



**REQUEST FOR PROPOSAL
FOR PHYSICIAN SERVICES
DIVISION OF RESEARCH & MEDICAL SERVICES
AUGUST 25, 2010**

I. INTRODUCTION

A. Background

The mission of the Saint Louis County Department of Health (DOH) is to promote optimal health for people who live, work, or visit the County. This is accomplished by monitoring and assessing the public health status of the County, and developing programs and/or policies that prevent illness or injury.

The accomplishment of this mission will facilitate DOH in realizing its vision of a progressive public health department providing a full array of services which includes assessment, policy development and assurances for health information, disease and injury prevention, and environmental health.

County Health Facilities include the three county ambulatory care centers (John C. Murphy, North Central and South County Health Centers), the Buzz Westfall Justice Center, Family Courts and Lakeside Center.

Physician services at the three health care facilities are primarily provided by an independent contractor. Medical services for the three facilities are coordinated by a Medical Director employed by DOH.

B. Project Goals

DOH offers comprehensive health care, including prevention and primary care at the three following ambulatory care centers.

John C. Murphy Health Center, 6065 Helen, St. Louis, MO 63134

North Central Community Health Center, 4000 Jennings Station Road, St. Louis, MO 63121

South County Health Center, 4580 South Lindbergh, St. Louis, MO 63127

DOH is committed to assuring that citizens of St. Louis County have access to health care at levels appropriate to their needs, and when ambulatory care is needed through the health centers, such care is of the highest quality.

This RFP is for the provision of medical services to DOH's three ambulatory care facilities, however, in rare cases, circumstances could warrant the need for care to be provided at other DOH facilities. In addition, there could also be a need for care provided at community venue. Services shall be provided utilizing a group practice model for three facilities and shall be consistent with acceptable medical standards.

The scope of this proposal presents the necessary qualifications that a contractor for primary care provider services must meet. All work and services will be performed during the hours agreed upon by DOH and the contractor. The contractor should submit a proposal that includes provision of primary care provider services.

II. SCOPE OF SERVICES

All components listed in this section are mandatory.

A. Minimum physician complement is as follows:

7.5 physicians for the three facilities, which is equal to 2.5 physicians per facility. Family Practice Physicians are preferred, but a combination of pediatric, internal medicine or Med/Peds will be considered.

B. Medical Staff (Medical Director and Staff Physicians) Qualifications:

The Clinical Coordinator shall be board certified in family medicine, internal medicine or pediatrics, have experience in supervising other physicians, ancillary personnel, and medical services. Also, possess a license to practice medicine in the State of Missouri for the term of the contract and meet federal and state eligibility requirements to participate in Medicare and Medicaid.

Staff Physician's shall be residency trained in the United States, be board certified or eligible for board certification in family medicine, internal medicine and/or pediatric medicine, possess a license to practice medicine in the State of Missouri for the term of the contract, and meet federal and state eligibility requirements to participate in Medicaid and Medicare.

C. Staff Responsibilities

The Clinical Coordinator shall have both administrative and clinical duties. Administrative duties include coordination of the physician's schedules and communicating information to contractual physicians regarding DOH policies, rules and

regulations. The clinical duties shall encompass the provision of medical care and treatment to patients of DOH.

The administrative duties shall consist of, but not limited to:

Providing professional direction and leadership to Medical staff;

Ensuring that staff provides the services described in this request for proposal;

Coordinating and integrating the activities of contractual medical consultants/specialists into the overall medical care of St. Louis County patients;

DOH utilizes an Electronic Health Record (EHR) to document. It is the contractor's responsibility to assure staff proficiency in the HER with initial training provided by DOH.

