

**City of Roswell  
Purchasing Division**

**Kay G. Love  
City Administrator**

**Jere Wood  
Mayor**

**ADDENDUM NUMBER 2**

**REQUEST FOR PROPOSAL #16-050-C**

**EMPLOYEE CLINIC SERVICES**

**February 19, 2016**

**To All Prospective Offerors:**

**The Due Date remains as 2:00 p.m. on Friday, February 26, 2016.**

**In reference to the RFP listed above, the following answers to questions, additions, deletions and changes are hereby incorporated into the Request for Proposal:**

1. Has a site been chosen for the clinic? **Answer:** No. A couple of potential locations have been identified but, no decision has been made currently.
2. Will the current wellness partner continue? **Answer:** Yes, this contract is reviewed annually.
3. What is the desired start up time frame for the clinic? **Answer:** July 2016.
4. What are the space requirements for the clinic? **Answer:** Unknown at this time. The City would like the proposers to submit space requirements in their proposals.
5. How many employees would be serviced by the clinic? **Answer:** There are 604 eligible employees. Who is eligible? **Answer:** Full time employees, spouses and dependents. Are part time employees included? **Answer:** No. Are Medicare employees included? **Answer:** Yes, definitely for those who are still working and possibly for those who have retired within the last year if it is feasible.

6. Who is your healthcare provider and what is the plan year? **Answer:** The provider is Blue Cross Blue Shield and October to September is the plan year.
7. How tech savvy are your employees? **Answer:** Most are. Do all employees have an e-mail address? **Answer:** All but, around 100. What is the City's preferred method of communication? **Answer:** Email. Supervisors are helpful for providing information to those who do not have an e-mail. There are also kiosks and bulletin boards for communication.
8. What services are related to Occupational Health? **Answer:** pre-employment physical examinations, post-accident physical examinations, drug/alcohol testing and return-to-work (fitness for duty) examinations.
9. Do we want a lab in the facility? **Answer:** Yes. Would there be a pharmacy in the facility? **Answer:** Yes. Please price these as separate line items in the cost proposal.
10. Will Flu Services be provided by the clinic? **Answer:** Yes.
11. What standard do we follow for physicals? **Answer:** NFPA physical standards (for Fire) are not used (for new hires or annually). This could possibly change in the future. POST is used for Police public safety positions, which requires a Dr. to perform the pre-employment physical. Total for all 4 types of pre-employment physicals, including public safety, is 250. We do not know an exact amount for both Fire and Police public safety positions, but a good estimate would be 25% to 33%.
12. Are the City Employees aware that this is going to be offered? **Answer:** Yes. What is the feedback? **Answer:** Most employees see this as a great new benefit being offered by the City.
13. Has any consideration been given to partnering with another City or Private Business? **Answer:** Yes, the City is open to a potential partner.
14. Will we integrate biometric screening with the clinic and the wellness provider? **Answer:** Yes. Will the wellness provider provide data? **Answer:** Yes .
15. Is the wellness provider providing disease management? **Answer:** Yes they are providing disease management currently.
16. Does the City intend to allow clinic access to all employees or only those on the medical plan? If only those on the medical plan, how many employees are enrolled on the City's medical plan? **Answer:** Full time employees only, starting out for 1<sup>st</sup> year, regardless whether on the City's medical plan or not. We have 604 full time positions (we are never fully staffed) and about 10% do not elect the City's medical insurance.

