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TO: All Prospective Bidders
FROM: Meegan Broll & Rebecca McCanta
SUBJECT: RFP #21-024 Onsite Clinic – Addendum Number One
Date: April 5, 2021

This information is to provide answers and clarifications, where possible, to the questions received concerning the above referenced RFP
In some cases, the issue may be questioned in the different manner, but the answer is the same.

Please note that we are only soliciting quotes from vendors that can offer these benefits and will not be reviewing our consulting services.

Additional information included in this Addendum:

- Clinic Staffing Model
- Blue Print of EHC

All other information remains as issued.

Question	Answer
How many spouses are eligible for the health center?	Please review RFP detail and attachment 5.7 for eligibility details.
Do dependents have access? If yes, how many are eligible?	Dependent children are not eligible.
1. What is the current staffing model and hourly rate/benefits for each: a. Wake County Office Building b. East Campus (Falstaff)	Current staffing model is attached with Addendum. Also open to you providing what you feel the staffing model should be. Please price the jobs they would staff at the 75 th percentile of local market plus your standard benefit load.
4. Layout of the facility or floor plans: a. Wake County Office Building b. East Campus (Falstaff)	Please see attachment included with Addendum.
Intention of Physical Therapy onsite or Virtual?	Please provide what you would recommend based on your experiences.
Please provide more detail on the comment for Physical Therapy- "Provider hours at EHC"	Please provide how you would propose incorporating physical therapy within both centers.
Would you like for PT, Chiropractic and Acupuncture all to be quoted?	Per the RFP we would like each vendor to provide a proposal for these services.
Please outline what services are offered in the Mobile Clinic Delivery? Is the mobile clinic available via an RV?	Clinic staff will travel to various physical worksite locations throughout the county to conduct biometric screenings, provide coaching services, conduct educational seminars, and provide more services as needed. Services are not provided out of a mobile unit, rather the clinic staff bring whatever supplies are needed to provide the services within the buildings they are visiting.
Is there an opportunity to expand services to include occupational health? If yes, can you please provide occupational health data?	At this time Wake County does not include occupational health within the health centers.
Can we retain the staff? Staff non competes?	Staffing will need to be an open discussion once finalists are selected. Please provide options to retain current staff as well as recruit new staff.
Is the health center currently conducting drug testing?	This is not currently being performed by the health centers.
How do the EHCs support the overall human capital strategies for the County?	The EHCs help build a culture of health by improving the health and well-being of employees which results in improved productivity, engagement, morale, and health care costs.
How have the EHCs been successful and in what areas is there need for improvement in light of the success criteria?	The EHC has increased engagement in behavioral health, wellness coaching, and virtual education sessions, and provided support to employees who were unable to see their community PCP during the COVID shutdown. We would like to see increased engagement in the EHC condition management programs.
Is the County required to place this out to bid at this time or are there other reasons to do so?	Wake County goes out to bid periodically to ensure they are maintaining competitive services and rates.
Is the RFP response to be submitted electronically (per section 2.2) or via hard copy – "...submit the proposal in a sealed package." (per section 4.1).	Due to the current environment we would like all proposals sent electronically.
Does the County prefer that one organization provide both management of the onsite health centers and the diabetes disease management program or does it wish to have each completely separate?	Wake County is open to looking at both options, please propose the option you feel would be best to help manage diabetes.
Can you confirm that the eligible populations for the health centers are: - All full time employees or just those on the medical plan? - Pre and Post-65 retirees? - Spouses of a and b?	The eligible population includes employees & spouses covered under the medical plan who are either active, pre-65 or covered under COBRA.
Is the County interested in offering services to children?	Wake County is currently not exploring this option.
Do County employee manage the Living Great @ Wake program?	The Living Great @ Wake program was developed and is managed by WC, with the assistance of the current vendor partners.
Under the Worksite Services – Current (section 1.4), what is meant by "Yes – limited" for chronic condition management & specialist referrals? How will this change under Required?	Wake County is looking for vendors to provide a proposal that offers comprehensive condition care management as well as a partner that help members navigate their healthcare if specialists are needed.
Why were pre-packaged medication dispensing stopped in Dec. 2020?	The utilization of pre-pack was very low and didn't not offer the return Wake was looking for.
Can you elaborate what is the scope of services provided in the current "Mobile Clinic Delivery"?	Clinic staff will travel to various physical worksite locations throughout the county to conduct biometric screenings, provide coaching services, conduct educational seminars, and provide more services as needed. Services are not provided out of a mobile unit, rather the clinic staff bring whatever supplies are needed to provide the services within the buildings they are visiting.
Hours of operation: Section 1.4 – 8 to 4:30? Section 1.5 – 7:30 to 4:30?	Please assume hours of operation are 7:30am to 4:30pm
The number of County employees that are located near the EHC sites – does this refer to where these employees work or live?	It refers to the number of employees working in those locations.
Are there other employers in the two buildings that house the EHCs?	No, only Wake County employees are located in the buildings.
How many of the employees eligible to use the EHCs are currently working remotely and how many does the County expect to work remotely post-pandemic?	Currently, approximately 2800 employees are working remotely 60% -100% of the time. The number of employees working remotely in the future has not been determined, as each department is in the process of developing their own return to the office plans.
What is the current staffing in the EHCs?	Please see attachment included with Addendum.
What is "Living Connected"?	"Living Connected" is the current diabetes management program offered through CCS Medical.

