

City of South Charleston
On-Site Employee Health Clinic
Request for Proposals

February 2023

Submit questions and inquiries to:

Hannah Parsons – City Treasurer 304-720-5985

Rick Atkinson – City Manager 304-720-5985

City of South Charleston

Request for Proposals

On-site Employee Clinic

The City of South Charleston will be accepting proposals for an On-Site Medical Clinic. You may obtain the RFP Packet from City Treasurer, City of South Charleston, 238 4th Ave, South Charleston, WV 25303 or by calling 304 744-5301. RFP's are available in electronic form by emailing your request to hparsons@cityofsouthcharleston.com

All proposals must be received no later than 1:00 P.M. on February 23, 2023 to:

City of South Charleston
PO Box 8597
238 4th Ave
South Charleston, WV 25303

Request for Proposal – General Information

City of South Charleston – Employee Clinic

Issued January 13, 2023

The City of South Charleston (City) is accepting proposals from qualified firms to provide all labor, materials, equipment, and supervision to operate an established employee on-site medical clinic.

The City of South Charleston has a population of 14,500. The City intends to seek an operator for an existing clinic with an operating space of roughly 1,024 square feet including two exam rooms, waiting area, prescription storage room and employee break room. The City Employee Wellness Clinic is located at 18 Riverwalk Plaza, South Charleston, WV 25303. The City is seeking proposals that include one part-time physician, one full-time physician assistant and one full-time registered nurse. The clinic will provide some occupational health services such as pre-employment physicals including alcohol and drug testing, basic first-aid for work-related injuries, and CDL Driver physical exams for the City.

However, the clinic's main function is to provide a preferred primary care option to City employees and family members which is a group of approximately 720 individuals. (260 covered employees and 460 dependents) This clinic will be voluntary for employees and their immediate family members providing quality care at no cost to the employee or dependent. The ongoing expectations of the clinic are reduced trends in the City's employee healthcare costs, improved productivity, better access to care, and improved overall health through the following measures:

- Providing quality primary care services.
- Educating employees to make better health care purchasing decisions.
- Supporting employees' efforts to improve their personal health through early detection, educational materials, counseling, and population management.

SCOPE OF SERVICES

The City intends to enter a five (5) year agreement with the option to renew for five (5) additional one (1) year periods with the successful proposer.

The Respondent is to describe all services that it may be able to perform for the City along with a related fee schedule.

PROPOSAL RESPONSE OUTLINE

Proposals must be concise and in an outline format not exceeding 15 pages. Pertinent

supplemental information should be referenced and provided as attachments. All proposals must be organized and tabbed to comply with the following sections:

Tab 1 - LETTER OF TRANSMITTAL. The letter of transmittal should include an introduction of the Project Team: the name, address, telephone number, and email address of the person to be contacted along with others who are authorized to represent the company in dealing with this RFP.

Tab 2 - EXECUTIVE SUMMARY. Provide a brief statement that summarizes the unique qualifications of the Firm in relation to the unique and general requirements of this project.

Tab 3 - DETAILED DISCUSSION. This section should constitute the major portion of the proposal and must contain:

1. Proposed Project Team Organization and Qualifications: Provide a chart that identifies the roles of each of the Key Individuals involved in each phase of the project. Provide resumes for all key individuals on the proposed project team. Provide a matrix that indicates past project collaborations carried out by the proposed team.

2. Health and Management Services

a. Electronic Medical Records (EMR) - EMR's compatibility with the group health plan's network (currently Cigna)

b. List of services provided in the clinic – list any outside services, example testing labs.

c. Call coverage during working hours and after-hours - What resources are available to patients after-hours and on days when the clinic is closed?

d. Ability to administer the first dose, prescribe Rx's and/or deliver Rx's to the clinic

e. Coverage process and costs for when provider/ancillary staff on PTO

f. Billing process for ongoing operational costs

i. Any mark up of supplies

g. Vaccine Program – ability to upload information to WV Vaccine registry

h. Frequency of management meetings with the client

i. Ability to coordinate with City on wellness and education programs

j. Grievance Process

3. References: Provide a reference for each project listed above who may be contacted for further information regarding the performance of the Firm's Project Team.

4. Team Roles and Responsibilities: Provide a description of the roles and responsibilities of the Firm's Project Team members and how the Team will work together to achieve the objectives of the project. List any applicable subcontractors or sub-consultants.

5. Proposed Project Schedule: Provide a schedule that includes individual phases as applicable. The proposed project schedule shall list important dates, times, and locations of meetings and submittals.

6. Proposed Project Approach: Outline the tasks, any special approaches, and the plan for completion.

7. Local Knowledge: Describe knowledge of the local area and the criteria that need to be considered in the building design and project execution. Provide specific examples of experience in the area.

8. HIPAA: Provide a statement concerning the Respondent's ability and methodology to comply with all of the HIPAA laws and regulations in an efficient manner without any undue delays to either the City or its employees.

Tab 4 - COST PROPOSAL. The Firm must submit a cost proposal allowing costs to be evaluated independently of other criteria in the proposal. Submit in a separate sealed envelope

Tab 5 - FINANCIAL REPORTS. The Firm should furnish a current financial report for the company's most recent fiscal year, audited, if available.

Tab 6 - MISCELLANEOUS additional information and attachments including company literature and catalogs.