17. Does the City plan to grant access to employee spouses and dependents on the medical plan? If so, what is the number of spouses on the plan? Number of dependents? **Answer:** The City has approximately 1,146 participants on the medical plan (includes both employees and eligible dependents – which are spouses and children). Total spouses approximately 217 (included in the 1,146 participants).
18. Does the City have any clinic eligible retirees and retiree spouses? **Answer:** Not currently. However, we are considering a new policy which may go back to the previous 12 months, to include those employees who have retired.
19. Is the City open to implementing a shared-site clinic for the mutual benefit of the City and additional future employers? **Answer:** Yes, the City would consider the possibility of sharing with another employer.
20. Does the City have any expectations as to the hours/days of the clinic operation? **Answer:** Starting out, we realize it would not be 5 days/40 hours per week. We will work with the awarded vendor to best determine this. Our thoughts are to have availability a few days during the week and go from there, as the need increases.
21. Does the City offer any incentives for participation in the wellness program/biometric screening? **Answer:** Yes. If an employee has the City's medical plan, and they participate in the wellness program, they receive a \$20 wellness credit each pay day (bi-weekly).
22. Is the City requesting New Hire / Pre Employment physicals service in the clinic? If yes, how many are performed annually? **Answer:** Not at this time. This is currently included with the Occ Med services. We are considering bundling this in the future with the clinic setting.
23. Are NFPA physicals for police and fire being requested? If yes, how many are performed annually? **Answer:** NFPA physical standards (for Fire) are not used (for new hires or annually). This could possibly change in the future. POST is used for Police public safety positions, which requires a Dr. to perform the pre-employment physical. Total for all 4 types of pre-employment physicals, including public safety, is 250. We do not know an exact amount for both Fire and Police public safety positions, but a good estimate would be 25% to 33%.
24. What is the number of drug tests performed per year? **Answer:** 432 (includes pre-employment, random, post-injury/accident and reasonable suspicion)

25. How do you define clinical information systems? **Answer:** In general, a computerized database management system that uses electronic medical records, to process patient data in order to support patient care. It is used by health care clinicians to access patient data and to plan, implement, evaluate care, and run required reports
26. In order to provide the most aggressive guarantees and fees at risk it would be helpful to have additional information on the health of the group. Would it be possible to receive a claims file containing the following fields?
- Member ID (If not unique to the patient, also need a dependent identifier so claims for one person can be tied together)
  - Relationship
  - Birth Date or Age
  - Claim Number
  - Beginning Date of Service
  - Ending Date of Service
  - Paid Date
  - Provider ID
  - Provider Name (Rendering Provider if possible)
  - Provider Specialty
  - Place of Service
  - Diagnosis Code (at least primary but will take all dx on a given line if they can pull multiple)
  - Procedure Code
  - Revenue Code (when applicable)
  - DRG Code (if applicable and available)
  - Billed Amount
  - Discount Amount
  - Allowed Amount
  - Copay Amount
  - Coinsurance Amount
  - Deductible Amount
  - COB Amount (amount paid by primary insurance when applicable)
  - Paid Amount

**Answer:** This information is not readily available at this time.

27. Would the City be willing to provide a de-identified employee census of home address/zip code and work location address/zip codes? **Answer:** Not at this time. All employees work in the City limits of Roswell, GA. We do know: 26% live in Roswell; 36% live in North Fulton (includes Roswell); 26% live in Cherokee County; 12% live in Cobb County and 5% live in Gwinnett County.
28. What would the City prefer to see as proof of compliance with Workers Compensation Act? Will copy of Comp coverage suffice? **Answer:** Certificate of

Coverage for Workers' Compensation in the State of business (preferably Georgia). As stated in the RFP – 6.5.

29. Under section 4.3 Cost Proposal, the City requests the bidder to include an alternate add for the wellness program and an alternate add for the Occ/Med services. Can you please clarify what the City is requesting here? **Answer:** Both of these were separate RFP's. Our main focus of this RFP is for the employee clinic. Our thought process was to possibly combine the Occ Med and / or Wellness in the future with the employee clinic vendor. We wanted to include the possibility of bundling these additional services in the future and wanted to communicate the possible need for vendors who can provide all 3 services, if the opportunity presents itself.

30. Can you please confirm the layout for the Technical Proposal Submission?

Section 1.4.1 states to include the following sections:

- Proposal Letter
- Section 3, Scope of Project/Specifications
- Standard Contract
- Standard Forms
- Addenda

Section 4.1.1 lists the following sections:

- A. Introduction
- B. Basic Information and Experience of Firm
- C. Qualifications of Local Staff
- D. Client References
- E. Firm Approach and Methodology to include information requested in section 3.2 Scope of Services
- F. Financial Stability

Are the sections listed in 4.1.1 meant to be included as subsections of Section 3, Scope of Project/Specifications as listed in 1.4.1 to be formatted like below?

