



Addendum Number 2

March 17, 2023

From: Procurement Department

Re: On-Site Wellness Center

Issue Date: February 26, 2023

Due Date: March 31, 2023

Please see the following questions & answers:

Please provide the current staffing model for the wellness center.
2 FT Nurse Practitioners, 1 FT RN, 1 FT LPN.

Please provide the current wellness center hours of operation.
Monday: 7am – 6pm, Tuesday: 7 am – 5 pm, Wednesday: 9 am – 4:30 pm, Thursday: 9 am – 6 pm, Friday: 7 am – 2:30 pm, Saturday: 8 am – 1 pm.

Does the City of Kingsport prefer to retain current staff?
Retaining the current staff would be preferred.

Why is the City of Kingsport issuing an RFP for On-site Wellness Center services at this time?
Current contract expires the end of June. Per City protocol we must follow the RFP process.

Does the City of Kingsport own the furniture and medical equipment at the wellness center?
Yes, the City of Kingsport owns the furniture and medical equipment.

What are the main areas of your current model of care that you wish to improve?
Level of Service and appointment availability.

What is the wellness center's current utilization level?
87.7%

What EMR is the wellness center currently using?
Current EMR is EPIC.

Are patients billed for services they receive at the wellness center?
No. Services are provided free of charge.



What are the current days and hours of operation for the employee health clinic?

Monday: 7am – 6pm, Tuesday: 7 am – 5 pm, Wednesday: 9 am – 4:30 pm, Thursday: 9 am – 6 pm, Friday: 7 am – 2:30 pm, Saturday: 8 am – 1 pm.

What is the current staffing for the employee health clinic? Is the city wanting to increase this staffing?

2 FT Nurse Practitioners, 1 FT RN, 1 FT LPN. Staffing levels are based on the services provided and utilization. If the City were to increase the number of services provided or the utilization rate grew to the point where the City was not able to accommodate the demand, the City would need to consider increasing the staffing level

What services are currently being offered?

Primary Care, Urgent Care, Occupational Health, and Chronic Care Management.

What EMR is being used? Is the same EMR used for acute/primary care and worker's compensation?

EPIC. Used for all case management.

Would this clinic still be housed at the Broad Street location? Even if the "additional services" requested are to be put in place?

The Wellness Center would be housed at 415 Broad Street. In the event certain services would not be able to be performed at the Broad Street location, the City would open to discussion on how to best provide these services.

Operation Hours/Days

- Is it preferred that operation hours match the operation hours of the site? If so, what are those hours? **No. Our current hours of operations do not align with the site.**
- What are the recognized holidays of the site, and would the clinic be closed these days? **New Year's Day, Martin Luther King Day, Good Friday, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving, Day after Thanksgiving, Christmas Eve, Christmas Day.**
- Are there any other circumstances where the clinic might be closed? **Possibly. Inclement weather, lack of appropriate staffing, city emergency.**
- Would there be any need for extended hours beyond the normal operation hours (i.e. annual immunizations offered outside of business hours, other events, etc.) **No.**
- Would contracted staff be required to attend any required facility training/orientation prior to the start of the contract? (This will help us plan for hours and startup costs appropriately). **No. Any facility training/orientation could be done upon start of the contract.**

Facility

- Is there an existing space for the clinic? **Yes.** If so, how far/close is it to the site facility? **It is located at the site on the 6th floor.**
- Or would the clinic be sharing a space in an already occupied/functioning facility? **See above.**



- If there is an existing space for the clinic, and it is in an already occupied/shared facility, would utilities be shared? **Yes. The City would provide electricity, water, trash and cleaning services, phone, and Internet.** If so, what are the services already active at the facility (i.e., phone, internet, etc.) **Electricity, water, trash and cleaning services, phone, internet.**
- If there is an existing space for the clinic, and it is separate from the site facility, does the facility have electricity and water? If so, are there any existing electrical or water issues that might need to be repaired/fixed? **N/A.**
- If there is an existing space for the clinic, does the space require any substantial repairs that might need to be completed prior to the start of the contract and/or that would impact performance of service? **No.** If so, please provide more information.
- Are there services provided to the site that will also accommodate the clinic (i.e., cleaning/janitorial services, pest control, etc.)? If so, would that be something provided by the site or separately at the cost of the contractor? **Yes. Provided by the City.**
- If there is an existing space for the clinic, is there any available equipment, furniture, etc. that exists at the facility that can be used for services? **Yes.**

Compensation

- What is the City's preference for compensating contractor for supplies, equipment, and other direct services outside of staff requirements (fixed pricing w/ cap, reimbursement at actual cost, City prefers to purchase directly)? **Reimburse at actual cost.**
- What are the foreseeable customizations in pricing that the City might request? **None at this time.**
- Is this current volume expected to increase, expand to other individuals, or fluctuate substantially within the period of performance, if so, by how much? **Currently no significant changes in volume are expected. This would be subject to change in the event additional services were added.**
- Are there any other individual staff requirements that contractor and/or contracted employee might be responsible for (i.e. parking fees, uniforms, nametags, etc.)? **Uniforms**

