

# REQUEST FOR PROPOSALS

The City of St. Louis is seeking a medical services provider to provide medical services for work related injuries as a part of the City of St. Louis' self-funded Workers' Compensation Program. Included in the City's Program are the City's various offices and departments and other affiliated agencies, which shall jointly be referred to as the "City". This program includes approximately **8,800** employees. Many employees are in positions that are physically demanding and present some risk of injury. Most employees work in departments, divisions and/or agencies located within the city limits. However, there are some who work in City owned facilities outside the city limits (i.e. Lambert St. Louis International Airport, Howard Bend Water Supply and Purification Plant).

The contract will be for three years, subject to annual appropriation with a two-year extension option, upon written agreement of the parties. The contract will be subject to termination by the City upon thirty (30) days written notice with or without cause and without penalty, damage or forfeiture. The successful bidder will be required to carry a minimum of \$1,000,000.00 general liability insurance naming the City of St. Louis, as an additional insured and will also be required to indemnify the City and its employees. The City's current contract ends on [date].

## **I. Scope of Services**

The provider should have experienced occupational medicine physicians available to treat injured City of St. Louis employees in a timely manner at a location central to most City of St. Louis Offices and be open from at least 7 a.m. to 6 p.m. Monday through Friday. In addition, the provider should have diagnostic testing equipment on site.

The provider should capture data listed below and have their assigned medical director available for quarterly meetings with designated City personnel, as well as CCMSI personnel to report on the following:

- a. Total new injuries by department;
  - b. Total rechecks by department;
  - c. Total visits by department;
  - d. Total charges by department;
  - e. Duration of treatment by case;
  - f. Work status data after initial visit (full duty, light duty, off work);
  - g. Number and type of diagnostic tests (x-rays, CT's, MRI's, etc.);
  - h. Number and type of specialist referrals and percentage
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- i. Number of physical therapy ordered and percentage;
- j. Average wait time for injured employees;
- k. Percentage of closed cases in current period compared to prior period
- l. Distribution of charges by body part group;
- m. Average number of doctor visits;
- n. Percentage of employees released to work to light duty and full duty;
- o. Duration of modified work and lost time.

## **II. Billing**

- A. Discuss how your firm proposes to handle invoicing for services provided
  - i. Electronic vs. Paper.
    - 1.) Which do you prefer?
    - 2.) Can you send invoices either way?
    - 3.) If electronic, what platform do you use?
  - ii. Will your firm's invoices contain appropriate/standard coding as to allow for OCR for automated invoice review and additional digital analysis?
  - iii. Multiple services and/or multiple body parts on same date of service.
    - 1.) If there are multiple body parts treated on the same date of service, would those all be billed on the same invoice?
    - 2.) Would office visits and physical therapy on the same date of service be billed on the same invoice or separately?
    - 3.) Would physical therapy to multiple body parts on the same date of service be billed on the same invoice or separately? What is your protocol to avoid the appearance of duplicate billing if invoiced separately?
  - iv. What is your standard procedure/time frame for following up on unpaid invoices? Are you willing and able to modify your standard follow up procedure/time frame to more closely align with the City's check printing procedures?

## **III. Providing Records**

The provider should have a web portal available for use by designated City of St. Louis and CCMSI personnel to review medical records. This portal should be user friendly and

allow authorized personnel to look up records by entering the full name of the injured employee and no further information required (i.e. department, ss#, date of birth, etc., date of service, date of injury).

Work Status Reports should be auto faxed to the injured employee's department immediately following each visit.

Work Status Reports and Dictated Charting Notes should be sent (via fax, email, scan - exact format to be determined later) to CCMSI and the Workers' Compensation Section of the City Counselor's Office immediately (same day) following each visit.

#### **IV. Proposal Format**

The outline below should be followed when preparing the proposal for the services described in Sections III, IV and V of this document. Be advised that failure to follow the outline could result in the rejection of the proposal.

- A. Description of Firm: In this section of the proposal, describe the firm and the services it provides. The description should also include the number of years the firm has been in business, location (including address) of facilities, number of staff, special program emphasis, specialties and a list of companies that contract with the firm for medical services.
- B. Advantages of Contracting with Firm for Medical Services: This section of the proposal should explain why the firm is particularly suited to meet the medical service needs of the City of St. Louis.
- C. Service Component - This section of the proposal should include the following:
  - 1. Description of the services offered to provide employees with work related injuries and/or illnesses appropriate medical services. It should also include the provision of a designated representative to work with the City and the third party administrator for the City's workers' compensation program in coordinating the procurement of medical records, description of job duties and scheduling of appointments.
  - 2. Description of where and how the provider will provide medical services for work related injuries and illnesses including fees for services, medication or other medically related items not specifically requested in paragraph VI(G) below.
- D. Costs and Fees - This section should provide the costs of the services the provider is willing to provide.
- E. Contract Administration/Transition - This section of the proposal should describe how quickly the provider can assume contract responsibilities and how administrative operations will be conducted. Include the information noted below:

1. Describe how implementation will be handled.
  2. List the name(s) and title(s) of individual(s) who will service the account.
  3. Provide three references (company names, contact persons, telephone numbers).
  4. Note any performance measures used in similar contracts.
- F. Ordinances/Statutes - This section of the proposal should confirm that the Respondent will comply with all applicable ordinances, regulations and state statutes.
- G. M/WBE and DBE Participation - This section of the proposal should describe M/WBE and DBE participation.