Documenting operational cost effectiveness and ensuring the practice of a consistently high standard of medicine by developing appropriate facility and medical staff policies and procedures;

Serving as a member of various committees at the request of the Director of Research and Medical Services;

Providing status and progress reports as requested by the Director of Research and Medical Services and/or the Health Center Administrator;

Maintaining a relationship with local hospitals and related facilities to ensure continuity of care and treatment to each patient;

Contractual staff will testify, relative to services rendered under the terms of the contract, in response to a subpoena properly issued from any court and may be available (at his or her option) to represent DOH as an expert witness;

Other duties as requested by the Director of Research and Medical Services;

Availability by pager and/or cellular phone seven days/week, 24 hours/day except vacations. During the latter, the Clinical Coordinator shall assign an alternate physician to be contacted.

The Clinical Coordinator shall be responsible for the following Reports:

- a. During the first year of the contract, a quarterly report for each facility which shall delineate the contractor's contractual compliance. A composite report shall be submitted to the Director of Research and Medicine. Thereafter, the reports shall be submitted semiannually.

b. The successfully bidder shall submit a bimonthly report addressing b.1 – b.4 below.

1. quality of care review, current and emergent;
2. cost containment efforts including drugs and supply costs;
3. contractual compliance;
4. other issues

D. Clinical Duties:

Providing medical care and treatment in accordance with acceptable medical standards of care to DOH clients including annual physical examinations, comprehensive health assessments, requesting and interpreting data/reports such as laboratory, X-Ray, EKG, and initiating referrals to appropriate specialists/consultants;

Maintaining current, accurate, and timely medical services and documentation;

Conducting monthly medical chart reviews and re-evaluations including medical orders which shall be updated with medications, treatment, diets, and requests for laboratory evaluations;

Interacting and communicating with outside consultants and hospital staff to ensure continuity of care and communication of medical treatment plans;

Completing the facilities established billing form to ensure medical services provided to all residents are billed properly – Medicare, Medicaid, etc;

Attending and collaborating with other team members at interdisciplinary care meetings.

E. The staff physicians responsibilities shall consist of, but not limited to:

Mutual agreement to engage in Collaborative Practice Agreements (CPA) with DOH advanced practice staff pursuant to the provisions of Section 334. 104 RSMo, and rules adopted thereunder;

Providing medical care and treatment accordant with acceptable medical standards to patients of the DOH, including annual physical examinations, comprehensive health assessments, requesting and interpreting data/reports such as laboratory studies, x-rays, EKGs, and initiating referrals to appropriate specialists/consultants;

Participating, and/or chairing various committees at the direction of the Clinical Coordinator;

Maintaining current, accurate, and timely medical Services documentation;

Conducting medical chart reviews and re-evaluations including medical orders which shall be updated with regards to medications, treatments, diets, and requests for laboratory evaluations within state and regulatory requirements;

Interacting and communicating with outside consultants and hospital staff to ensure continuity of care and communications of medical treatment plans;

Completing the facilities established billing form to ensure Medical services provided to all residents are billed properly – Medicare, Medicaid, etc;

Attending and collaborating with other team members at Interdisciplinary Care meetings;

Maintain proficiency in the EHR.

Contractual providers will testify, relative to services rendered under the terms of the contract, in response to a subpoena properly issued from any court and may be available (at his or her option) to represent DOH as an expert witness;

Other duties as assigned by the Clinical Coordinator.

F. The On-Call services shall consist of:

Provide a monthly on-call schedule inclusive of weekends and holidays;

Staff shall be available to the facility nursing staff for telephone consultations and triaging of patient. On-call staff shall respond to emergencies, acute medical conditions and come to the facility when required.

G. Staffing Hours

Individual staff hours will be coordinated with respective facility Manager comprised of 7.5 FTE physicians’.

H. Option to Increase/Decrease Full Time Equivalent (FTE)

The option to increase or decrease physicians FTE’s shall be based on facility needs and will be evaluated quarterly. Bidders shall state census thresholds (for each facility) by increasing or decreasing physicians. The terms of any adjustment shall be the same as all other conditions of the contract.

In the event of an emergency necessitating the absence of a Medical staff member, a substitute shall be provided. The hourly cost of the substitute should be identified in this request for proposal. Plan for how this coverage will be provided must be included.

