



METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY

September 11, 2018

Katelyn Hiller
Concentra
5080 Spectrum Drive STE 1200W
Dallas, TX 750001

Re: **RFQ # 1037671, Onsite Occupational Medical Center Services for Metro's Injury on Duty Clinic**

Dear Ms. Katelyn Hiller:

The Metropolitan Government of Nashville and Davidson County (Metro) has completed the evaluation of submitted solicitation offer(s) to the above RFQ # 1037671 for **Onsite Occupational Medical Center Services for Metro's Injury on Duty Clinic**. This letter hereby notifies you of Metro's intent to award to Concentra, contingent upon successful contract negotiations. Please provide a certificate of Insurance indicating all applicable coverages within 15 business days of the receipt of this letter.

If the Procurement Nondiscrimination Program requirements were a part of this solicitation, the awardee must forward a signed copy of the "Letter of Intent to Perform as Subcontractor/Subconsultant/Supplier/Joint Venture" for any minority/women-owned business enterprises included in the response to the Business Assistance Office within two business days from this notification.

Additionally the awardee will be required to submit evidence of participation of and contractor's payment to all Small, Minority, and Women Owned Businesses participation in any resultant contract. This evidence shall be submitted monthly and include copies of subcontracts or purchase orders, the Prime Contractor's Application for Payment, or invoices, and cancelled checks or other supporting payment documents. Should you have any questions concerning this requirement, please contact Jerval Watson, BAO Representative, at (615) 862-5461 or at jerval.watson@nashville.gov.

Depending on the file sizes, the responses to the procurement solicitation and supporting award documentation can be made available either by email, CD for pickup, or in person for inspection. If you desire to receive or review the documentation or have any questions, please contact Genario Pittman by email at genario.pittman@nashville.gov Monday through Friday between 8:30am and 3:30pm.

Thank you for participating in Metro's competitive procurement process.

Sincerely,

A handwritten signature in blue ink that reads "Michelle A. Hernandez Lane".

Michelle A. Hernandez Lane
Purchasing Agent

Cc: Solicitation File, Other Offerors

Pursuant to M.C.L. 4.36.010 Authority to resolve protested solicitations and awards.

A. Right to Protest. Any actual or prospective bidder, offeror or contractor who is aggrieved in connection with the solicitation or award of a contract may protest to the Purchasing Agent. The protest shall be submitted in writing within ten (10) days after such aggrieved person knows or should have known of the facts giving rise thereto.

Procurement Division

730 Second Avenue South, Suite 112
P.O. Box 196300
Nashville, Tennessee 37219-6300

www.Nashville.gov
Phone: 615-862-6180
Fax: 615-862-6179

RFQ# 1037671 Onsite Occupational Medical Center Services for Metro's Injury on Duty Clinic		
Evaluation Criteria (Max Points)	Concentra	Onsite Innovations
Staffing and Technical Expertise (15 Points)	15	9
Company Experience and Capacity (20 Points)	18	12
Business Plan (30 Points)	29	20
Cost Criteria (35 Points)	31.16	28
Total (100 Points)	93.16	69.00
Strengths & Weaknesses		

Concentra (93.16 Points)

Strengths: Firm provided a detailed daily staffing process to ensure sufficient staff availability during operating hours. Detailed resumes of the physician and staff for Metro's Injury on Duty (IOD) clinic. Detailed demonstration of proposed Physician's experience/ expertise in occupational medicine. Firm provide a detailed profile and history of the firm. Detailed description of firm's commitment to the services requested in the solicitation. Provided three onsite references of similar size, scope, and business environment. Firm provided a detailed quality assessment process for Metro's IOD clinic. Detailed explanation of the role of the Medical Director with the onsite staff assigned to Metro's clinic. Detailed implementation timeline.

Weaknesses: Firm's turnover rate for 2017 was higher than the average for healthcare. Failed to provide a list of all city, county, and/or state governments the firm has provided occupational healthcare.

Onsite Innovations (69.00 Points)

Strengths: Detailed description of the firm's process that will allow Metro to approve all clinic personnel prior to staffing them at Metro's IOD clinic. Firm had a low turnover rate for 2017 for Physicians, Nurse Practitioners, Medical Assistants, Medical Technicians, and Non-clinical staff.

Weaknesses: Firm's process for meeting the requirements to staff Metro's IOD clinic during operating hours lacked specific details. Failed to provide a proposed Physician that has demonstrated experience/expertise in occupational medicine. Failed to provide the duties of the manager's role at Metro's IOD clinic. Firm's total number of employees that will support the onsite occupational clinic lacked specific details. Failed to provide the average length of time taken to fill specific staffing positions in 2017. Firm's contingency plan and process for maintaining a staffing pool for Metro's IOD clinic lacked specific details. Firm's demonstration of being qualified to provide the occupational onsite clinic services for the scope of work lacked specific details. Firm's explanation of all of the services that will be subcontracted lacked specific details. Failed to provide at least three (3) references of similar size, scope, and business environment. Firm proposed the Medical Director as the Physician performing the quality assessment for the clinic. Firm proposed the Physician onsite 80%, instead of 100%. Firm's description for successfully returning injured employees to work and reducing the number of days from work lacked specific details. Firm's description of maximizing the employee experience and engagement at the clinic lacked specific details. Failed to provide a disaster recovery business interruption plan. Failed to provide policies and/or procedures for interactions with Metro employees and their departments. Failed to provide a description of how Metro will be able to verify clinic utilization for employees, average time to schedule appointments, average time to complete appointments, and average wait time at clinic.

Enter Solicitation Title & Number Below

RFQ # 1037671 -Onsite Occupational
Medical Center Services for Metro's
Injury on Duty Clinic

Offeror's Name	Bids	SBE	Cost Evaluation (28 Pt Max)	SBE/SDV Evaluation (7 Pt Max)	Total Cost Points (35 Pt)
Concentra	\$ 4,177,051.00	\$2,000	24.16	7.00	31.16
Onsite Innovations	\$ 3,604,655.12	\$0	28.00	0.00	28.00

BAO SBE Assessment Sheet

BAO Specialist: Jerval Watson
Contract Specialist: Genario Pittman

Department Name: Health
RFP/ITB Number: 1037671

Project Name: Onsite Occupational Medical Center Services for Metro's Injury on Duty

Primary Contractor*	Prime Bid Amount	Total Offered SBE (\$)	SBEs approved?	Total Approved SBE (\$)	SBE (%)	Comments
Concentra	\$4,177,051.00	\$12,500.00	YES	\$ 12,500.00	0.30%	The subcontractor International Office Products, Inc. is an metro approved SBE
Onsite Innovations	\$3,604,655.12	\$0.00	No	\$ -	0.00%	No SBE participation proposed

*For ITBs, only apparent low bidder will be listed.