- Proposal Letter
- Section 3, Scope of Project/Specifications
  - a. Introduction
  - b. Basic Information and Experience of Firm
  - c. Qualifications of Local Staff
  - d. Client References
  - e. Firm Approach and Methodology to include information requested in section 3.2 Scope of Services
  - f. Financial Stability
- Standard Contract
- Standard Forms
- Addenda

**Answer:** Section 1.4.1 is a basic listing of the framework for what will be

included in the technical proposal. The RFP submittal format is listed out in the exhibits at the end of the RFP starting on page 33.

### 31. Eligibility

Can you please provide a detailed breakdown of the health center eligible membership as described below. Please confirm that the expectation is to offer services to employees and retirees only in the first year and then expand eligibility to include spouses and dependent children in year 2.

#### Self -Funded Benefits Enrolled

- What is the number of clinic eligible employees?  
**Answer:** Approximately 600, as stated in the RFP (604 approved FTE's)
- What is the number of clinic eligible spouses?  
**Answer:** Spouses currently on the medical plan are 217.
- What is the number of clinic eligible dependent children over age 2?  
**Answer:** Unknown at this time. There are approximately 439 dependent children on the medical plan (newborn to 26).
- Are there any clinic eligible pre-65 retirees and retiree spouses? If yes, please describe.  
**Answer:** We have had 6 retire (ages 55 to 64) in the past 12 months. Of those, one had a spouse.

#### NON Enrolled – Benefits Eligible

- What is the number of clinic eligible employees?  
**Answer:** Included in self-funded benefits enrolled above.
- What is the number of clinic eligible spouses?  
**Answer:** Unknown for this group.
- What is the number of clinic eligible dependent children over age 2?  
**Answer:** Unknown for this group.
- Are there any clinic eligible retirees and retiree spouses? If yes, please describe.  
**Answer:** Included in self-funded benefits enrolled above.
- Are there any other members, contractors and / or partners who would be eligible to utilize services within the health center? If yes, please provide details:  
**Answer:** No. For the 1<sup>st</sup> year, this would be eligible for all full time employees (regardless if they are on the City's medical plan or not).
- If possible, please provide an eligibility file for spouses / dependent children and retirees (if they are eligible) detailing residential zip codes by member. This will enable us to assess geographic impact on utilization for non-employees (assuming they will be eligible).  
**Answer:** Info not available at this time. For employee residential info: 26% live in Roswell; 36% live in North Fulton; 26% live in Cherokee

County; 12% live in Cobb County and 5% live in Gwinnett County.

### **Demographics**

- What is the average employee turnover % annually?  
**Answer:** 16.8%
- What is the average hourly wage equivalent for employees?  
**Answer:** \$24.25
- Do you know the number of work loss days per 100 employees?  
**Answer:** Actual paid sick leave = 8.48 days  
Leave without pay = 18.52 days

### **Staffing Requests**

- Does the City have a specific staffing request, i.e., must be a Physician directed model vs. a Nurse Practitioner, etc?  
**Answer:** We are open to a combination of both and see a need for an increase for both.

### **Current Programs & Incentives**

In terms of the City's currently offered wellness or health promotion services, please describe:

### **Health Risk Assessment:**

- Who is the vendor?  
**Answer:** Not applicable – HRA not used.
- Can you provide sample report showing risks by %?  
**Answer:** No
- What % of the employee population historically participates?  
**Answer:** Zero
- What % of the spousal population historically participates?  
**Answer:** Zero
  
- **Biometric Screening**
- Who is the vendor?  
**Answer:** Provectus Health Strategies (they use Synergy Wellness)
- Can you provide sample report showing risks by %?  
**Answer:** Not at this time. We are almost completing Year 1.
- What % of the population historically participates?  
**Answer:** Varies between 70% to 85%.
- What % of the spousal population historically participates?  
**Answer:** Zero. We will bring them in Year 2 (Fall of 2016).
- What is the collection method, i.e., finger-stick or venipuncture?  
**Answer:** Fasting finger stick.

