

## ADDENDUM NO. IV

**DATE:** March 15, 2021  
**TO:** All Potential Proposers  
**FROM:** James McKeehan, Assistant Purchasing Agent, City of Knoxville  
**SUBJECT:** Addendum No. IV to RFP Wellness Portal

**PROPOSALS TO BE OPENED: March 17, 2021 at 11:00 AM (Eastern Time)**

This addendum is being published to provide clarification regarding the above referenced RFP. This addendum becomes a part of the contract documents and modifies the original specifications as follows:

### Items for Clarification:

1. The RFP states that any/all information submitted in the Participants Proposal is contractually binding: specifically, you are asking for Account Management names, BIO's etc. While we can assign an Acct Management Team in the Proposal, that may change as our business changes with new client onboarding, maternity leave, etc.. How would you suggest we handle that going forward, if for instance Day 1 of the awarded vendor has to make a change in the Acct Management Team member(s)?

**The request for Acct Management Team BIOs is intended to demonstrate the level of experience and qualifications the proposing firm can offer. Staff turnover, leave etc. is expected.**

2. Are there size limitations to e-submit our Proposal? Limited MB capacity, etc? Specific layouts like pdf, etc that you require in addition to 'hard copies' being mailed?

**The City is unaware of any size limits for electronically submitted documents. Proposals in PDF form are preferred but not required. Please note that proposals can be delivered as hard copies or submitted electronically through the City's bid page. It is not necessary to do both.**

3. Indemnification Clause seems aggressive in City of Knoxville's favor compared to other Agreements in the marketplace – is this section negotiable to be more 'mutual'?

**The Indemnification clause is the City's standard cause based on state law and budget constraints and therefore is not negotiable.**

4. Is the City dissatisfied with the current vendor, Visibility Group dba Propel?

**The City is not dissatisfied with the current vendor. The current contract will be expiring and per our rules this service must be re-bid.**

5. Based on previous experience, what is the expected active participation on the platform?

**We have about 70% participation in the wellness program.**

6. The RFP is clear that the response is only for a wellness portal and data management. Would there be future opportunities to provide additional wellness programming (i.e. tobacco cessation, health coaching, virtual lunch & learns)?

**Future program expansion is outside of the scope of this procurement. Additional programming would be through an additional request for proposals.**

7. Please be specific on what the expected process is to “integrate” with the current data house, Innovu?

**The City does not have specifics for the integration process.**

8. What is the current data exchange between Innovu and your current portal vendor?  
a. Is this expected to increase, decrease or remain the same?

**Innovu currently collects all of the data from BlueCross, OptumRx, Premise Health and the Wellness Program and compiles data reports for the City. That is expected to remain the same.**

9. What is the frequency and of the current aggregate reporting package?  
a. What is included in the aggregate reporting package?

**The current vendor provides the City with detailed monthly reports of which participants are meeting (or are not meeting) the requirements of the Wellness Program (physical activity, quarterly education, health coaching, screening, etc.)**

10. Is the City satisfied with the current aggregate reporting package?

**Yes**

**END OF ADDENDUM IV**