



County of Roanoke

FINANCE DEPARTMENT PURCHASING DIVISION

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March 23, 2023

RFP #2023-045

On Site Wellness Clinic

for

Roanoke County, Roanoke County Public Schools and Western Virginia Regional Jail
Authority

ADDENDUM NO. 2

Due Date Extension and Answers to Questions

Due Date & Time:

April 13, 2023 2:00PM

(Local Prevailing Time)

Addendum No. 2
RFP 2023-045
On Site Wellness Clinic

Due Date has been extended to April 13, 2023 at 2:00 PM. The requirement for 10 copies has been reduced to 2. You will now only need to provide an original and 2 copies with your submission. It is required that you provide a USB with an original copy and a redacted copy loaded on one USB.

2023-045 QUESTIONS FROM VENDORS

1. It is unclear from the RFP whether the County desire a fixed fee annual rate to staff and manage the clinic? Please clarify how the County wants this priced.
Answer: **WE WISH TO CONTINUE CURRENT METHOD OF A FIXED FEE PER EMPLOYEE MONTHLY TO PAY STAFF AND MANAGE THE CLINIC.**
2. To provide best pricing it is very helpful to be able to tour the facilities. Is that allowable? If so, how do we arrange.
Answer: **THAT MIGHT BE POSSIBLE WHEN WE GET TO THE INTERVIEW STAGE.**
3. Please provide the current volume of pre-employment physicals for WVRJ.
Answer: **41 PER YEAR**
4. Please provide the current volume of drug screens and TB tests for WVRJ.
Answer: **WRVJ - 41 PER YEAR EACH (PART OF PRE-EMPLOYMENT PHYSICAL. RCPS – MAY ADD THEIR EMT – ABOUT 28 TO 30 YEARLY.**
5. Please provide the current volume for Fit for Duty and Return to Work physicals per year for WVRJ.
Answer: **3 FIT FOR DUTY AND 10 RETURN TO WORK PHYSICALS PER YEAR.**
6. Please describe the current scope and expectations of workers' compensation services.
Answer: **WVRJ – THE VENDOR WOULD BE AVAILABLE TO BE PLACED ON THE PANEL OF WORKER’S COMPENSATION FACILITIES THROUGH VACORP (OUR WORKER’S COMP VENDOR) THAT IS DISTRIBUTED TO EMPLOYEES WHEN A WORKER’S COMP CLAIM IS FILED THROUGH OUR COMPANY NURSE VENDOR. EMPLOYEES MAY CHOOSE THE FACILITY**

TO VISIT INSTEAD OF ONE OF THE URGENT CARES/ER FACILITIES ON THE PANEL LIST TO SEE WHEN INJURED ON THE JOB. EMPLOYEE WOULD BE TRIAGED AS THEY WOULD FOR ANY OTHER PERSONAL INJURY AND ASSESSED FOR RECOMMENDATION OF RETURN TO WORK STATUS AND WILL ISSUE A WORK NOTE FOR THE EMPLOYEE TO BE GIVEN TO HR. THEY WOULD THEN BE RESPONSIBLE FOR THE RETURN TO FULL DUTY OR RETURN TO WORK IF NOT DONE AT THAT TIME WITH AN ADDITIONAL NOTE. THEY MAY NEED TO REFER TO A SPECIALIST, SUCH AS ORTHOPEDIC, ETC., THEN RETURN AFTER THAT FOR CLEARANCE AT A LATER TIME. THE COUNTY AND RCPS DO NOT USE THE CLINIC FOR WORKER'S COMPENSATION. RCPS MAY BE INTERESTED IN ADDING SERVICE.

7. Please provide the current volume of workers comp services.?

Answer: WRVJ HAS 20 INJURIES PER YEAR; CLINIC IS ONLY ONE OF A LISTS OF LOCATIONS ON THE PANEL LIST. THE COUNTY DOES NOT USE THE CLINIC FOR WORKER'S COMPENSATION SERVICES.

8. With a partnership of 3 entities that has come together over several years, can you describe the role each partner will have within the evaluation process for this RFP?