- If venipuncture, what is the chemical panel being tested? N/A

**Telephonic / Onsite Disease Management**

- Who is the vendor?  
**Answer:** Provectus Health Strategies
- What % of the chronically ill population is currently engaged?  
**Answer:** Unknown. However, of those currently participating, 9% are in the “health” (chronic) group.
- Can you provide reporting that shows % of risk population at standards of care?  
**Answer:** No

**Telephonic / Onsite Coaching**

- Who is the vendor?  
**Answer:** Provectus Health Strategies
- What % of the population participates in the coaching program?  
**Answer:** Of those currently participating, 91% are in the “wellness” group.

**EAP (separate from the Wellness Program)**

- Who is the vendor?  
**Answer:** FEI Behavioral Health
- Can you provide an outline of the current EAP benefit?  
**Answer:** 6 visits per calendar year for employee. Also, 6 visits per calendar year for each dependent.

**Incentives**

- Does the City anticipate offering incentives for participation in the onsite program? If yes, what is being contemplated?  
**Answer:** We see the office visit fee (due to an HSA medical plan) at cost, which we hope will be less than an offsite clinic on the medical plan, so as to encourage employees to visit the onsite employee clinic.
- Does the City use a 3<sup>rd</sup> party vendor for incentive management and fulfillment? If yes, who is the vendor?  
**Answer:** No

**Medical Plan Utilization / Unit Cost Experience**

**Note: using 517 employees and 1,146 total members (employees + dependents) during plan year October 1, 2014 to September 30, 2015.**

- What is the No. of hospital admissions per 1,000 population?  
**Answer:** Unknown. We had 64 Acute Admissions for Inpatient during last



plan year.

- What is the Average unit cost per hospital admission  
**Answer:** \$21,221.81
- What is the No. of outpatient services per 1,000 population  
**Answer:** 1,159 Annual visits per 1,000
- What is the Average unit cost per outpatient service?  
**Answer:** \$746.88 PMPY (per member per year)
- What is the No. of primary care visits PPPY?  
**Answer:** 2,210 (visits per 1,000)
- What is the Average unit cost per PCP visit?  
**Answer:** \$47 (paid amount per service)
- What is the No. of specialty care visits PPPY?  
**Answer:** 6,108 (visits per 1,000)
- What is the Average unit cost per specialty care visit?  
**Answer:** \$61 (paid amount per service)
- What is the No. of lab tests per 1,000 population?  
**Answer:** Unknown.
- What is the Average unit cost per lab visit?  
**Answer:** Unknown.
- What is the No. of physical therapy visits per 1,000 population?  
**Answer:** Unknown per 1,000. However, there were 317 PT visits / 732 services.
- What is the Average unit cost per physical therapy visit?  
**Answer:** \$60.87
- What is the No. of radiology exams per 1,000 population?  
**Answer:** 1,087.4 services per 1,000
- What is the Average unit cost per radiology exam?  
**Answer:** \$108.87 per service
- What is the No. of ER visits per 1,000 population?  
**Answer:** Unknown. Actual 170 visits during last plan year.
- What is the Average unit cost per ER visit?  
**Answer:** \$815.31 average per visit
- What is the No. of Urgent Care visits per 1,000 population?  
**Answer:** Unknown.
- What is the Average unit cost per UC visit?  
**Answer:** Unknown.
- What is the No. of Prescriptions PPPY?  
**Answer:** 11.35 PMPY (per member per year) includes both generic and brand.
- What is the Average unit cost per Rx?  
**Answer:** \$88.92 (includes both generic and brand).

## OCCUPATIONAL HEALTH SERVICES

We understand that occupational health services should be modeled as a possible addition separately. We would like to understand more fully the expectations the City has regarding the occupational services you would like to consider adding in the future, along with your experience data.

