

# REQUEST FOR PROPOSAL RFP-000604

## DIGITAL WELLBEING SERVICES THROUGH AN INTEGRATED PLATFORM

### Addendum #1

#### Question and Answer:

1. We would like to ask for a 48-hour extension (to July 7<sup>th</sup> 11:00 am EST) to the deadline for Question Submission related to RFP-000604 (Digital Well Being Services through an Integrated Platform).

Answer: An extension is not possible at this time.

2. Would it be possible to receive the RFP and questionnaires in Word or Excel in order for us to incorporate our responses?

Answer: Proposal submissions are the responsibility of the proponent. CMHC is not providing editable versions.

3. Are you looking for multiple vendors to provide the various wellbeing services you're looking for? Or a single applicant to provide a new digital services portal and connect to multiple other vendors that this applicant would source?

Answer: One proponent to curate third-party services and to provide the portal which would connect to its third-party providers managed by the proponent.

4. Is the selected proponent meant to replace your existing offerings (virtual doctors, best doctors, pharmacogenetic testing, EAP)? Or provide a digital portal that connects to your existing services as well as new ones that they source?

Answer: CMHC has not yet made a decision and details will be discussed with the selected provider.

5. Is the selected proponent to have a prepared list of third-party providers to offer up at the time of application? Or is the intent for them to source these third-party providers based on CMHC's specifications once the contract is awarded?

Answer: The intent is for proponents to demonstrate which services they are currently offering to be able to provide the Deliverables outlined in *Appendix C, Section B. The Deliverables*.

6. Appendix B – Pricing Form

While our solution is an all-in-one bundle price which covers technology, communications, dedicated support and third party vendors, it can also be customized to reflect CMHC choice of third party vendors. Can you expand upon the degree of variability CMHC is expecting in the pricing table?

Answer:

- a. Proponents must follow the pricing table in Appendix B for CMHC to be able to compare pricing fairly between all proponents. Therefore, proponents are asked to complete Service 1 and Service 2 with their current service offerings and provide any other cost breakdowns under the *Other* section of Service 1. Throughout the term of the agreement CMHC and the selected proponent may agree upon which services CMHC may want to keep, add or remove or replace from its offerings.
  - b. In order to accommodate other pricing models, such as an all-in-one bundle price, proponents may include an alternative pricing form for CMHC to review. However, this alternative pricing model will not be evaluated.
7. Is historical data conversion required (i.e., one year of historical data)? Or do you just require implementation of data moving forward)?

Answer: This would depend on the services to be provided and would be discussed at implementation with the selected proponent.

8. The Pricing form on page 19 is weighted by benefit type. Our pricing is typically for the software licence. Can we provide our pricing on a PEPM basis for the software licence only—i.e., not weighted by benefit?

Answer: Please also refer to the answer provided under question 6 above.

9. Are the terms of the Service Agreement negotiable?

Answer: Proponents are expected to comply with the Form of Agreement. However, if the proponent has identified a clause which would be considered a show stopper to their organization, CMHC is willing to review the proponent's redlined alternative version to said showstopper clause. Please refer to the note on top of Appendix D.

10. Is the expectation that the portal be branded to CMHC?

Answer: Yes.

11. Are retirees in scope? If so, please provide the number of retirees and the plan design details.

Answer: Yes, for retirees who retires on or after January 1, 2018 with an immediate pension and 10 years of continuous service with CMHC (approximately 70 retirees currently). The same program would be provided to eligible retirees.

12. What is the expected go-live date? Will it coincide with an Annual Enrolment for the flex plan?

Answer: The go-live date will be January 1, 2022, elements of the program may be implemented or added at different times.

13. In regards to Section 7.03 Privacy

(a): “The contractor acknowledges and agrees that all personal information collected or accessible to the contractor in the course of providing the services, including CMHC personal information constitutes confidential information of CMHC to which the provisions of 0 apply, except to the extent such provisions ....

What is meant by “the provisions of 0”?

Answer: This was an omission and it must read as follows: “... to which the provisions of 7.01 apply...”

14. Can we use the CMHC logo.

Answer: Please refer to the answer provided under question 10.

Clarification:

L. Stage III – Pricing and Stage IV - Presentation

Stage IV – Presentation (portal live demos)

As identified in *Section 1.4 RFP Process Time Table*, proponents must ensure to be available the day of presentations scheduled for **September 16**, in case selected. The top three (3) proponents will be notified once evaluations are complete with the exact time on that day.