



Written Questions and Answers
 Wellness Services & Technology Management Solution
 RFP UK-2522-25
 Closing Date: 05/30/2025
 Today's Date: 05/22/2025

No	Question	Answer
1	Is UK seeking a platform that provides physical activity challenges only, or will your allocated budget support a comprehensive health and well-being platform solution that would incorporate more than challenges and address the eight dimensions of well-being, including physical health?	We are only seeking physical activity challenges, not a total wellness solution.
2	Please articulate UK's top 3 goals in implementing this program.	<p>We currently implement physical activity challenges and our current contract is ending.</p> <p>Improvement of physical activity in all 45,000 potential eligibles.</p> <p>Keeping our active employees engaged.</p>
3	Please confirm that all 45,000 eligibles (employees, retirees, and spouses of employees/retirees) will be eligible to participate in this online program.	<p>Our potential eligible population is about 45,000</p> <p>This will continue to increase with each eligibility file</p>
4	Is this a new program that UK is adding to its Health & Wellness program?	No
5	If it is an existing program, what is your current participation rate for each of the following eligible categories: a)Employees b)Retirees c)Spouses of employees/retirees	<p>a) 5943</p> <p>b) 22</p> <p>c) 61</p>

6	Does UK offer an incentive/rewards program to encourage participation in the program? If so, please describe it in detail.	Yes, cash prizes offered each month. Step average must be 6K or above; in tiers: 6K=\$200, 7K=\$300, 8K = \$400, 9K = \$500, 10K=\$600. Three winners from each category are drawn each month for a total of 15 winners per month.
7	Please further define what is meant by the term "Engagement Curriculum."	Online classes, workshops, videos or other features.
8	What type of assessments would UK find most valuable?	Flourishing, health assessments, resiliency, and risk.
9	Who currently provides your online fitness/wellness classes?	We provide them
10	Is there a specific Financial Summary Form you would like us to complete for our Financial Proposal, or should we use our own?	No, a specific format is not required. The client may submit the financial proposal in their own preferred format.
11	Is a contract administration fee applicable to a SaaS-based solution such as UK is procuring?	Yes, contract administration fees are applied to cover the administrative costs associated with managing the contract, regardless of the type of solution.
12	Please help us understand why a contract administration fee is required and how that fee is used.	Contract administration fee support sponsored projects by covering shared infrastructures such as facilities and administrative services that are vital to research and academic efforts.
13	Please provide the range of budget allocated for this project.	We're unable to disclose specific information regarding the existing platform.
14	Could the University please identify the current wellness platform provider and share any known pain points or areas where you seek improvement with the new solution?	Current provider is Reward Gateway f/k/a Matchup.
15	Can the University disclose the current pricing structure for the existing platform (e.g., per employee per month, per participant per month, firm fixed price) and the overall cost?	Need to request through open record. email: ukopenrecords@uky.edu
16	Are there specific features or functions of the current platform that users or administrators have underutilized or found to be less effective?	No

17	Are there particular populations, such as remote employees, retirees, or healthcare staff, that the University has found more difficult to engage in wellness programs?	No
18	Are the providers who deliver 1:1 support services (e.g., mental health counseling, nutrition and exercise consultations, and health coaching) employed directly by the University, or are these services delivered through third-party vendors?	Yes, they are directly employed by the University.
19	Would the University be open to exploring how your 1:1 provider services could be fully integrated into the wellness platform, for functions such as appointment scheduling, secure chat/messaging, virtual sessions, data collection and reporting, and risk identification and management, to create a more seamless and unified user experience?	No, we have a system in place for this
20	What key performance indicators (KPIs) or metrics does the University currently use to evaluate the success of its wellness program? Additionally, are there any additional KPIs the University believes would be valuable to incorporate moving forward?	Return on investment, Engagement volume measures. Added to Addendum 1.
21	Data/Reporting: Are there specific types of reports or data visualizations that the University finds especially useful today? Additionally, are there any reporting capabilities the University would like to enhance or automate moving forward?	Yes, participation, engagement, step data, device brand, and web or mobile usage are currently used and want to continue to use.
22	Challenges/Challenge Modes: Beyond general fitness and wellness, are there specific challenge themes or topics the University would like to prioritize or expand in the future (e.g., mindfulness, nutrition, etc.)?	Mindfulness, nutrition, sleep, finance, and risk management.