I. Each bidder shall submit an Implementation Plan in their proposal. It must be a detailed plan of action for implementation of services, including specific dates, for commencement of services the first week of January, 2011. At a minimum, the plan shall include the following:

Time Frames, beginning and completion dates, for all staff interviewing, hiring, and orientation to the firm and all three health centers.

The process that will be used to fill physician positions (include recruitment planning, management and oversight of the physicians, vacancy management, training and continuing education).

A comprehensive narrative describing how the proposing firm would assure the continuation of quality services, specifying a process to ensure physician familiarity with patients.

A detailed training plan to train all providers for documenting in the Electronic Health Record (EHR) prior to providing patient care.

A detailed procedure that describes how the proposing firm would coordinate implementation with an existing contractor.

III. GENERAL CONDITIONS AND REQUIREMENTS

A. Compliance with Law

The contractor must comply with all federal, state and local laws, ordinances and regulations applicable to the work being performed under the contract.

The contractor must hold and furnish evidence of all insurance, licensure, state registration, and credentialing if applicable, legally required in the State of Missouri to practice such services. Police record checks will be performed by DOH with Justice Services.

B. Standard of Work Performance

Physicians and Advanced Practice staff engaged by the contractor to provide services must conform to the highest professional standards in the industry. Saint Louis County DOH will reserve the right to approve each contractor's employee provided to perform services under the contract, and lacking such approval, the contractor's employee will not render services under the contract.

C. Contract

The preferred starting and ending dates of the contract are January 1, 2011 through December 31, 2011, with options to extend for two (2) additional one-year terms. Renewal of this contract must be mutually agreed upon and is subject to the St. Louis County Council appropriating sufficient funds into the appropriate fund for payment of the services under the contract for the renewal period.

D. Funding Disclaimer Clause

DOH reserves the right to reject or accept any bid or portion thereof, as may be necessary to meet the departments funding limitations and processing constraints. DOH reserves the right to terminate any contractual agreement upon thirty (60) calendar days written notice in the event the county determines that funding is no longer available to continue said contractual agreement.

E. Termination for Cause

Either party may terminate the contract (except for obligations and liabilities theretofore incurred) upon a breach by the other party of any of the terms of the contract if such breach continues for thirty (30) days following written notice to cure.

F. Contractor Monitoring/Evaluation

The contractor may be monitored/evaluated on-site on a regular basis by representatives from DOH. Failure of the contractor to cooperate with the monitoring/evaluation process or to resolve any problem(s) identified in the monitoring/evaluation may be cause for termination of the contract.

G. Payment

DOH will authorize and process for payment each invoice within thirty (30) days after the date of receipt. The contractor or vendor must accept full payment by procurement without imposing any additional fees, costs or conditions.

H. Compensation

The work and services to be performed under the terms of the contract shall be compensated at the rate specified by the contractor, computed on a per hour cost basis.

The personnel provided pursuant to this Agreement shall be employees of the contractor and shall not be considered civil service employees, shall not receive benefits associated with civil service and shall in no case be deemed employees of County or DOH. The contractor's employees shall not be covered by Social Security, unemployment compensation, or worker's compensation provided by Saint Louis County. The contractor shall be solely

responsible for payment of Social Security, FICA and other employment taxes. Neither the County nor the selected provider shall by virtue of this Agreement be deemed a partner or joint venture with the other party.

I. W-9 Information Submission

Upon contract acceptance, contractor will be required to complete a W-9 form.

This applies only to the successful bidder and should be done when successful contract negotiations are completed. It is not a requirement to be done as part of the submission of the bidder's proposal.

J. County Insurance Requirements

The successful bidder agrees to carry the following insurance coverage during the period of this contract and will provide Saint Louis County DOH with Certificates of Insurance on all required coverage prior to commencement of the work under this contract.

