



CITY OF MONROE

REQUEST FOR PROPOSAL

ON-SITE/NEARSITE EMPLOYEE HEALTH SERVICES

PROPOSALS DUE: No later than November 2, 2020 2:00 PM (EST).

QUESTIONS DUE: October 20, 2020 5:00 PM (EST).

ANSWERS DISTRIBUTED TO ALL PARTIES AND AS AN ADDENDUM ON October 22, 2020 5:00 PM (EST)

Late proposals will not be accepted.

BACKGROUND

The City of Monroe is seeking a qualified, onsite or near site health and wellness/medical vendor to provide healthcare services, including treatment of illnesses and injuries, DOT drug testing, and dispensation of medications. These services will be provided to employees of the city and their dependents.

This Request for Qualifications (RFP) will result in a multi-year agreement with a vendor for a period of (2) two years with the option to extend the agreement in two (2) one-year extensions. The selected vendor will then negotiate and enter into sub-agreements for services, based on the scope of work, with the City of Monroe on a project/assignment basis during the term of the two (2) year period. At the end of the original agreement either side may exit the agreement with a minimum of thirty (30) day notice.

The City of Monroe reserves the right to withdraw this RFP, or reject any and all submittals in response to this RFP for any reason at any time during the bid process due to unforeseen or any change in circumstances. This RFP plus the resulting agreement shall be consistent with all terms and conditions associated with contracts entered into by the City of Monroe. The City of Monroe is not liable or responsible for any cost(s) incurred during the preparation, presentation or submission as a response to this RFP.

The City of Monroe currently provides an in-house clinic three days per week. The clinic is staffed by one practitioner and one medical assistant, capable of providing basic healthcare, lab work and physicals both annual and sports related. There is currently the ability to coordinate a virtual visit from 6am-6pm seven days a week. Generic prescriptions for maintenance drugs, simple antibiotics and allergy medications are available free of charge to the patient.

SCOPE OF SERVICES

The scope of services to be potentially included, but not limited to, in the multi-year agreement are as follows:

- Employ trained medical professionals to operate the City of Monroe onsite clinic
-or-
- Provide medical care to city employees and their dependents through outside facilities competitive with an on-site facility, with at least one location within the city limits of Monroe
- Provide laboratory testing for patients onsite or at in-network facilities
- Dispense medication to patients
- Provide referrals to external medical specialists as needed
- Offer coverage on a minimum of six (6) days per week either virtually or in-person

MINIMUM OFFER REQUIREMENTS

1. A vendor with a minimum of five (5) years' experience, with centers that can be visited in the evaluation period.
2. A vendor with health centers currently operating in a shared scenario where two or more employers share one or more health centers.
3. Maintain all appropriate provider licenses, credentialing and Rx regulations.
4. Full compliance with all HIPPA regulations, all local, state and federal regulations and laws and insurance to cover in the case of a lapse.

5. Vendor must agree to indemnify, hold harmless and defend the client from and against any and all liabilities rising out of any act or omission of the Contractor, its agents, subcontractors or employees in the performance of this Contract, and must maintain the following insurance limits:
 - a. Commercial General Liability: Each Occurrence \$1,000,000
 - a. Commercial General Liability: General Aggregate Limit \$5,000,000
 - b. Damage to Premises Rented: Limit \$50,000
 - c. Medical Expense: Limit \$5,000
 - d. Products: Completed Operations Aggregate Limit \$5,000,000
 - e. Personal and Advertising Injury: Limit \$1,000,000
 - f. Professional Liability: Each "claim" \$1,000,000
 - g. Professional Liability: Aggregate Limit \$5,000,000

EVALUATION CRITERIA

The criteria used in the selection of the top three (3) companies are as follows:

- Overall score of evaluation team based on stated requirements
- Company qualifications and experience
- Range of services offered
- Company network with specialists, labs, and hospitals
- Presence in organizations of similar size and need
- Ability to provide quality healthcare, wellness programs, and other services
- Customer Service and reputation
- Fiscally clear and sound business plan
- Overall responsiveness and approach to the RFP

INFORMATION REQUIREMENTS

The required information for submission should include, but is not limited to, the following criteria:

- Company description
 - A general description of the submitting company, including years in business, history, core values, company vision, the City of Monroe's main point of contact within the company and a list of key personnel, and an overview of the company's experience related to the services to be provided in response to this RFP
- Health center operations
 - Provide information about the staffing model to be used, the recommended number of provider hours, the average wait-time for patients, eligibility for using the health center and the average number of appointments your company has filled in the past twelve months
- Company affiliations
 - Disclose all relationships that currently exist or may exist in the future pertaining to referrals, labs, X-rays, specialists, pharmaceuticals, hospitals, etc. that may be utilized by patients
 - Describe which, if any, lab services can be offered onsite at the health center
- Patient management

- Describe how patients can make appointments, options for telemedicine visits and after-hours support, provider and patient access to electronic medical records (EMR), mail-order home delivery services for medications, and billing processes for patients at external facilities
- Describe your company's experience with occupational health and workers' compensation services, the types of injuries that can be treated at the health center,
- Pharmaceutical dispensary services
 - Describe your dispensary services and address where medications will be dispensed from, quantities and types of medications to be stored onsite, and whether the company employs a pharmacist to oversee dispensary management
- Wellness programs
 - Describe your company's wellness program and incentives for participation, options for wellness coaching and educational programs, health risk assessments, and data analytics for related programs
 - Provide a way to measure outcomes and success of wellness programs

SUBMISSION INSTRUCTIONS

The guidelines for submission of the RFP package should be as follows:

- The RFP package should be delivered in a completely sealed envelope or package.
- The outside of the package should be clearly marked "On-site, near-site Employee Health Services".
- The RFP may be submitted in person or mailed to the following address:

City of Monroe
 Attn: Les Russell
 215 North Broad Street, 2nd Floor
 Monroe, GA 30655
 P: 770-266-5110
 E: lrussell@monroega.gov

- All packages should contain three (3) copies of the submitted Statement of Qualifications, which should be printed on 8.5" x 11" single-sided paper.

All submitted RFP's should follow instructions and be complete in scope as requested by the City of Monroe. These RFP's are to be submitted in person or by mail no later than November 2, 2020 at 2:00 pm (EST). Late submissions will not be accepted, and will be returned unopened to the original sender.

Please make sure upon downloading a copy of the RFP that you email the Human Resource Director at lrussell@monroega.gov and purchase@monroega.gov with your company's name and information in order to be included on any additional addenda or items of information that may be distributed during the course of the RFP. Please submit any questions regarding this RFP to Les Russell, Director Human Resources via email at lrussell@monroega.gov and purchase@monroega.gov.

This is a Request for Proposal. It is expected that participants will outline the cost structure for the clinic including estimated cost of salaries, any per member per month charge, facilities and materials charges.

While these estimates will serve to understand reasonable and customary charges for the individual provider, final financial agreements will be negotiated after the vendor has been selected. Both sides will then agree to negotiate in good faith to reach a financial agreement that is equitable to both parties.

Qualifications will be reviewed and evaluated by a selection committee based on the criteria listed herein. At the discretion of the selection committee, companies may or may not be invited to participate in an interview or subsequent Request for Proposal (RFP) process. We thank you in advance for your qualification submission and welcome any questions you may have during the process.