Answer: ALL 3 ENTITIES WILL REVIEW THE PROPOSALS ALONG WITH OUR CONSULTANT PARTNER, USI. ALL WILL PARTICIPATE IN THE INTERVIEW PROCESS AND RANKING. THE COUNTY WILL HAVE 4 VOTES; THE SCHOOLS WILL HAVE 4 VOTES; AND THE JAIL WILL HAVE 2 VOTES ON THIS RFP COMMITTEE.

9. Please further explain the 25-sheet limit. Does this include all requested amendments and attachments?

Answer: THIS DOES NOT INCLUDE AMENDMENTS AND ATTACHMENTS

10. Please explain the rationale for issuing this RFP.

Answer: PUBLIC ORGANIZATIONS IN VIRGINIA ARE REQUIRED TO PROCURE ALL SERVICES AT LEAST EVERY FIVE YEARS. THE CURRENT CONTRACT IS EXPIRING.

11. What are your areas of concern, or areas in which you see an opportunity to improve, with your current vendor?

Answer: FLEXIBILITY WITH EMPLOYEE/VENDOR PORTAL, UP TO DATE AND ACCURATE DATA IN VENDOR SYSTEM FROM OUR DATA FEEDS, RELIABLE THIRD PARTY VENDORS FOR OUTSIDE SERVICES, ABILITY TO ADAPT TO CHANGING NEEDS OVER TIME, QUICK TURNAROUND ON OUR REQUESTS AND STAFF TURNOVER.

12. What are the specific goals of transitioning the health center to a new vendor?
Answer: **SEAMLESS AND PROMPT TRANSITION OF DATA AND PROCESSES. TOP PRIORITY OF EMPLOYEE CARE AND QUICKLY ESTABLISHING EMPLOYEE TRUST. POSITIVE WORKING RELATIONSHIP BETWEEN THE COUNTY AND THE VENDOR. IMPROVED EMPLOYEE ENGAGEMENT.**
13. What is the current participation for members? Do you have a breakdown of utilization by employees/spouses/children that might provide more insight?
Answer: **CHILDREN ARE NOT ELIGIBLE. ENGAGEMENT RATES: COUNTY – EMPLOYEE – 72%; SPOUSE – 53%; RCPS – EMPLOYEE 84% (SPOUSE NOT ELIGIBLE); WVRJ – EMPLOYEE 41%; SPOUSE 16% (NO INCENTIVE AT WRVJ).**
14. Provide the current staff hours and positions for each location of the offered health centers. Does staff float between locations? Outline those schedules separately.
Answer: **COUNTY: MON- WED: 7AM - 5PM FRI: 7AM - 12PM FOR PENN FOREST LOCATION (WE WOULD LIKE FOR THIS TO BE 5 DAYS PER WEEK); 1 NP AND 1 LPN. RCPS AND WVRJ: MON-THUR – 7 AM – 6 PM, FRI 7 AM – 1 PM; 2 FAMILY NP, 1 LPN, AND 1 MA. STAFF DOES NOT FLOAT BETWEEN LOCATIONS.**
15. Are you open to an alternate staffing model if deemed appropriate?
Answer: **PREFERENCE IS FOR MID-LEVEL PRACTITIONERS**
16. What is the annual budget for each of the health center?
Answer: **WILL BE DISCUSSED LATER IN THE PROCESS**
17. For our ROI analysis, would you provide all the medical and Rx claims data for the last 36 months? Include all members on the plan for all place of service codes.
Answer: **WE ARE PROVIDING 12 MONTHS OF MEDICAL AND RX CLAIMS DATA. DUE TO PHI, CONTACT PURCHASING TO ACCESS THIS DATA SECURELY. 36 MONTHS MAY BE MADE AVAILABLE LATER IN THE PROCESS.**
18. How often do you speak with your account manager and are you happy with their responsiveness? What details are discussed during client meetings?
Answer: **MONTHLY MEETING AND AS COMMUNICATION IS REQUIRED OTHERWISE. DURING OUR MEETINGS WE DISCUSS CURRENT OPEN ISSUES, ENGAGEMENT, SATISFACTION, TOTAL VISITS, EVENT PLANNING IF REQUIRED.**
19. Are you providing the form referenced in the Checklist as “Direct Contact with Students Form?”

Answer: **YES, IN AMENDMENT ATTACHMENTS**

20. On page 29, it was referenced a 3-year ROI projection in the format provided. Will you be providing this document and format?