The Contractor or the contractor's employee shall maintain in force for the duration of this contract, liability insurance appropriate to their profession. Coverage as required in this Article shall apply to liability for malpractice professional error, act or omission arising out of scope of services as defined in this contract. Contractor shall furnish to Saint Louis County DOH, Certificate of Insurance evidencing that each employee of contractor performing services under this contract is covered by professional liability with limits of not less than one million dollars (\$1,000,000.00) per occurrence, and three million dollars (\$3,000,000.00) in the aggregate. The insurance coverage under such certificates shall be retroactive to the earlier of the date of this Agreement or the commencement of practice with the County, and contractor's employee shall cause the same to remain in effect for period of two (2) years after termination of the contract with the County.

Contractor shall provide DOH with notice of policy cancellation, termination or modification of any kind within thirty (30)-calendar days of the change.

K. Indemnifications

Contractor agrees to defend, indemnify and hold harmless the County, its elected and appointed officials, employees and volunteers from and against any and all liability for damage arising from injuries to persons or damage to property occasioned by any acts or omission of the contractor, subcontractor, agents, servants or employees.

IV. CONTENT OF RESPONSE

A. Letter of interest

Letter should be signed by a principal of the firm and include their contact information. This should also include any designated contact person(s) and their contact information.

B. Qualifications and Experience

This section shall contain the history of the firm's/individual's performance, sufficient information to demonstrate related experience and staff experience to carry out the project. There may also be other qualification included for consideration. A statement must be included that the vendor has a Missouri Business license prior to initiation of the project.

The specific individuals who will work on this project must be identified, along with the nature and extent of their involvement. The qualifications of these individuals shall be presented. If conducting this project will require hiring of individuals who are not currently employed by the bidding organization, applications shall provide detailed job descriptions, including required qualifications and experience.

C. Bidder References

The names and phone numbers of at least three (3) organizations/agencies for whom the vendor carried out a similar project must be included. If no similar project has been conducted, others requiring comparable skills can be used.

The Evaluation/Selection Review Committee will consider these references and may contact each of these sources. Information regarding bidder performance gathered from these sources may be included in the Committee's deliberations and factored in the final scoring of the bid.

D. Proposed Methodology and Work Plan

This section shall describe in detail the approach that will be taken to carry out the activities described in the Scope of Services section of this RFP. The work plan shall outline specific objectives, activities, strategies and resources.

E. Statements of Compliance

The bidder must include statements that the applicant agency complies with all Federal and Missouri laws and regulations pertaining to equal opportunity and affirmative action. Proof of documentation must be included to show the vendor is registered with the Missouri Secretary of State to do business in Missouri. In addition, compliance must be assured in regard to Federal and Missouri laws and regulations relating to confidentiality and individual and family privacy in health care delivery and in the collection and reporting of data.

F. Standard Contract

Bidder should provide an example of their standard contract.

V. BUDGET

Vendor will submit a line item budget describing how funds will be utilized; Budget should include an amount per hour along with an estimation of time per activity. The work and services to be performed under the terms of the contract shall be compensated at the rate specified by the contractor, computed on a per hour cost basis. Modifications to the budget after the award must be approved by the Director of the Department of Health. Applicants shall also describe any factors that may have an impact on the cost.

VI. GENERAL INSTRUCTIONS FOR SUBMISSION OF PROPOSAL

A. Number of copies required

Two (2) original CD's (Each labeled as "original") and five (5) hard copies. All CD files shall be in PDF and Microsoft Word Formats. Excel files may also be included.

It is the responsibility of the bidder to ensure all submitted CD's are machine readable, virus free and otherwise error-free. CD's (or their component files) not in this condition may be cause for the vendor to be disqualified from bidding.

B. Proposal submission

Qualifications/proposals due by 5:00 p.m., Friday, September 17, 2010 to:

**Lynne Jones
Health Services Administrator
Saint Louis County Department of Health
111 South Meramec Avenue – 3rd floor Administration
Clayton, MO 63105**

Proposal submitted after the closing date and time will not be accepted.

C. Notification of Acceptance

Notification of DOH's intent to enter into contract negotiations will be made in writing to all bidders.