### Worker Comp Treatment

- How many reportable work related injuries occur on average annually?  
**Answer:** 63.5 (average over last 6 years)
- How many non-reportable work related injuries occur on average annually?  
**Answer:** “Record Only” injury claims average 15.75.
- Is onsite occupational Case Management being requested as part of the solution?  
**Answer:** No.
- Who is the work comp TPA?  
**Answer:** PMA Management Corporation.

### Work Related / Occupational Health Services

- Are New Hire / Pre Employment physicals being requested? If yes, beyond a standard history gathering and general physical, what are the components of the pre-employment physical? Does it include specific testing? Please describe in detail.  
**Answer:** A standard physical for full time and part time employees who are not Public Safety. For Public Safety positions (uniform, certified Police) a Doctor is required to perform POST physicals on Public Safety Police positions.
  - Public Safety (Police and Fire) – Medical History Review, to include Occupational History, Physical – general pre-employment, Height and Weight, Vital Signs, Vision Exam (to include test to determine if color blind), Drug screen (express 6 panel), Urine analysis, Audiometry - screening test - pure tone, EKG.
  - 911 Communication Officers – Medical History Review, to include Occupational History, Physical – general pre-employment, Height and Weight, Vital Signs, Vision Exam, Drug Screen (express 6 panel), Urine Analysis, Audiometry – screening test – pure tone.
  - General (for non-Public Safety full and part time employees) – Height and Weight, Vital Signs, Vision Exam, Drug screen (express 6 panel), Urine analysis, Audiometry – screening test – pure tone.
  - DOT – Physical – General, Height and Weight, Vital Signs, Vision Exam, DOT Drug Screen (express 6 panel), Urine analysis.
- What is the Average No. of New Hire / Pre Employment Physicals performed annually?

- Answer:** Approximately 250 (includes the 4 types from the answer above).
- What is the Average unit cost currently paid per New Hire / Pre Employment Physicals?
    - Answer:** \$165 – Public Safety (both Police and Fire)
    - \$120 – 911 Communication Officers
    - \$85 – General (for non-Public Safety full and part time employees)
    - \$67 – DOT
  - Are DOT physicals being requested?
    - Answer:** Yes
    - If yes:
  - What is the Average No. of DOT physicals performed annually?
    - Answer:** 7 - 10
  - Are DOT physicals conducted over a specific time period, e.g., all in January, etc.?
    - Answer:** No. They are done as needed.
  - What is the Average unit cost currently paid per DOT physical?
    - Answer:** \$67
  - Are NFPA (Police / Fire) physicals being requested?
    - Answer:** No to the NFPA for Fire. For Police uniform / certified positions: a Doctor is required to perform POST physicals on Public Safety Police positions.
    - If yes:
  - What is the Average No. of NFPA (Police / Fire) physicals performed annually?
    - Answer:** N/A
  - Are NFPA (Police / Fire) physicals conducted over a specific time period, e.g., all in January, etc.?
    - Answer:** NFPA physicals not required. However the pre-employment physicals and drug testing on part-time firefighters could have several done in close proximity, once or twice a year.
  - What is the Average unit cost currently paid per NFPA (Police / Fire) physical (excluding chest X-ray and labs)?
    - Answer:** N/A
  - Are medical surveillance blood tests required?
    - Answer:** No
    - If yes, what tests specifically, e.g., lead exposure, other heavy metals, other toxins? Please be specific.
  - How many individuals will require the specific medical surveillance blood tests? N/A
  - What is the frequency of the required tests? N/A
  - Are the exams conducted over a specific time period, e.g., all in January, etc? N/A

- Are audiometric testing services / screenings being requested?  
**Answer:** Audiometry – screening test – pure tone is included in for General, Public Safety and 911 Communication Officer pre-employment physical.
- If yes: Is an audiometric booth required for the screenings?  
**Answer:** No
- What is the Average No. of audiometric screenings performed annually?  
**Answer:** Included in the pre-employment physicals – 250.
- Are audiometric screenings conducted over a specific time period, e.g., all in January, etc.?  
**Answer:** No.
- What is the Average unit cost currently paid per audiometric screening?  
**Answer:** \$18 for the Audiometry – screening test – pure tone.

