



## **REQUEST FOR PROPOSAL (“RFP”) #5035ME**

### **For Operation of Campus Health and Wellness Clinic**

**RFP Issued Date: 02/20/2025**

**ADDENDUM #1, Questions and Answers**

**Questions due by: 03/06/2025 by 2:00pm EDT via email with the RFP #5035ME in the subject line**

**Proposal Due Date /Time: 04/03/2025 by 2:00pm EDT via email with the RFP #5035ME in the subject line**

**Contact:**

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Purchasing Manager

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**Proposals must be received by the due date/time specified above. Proposals received after the due date/time will be returned unopened to the supplier**

Please refer to the attached sheets for Instructions & Information. Proposals must be submitted on the form(s) provided and signed by an authorized representative in ink in the proper spaces. Vendors are cautioned to read this entire document carefully and to prepare and submit their Proposal providing all requested information in accordance with the terms and conditions set forth herein.

RFP #5035ME, **For Operation of Campus Health and Wellness Clinic**

**ADDENDUM #1, Questions and Answers**

Background Information about CSU

**Q. Why do your staff members choose CSU as their professional home?**

A. Voted a Forbes America's Best Employers, CSU provides many benefits and opportunities for their faculty and staff. This includes comprehensive benefits, tuition benefits, professional development opportunities and work/life balance all while working in a campus in the heart of downtown Cleveland, OH and with a university that values working with their community to serve students.

**Q. Is there an expectation that students and faculty would have walk-in appointments available?**

A. Yes, walk-in appointments should be made available.

**Q. Regarding the question around “Please describe your experience working with an international population” (line 67, RFP Questionnaire tab): Is this referencing on-campus students from other countries, or does it reference CSU students that may need care while visiting overseas?**

A. This is referencing our foreign student population on CSU’s campus.

**Q. Which Electronic Health Record (EHR) does the current vendor use?**

A. Epic is the EHR presently in-use at the clinic.

Health Center Questions

**Q. As you consider this benefit what are your key priorities? How will you initially define success (after year one)?**

A. Initial success will be measured by engagement/utilization of the clinic and patient feedback.

**Q. What are the areas of your current model of care that you wish to improve? Maintain?**

A. With the future clinic, CSU is focused on providing an accessible experience for both students and faculty & staff. In addition, the clinic should be focused on providing both health care but also be viewed as a resource for education on health care needs, how to appropriately use health care when outside the clinic and support wellness initiatives to help foster healthy choices.

**Q. Who owns the equipment and furniture in the current clinic?**

A. Cleveland State University

**Q. Will the proposed health center blueprint have the same number of exam rooms?**

A. This has not been determined at this time. Depending on the timing of the decision, the selected clinic partner may be able to weigh in on the design of the future clinic.

**Q. Does the current clinic have an onsite Dispensary? If so, can you please provide that formulary?**

A. No, it does not.

**Q. Does the current clinic employ a full-time pharmacist?**

A. No

**Q. We noted a desired start date of August 2025. What date does the contract with your current vendor expire?**

A. The current contract runs through the end of 2025.

**Q. Might CSU want to retain any of the existing staff? If so, are there non-compete covenants or other restrictions in place by the incumbent operator?**

A. This has not been finalized at this time.

**Q. Can you provide reports for your health center, detailing appointment by hour, appointment by day, appointment by clinician and by appointment type?**

A. Reporting of this type is not available at this time.

**Q. Does your current health center provide disease management and other health intervention services to your organization, or are these carved out to a specialty vendor?**

A. Some level of disease management is being provided through the clinic for both students and faculty & staff today; there are no third-party solutions providing this currently.

**Q. What areas, in terms of reporting, would you want to improve?**

A. The expectation for future reporting includes monthly reports showing utilization (month over month & year over year) by type of service and provider, top types of appointments, when appointments are occurring, traffic/volume on certain days of the week and times of the day, diagnosis codes/conditions treated, prescribed meds, risk levels of individuals using the clinic, new visits, returning visits, risk factors for the population and improvement in said risk factors over time. This data should be broken out by students, faculty, staff and/or dependents on the medical plan. In addition, where applicable, reporting should include mobile app utilization, telehealth utilization and engagement in non-traditional programs (lunch n' learns, etc.). Student, faculty, and staff satisfaction measurements. Financial performance.

**Q. How does the current health center define engagement? What is the current level of engagement? Both for employees and dependents.**

A. Engagement is a visit to the clinic, currently. Exact engagement numbers cannot be provided at this time, but engagement is driven by students at this point.

**Q. What is your current utilization level for the student population?**

A. Exact engagement numbers cannot be provided at this time.

**Q. Are the fees collected via tuition the only source of payment for student services? Is the clinic billing outside insurance plans on behalf of student patients?**

A. The clinic bills students' insurance plans for payment. CSU cannot add additional fees to tuition bill at this time and are seeking a vendor that has the capability to bill student insurance.