23	Customized Engagement Curriculum: Can the University describe its preferred approach to segmenting communications and personalizing content? For example, should it be based on employee role, department, location, health risk, or other criteria?	Segmenting communications should be based on eligibility criteria for programs as well as health risk.
24	Administrator Platform: Does the current platform support single sign-on (SSO) integration? If so, can the University share which systems are integrated and whether those connections are inbound, outbound, or both?	No
25	Customer Service: What forms of customer support are currently available to end users (e.g., live phone, email, chat)? Are there specific service gaps or areas where the University would like to see improvements?	Live phone, email, chat No improvements needed.
26	Online Fitness/Wellness Classes: Would the University be interested in incorporating UK created/curated fitness or wellness content, such as videos featuring university staff or facilities, into the platform to increase accessibility and engagement?	Yes
27	Optional Services: If health and wellness assessments are included as a standard, integrated platform component at no additional cost, would the University be open to incorporating them during implementation, either as a core feature or an optional value-add for data capture and platform personalization purposes?	Yes
28	Optional Services: If on-demand fitness videos are included at no additional cost as part of the standard platform experience, would the University be interested in offering them during implementation or as an optional feature to enhance participant engagement?	Yes

29	Optional Services: Is the University interested in learning about fully integrated incentive management capabilities that could be activated within the platform at no additional cost?	Yes
30	Optional Services: Would the University be open to exploring fully integrated onsite biometric screening services that can be seamlessly incorporated into the platform experience and offered as part of a turnkey wellness solution?	No
31	Optional Services: Would the University be interested in hearing about fully integrated onsite flu vaccination clinic capabilities that can be coordinated through the platform and offered as part of a turnkey wellness solution?	No
32	Has the University experienced any implementation or launch challenges with previous wellness platform rollouts that you would like to proactively avoid in this engagement?	No
33	The University outlines their Special Conditions. The University also provides the link to their General Terms and Conditions in the RFP document under Notices of Requirements. Does the University want the Offeror to provide any exceptions to both Section 6 and the University's General Terms and Conditions in the Transmittal Letter as outlined in Section 4.3? Or is the Offeror to only provide exceptions to the Special Terms and Conditions for the RFP submission?	All exceptions and/or deviations from the RFP and the University's General Terms and Conditions should be included in the RFP response as outlined in Section 4.3.

34	'Transmittal Letter', It asks for a statement that summarizes any deviations or exceptions to the RFP requirements or the General Terms and Conditions and for the Offeror to include a detailed justification for any deviation or exception. Does the University want the deviations or exceptions in the form of an exception document attached to the Transmittal Letter or redlines to the General Terms and Conditions?	See answer to question 33.
35	General Terms and Conditions mentions that the Offeror will have to fill out and sign a Business Associate Agreement. Will the University provide a BAA for the Offeror to review and redline or can the Offeror send a copy of their BAA for the University to review with our submission?	UK will provide the BAA for the offeror to review and sign.
36	If the offeror uses a subcontractor to provide a service to the University, if that subcontractor is not Kentucky-located and/or diverse Tier 2 is a Business Classification Report needed?	Sales report only.
37	If the answer to first question is yes, please clarify if the report summary dollar amount is the total each quarter that the Offeror invoiced the University for the subcontractor's services that were provided?	Yes
38	Will the University want to pay the Offeror for the face value of any MoveWell Rewards (i.e., prepaid cards) issued to its employees and then for the Offeror to pass those dollars through to the reward fulfillment vendor?	The University pays these rewards directly and they would not come through the vendor.
39	If so, will the face value of the prepaid cards be subject to the 2% contract administration fee? For example: The University sends the Offeror \$1,000 for five (5) \$200 Rewards and the Offeror sends that money to the reward fulfillment vendor, does the Offeror pay a 2% fee on the \$1,000?	This is not applicable.