### Drug / Alcohol Screening

- Is drug testing being requested as part of the solution?  
**Answer:** Possibly in the future – this falls under the Occ/Med services.
- Are all drug and BAT results sent to an MRO for confirmatory testing or only those that tested positive on the initial screening?  
**Answer:** Only those that are non-negative.
- What is the Average No. of Random Drug Screens per year  
**Answer:** 175
- Current cost per screening  
**Answer:** \$22 for Instant Test; \$25 for BAT
- What is the Average No. of New Hire Drug Screens per year  
**Answer:** About 250
- Current cost per screening  
**Answer:** Included in the pre-employment physical
- What is the Average No. of Reasonable Suspicion Drug Screens per year  
**Answer:** 2
- Current cost per screening  
**Answer:** \$22 for Instant Test
- What is the Average No. of Post Injury Drug Screens per year  
**Answer:** 5
- Current cost per screening?  
**Answer:** \$22 for Instant Test
- Is Breath Alcohol Testing (BAT) required as part of your drug screen protocol?  
**Answer:** Yes
- If yes: What is the Average No. of Random BAT Screens per year?  
**Answer:** 8 - 10
- Current cost per screening?  
**Answer:** \$25

- What is the Average No. of New Hire BAT Screens per year?  
**Answer:** Zero.
  - Current cost per screening? N/A
  - What is the Average No. of Reasonable Suspicion BAT Screens per year ?  
**Answer:** 2 - 5
  - Current cost per screening?  
**Answer:** \$25
  - What is the Average No. of Post Injury BAT Screens per year?  
**Answer:** 1
  - Current cost per screening ?  
**Answer:** \$25
32. Are there any other occupational health related services, physicals or exams you would like to have included in the model? If yes, please describe each in detail.  
**Answer: No**
33. Can the marketplace professional and facility outpatient service categories be broken out to include spend/visit totals associated with the following categories over the last 12 months?
- Physician office visits – **Answer:** see next 2 items (both Primary and Specialist combined was \$1,217,398 and total visits 9,530 – includes both employees and their dependents – Plan Year October 1, 2014 to September 30, 2015)
  - Primary Care – **Answer:** 2,532 visits (or visits per 1,000: 2,210); \$47 paid amount per service.
  - Specialty Care – **Answer:** 6,998 visits (or visits per 1,000: 6,108); \$61 paid amount per service.
  - Preventative Care – **Answer:** unknown
  - Labs – **Answer:** unknown
  - ER – **Answer:** Actual 170 visits during last plan year. \$815.31 average per visit.
34. Can you provide the overall medical and pharmaceutical claims spend per employee per month (PEP¥M) over the last 12 months? **Answer:** Medical \$575.50 PEP¥M; Pharmacy \$186.46 PEP¥M (during the last plan year – October 1, 2014 to September 30, 2015).
35. During the pre-proposal meeting it was stated that the health center will only be available to the employees in year one and their family members starting year two. Would the City of Roswell consider providing health center access to family members in the first year if this scenario proves to be beneficial? **Answer:** Yes, based on several factors (such as monthly utilization reports and an employee interest survey), we would consider offering to eligible dependents as a possibility sometime in the first year.

**COMPLETE THIS ADDENDUM, SIGN and SUBMIT with the RFP to:**

**City of Roswell – Purchasing Division  
Roswell City Hall  
38 Hill Street, Suite 130  
Roswell, GA 30075**

**I hereby acknowledge receipt of Addendum 2 and have incorporated the changes into my proposal response for the above mentioned RFP**

**COMPANY NAME:** \_\_\_\_\_ **CONTACT PERSON:** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_ **CITY:** \_\_\_\_\_ **STATE:** \_\_\_\_ **ZIP:** \_\_\_\_

**PHONE:** \_\_\_\_\_ **FAX:** \_\_\_\_\_ **EMAIL ADDRESS:** \_\_\_\_\_

**SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_