D. Questions

All questions concerning this request for Proposal must be in writing and can be either mailed or e-mailed to:

Lynne Jones
Health Services Administrator
Saint Louis County Department of Health

111 South Meramec Avenue – 3rd floor Administration
Clayton, MO 63105
e-mail ljones@stlouisco.com

Deadline for submission of all questions is September 8, 2010. Written responses will be posted on the internet. Please include your e-mail address with your questions in the event further clarification is needed on your question.

E. Amendments to Proposals

Amendments to proposals will not be accepted after the deadline for proposal submission has passed. DOH reserves the right at any time to request clarification and/or further technical information from any or all applicants submitting proposals.

F. Proposals Become DOH Property

All proposals become the property of the DOH and will not be returned to the bidders. DOH will not divulge the specific contents of any proposal to the extent that the applicant(s) identity(ies) would be disclosed. This information is privileged and confidential.

G. Non-Interference Clause

The awarding of this contract and all aspects of the awarded bidders contractual obligations, projects, literature, books, manuals, and any other relevant materials and work will automatically become property of the DOH. The awarded bidder will not in any manner interfere or retain any information in relationship to the contractual obligations of said contract at the time of the award or in the future tense.

H. Restrictions on Communications with DOH Staff

From the issue date of this RFP until a contractor is selected, selection is announced, and contract signed, bidders are NOT allowed to contact any DOH staff regarding the RFP or contract, except those specified in this RFP. Contact between contractors and Lynne Jones is restricted to e-mailed or written questions concerning this proposal. Questions must be submitted in writing and will be addressed in writing.

Questions are due by September 8, 2010. The complete list of questions and their answers will be released via the internet. The link will be provided to all bidders when the questions and answers are posted. Please assure e-mail information is provided when submitting questions.

I. Investigation of Bidder's Qualifications

The DOH may make such investigation as it deems necessary to determine the ability of the bidder to furnish the required services, and the bidder shall furnish such data as DOH may request for this purpose.

J. RFP and Final Contract

The contents of the RFP will be incorporated into the final contract and will become binding upon the successful bidder. If the bidder is unwilling to comply with any of the requirements, terms and conditions of the RFP, objections must be clearly stated in the proposal. Objections will be considered and may be subject to negotiation at the discretion of DOH.

K. Proposal and Final Contract

The contents of each proposal will be considered binding on the bidder and subject to subsequent contract confirmation if selected. The contents of the successful proposal will be included in the resulting contract.

All prices, terms, and conditions contained in the proposal will remain fixed and valid for one (1) year after proposal due date.

VII. EVALUATION CRITERIA/SELECTION PROCESS

All proposals submitted in response to this RFP will be reviewed by an evaluation team composed of representatives of the Department of Health and others as may be deemed appropriate by DOH. Each proposal will be reviewed and rated against review criteria. Selection will be based upon the recommendations of the review committee.

Proposal Evaluation Criteria

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| 1. Qualifications of vendor | 25 |
| Administrative Oversight | |
| Past experience in successfully operating quality programs of a similar type and with a similar population | |
| Quality Assurance Program details | |
| Available resources | |
| 2. Methodology Proposed | 25 |
| Services proposed fit needs as expressed in RFP | |
| Proposed activities follow a logical sequence | |
| Adequacy of work plan and timeline schedules | |
| Builds on existing work of DOH's planning efforts | |
| 3. Responses to Scope of Services | 20 |
| 4. The degree to which the bidder demonstrates the potential ability to recruit, hire, schedule, and train qualified applicants. | 15 |

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| 5. Evaluation of the proposed costs as they relate to the proposed service delivery. | 15 |
|--|----|

100

Upon selection of a vendor, DOH representative will enter into negotiations with the bidder to establish a contract.

Project Costs and Proposed Scope of Service

DOH reserves the right to award this project to a bidder other than the one with the lowest cost or to decide not to fund this project at all. Cost will be balanced against the score received by each bidder in the rating process. DOH reserves the right to reject, as technically unqualified, proposals that are unrealistically low if, in the judgment of the evaluation team, a lack of sufficient budgeted resources would jeopardize project success.