



Addendum Number 1

April 10, 2023

From: Procurement Department

Re: Physical Wellness/Strengthening Program

Issue Date: April 2, 2023

Due Date: A, 2023

Please see the following questions & answers:

Thank you for sending this along to our team. After reviewing the RFP our team had some additional questions. Would you be able to answer these for us? Thank you!

- I saw the RFP is for a "Physical Wellness & Strengthening Program". Just to be clear we are a digital musculoskeletal (MSK) solution. Our core offerings center around treating MSK-related pain via our virtual care team, our technology, education, and behavioral support. Think virtual Physical Therapy + movement tracking technology + patient education.
- We are a virtual solution (see attachments). We do not provide onsite services. This is intentional to help keep costs down but to also provide a solution members can use from their homes that is delivered in bite-sized sessions. Everything is accessible from their own device or a tablet we can send them. We also have much higher adherence rates than in-person care. We are piloting in-person care in another large metro location but this is not currently available in TN.
- We do have a Prevention program as part of our broader solution that is great for wellness and injury prevention purposes.
- We can bill for our services either via claims (BCBST) or invoice. There is no member cost.
- All of our scheduling is done virtually.

Other feedback specific to the RFP:

- RFP 1.3 - It says no contract entered into as a result of a vendor response to this document may be subject to an NDA of any time. Can this be waived for us as we would prefer this not be available for public disclosure.
- RFP 5.3(C) - We can agree to inform the City if our insurance is cancelled or materially altered, but prefer not to have our policy documents modified.
- Specs. 5 - Our standard is to provide reporting 4x/yr. We base the timing of reporting around when each cohort of participants begins engaging with our solution.
- Specs 9.3 - We handle program communications and awareness on behalf of the client. We have turnkey marketing that we deploy 2x/yr over the course of 4-6 weeks so members are aware of the program. They are able to sign up at any time of the year once the program is live.
- Pricing Form - We follow an engagement-based pricing model where we only bill for

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members actually using our solution. Happy to include our pricing estimates as well as anticipated savings in our formal response.

Lastly, I am attaching some additional documents that provide further detail on who we are and how our program works. Hope this helps clarify

Answers:

1. Digital musculoskeletal solution is a viable alternative to current program.
2. Current program is not virtual. Open to consider virtual option.
3. Injury prevention program is in line with the goal of program.
4. Current program is billed monthly by invoice to the City.
5. Current program scheduling can be done virtually or by phone.
6. All contract information is a matter of public record.
7. Changes to insurance coverage would need to be discussed to determine if change would meet contract requirements.
8. Current program is billed monthly. Quarterly billing could be acceptable.
9. Information regarding current program is available to all employees 24/7. Program reviewed with all new hires and during Annual Benefits Enrollment meetings. Additional marketing is welcome.
10. Engagement pricing model is acceptable.

End of Addendum Number 1