Will the clinic be open on holidays and furlough days?
- A14. No decision has been made concerning the clinic availability on holidays and furlough days. There will be further discussion of the clinic being open on holidays and furlough days. Please see page 5 for City of Fort Worth Holiday Schedule and page 6 for City of Fort Worth Furlough days.
- Q15. How flexible are the dates for opening the clinic? Will this be a tight schedule with the build out?
- A15. The City intends to adhere to the target date for clinic start up, as much as possible. Our target date for clinic start up is April 1, 2010.

- Q16. Out the 2,500 employees that you foresee using this clinic, how many dependents are represented?
- A16. At this time, the City does not have this specific information. Employees' dependents use of the clinic is under review.
- Q17. What is the purpose of this clinic?
- A17. The City's purpose would be:
- a. Return on Investment,
  - b. Better, healthier employees, and
  - c. A more productive work force.
- Q18. Are you looking more at hard costs or soft costs?
- A18. The City is concerned with both hard costs and soft costs; however the focus is greater related to hard costs.
- Q19. Who would be responsible for the building out the facility?
- A19. The owner of the building will build out the facility. This would not be the responsibility of the awarded vendor(s).
- Q20. Will there be an opportunity for expansion?
- A20. An opportunity for expansion is unknown at this time; however expansion would be located at another facility.
- Q21. What is the co-pay per person?
- A21. Employees enrolled in the City's health plan will not be charged a co-pay. Please see question 7 of this document, addendum no. 1.
- Q22. Will the co-pay be received at the clinic or will another mechanism be utilized?
- A22. The selected vendor management and oversight person(s) will be responsible for the collection of the co-pay. Please see question 8 of this document, addendum no. 1.
- Q23. What would be the recommended staffing model?
- A23. The City is not recommending a specific staffing model. The vendor(s) should provide the recommended staffing model in their proposals.

### **City of Fort Worth Holidays**

The following dates will be observed as for the calendar year 2009:

New Year's Day	Thursday, January 1, 2009
Martin Luther King Jr.'s Birthday	Monday, January 19, 2009
Memorial Day	Monday, May 25, 2009
Independence Day	Friday, July 3, 2009
Labor Day	Monday, September 7, 2009
Thanksgiving Day	Thursday, November 26, 2009
Thanksgiving Friday	Friday, November 27, 2009
Christmas Day	Friday, December 25, 2009

### City of Fort Worth Furlough Days

The eight (8) furlough days designated by the City Manager and approved by the City Council for fiscal year 2010 are:

<b>Furlough Day</b>	<b>Day of Week</b>	<b>Furlough Date</b>
Columbus Day	Monday	10/12/2009
Day before Thanksgiving Day	Wednesday	11/25/2009
Day before Christmas Day	Thursday	12/24/2009
Presidents' Day	Monday	02/15/2010
Good Friday	Friday	04/02/2010
Friday before Memorial Day	Friday	05/28/2010
Friday before Independence Day	Friday	07/02/2010
Friday before Labor Day	Friday	09/03/2010



## Healthy Challenge Wellness Program

Have you ever wanted to take a few steps to feel better, sleep better, increase your energy level, or reduce your risk of disease? Many of us have a desire to enhance our health in one way or another, but sometimes just don't know where to begin.

The City of Fort Worth is proud to offer the Healthy Challenge Wellness Program to all employees and retirees in order to support them in taking the 1<sup>st</sup> step toward better health. All of the wellness services are offered as a **health benefit at no charge— FREE!**

The **Wellness Program** services include:

- . • **Annual Healthy Challenge Health Screening (March)**
- . • **Health Risk Assessment (ASAP! HRA) (March)**
- . • **Participation Incentive Programs (Cash or Leave)**
- . • **Medical Self-Care Program**
- . • **Annual Health, Safety and Benefit Fair (October)**
- . • **Lifestyle Behavior Change Programs**
- . • **Healthy Habits Fitness Programs**
- . • **Disease Management Programs**
- . • **Obesity Treatment Program (OTP)**
- . • **Wellness Library**
- . • **Wellness Intranet Website**
- . • **Community Initiatives (Heart Walk, Relay for Life, etc)**