Would the County consider having the onsite health center provider manage the wellness incentives program?	This is currently managed through their medical partner and works well. If this is something you feel would be best to offer through the health center, please provide a proposal for the 2022/2023 incentive year.
Can you elaborate on what is desired in regard to after-hours clinical support?	Please provide the options you have available to assist members outside of the clinics hours of operation, in the evening or on weekends.
Does Omada Health provide services to the County other than Diabetes Disease Management?	They only provide diabetes prevention program currently, not diabetes management.
Are occupational services offered through the EHCs?	Not included
Are public safety services offered through the EHCs?	Not included
The County outlined 5 specific objectives for conducting this RFP in section 1.2 County Background of the RFP #21-024 Wake County Onsite Clinic document. Given these services have been contracted to the county since 2013-2014, would this RFP be categorized as a general "market check" or are there circumstances driving the effort to seek a more optimal solution and consider a change?	Wake County goes out to bid periodically to ensure they are maintaining competitive services and rates.
In section 1.4 Scope of Worksite Health Services, there are few required services that are not included in the current program. Which existing services does the county feel there is the greatest opportunity to improve upon?	Wake County is wanting to explore these proposed options to help round out the care provided to members and determine if those need to be added or adjusted.
Are services contracted by the county required to be taken out to bid at specified intervals (e.g. every 3 years)?	All contracts must be reviewed as they are ending. Wake County will review current service and offerings to determine if the contract can be extended or needs to go out to bid.
How many file feeds does Wake County request to be sent to vendor partners?	Wake County would like to ensure they understand any additional pricing for sharing data to outside vendors. We would envision this to be up to 5 files.
Please confirm that physical therapy should be staffed/priced as part of this RFP.	It has been requested to provide a proposal for these options so they can be considered for future use.
Please provide details on the arrangement and scope of services provided in the mobile clinic delivery.	Clinic staff will travel to various physical worksite locations throughout the county to conduct biometric screenings, provide coaching services, conduct educational seminars, and provide more services as needed. Services are not provided out of a mobile unit, rather the clinic staff bring whatever supplies are needed to provide the services within the buildings they are visiting.
Does the County wish to pay bills online through a portal? If so, what is the County's full description and expectations of online billing?	Wake County is not interested in paying bills through a portal; however, receiving bills through a portal or electronically is preferred over regular mail.
Why did the County discontinue the distribution of prepackaged medications?	The utilization of pre-pack was very low and didn't offer the return Wake was looking for.
Please provide the current staffing model for each employee health center.	Please see attachment included with Addendum.
What is the overall budget for the employee health center program?	Please provide your proposal based on the RFP. Wake County would not like to disclose their budget at this time, as they want to ensure they are reviewing all options to best fit their members needs.
Due to the current COVID situation and this RFP response via email, please confirm an electronic signature and waiver of any notary requirements for the initial submission are acceptable.	There are no notary requirements since the RFP response will be submitted electronically via email.
Please confirm the proposal is to be submitted to only the 2 contacts at Marsh & McLennan as noted in 2.1 and on what occasions would we be utilizing the County Contact noted in 2.1.	Yes, both MMA contacts noted should receive the proposal submission. The County Contact is noted in case you have questions around the procurement process in general.
Please confirm the clinics are available for all eligible members (employee, spouse and children) and if employees waiving the County's benefits are allowed to utilize the facilities.	The eligible population includes employees & spouses covered under the medical plan who are either active, pre-65 or covered under COBRA.
Page 2 - Onsite clinic utilization overview – upper left corner – what do the dollars in the utilization summary represent? (are those in fact metric counts and not dollars?)	Utilization Summary should be metrics and not dollars.
Page 2 -Onsite clinic utilization overview – are metrics available for each of the two health centers individually? We assume metrics on page two are for the combined two centers consolidated.	Utilization provided for combined centers. We feel for the initial proposal combined utilization is sufficient (including the staffing model). As we move into finalist selection we can provide more detailed information.
Page 2 -Onsite clinic utilization overview – are metrics available for virtual health medical visits (e.g., during COVID pandemic we assume many visits turned to virtual visits?) We only noticed a few telehealth visits (4 in 2020 and 2 in 2019)	Through out the utilization metrics it indicates if there were Telehealth visits under the appointment type. You should see for 2020 a total of 442 telehealth PCP visits, for example. Each category has the same indication under the utilization.
Page 2 Onsite clinic utilization overview – is there a reason why flu shots are so low? Perhaps the county does a separate flu campaign	These are offered through another avenue, outside of the health centers and through their health services.