Scope of Services – Health Coaching

**Q. Are Risk Factors and Disease Management conditions currently being addressed today?**

A. They are being addressed during routine visits but not as a standalone program or solution.

Data: Claims Information & Medical Plan Information

**Q. For the employees and dependents covered, please provide 12 – 24 months of medical and pharmaceutical paid claims data. Include any high-cost claimant adjustments. For the same time period, please provide medical plan subscribers & membership by month. We would use this data for an ROI illustration for the clinic expense.**

A. We will not be providing this level of detail at this time. If you would like to provide an ROI illustration, please include your BoB or like employer as an example.

**Q. Please provide a census file for eligible members, for the purposes of us providing an option for access to our Cleveland nearsite locations.**

A. We will not be providing this level of detail at this time. If selected as a finalist, this information may be provided prior to finalist meetings.

Wellness Programming & Incentives

**Q. Do you currently provide (or will you consider) incentives/disincentives to employees for participating in health care intervention services, wellness, onsite**

**clinic, etc.? What are the current (or contemplated) rewards/incentives/disincentives for the future plan years?**

A. Yes, there is a wellness program in place for the faculty & staff. Future plans for this program are not a focus on this RFP and have not been determined.

**Q. What healthcare services listed below are currently provided or desired onsite?**

Service/Event	Yes/No	Current vendor	Current volume (if applicable)	Time period service is delivered
Mass biometric screenings	Future TBD			
Flu shots	Yes	Clinic	Unknown	
Health Risk Assessment (HRA) Surveys	Future TBD			
Health coaching programs	Future yes	Clinic	Unknown	
Disease management programs	Future yes	Clinic	Unknown	

Mental Health questions:

**Q. Does your population require certain degrees/specialties for mental health services?**

A. Not at this time. The intent of the Mental Health questions is to understand how you support a group's needs.

**Q. Any specific therapy modalities you are looking to be offered (EMDR, hypnotherapy, MBCBT, CPT, Biofeedback, etc.)?**

A. Not at this time. The intent of the Mental Health questions is to understand how you support a group's needs.

**Q. Any additional needs of your employees related to mental health you would like addressed such as but not limited to:**

- **Support groups**
- **Therapy groups**
- **AA/NA/substance abuse groups**
- **Crisis management**
- **Webinars and presentations related to mental health concerns**
- **Meet & Greet**

A. Not at this time. The intent of the Mental Health questions is to understand how you support a group's needs.

**Q. What are the reason(s) CSU is going out to bid for health center services?**

A. To ensure that the best partner is in place to support both current and future needs.

**Q. What are the current pain points in the clinic today?**

A. With the future clinic, CSU is focused on providing an accessible experience for both students and faculty & staff. In addition, the clinic should be focused on providing both health care but also be viewed as a resource for education on health care needs, how to appropriately use health care when outside the clinic and support wellness initiatives to help foster healthy choices.

**Q. Does CSU currently run/manage the clinic right now, or is there a third-party vendor in play?**

A. MetroHealth (Cleveland based provider hospital) runs the clinic

**Q. What is the exact staffing model for the clinic? Please indicate hours per week for each staff member.**

A. This information will not be provided as we are not looking for responses based on what is in place today but what would be recommended based on size of the population and clinical concerns shared in the overview.

**Q. Does CSU wish to retain current clinic staff? If so, are non-competes in place with the current vendor (if applicable)?**

A. This has not been finalized at this time.

**Q. Who owns the FF&E in the current clinic space?**

A. Cleveland State University

**Q. Is the current (and potential future) clinic location on campus property, or is there a lease in place? If so, who owns the lease?**

A. Both are located on CSU campus.

**Q. Please provide the respective current engagement rates for employees, spouses, and dependents. Please provide the same for students.**

A. Exact engagement numbers cannot be provided at this time, but engagement is driven by students at this point.

**Q. Please provide a report showing annual clinic visit counts broken out by visit type. At the least, please provide the number of annual visits (say for 2024) that required a provider.**

A. Engagement is a visit to the clinic, currently. Exact engagement numbers cannot be provided at this time, but engagement is driven by students at this point.

**Q. Please provide the program requirements, incentives, and eligible participant pool (i.e. employee or employee + spouse) for CSU's wellness program.**

A. There is a wellness program in place for the faculty & staff. Future plans for this program are not a focus on this RFP and have not been determined.



**Q. How many participants successfully completed the wellness program requirements last year (completion rate)?**

A. Wellness program participation and future plans for faculty & staff are not the focus of this RFP. Please outline your capabilities.

**Q. Please provide the number of faculty/staff/spouses who completed a health assessment/biometric screening in the past year.**

A. Wellness program participation and future plans for faculty & staff are not the focus of this RFP. Please outline your capabilities.