Answer: **WE ARE PROVIDING 12 MONTHS OF MEDICAL AND RX CLAIMS DATA. DUE TO PHI, CONTACT PURCHASING TO ACCESS THIS DATA SECURELY. 36 MONTHS MAY BE MADE AVAILABLE LATER IN THE PROCESS.**

21. On page 13, there was a reference to an itemized equipment list. Will you be providing this list of equipment for the health centers?

Answer: **THIS IS PROVIDED IN THE AMENDMENT ATTACHMENTS**

22. What is the County's reason for going out to bid for health center services?

Answer: **PUBLIC ORGANIZATIONS IN VIRGINIA ARE REQUIRED TO PROCURE ALL SERVICES AT LEAST EVERY FIVE YEARS. THE CURRENT CONTRACT IS EXPIRING.**

23. Please provide the current number and type of plans under Anthem i.e. 2 PPO, 1 HDHP, etc.

Answer: **THERE IS ONE PPO PLAN THAT ALSO HAS AN HRA ACCOUNT.**

24. What are the current successes of the health center?

Answer: **EMPLOYEE ENGAGEMENT, BUILDING RELATIONSHIPS WITH MOST EMPLOYEES. PROVIDING FREE SERVICES TO EMPLOYEES TO ENCOURAGE BETTER HEALTH; UNDERSTANDING OF ORGANIZATION CULTURE; ABILITY TO ADAPT SINCE 2020, ABSORBING EXTRA BIOMETRIC VISITS WITH THE OUTSIDE VENDOR FAILING TO PROVIDE THE SERVICES REQUIRED.**

25. What are the top barriers to success?

Answer: **SYSTEM ISSUES FROM VENDORS EMR SUCH AS REMOVING TERMINATED EMPLOYEES ADDING NEW EMPLOYEES IN A TIMELY FASHION, ABILITY TO ADAPT VENDOR WEBSITES/PROCESSES TO THE COUNTIES NEEDS, ABILITY TO COMMUNICATE EFFECTIVELY WITH EMPLOYEES IN PERSON, OR OVER THE PHONE WHEN ADAPTING TO CHANGES WITH PROCESSES AND/OR WHEN DEALING WITH INTERNAL VENDOR PROCESS CHANGES. ADDITIONALLY, WOULD LIKE TO EXPAND SERVICES AVAILABLE (E.G., AT THE JAIL LOCATION OR ADDING BEHAVIORAL HEALTH SERVICES) BUT ARE LIMITED BY AVAILABLE BUDGET**

26. Is the County interested in offering access to dependents for any of the three entities in the future?

Answer: **POTENTIALLY IN THE FUTURE**

27. Please provide the current staffing for each health center, including position and # FTE.

Answer: **COUNTY (1283 ELIGIBLE): MON- WED: 7AM - 5PM FRI: 7AM - 12PM FOR PENN FOREST LOCATION (WE WOULD LIKE FOR THIS TO BE 5 DAYS PER WEEK); 1 NP AND 1 LPN. RCPS (1,572 ELIGIBLE) AND WVRJ (181 ELIGIBLE): MON-THUR – 7 AM – 6 PM, FRI 7 AM – 1 PM; 2 FAMILY NP, 1 LPN, AND 1 MA. STAFF DOES NOT FLOAT BETWEEN LOCATIONS.**

28. Does the County wish to retain current staff?

Answer: **COUNTY WILL REVIEW AND EVALUATE ANY PROPOSALS SUBMITTED.**

29. Do the providers currently offer health coaching and condition management services?

Answer: **YES**

30. Does the County wish for these health centers to typically replace primary care?

Answer: **THE HEALTH CENTERS SHOULD HAVE THE SAME SCOPE OF SERVICES AS PRIMARY CARE BUT NOT REPLACE EXISTING PRIMARY CARE RELATIONSHIPS.**

31. What is the current return on investment for both health centers?

Answer: **INFORMATION UNKNOWN**

32. What is the County's projected budget for the health centers?

Answer: **WILL BE DISCUSSED LATER IN THE PROCESS**

33. As the County is interested in a Return on Investment projection, please provide the last 3-years total annual medical and pharmacy plan spend and eligibility.

