

**REQUEST FOR PROPOSALS**  
**EMPLOYEE WELLNESS VENDOR**

**Issue Date: March 7, 2022**

**Letter of Interest Due: April 1, 2022**

**Questions Related to RFP Due: April 8, 2022**

**Comprehensive Response to Questions Sent By: April 15, 2022**



**PROPOSAL DUE DATE: May 27, 2022 AT 4:00 P.M.**

**Responses may be mailed or hand-delivered in a sealed envelope or box with the RFP title marked on the outside of the envelope to:**

**City of Highland Park  
Human Resources  
City Hall  
1707 St. Johns Avenue  
Highland Park, IL 60035**

**Attn: Health Risk Appraisal, Biometric Screening, and Coaching Vendor RFP**

## I. PURPOSE OF REQUEST

The City of Highland Park (“City”) is seeking an inclusive wellness vendor to administer health risk appraisals, biometric screenings, and lifestyle health coaching to all employees who participate in the City of Highland Park’s WIN (wellness initiative) health improvement program.

## II. INSTRUCTIONS TO PROPOSERS

- A. It is requested, **but not required**, that each firm with an intention to respond to this RFP provide a non-binding Letter of Interest to propose via e-mail or delivery to Nicholas Barnes, Human Resources, no later than 5:00 p.m. CDT on April 1, 2022.
- B. All proposals shall be submitted in a sealed envelope to:

City of Highland Park  
Human Resources  
City Hall  
1707 St. Johns Avenue  
Highland Park, IL 60035

Attn: Health Risk Appraisal, Biometric Screening, and Coaching Vendor RFP

Proposals will not be opened publicly. Proposals submitted after closing time will be returned unopened. No oral, telephone, or fax proposals will be considered.

All questions regarding the RFP shall be directed to Nicholas Barnes at [nbarnes@cityhpil.com](mailto:nbarnes@cityhpil.com) or (847) 926-1013. Questions will be accepted until 5:00 p.m. CDT on April 8, 2022. All questions and responses will be compiled and submitted to all respondents electronically in one general response memorandum by 5:00 PM CDT on April 15, 2022.

**Final Proposal Due Date: May 27, 2022 at 4:00 p.m.**

- C. Failure to comply with any section of the RFP may result in rejection of the proposal as non-responsive.
- D. Include seven paper copies along with one electronic copy. Electronic copies can be sent via email to [nbarnes@cityhpil.com](mailto:nbarnes@cityhpil.com)

### III. MINIMUM QUALIFICATIONS

The City encourages proposals from all wellness vendors meeting the following minimum qualifications:

- B. Experience as a firm providing Health Risk Appraisals, biometric screenings, and coaching services to businesses; experience in working with municipalities a plus but not necessary.
- C. Experience in providing services similar to those outlined in the Request for Proposal.
- D. Demonstrated experience in assisting other businesses with the administration of an inclusive wellness program.
- E. Ability to administer biometric screenings in February 2023.

### IV. TERMS AND CONDITIONS

- A. The City reserves the right, at its sole discretion, to terminate this process at any time, or reject any and all proposals without penalty, prior to the execution of a contract acceptable to the City. Following the review by the committee, the final selection, if any, will be based on the proposal which best meets the requirements set forth in the RFP and is in the best interest of the City.
- B. The City reserves the right to award the contract to the next most qualified firm if the successful firm does not execute a contract within thirty (30) days after the award of the proposal.
- C. The City reserves the right to request clarification of information submitted and to request additional information of one or more applicants.
- D. Any proposal may be withdrawn up until the date and time set above for the opening of proposals by written request to Human Resources. Any proposals not so withdrawn shall constitute an irrevocable offer, for a period of 180 days, to provide the City the services set forth in the attached specifications, or until one or more of the proposals have been approved by the City, whichever occurs first.
- E. Any agreement or contract resulting from the acceptance of a proposal shall be on forms supplied or approved by the City. The City reserves the

right to reject any agreement that does not conform to the request for proposal and the City's requirements for agreements and contracts.

- F. Proposals submitted are offers only, and the decision to accept or reject is a function of quality, reliability, capability, reputation, and expertise of the firms submitting proposals. Issuance of this RFP does not obligate the City to pay any costs incurred by a respondent in its submission of a proposal or making any necessary studies or designs for the preparation of that proposal, or for procuring or contracting for the services to be furnished under this RFP.

The City reserves the right to accept the proposal that is, in its judgment, the best and most favorable to the interests of the City and to the public; to reject the low price proposal; to accept any item of any proposal; to reject any and all proposals; and to waive irregularities and informalities in any proposal submitted or in the RFP process; provided, however, that the waiver of any prior defect or informality shall not be considered a waiver of any future or similar defect or informality. Firms should not rely upon, or anticipate, such waivers in submitting their proposal

## **V. SELECTION CRITERIA**

Professional City Staff will evaluate all properly submitted proposals, and will grade and rank all proposals with respect to the Project Scope set forth in this Request for Proposals, including the total cost of the project, and responsiveness of the proposal.

The City will then select the top preferred firm, with whom a contract, on a form to be provided by the City, will be negotiated. The City Council has the ultimate authority to approve any proposal and to authorize execution of the negotiated contract.