TIMELINE

The following is a tentative schedule of this entire RFP process. While the City will attempt to apply the necessary resources to maintain this schedule, the following dates are merely projections, and the City reserves the right to modify this schedule as needed to accommodate the completion of this RFP process.

TENTATIVE PROJECT SCHEDULE

RFP Published 1/14/2023

Questions from Firms Due 2/3/2023

Questions and Answers Posted 2/13/2023

Proposals Due 2/23,2023 at 1:00 P.M.

Anticipated Contract Award March - April 2023

PROPOSAL EVALUATION CRITERIA

Proposals will be evaluated based on the response to all provisions of this RFP. Since this solicitation is an RFP as opposed to a Bid, pricing alone will not constitute the entire selection criteria. The City may use some or all of the following criteria and corresponding percentages in its evaluation and comparison of proposals submitted. The criteria listed are not necessarily an all-inclusive list. The order in which they appear is not intended to indicate their relative importance. The City reserves the right to modify the evaluation criterion and percentage of the score as deemed appropriate prior to the commencement of evaluation.

POTENTIAL PROPOSAL EVALUATION CRITERIA

Evaluation Criteria Percentage

Qualifications and experience of the Firm's Project Team. Including the Firm's Project Team's demonstrated experience and subject matter expertise in providing the requested software and related services. - 35%

Firm's Project Team's ability to deploy and provide services as requested in the Scope of Services. - 35%

Project costs - 30%

ADMINISTRATIVE GUIDANCE

The information provided herein is intended to assist Firms in the preparation of proposals necessary to properly respond to this RFP. The RFP is designed to provide interested Firms with sufficient basic information to submit proposals meeting minimum requirements but is not intended to limit a proposal's content or to exclude any relevant or essential data therefrom. Firms are at liberty and are encouraged to expand upon the specifications to give additional evidence of their ability to provide the services requested in this RFP.

ISSUING OFFICE

The City of South Charleston Finance and Administration Department is the issuing office for this RFP and all subsequent addenda.

The Purchasing Agent is the sole source of official information. All other communications, both spoken and written, which are received by any representative of the Firm from other sources (such as employees in other departments) should be confirmed by the Firm with the representative as being true and accurate prior to incorporating such information into their response. This refers to both formal and informal conversations and communications.

Contact: Hannah Parsons, City Treasurer

PO Box 8597, 238 4th Ave

South Charleston, WV 25303

hparsons@cityofsouthcharleston.com

(304) 720-5985

SUBMISSION OF PROPOSAL

Proposal RFP documents will be available online on 1/13/20223, at www.cityofsouthcharleston.com

Sealed proposals will be accepted until 2/23/2023, at 1:00 PM. Proposals submitted after this deadline will be rejected.

Failure to provide a response to items indicated in this RFP will be interpreted by the City as an inability by the Firm to provide the requested service.

INQUIRIES

Questions arising in response to the issuance of this RFP shall be submitted in writing to Hannah Parsons, City Treasurer. Questions and answers will be consolidated and provided to all Firms on record of receiving this RFP. All inquiries must be submitted by the close of business on 2/3/23. Questions submitted after the deadline will not be addressed.

RESPONDENT'S RESPONSIBILITY FOR PROPOSAL COSTS

The City is not liable for any cost incurred by Firms associated with the preparation of the proposal or the negotiation of a contract for services prior to the issuance of the contract.

EVALUATION OF PROPOSALS

The City may award a contract based on initial proposals received without discussion of such proposals with the Firm. Accordingly, each initial proposal should be submitted with the most favorable price and service available.

ORAL PRESENTATION

The City may require an oral presentation by Firms to supplement a proposal. The presentations, if required, shall be scheduled by Hannah Parson, City Treasurer, after the proposals have been received and prior to the award of the contract.

AWARD OF THE CONTRACT

Upon completion of the evaluation process, the City through its City Council will designate a preferred vendor and authorize the City Administration to negotiate with and execute the contract to the firm whose proposal is determined to be most advantageous to the City. The contract must be executed by the parties prior to commencement of performance. The contract will incorporate the provisions of this RFP (including any addenda) and other terms negotiated by the parties. By submitting a signed proposal Firm is agreeing to the provisions of the contract described herein.

ADDENDUM TO RFP

In the event that it becomes necessary to review this RFP in whole or in part, an addendum will be provided to all Firms on record as having received this RFP.

AUTHORIZED REPRESENTATIVES

The RFP must contain the signature of a duly authorized officer or agent of the Firm's company empowered with the right to bind the Firm for the amounts estimated and terms proposed. The Firm must also provide evidence of the authority of the officer or agent to bind the Firm. Owner shall have the option to change Firm's contact person if it is in the best interest of Owner. Include this information within the "Letter of Transmittal", which will be tabbed section "1" of a successful proposal.

ANTI-COLLUSION

The submission of a proposal constitutes agreement that the Firm has not divulged its proposal to, or colluded with, any other Firm or party to a proposal whatsoever.

RESTRICTIONS

All proposals must clearly set forth any restrictions or provisions deemed necessary by the Firm to effectively service the proposed Contract.

RIGHT TO REJECT

The City reserves the right to reject any or all proposals and to waive any informality or technicality in any proposal in the interest of the City.