<p>What is current staffing in the two current health centers (South Salisbury Street and Falstaff Road) – please list separately for each location, knowing that some resources may be shared between the two locations?</p> <ul style="list-style-type: none"> >MD FTEs >NP/PA FTEs >RN FTEs >LPN/LVN FTEs >MA FTEs >Coaching FTEs >PT FTEs >Chiro FTEs >Other FTEs (Specify Type) >Total FTEs 	<p>Please see attachment included with Addendum.</p>
<p>Page 5 – Could we receive more information for Mobile Clinic Delivery (both current services provided, locations, etc. and desired mobile clinic services in the future – addresses, locations, etc.)</p>	<p>Clinic staff will travel to various physical worksite locations throughout the county to conduct biometric screenings, provide coaching services, conduct educational seminars, and provide more services as needed. Services are not provided out of a mobile unit, rather the clinic staff bring whatever supplies are needed to provide the services within the buildings they are visiting.</p>
<p>Page 14– instructions for proposal sections show 5.0 as Cost Proposal (we assume this corresponds to Excel file 5.8 – Proposal Features Questionnaire – the sections related to cost)</p>	<p>Yes, the costs are outlined on Excel file 5.8 Proposal Features Questionnaire which should be completed and returned with proposal response.</p>
<p>Page 14– instructions for proposal sections show 6.0 as proposal questionnaire (we assume this corresponds to Excel file 5.8 – Proposal Features Questionnaire – the sections that are information fields, i.e., rows 4 – 29 and rows 57 – 142)</p>	<p>Yes, Excel file 5.8 Proposal Features Questionnaire is the questionnaire that is referred to and should be completed and returned with proposal response.</p>
<p>We assume spreadsheets 5.5, 5.6 and 5.7 are for informational purposes only and nothing is required to be returned for those spreadsheets with our RFP response.</p>	<p>That is correct.</p>