



## CITY OF WORCESTER, MASSACHUSETTS



Administration & Finance  
Purchasing Division  
455 Main Street – Room 201  
Worcester, MA 01608  
(508) 799-1220  
[www.worcesterma.gov](http://www.worcesterma.gov)

October 20, 2021

To All Proposers:

Subject: **RFP No. CR-7690-W2, Employee Vaccine Policy Compliance & Tracking Services**  
**/ HR**

### **ADDENDUM NO. 2**

With reference to our proposal request relative to the above subject, please refer to the changes/modifications/clarifications to the original proposal request.

### **Please see below questions received and responses from City:**

1. Why is the City looking to outsource these services to a vendor rather than using existing workforce or new hire/s?  
**Answer: The City does not have an Employee Health Services Department and the Human Resources Department does not have the capacity to run the Employer Vaccine and Testing Program.**
2. Would the City consider using a vendor's existing platform for employees to upload proof of vaccination, waivers and weekly testing results?  
**Answer: No, the vendor must use the City's already established employee portal.**
3. Is the City seeking 7-day support for contact tracing only, or for any and all inquiries?  
**Answer: The 7 day support is necessary if an employee uploads a positive test result for contact tracing purposes.**
4. How is the City expecting the vendor to communicate with employees for boosters and non-compliance? You mention the portal sends auto reminders, are also you looking for the vendor to call/email employees that are not in compliance? If so, what are the expectations on frequency, etc.?  
**Answer: The portal provides an email and phone number for contact purposes. Employees may upload results that are no more than 72 hours old. At the expiration of that time period, the vendor should make an attempt to contact the employee on the first day of non-compliance. If the employee remains non-compliant, the vendor should contact the respective Human Resources Representative on the second day.**



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5. You state the bidder will utilize the information uploaded and entered into the employee portal to inform City and WPS employees of their vaccination status needs. Is there a field within the portal to accept/reject documentation? Will further communication with the employee be handled within the portal or outside of it?  
**Answer: Yes, there will be a field to accept/reject files and a notation system. Communication with the employee will be handled outside of the portal.**
6. Will the City provide the appropriate process and contact information for sharing results with the Board of Health?  
**Answer: Yes, will provide to awarded vendor as needed. The City anticipates that communications with the Board of Health would be limited to contact tracing issues.**
7. Is the City looking for the vendor simply to explain policies and procedures to employees or manage the quarantine process (i.e. notifying the employee they are in quarantine, when they are out of quarantine and reporting to the city)?  
**Answer: The vendor will be responsible for explaining the policy and procedures, and to manage the quarantine process.**
8. The City indicates the bidder may be required to assist on site from time to time. What does that entail?  
**Answer: Employees may need assistance with uploading documents.**
9. Should bidders respond to section IV. Scope of Services as well as the Minimum Qualification bullet points?  
**Answer: Yes, proposers must respond to each criteria and address all items**
10. Is the scope of contact tracing exclusively for the employees of the city and public schools or for any recent close contacts?  
**Answer: School and City personnel only.**
11. Would the city and public school employees also be contacted by the contact tracing program managed by the MA COVID Team and/or local health department?  
**Answer: We do not know if they will be contacted by others.**
12. Would we be responsible for developing procedures to conduct contact tracing, or are there procedures currently in place that you would like to be implemented?  
**Answer: The City will provide procedures to the vendor, but will work with the vendor to update or amend procedures as appropriate or for efficiency. The City will be open to the vendor's suggestions and will collaborate with the vendor.**



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13. As PCR tests can take up to 72 hours, is an employee able to work up to 72 hours while waiting for results of their test? (for the purposes of understanding the number of follow-up contacts required)

**Answer: No.**

14. Other than submitting a hard copy of a test to Human Resources, are there any other methods for submitting documents for review other than uploading to the Vaccine Verification Portal for those that can't use the portal for technical reasons, e.g. mobile app, email, etc.?

**Answer: Documents will be uploaded via an employee portal accessing by our website or/and a QR code. The City will work with the vendor as issue arise.**

15. Does the Vaccine Verification Portal currently ask an employee submitting a COVID test to answer any questions in addition to submitting their document, e.g. are you experiencing symptoms, been around someone that tested positive, etc.?

**Answer: Yes, but the questions relate to the documentation. The questions do not relate to contact tracing.**

16. What percentage of employees do you believe will be vaccinated?

**Answer: It is estimated that more than 50% of our employees will be vaccinated, however the total number is unknown.**

Proposers are requested to acknowledge and/or include this addendum with proposal submission. All other terms, conditions and specifications remain unchanged.

Very truly yours,

Christopher J. Gagliastro  
Purchasing Director