**V. Evaluation Criteria**

- Specialized experience, qualifications and technical competence of the firm, its principals, project manager and key staff
- Approach to the project and any unusual problems anticipated
- Scope of services, and approach to programmatic requirements
- Capacity and capability to provide the services within time limitations specified
- Past record and performance of the firm with respect to schedule compliance, cost control and quality of work
- Proximity of the firm to the City
- Fees or fee structure
- M/WBE and or DBE participation
- Ability of the organization to meet statutory or ordinance requirements
- Ability of the firm to provide innovative solutions
- Availability of financial and operating resources as required to complete the work
- Other items that arise as the result of the proposal or interview

**VI. RFP Process**

**Questions and Answer Period**

Any questions or requests for clarification must be submitted in writing or e-mailed to:

Thomas J. Goeddel  
Associate City Counselor  
133 So. 11th Street, Room 430  
St. Louis, MO 63102  
Email address: goeddelt@stlouis-mo.gov

Any questions/requests must be received by 5:00 p.m., November 2, 2020. A list will be maintained of all parties requesting copies of this RFP and all parties notifying the above-named individual of their interest in responding to the RFP. A copy of all questions/requests and answers thereto will be provided to all parties on this list. All such parties must have also notified the above-named individual of their address. Contact with any City of St. Louis selection committee member other than the above-named individual is not permitted.

The Selection Committee shall be composed of the City Counselor or his designee, a member of the Law Department selected by said City Counselor, one member selected by the Mayor, one member selected by the Comptroller, and one member selected by the President of the Board of Aldermen, as required by the Rules and Procedures approved by the Board of Public Service and promulgated pursuant to Ordinance #64102 of the City of St. Louis.

### **Submission of Proposal**

Proposals must be received no later than 5:00 p.m., November 6, 2020. Proposals are to be submitted to:

Thomas J. Goeddel  
Associate City Counselor  
133 So. 11th St., Suite 430  
St. Louis, MO 63102

Each Respondent must submit an electronic copy and one (1) sealed, complete original proposal and five (5) separately sealed, complete and exact copies of the original. All envelopes must be labeled "Response to Request for Proposal for Workers' Compensation Medical Services." Electronic copies must be submitted via email to goeddelt@stlouis-mo.gov. Proposals received late will be returned unopened. Respondents shall assume full responsibility for timely delivery of sealed proposals at the designated location.

All requested information must be submitted in the order and format requested. Proposals which do not provide the requested information in the specified order or the requested number of copies are subject to rejection.

All materials submitted in accordance with this RFP will become the property of the City of St. Louis and will not be returned. All proposals shall be considered public records and may be treated as open records. However, such materials may be treated as "closed" or "exempt" by City of St. Louis at the sole discretion of City of St. Louis, pursuant to the City of St. Louis' understanding and interpretation of the laws of the State of

Missouri. City of St. Louis cannot guarantee the confidentiality of any materials used during the evaluation process or at any other time.

Each respondent in seeking, receiving, possessing this RFP and/or submitting a response thereto does hereby agree to release, indemnify and hold the City of St. Louis harmless from and against any claims or demands of any and all loss, cost, damage, or liability of whatever nature, which may be asserted against the City of St. Louis as a result of issuing this RFP, making any revisions thereto, conducting the selection process and negotiating and entering into any contract.

## **VII. Selection**

It is anticipated that a determination will be made during December, 2020. The City of St. Louis will consult with other City employees and consultants with responsibilities related to the City's Workers' Compensation Program.

The selection process may consist of an initial narrowing of the respondents. Those going forward may be required (at the discretion of the City of St. Louis) to schedule an oral presentation, and/or interviews and/or site visit if it is determined to be in the best interest of the City of St. Louis. Additional information or materials may be requested if it is deemed necessary.

The Chair shall send a letter advising those firms who made submissions of the results of the vote. The letter to the successful firm will name an employee of the City who will be the contact for the engagement. The selection is tentative unless and until a contract is successfully negotiated with the City Counselor's Office and such contract has been approved by the Board of Estimate and Apportionment, which may or may not approve the contract.

The City of St. Louis reserves the right to waive any and all irregularities in the submission of responses that it deems to be immaterial. The City of St. Louis also reserves the right to disqualify any and/or all respondents and reject any or all proposals for failure to comply with this RFP or to promptly provide additional requested information or materials. Further, the City of St. Louis reserves the right to cancel this RFP. Nothing in this RFP is intended or should be construed as an offer of engagement unless and until a contract is fully negotiated. For the contract to take effect, all parties must have someone with the authority to bind the respective entities sign the agreement.