Answer: **WE ARE PROVIDING 12 MONTHS OF MEDICAL AND RX CLAIMS DATA. DUE TO PHI, CONTACT PURCHASING TO ACCESS THIS DATA SECURELY. 36 MONTHS MAY BE MADE AVAILABLE LATER IN THE PROCESS.**

34. Please provide most recent 3-years plan summaries for medical and pharmacy plans.

Answer: **BENEFITS HAVE NOT CHANGED OVER THE LAST 3 YEARS. THE CURRENT PLAN SUMMARY IS ATTACHED.**

35. Is the County interested in a cultural engagement platform with challenges, activities, etc. to augment the wellness program?

Answer: **YES, BUT NOT REQUIRED FOR IMMEDIATE IMPLEMENTATION.**

36. Please provide the most recent reporting (annual, quarterly, monthly) for health centers.

Answer: **JANUARY 2023 REPORTS HAVE BEEN PROVIDED.**

37. Please provide the annual capacity rate for the health centers i.e. 85% capacity.
Answer: **NORTH IS 81% SOUTH IS 74%**

38. Please provide current engagement rates for employees, spouses, and dependents.

Answer: **CHILDREN ARE NOT ELIGIBLE. ENGAGEMENT RATES: COUNTY – EMPLOYEE – 72%; SPOUSE – 53%; RCPS – EMPLOYEE 84% (SPOUSE NOT ELIGIBLE); WVRJ – EMPLOYEE 41%; SPOUSE 16% (NO INCENTIVE AT WRVJ).**

39. How many visits is each provider seeing per day?

Answer: **ON AVERAGE, PROVIDERS ARE SEEING 4 – 5 PATIENTS PER DAY.**

40. How many visits is each MA seeing per day?

Answer: **INFORMATION UNKNOWN**

41. Please provide the square footage for County Health Center – Floor Plan No. 1.

Answer: **2112 SQUARE FEET**

42. Please provide the current contract for services with Marathon Health.

Answer: **PROVIDED IN ATTACHMENTS**

43. Please provide annual utilization numbers for additional occupational services of interest.

- a. Jail pre-employment physicals **WRVJ - 41**
- b. Drug tests **WRVJ – 41; RCPS – 28 TO 30**
- c. Fit for Duty **WRVJ - 3**
- d. Return to Work **WRVJ - 10**
- e. Any other additional **WORKER’S COMPENSATION: WRVJ – 20 INJURIES; RCPS – 219 CASES, 114 RECORD ONLY**

Answer: **ANSWER ABOVE IS NOT APPLICABLE TO THE COUNTY WHO DOES NOT WISH TO INCORPORATE THESE SERVICES INTO THEIR HEALTH CENTER.**

44. Please confirm what panel size drug test the County Jail currently administers?

Answer: **WRVJ – 7 PANEL INSTANT NON-DOT DRUG TEST.**

45. Is the drug test a rapid or lab-based test?

Answer: **RAPID TEST**

46. Is the County on a self-funded workers comp plan?

Answer: **WRVJ – NO; RCPS – SELF-FUNDED TO POOL LIMIT OF \$250,000; COUNTY – N/A**

47. Please describe the primary goals, gaps and/or opportunities that the County would like to address regarding the provision of occupational health to its employees?

Answer: **WRVJ - LOOKING INTO THE POSSIBILITY OF PRICING FOR OUR PRE-EMPLOYMENT PHYSICALS (TO INCLUDE A DRUG SCREEN AND A TB TEST), OUR FIT FOR DUTY PHYSICALS, OUR RETURN TO WORK PHYSICALS (FROM PERSONAL INJURY OR ILLNESS), AND FOR OUR WORKER'S COMP SERVICES AT THIS TIME. COUNTY AND RCPS – N/A**

48. What are the top three reasons the County is interested in transitioning the onsite centers to another provider?

Answer: **STATE REQUIREMENT TO REBID**

49. What are the strategic goals for the County's onsite clinics in the next 5 years?

Answer: **COUNTY: STREAMLINED PROCESSES TO ALLOW MORE PATIENTS TO BE SEEN FOR ACUTE SITUATIONS, ADAPTABILITY BASED ON PATIENT, REDUCED HEALTHCARE COST AND IMPROVED EMPLOYEE HEALTH AND WELLNESS.**

RCPS: INCREASE EMPLOYEE PARTICIPATION. ADD SPOUSES TO UTILIZE CLINIC; INCREASE WELLNESS PARTICIPATION.