**Q. Are health assessments/biometric screenings completed in the health center, at mass screening events at select worksites, or a combination of both?**

A. Not at this time and not the focus of this RFP. If you have capabilities, please provide details and costs.

**Q. If mass screening events, please indicate how many occur per year.**

A. N/A

**Q. Is CSU interested in a wellness portal / cultural engagement platform with challenges, activities, etc. to augment the wellness program?**

A. Potentially. If you have capabilities, please provide details and costs.

**Q. Is CSU interested in providing any Occupational Health services for faculty/staff in the clinic?**

A. That is not the focus of this RFP. If you have capabilities, please provide details and costs.

**Q. In the questionnaire spreadsheet, it says "Faculty & Staff: Copay TBD." Does CSU have an existing copay, and if so, what is the amount? Is it part of an HDHP/HSA plan? Or is there a copay for every visit for everyone (non-student) including preventive visits?**

A. Today, there are no HDHPs offered. Copays/cost share is waived for services at the onsite clinic.

**Q. Which travel medications are expected to be offered? Which are currently offered?**

A. Please respond with your capabilities to support and what you would consider best practice in an onsite clinic setting.

**Q. Is CSU interested in providing all plan members access to Physical Therapy going forward (in addition to student athletes)?**

A. Potentially. If you have capabilities, please provide details and costs.

**Q. Are you open to providing Behavioral Health or Health Coaching (Dietitian) services in a virtual setting instead of onsite?**

A. At this time CSU is focused on providing services on their campus. This would include possibly leveraging a partner and their internal resources.

**Q. What are the estimated volumes for physical therapy? Is sports medicine for student athletes included within the proposed support to physical therapy?**

A. This is unknown at this time. If needed for calculations, please provide based on your BoB or experience with similar employers.

**Q. What are the estimated volumes for behavioral healthcare?**

A. This is unknown at this time. If needed for calculations, please provide based on your BoB or experience with similar employers.

**Q. Is CSU open to virtual only options for behavioral healthcare?**

A. At this time CSU is focused on providing services on their campus. This would include possibly leveraging a partner and their internal resources.

**Q. Who would be responsible for the costs, including capital costs of renovations, associated with moving from the current space to the proposed space within the Recreation Center?**

A. TBD. This would be part of an ongoing discussion with the finalist, once selected. If you would prefer to be involved/responsible for this, please provide that information (including costs), in your response.

**Q. Is CSU open to a model where no insurance is billed and instead the school pays a rate per encounter to the awardee?**

A. Not known at this time If needed for calculations, please provide based on your BoB or experience with similar employers.

**Q. Has CSU / will CSU considered self-funding of the student insurance plan offerings?**

A. Not at this time.

**Q. Is CSU open to a volume-contingency financial relationship with the center operator?**

A. This has not been discussed at this time. Please provide details in your response.

**Q. Is CSU seeking health coaching for chronic diseases only for faculty and staff?**

A. No, all services will be provided for both students and faculty & staff.

**Q. When does CSU anticipate future services for physical therapy and behavioral health to start?**

A. Unknown at this time.

**Q. Is CSU open to the clinic being available for use by the general public (and not just CSU students, faculty, and staff)?**

A. As a future initiative, potentially.

**Q. Does CSU intend to charge a fee (i.e., rent) for use of the space, either in the existing clinic or in the proposed future location?**

A. Both the current and future locations are on campus property and owned by CSU.

**Q. What are CSU's expectations for health coaching? Is the desire health and wellness health coaching (i.e., nutrition, increased activity) or clinical health coaching (i.e., chronic disease management)? Please clarify the intensity desired.**

A. Both.

**Q. Could you please provide current clinic utilization numbers by type of service?**

A. Exact engagement numbers cannot be provided at this time, but engagement is driven by students at this point.

**Q. How long has the clinic been in existence?**

A. Since late 2023.

**Q. Which company currently manages the existing clinic?**

A. MetroHealth (hospital located in Cleveland, OH)

**Q. Is Cleveland State University utilizing a consultant for this RFP?**

A. Yes, Lockton Companies

**Q. Please confirm the current staffing model and hours worked per week**

A. This information will not be provided as we are not looking for responses based on what is in place today but what would be recommended based on size of the population and clinical concerns shared in the overview.

**Q. What are the reasons for issuing this RFP?**

A. To ensure that the best partner is in place to support both current and future needs. With the future clinic, CSU is focused on providing an accessible experience for both students and faculty & staff. In addition, the clinic should be focused on providing both health care but also be viewed as a resource for education on health care needs, how to appropriately use health care when outside the clinic and support wellness initiatives to help foster healthy choices.

**Q. Is there a budget set aside for the clinic?**

A. Yes

**Q. What is the current ROI?**

A. Unknown at this time.

**Q. Are there any employee incentives for utilizing the clinic services?**

A. Currently, all cost share is waived for utilization at the onsite clinic