Service Contract

- Does the City have a standard template for contracts or standard contract provisions? If so, may we be provided a copy? **Yes. We currently utilize a contract from the clinic vendor that is approved by our attorney. Our standard contract may not be acceptable for this service.**
- Under what circumstance might the City consider a price adjustment after the start of the contract (i.e. change in scope, change in volume, change in staffing/coverage requirements, etc.) **Typically, price adjustments are not allowed until the end of the current contract. Exceptions may be made in situations of extreme consequences.**

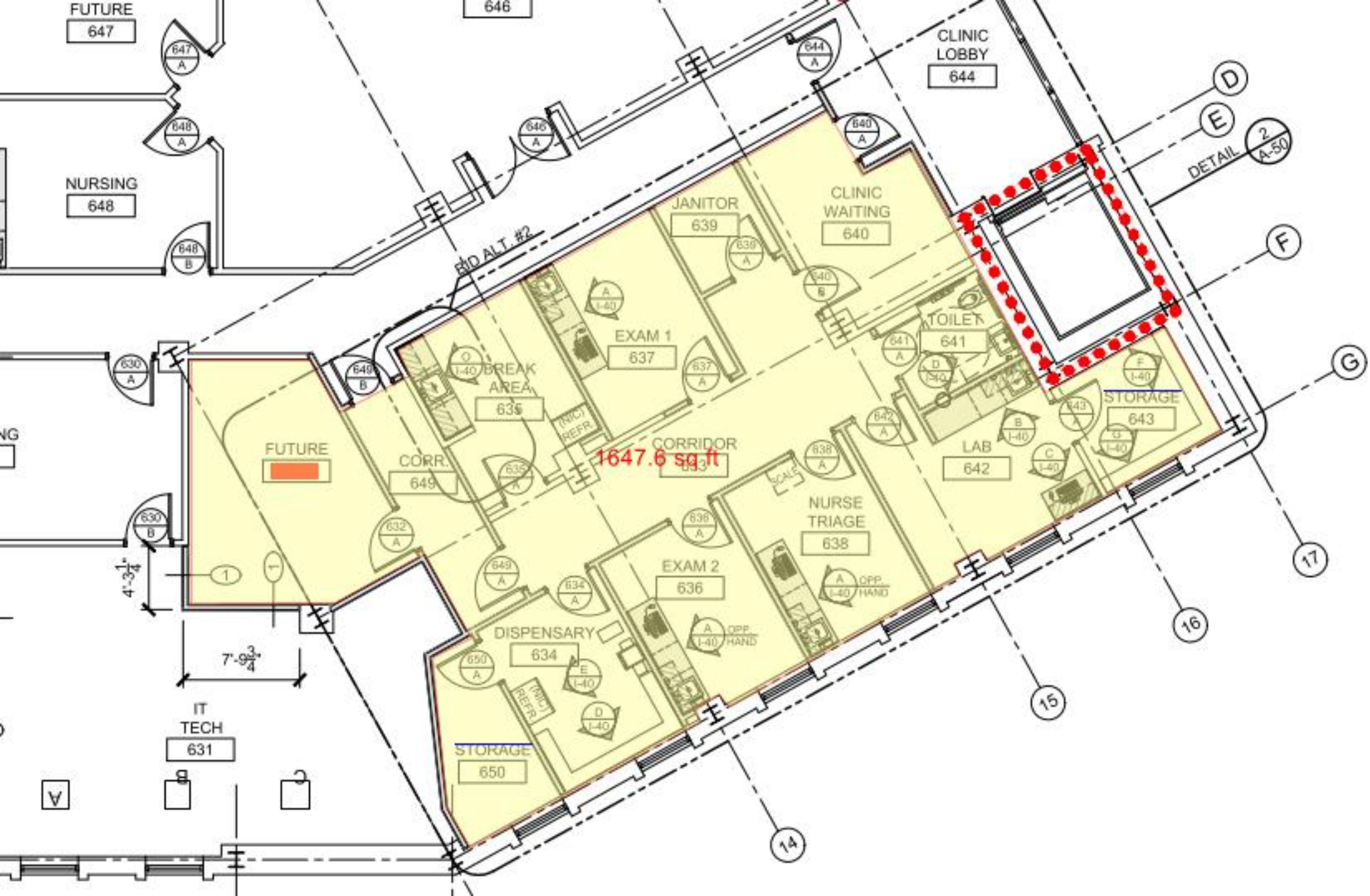
Was looking to see if we could get information regarding the space available for the wellness center. Is this already built? If built, is the layout for a clinic or are we needing to budget for construction? If built, do we know the square footage? Are there any architectural



designs that can be shared? Is there any capital equipment in place at this time and is there a list for this equipment?

Yes, the facility already exists. Yes. No construction required. Square footage is 1,647.6 square feet. Yes (attached) Yes, Yes

End of Addendum Number 1



1647.6 sq ft