WVRJ: WE WOULD LIKE TO INCREASE BOTH EMPLOYEE AND SPOUSE PARTICIPATION IN VISITS FOR ACUTE, HEALTH COACHING AND CONDITION CARE. WE WOULD ALSO LIKE TO INCREASE PARTICIPATION IN OUR QUARTERLY WVRJ ONSITE BIOMETRIC SCREENINGS.

50. What is the annual budget for the onsite health clinics requested in the RFP?

Answer: **WILL BE DISCUSSED LATER IN THE PROCESS**

51. Would the County consider outsourcing services to two separate vendors offering a combined response/solution (i.e. one vendor for occupational health and another for primary health partnering together)?

Answer: **NO**

52. Can the County please provide the current staffing model at each of the two clinics, including number of staff members, roles, and days of the week and shifts/hours worked?

Answer: **COUNTY (1283 ELIGIBLE): MON- WED: 7AM - 5PM FRI: 7AM - 12PM FOR PENN FOREST LOCATION (WE WOULD LIKE FOR THIS TO BE 5 DAYS PER WEEK); 1 NP AND 1 LPN. RCPS (1,572 ELIGIBLE) AND WVRJ (181 ELIGIBLE): MON-THUR – 7 AM – 6 PM, FRI 7 AM – 1 PM; 2 FAMILY NP, 1 LPN, AND 1 MA. STAFF DOES NOT FLOAT BETWEEN LOCATIONS.**

53. Would the County like to retain any current onsite staff?

Answer: **COUNTY WILL REVIEW AND EVALUATE ANY PROPOSALS SUBMITTED**

54. Are both onsite clinic spaces owned by the County?

Answer: **YES**

55. Does the County own all existing furniture and medical equipment at the onsite clinics or would any furniture or equipment be removed if there was a transition to a new vendor? If so, please list any furniture or equipment items that need to be included in pricing.

Answer: **a. COUNTY OWNS ALL FURNITURE AT BOTH LOCATIONS.
b. SCHOOL LOCATION OWNS MEDICAL EQUIPMENT (LIST ATTACHED).
c. COUNTY LOCATION VENDOR OWNS ALL MEDICAL EQUIPMENT. EQUIPMENT NEEDED MUST BE PROVIDED BY THE VENDOR.**

56. If possible, please provide historical annual volume for the following services for the past two years:

-# of annual flu shots **N/A**

-# of physical (non-DOT) with a drug screen & TB test for jail employees

Answer: **NOT A CURRENT SERVICE AT HEALTH CENTER**

57. Is EKG or x-ray currently offered at either of the two onsite clinics?

Answer: **NO**

58. Does the County have a high deductible health plan with HSA? If so, do eligible CDHP participants pay a clinic visit fee for primary care services? If so, what is that fee?

Answer: **NO**

59. Would the County like the awarded vendor to submit health claims to health benefit carrier?

Answer: **WE WOULD LIKE \$0 CLAIMS (GHOST CLAIMS) SUBMITTED TO THE HEALTH BENEFIT CARRIER SO THAT DATA CAN BE INCLUDED IN UTILIZATION ANALYSIS.**

60. Would the County like the awarded vendor to submit health information only to the health benefit carrier?

Answer: **WE WOULD LIKE \$0 CLAIMS (GHOST CLAIMS) SUBMITTED TO THE HEALTH BENEFIT CARRIER SO THAT DATA CAN BE INCLUDED IN UTILIZATION ANALYSIS.**

61. Would the County like the awarded vendor to submit health information only to the workers comp carrier if worksite injury and illness care is added to the scope of the onsite clinic services?

Answer: **NO**

62. Does the County desire the vendor to provide telemedicine services 24/7 or during onsite business hours only?

Answer: **DURING BUSINESS HOURS ONLY**

Addendum No. 2
RFP 2023-045
On Site Wellness Clinic
*****REQUIRED*****

Sign and return with your bid package

Sign Name:

Print Name:

Date:

Company

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