The **Lifestyle Behavior Change Programs** include:

- . • Diet/Nutrition/Weight Management
- . • Exercise/Fitness
- . • Stress Management
- . • Tobacco/Smoking Cessation

The **Disease Management Programs** include:

- . • High Blood Pressure
- . • Heart Disease
- . • Diabetes
- . • Obesity

For more information, read your monthly Better Health for Life newsletter, or contact the Healthy Challenge Wellness Program, at 817-392-2623, or email [vicki.tieszen@fortworthgov.org](mailto:vicki.tieszen@fortworthgov.org)

## **WELLNESS PROGRAM - FREQUENTLY ASKED QUESTIONS (FAQ'S)**

### **• What is "wellness"?**

Many people think about "wellness" in terms of physical health only. The word invokes thoughts of nutrition, exercise, weight, and your current blood pressure. Wellness, however, is much more than physical health.

Wellness is an expanded idea of health and means more than absence from disease. True wellness is determined by the decisions you make about how to live your life with vitality and meaning. There are several interactive dimensions of wellness that continually influence one another.

Wellness is an ongoing process to reach for our full potential as human beings, personally and in relation to our families, our community, and the world around us.

### ***Wellness is an integration of seven dimensions of life:***

Physical Emotional/Psychological Environmental Spiritual Social Intellectual  
Occupational/Vocational

### **• Who can participate or who is eligible?**

That depends on which service you are referring to. Most of the services are open to all employees, retirees and spouses. These include the lifestyle classes, disease management programs, and fitness center discounts. However, there are two services that are not open to everyone. For example, the Annual Healthy Challenge Health Screening that is offered in March of every year and the Award Payout Program, are currently open only to benefit eligible employees, retirees on the health insurance or surviving spouses of the retiree. SO1 employees, spouses and dependants are not eligible to participate in the health screening or the payout program, but they can participate in all of the other services, including the classes.

### **• Is there a cost?**

No. All of the wellness services are free to participants. The individual does not pay any fee.

### **• Can I participate on work time, or do I have to use my personal time?**

All of the wellness services have been approved by the CMO for participation on work time. However, it is important to obtain approval from your supervisor for specific classes or events, and coordinate coverage of your work area.

- **What are the incentives, or what can I get if I participate?**

Our wellness program is built on incentives. Healthy Challenge is the Employee/Retiree Wellness Program that rewards employees and retirees for maintaining and/or improving their health during the year. There are two levels of incentives in the Healthy Challenge Wellness Program; participation and outcomes. The first incentive level is Participation. The best incentive is participating on work time, and not having to use your personal time. After that, another incentive for participation is a Wellness t-shirt for participating in the Healthy Challenge Health Screening every year. The next incentive level is Outcomes. The incentive for outcomes is the Award Payout Program.

By participating in the annual Health Screening and completing a health risk assessment (HRA) questionnaire, all full-time, benefit eligible employees, retirees on the health insurance and surviving spouses of retirees, are eligible for the **Wellness Award Payout Program**. To qualify, participants must complete two HRA's (one year apart), and meet at least six of the 13 Health Criteria. The **Award Payout Program** has **5 tiers for payout** as follows:

<b># of Criteria Met</b>	<b>Insurance Member</b>	<b>Non-Insurance</b>
6 Criteria Met = \$50 or 3 hours	3 hours	7 Criteria Met = \$100 or 6 hours
7 Criteria Met = \$100 or 6 hours	6 hours	8 Criteria Met = \$150 or 9 hours
8 Criteria Met = \$150 or 9 hours	9 hours	9 Criteria Met = \$200 or 12 hours
9 Criteria Met = \$200 or 12 hours	12 hours	10+ Criteria Met = \$250 or 15 hours
10+ Criteria Met = \$250 or 15 hours	15 hours	

