

University of New Mexico Hospitals

Request for Proposals
Addendum No. 2

**Project Number:
RFP P449-21 Mental Health Wellbeing**

Due Date: January 18, 2022, 2:00 p.m. MST
The time and date proposals are due shall be strictly observed.

ADDENDUM NUMBER TWO

**THE UNIVERSITY OF NEW MEXICO
HOSPITALS
Purchasing Department**

Questions and answers for Addendum 2 for the RFP P449-21 Mental Health Wellbeing

1. Can you please share a high-level overview of the employees at UNMH that we may be serving? Useful information to help us tailor our responses may include: roles, level of education, if any are performing duties remotely, average age, tenure etc. Answer: [Please note that there is some overlap in the Employee Types. For example, a licensed RN could be a RN Supervisor and therefore also reported at a leader.](#)

Employee Types	Total EEs
All RN	2085
All Advanced Practice Providers	331
All Leaders	809
Other Clinical Non-Exempt	2448
Other Clinical Exempt	135
Non-Clinical Non-Exempt	1913
Non-Clinical Exempt	295

Years of Service	Total EEs
0-5	4283
6-10	1333
11-20	1186
20+	405

Gender	Total EEs
Female (76%)	5477
Male (24%)	1730

Age	Total EEs
Younger than 20 (1%)	44
20 to 29 (22%)	1597
30 to 39 (30%)	2143
40 to 49 (21%)	1517
50 to 59 (17%)	1199
60 to 69 (9%)	653
70+ (1%)	54

2. Can you please elaborate on your existing well-being benefits ecosystem partners including but not limited to EAP, behavioral health solutions, addiction management or smoking cessation programs, family benefits, telehealth partners and health plans?
Answer: Our existing EAP is administered by a local company called Outcomes. New Mexico is a rural state and maintaining a sense of community is important to the culture of Albuquerque. Outcomes is located close to the hospital and our employees seem to like the community feeling. We do not intend to replace our EAP, but rather enhance it by the use of a technologic platform that gives our employees another avenue for engagement in their well-being. We have an internal Well-Being Department that focuses on peer support, leader consultations, customized presentations/trainings and special events. The department also supports a well-being champion program. The mission of the UNMH Employee Well-Being Program is to create a thriving culture of well-being in the workplace through access to activities, resources, training, and services. We embrace a vision of UNMH as a community of dedicated people whose commitment to patient care, teaching, and research is rooted in a diverse and thriving culture of well-being, compassion, and respect.
3. What HRIS system or benefits administration platforms are in place with UNMH? Answer: We use Infor's Lawson platform for our benefits administration.
4. Do all UNMH employees have a work email? Answer: Yes
5. Do you intend to offer this program to all 7,310 employees, or focusing on benefit eligible or benefit enrolled employees and their dependents? Do you have an estimate of eligible dependents and/or foresee limiting to domestic partners, spouses, adult children or include all of the above? Answer: We would like to offer this program to all 7,300+ employees, whether they are benefits- eligible or not. We do not plan to offer this to dependents.
6. What is the current engagement with your mental health, EAP and wellbeing programs? Are there key tactics that UNMH has deployed from a communications standpoint that has driven above average engagement that you would like to see replicated? Answer: Our EAP is offered to all employees and their dependents. From 07/01/2021 – 09/30/2021 the utilization rate was 3% for employees-only and 2% for all covered lives. We have tried newsletters, personalized articles and drop-in "Zoom Rooms" but our engagement has not seemed to increase with any of these.
7. Are there any specific factors driving UNMH's exploration of a Mental Health Wellbeing solution that would be useful to keep in mind as we respond with the proposed plan, services and outcomes? Examples may include: high prevalence of absenteeism, reduced productivity, increase of health claims related to mental health. Answer: We would like to focus on building and supporting resilience to not only reduce burnout/fatigue but to improve life satisfaction, providing resources for holistic care of our employees, and supporting healthy mental and behavioral well-being.