40	Please confirm for the Offeror if the 2% contract administration fee will apply to the monthly SaaS fees for the wellness platform.	See answer to question 39.
41	Do you prefer the two technical proposals in one envelope and the two financial proposals in one envelope or all of them in separate envelopes?	Both technical proposals and financial proposals should be packaged separately, but can be shipped/delivered together in a single package.
42	What wellness vendors are in place today, and what are they specifically providing for the University currently?	See answer to question 14.
43	What do you like about your current program? What are you looking to accomplish together with the new vendor for this RFP?	The current program is easy to run from an administrator side. Reports are well built, and the app is user friendly. We want a similar experience.
44	Are there any pain points or challenges with the current vendors/programs that the University is looking to resolve with the wellness portal?	No
45	Should items “K. Online Fitness/wellness classes” and “1. Online Fitness classes” on page 21 of the RFP be considered as the same service? Can you confirm whether they are optional or future state? When would you like to consider adding them?	These are the same service. They are optional for future state. Year 2 or beyond.
46	Does the Voluntary Product Accessibility Template (VPAT; see Section 6.25 University Brand Standards in the RFP) need to be submitted with our proposal?	Yes, the Voluntary Product Accessibility Template (VPAT) should be submitted with your proposal. If a VPAT is not available, please provide sufficient information that demonstrates the products or services meet the current accessibility requirements to the University’s satisfaction.
47	Given October 1, 2025, implementation start date for this program, what date is the University targeting for vendor selection?	We are tentatively aiming for July 1 st , but that date is not fixed.

48	Does the UK currently have an incumbent wellness services and technology vendor? If so, can you provide the name of the provider? If so, when did their contract start and when does it end? September 30, 2025? If so, will there be a need to port any data from the 'old' technology solution to the 'new' technology solution? If so, what type of data/amount of data etc.	The current contract ends October 31, 2025. name, ID#, email address need to request through open record. email: ukopenrecords@uky.edu
49	With regards to the Sustainability Strategic Plan noted on page 19, is the document linked to the 2017-2022 document the most up to date, and that is the one that should be referenced in our responses to question A and B on page 19?	The document linked at https://sustainability.uky.edu/commitment/sustainability-strategic-plan is the most recent version of the Plan and is the one that should be referenced.
50	Does the UK have the ability to self-administer the wellness technology platform, or would the UK prefer to have administration services (member communications, challenge setup, incentive setup etc.) be carried out by the successful vendor?	We have the ability to self-administer and prefer it.
51	Does the UK have any incentives that are offered to members, aside from Movewell rewards? If so, please provide details.	Yes, we offer other challenges throughout the year with opportunities to win prizes such as t-shirts.
52	Given the desired technology solution launch date of October 1, 2025, what is the UK's decision time frame for shortlisting of vendors, finalist presentations, contracting start and contracting end?	See answer to question 47.
53	With regards to Kentucky located suppliers, we have numerous customers in the commonwealth, and would be very interested in your thoughts on how to incorporate local suppliers into our technology solution offer.	See section 7.2

54	<p>The Note of Requirements state that terms and conditions can be viewed at https://purchasing.uky.edu/bid-and-proposal-opportunities, but it appears that several opportunities for different campuses are posted. Clicking on the link for this opportunity only provides the same document. Is there a separate document that goes over your terms and conditions?</p>	<p>General terms and condition can be found under Bid files in the bids and proposal opportunities.</p>
55	<p>For the required USB copies, can you clarify if we should send one with the technical proposal and another with the financial proposal, or a total of four USBs, two containing the technical proposal and two more containing the financial proposal?</p>	<p>We prefer two technical proposals and two financial proposals be submitted on separate USB drives (four USB drives).</p>
56	<p>Section 4.7 states that “The Financial Summary Form should contain the complete financial offer made to the University using the format contained in Section 7.0.” Section 7.0 says to attach Section 4.6 (not 4.7) and Section 4.6 does not ask any information about pricing. Is there a specific format that is needed beyond for a firm, fixed price bid and “per head per month?</p>	<p>There is no prescribed format for submitting the financial proposal for this RFP.</p>
57	<p>The contractor must adhere to all University of Kentucky Brand Standards. University Brand Standards are maintained by the University Public Relations Office (UKPR) and can be viewed at http://www.uky.edu/prmarketing/brand-standards.” This link goes to a page that has an option to download the brand standards, but it seems we cannot download the brand standards without having a university account. Is there another way to get this information?</p>	<p>https://brand.uky.edu/, includes the branding guidelines.</p>

58	Regarding payment terms, the instructions say that business will be paid for based on the following protocol: Payment Plus, Checks, and ACH. Is it necessary that we use all of these protocols, or can we use one of the three?	You may choose any of the three payment methods based on your preference.
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