The **13 Health Criteria** consist of the following:

FAT INTAKE	TOBACCO USE
CHOLESTEROL / HDL RATIO	PREVENTIVE SCREENINGS
NO INJURY LOST TIME	BODY WEIGHT
EXERCISE	ALCOHOL AND DRIVING
SEAT BELT USE	STRESS MANAGEMENT
BLOOD PRESSURE	MEDICAL SELF CARE
FRUITS AND VEGETABLES	

- **Is the personal health information that is collected at the health screening confidential or will it be used against me some how?**

The Healthy Challenge Wellness Program staff takes confidentiality very seriously and takes every possible measure to ensure your health information is protected. There are federal regulations (HIPAA) in place regarding your personal health information. It is against the law to use your health information for any purposes other than providing you feedback and referrals for appropriate services. No one will have access to your information, other than the wellness staff, not even your spouse, without your written consent.

- **What kinds of classes are available?**

There are several Lifestyle classes and Fitness classes available through the wellness program, at no cost to the participants. The Lifestyle classes are multiple week classes with a focus on lifestyle behavior change. These classes vary from 4-week up to 8-week sessions, meeting for two hours, one time each week. The Fitness classes are usually offered on 8-week series, on an ongoing basis. For example:

**Lifestyle Behavior Change Programs**

DIET/NUTRITION/WEIGHT MANAGEMENT: “Leaner Weigh” (5 week) and “THINK LIGHT!” (8 week)

PHYSICAL ACTIVITY: “Build Your Physical Activity Pyramid” (5 week)

STRESS MANAGEMENT: “Personal Stress Management” (4 week)

TOBACCO CESSATION: “Take the 1<sup>st</sup> Step” (7 week)

**Healthy Habits Fitness Programs**

Stretching classes (15-20 minute sessions, 5 days per week)

Aerobic classes (45-60 minute sessions, 1-3 days per week)

Cardio-Pump classes (45-60 minute sessions, 1-3 days per week)

Exercise Prescription (Ex Rx) classes (1 hour sessions, 2 days per week)

Zumba classes (1 hour sessions, 2 days per week)

- **Is there a fitness facility on site?**

The wellness staff understands the importance of physical activity and the impact on health. Currently there is not a dedicated space for a fitness facility with equipment in any city facility for all employees. There are plans to pilot a small space with limited resources and access for fitness. However, since this is an important health issue, the wellness program has negotiated agreements with several area fitness centers, to offer substantial discounts to our employees, retirees and dependants.

- **Can I get a discount on my insurance if I participate?**

Not a direct discount on your insurance premiums. However, you can get an indirect discount or rebate, through the Wellness Award Program mentioned earlier. You can earn up to \$250 each year that you could label as either a discount or rebate on your insurance.

- **Why does the city offer a wellness program?**

Due to rising health care costs, the city went "self-insured" back in 2001. As part of this change, the City Council and City Manager also made the decision to begin a worksite wellness program, to help contain costs among many other reasons. Since that time, there are many reasons why the city continues to offer a worksite wellness program. Indicators of the program success include increased employee awareness and participation in lifestyle changing interventions, reduced absenteeism, improved productivity, and improved job satisfaction. Ultimately, one of the main goals of the program was to have healthier employees and a reduction in the rate of increase of health benefits costs. And we have done just that.

- By the end of the 2nd full year, 2004, the health insurance premiums for our employees increased only 8%, as compared with 15-16% for other local employers.

- By the end of the 3rd full year, 2005, health insurance premiums for our employees stayed the same, with \$0 increase at all. And there were \$0 increases for 2006 and 2007, as well as 2008.

- And, most dramatic, our health care claims costs have been under budgeted claims for the past 3 years: 2004 = \$2.8 million under; 2005 = \$13.1 million under; 2006 = \$4.3 million under. **It really works!**