The City reserves the right to make clarifications, corrections, or changes in this Request for Proposals at any time prior to the deadline for the submission of proposals. All proposers or prospective proposers who have requested will be informed of said clarifications, corrections, or changes. Proposals will be evaluated according to the criteria outlined below:

- A. Responsiveness: The City will consider the material submitted by the proposer to determine whether the proposer is in compliance with the RFP.
- B. Responsibility: The City will consider the material submitted by the proposer and other evidence it may obtain to determine the firm's demonstrated ability to perform the desired services for a municipality the size of Highland Park with similar scope of activities.

- C. The accuracy of the firm’s perception of the City’s needs in the area of wellness programming and the firm’s proposal(s) for meeting those needs.
- D. The qualifications, experience, and familiarity with administering Health Risk Appraisals, biometric screenings and coaching services.
- E. Total cost to the City for the services to be provided.
- F. A list of references.

Finalists that are selected for interviews will be further evaluated based upon their interview.

## VI. BACKGROUND INFORMATION

The City has a Council-Manager form of government. The City is a full service community that provides a variety of services to their populations including fire and police protection, water utility, streets and sewer maintenance. The employee demographics for the City include:

Community	Full-Time Employees
Highland Park	250

## VII. SCOPE OF SERVICES DESIRED

The City desires to contract with one wellness provider to administer health risk appraisals, biometric screenings, and lifestyle health coaching to City employees and their spouses who participate in the City’s wellness initiative or WIN program. The WIN program is a benefit available to full-time employees and spouses who utilize the City health insurance for their primary healthcare coverage. The City has 270 employees and spouses who currently participate in the program and has the goal of 90% employee participation rate for 2023.

The City desires the following specifications:

- Administer **biometric screenings on site** during week and weekend dates at City building locations to all employees or spouses who participant in the WIN program. The biometric screenings will include but not limited to a full lipid profile, glucose reading and body composition. The City requests the option of choosing either fingerstick or venipuncture testing AND would like to know if the screenings are subcontracted or in-house services.
- Administer an HRA (**Heath Risk Appraisal**) online with the option of hard copies available to all employees and spouses who participate in the WIN program.

From the results of the HRA, provide an administrative summary with recommendations for program improvement and goal setting.

- Ability to extract information from biometric screening results and transfer the data to Health Risk Appraisals for holistic results.
- Ensure the results of biometric screening and Health Risk Appraisals will be easily accessible to employees and spouses who participate in the program. This would include, but is not limited to, providing a website portal for employees to access and view their results and progress.
- Provide **lifestyle health coaching calls** to all employees who have 2 or more risk factors that are considered identifiable risks as determined by the City. The City requests that all lifestyle health coaches be certified and credentialed health professionals from a variety of health related disciplines.
- Option to provide on-site or online video coaching one day per week for City employee and spouse access.
- Identify health risks to prevent costly health events for the City
- Make recommendations that will improve the health of City employees.
- Provide a customized wellness promotional campaign that is innovative and engaging to City employees.
- Report to Human Resources any employee complaint or issue with the screening or coaching process.
- Ensure any claims or grievances from City employees about their screening results will be handled by a health expert in the firm.
- Ability to provide seasonal Flu Vaccinations if requested by the City.

Optional, but highly desired:

- Provide and suggest annual education and training activities for point earning opportunities such as “Learn & Earn” video or topics and quarterly fitness/nutrition “Challenges”.
- Ability to collect and track employee participation point earning via online platform or manually if online is not available.

- Ability for employees to access and track their own annual point earning progress.

The City desires the following minimum reporting capabilities:

- Semi-annual coaching reports to Human Resources.
- Provide an accurate and legible aggregate report that captures employees' risk areas and participation.
- Annual reports on ROI and the impact of wellness program against City claim data analysis.
- Ability to import reports into Excel.
- Ability to transfer data from previous aggregate health reports and compare them with current and future reports.

## VIII. PROPOSAL FORMAT

All proposals must be prepared in the following format:

- A. Transmittal Letter - a signed letter of transmittal briefly stating the proposer's understanding of the work to be done in compliance with the City's Request for Proposals, a statement why the firm believes itself to be the best qualified firm to perform the services, and a statement that the proposal is a firm and irrevocable offer for 180 days. Any exceptions to requirements listed in the City's Request for Proposals must be clearly identified in the Transmittal Letter, including exceptions to the desired scope of services outlined in Section VII. The Transmittal Letter must be signed by an authorized representative of the firm.
- B. Completed Exhibit A with references.
- C. Information on how clients are kept abreast of changes within the industry.
- E. The cost of services to be provided and an explanation of the basis on which fees are determined. All potential services and associated pricing must be disclosed in this section. Provide pricing for the following:

### Health Risk Appraisal

1. Online and paper copy

### Biometric Screenings

1. Cost per participant
2. Fingerstick vs venipuncture testing
3. Cost of additional tests
4. Flu Vaccinations
5. Cost of on-site screening for 5 days

Coaching Services

1. Cost per participant
2. Cost per call
3. Flat Fee per Year

Aggregate Report Fees

Additional Services Offered

- F. Samples of any aggregate or wellness related reports.
- G. Educational or training opportunities available to City employees.

**PLEASE NOTE: FAILURE TO COMPLY WITH ANY PART OF THE RFP MAY RESULT IN REJECTION OF THE PROPOSAL AS NON-RESPONSIVE.**

Exhibit attached: Exhibit A Reference Contacts  
Exhibit B WIN Handbook  
Exhibit C Wellness Data Requirements  
Exhibit D IPBC Wellness Checklist



