



September 22, 2021

To: **Industry Vendors**

Subject: **Request for Information – GVSU Campus Health Center**

Grand Valley State University is seeking information from qualified and capable healthcare organizations to provide services at the Campus Health Center (located on the Allendale campus). Grand Valley State University is seeking to enter into a multi-year contractual partnership with a healthcare organization to provide high quality, efficient, and effective health services to students, faculty, and staff.

This is a Request for Information (RFI). This is not an order. GVSU may publish a Request for Proposal (RFP). Respondent(s) should read the information contained in this RFI carefully and to prepare their response providing all information requested in strict accordance with the RFI instructions as set forth herein.

Thank you for your participation,
Aaron Caccamo, M.A.
Director of Procurement Services

**Procurement Services - 2036 Zumberge Hall –
Allendale, MI 49401
Email: caccamo@gvsu.edu / Fax: 616/331-3287**

**Grand Valley State University
Request for Information
Instructions for Interested Parties
for RFI # 221-32**

- The purpose of this RFI is to obtain the necessary information for Grand Valley State University to move forward in identifying a solution to meet the healthcare needs of the GVSU community.
- **If you wish to provide a submission on the GVSU Campus Health Center, please submit your RFI Response for RFI # 221-32 no later than October 29 at 5pm.** E-mail your submission to: caccamo@gvsu.edu Submit your proposal electronically accordingly by the bid due date and time. Grand Valley State University is not responsible for email submissions affected by spam or not adhering to the due date. Late submissions will not be accepted. **No fax, verbal, or telephone proposals will be accepted.**
 - Note: Electronic submission becomes your authorized signature.
 - Each interested party must acknowledge receipt of an addenda in their submission.
 - Submissions shall represent a true and correct statement and shall contain no cause for claim of omission or error.
 - Grand Valley State University reserves the right to conduct discussions, request additional information and accept revisions of submissions from any or all interested parties.
- Service Providers may submit questions and/or request clarification of information contained in the RFI. questions concerning this RFI must be submitted in writing only (email). A response to all inquiries received will be provided within five (5) business days to all interested parties who are on record as having received the RFI. Submit inquiries via email to Aaron Caccamo, Director of Procurement Services at caccamo@gvsu.edu. Phone call inquiries will not be accepted. All questions must be submitted by **October 15, 2021 at 5pm ET**. Questions received after this date will not be answered. If it is determined that questions necessitate a change to this RFI, the changes will be in written form in an addendum and posted on the Grand Valley State University Procurement Services website
- A mandatory informational meeting will be held virtually through Zoom on **Thursday, October 7 at 2:00pm ET**.
 - Join Zoom Meeting
 - <https://gvsu-edu.zoom.us/j/97089247395?pwd=VTJTQk4rbjJwZkNmU3BVV0ROUUY0dz09>
 - Meeting ID: 970 8924 7395
 - Passcode: 087439
- A site visit of the University's Allendale Campus Health Services Center is not mandatory, but may be scheduled upon advance request by interested parties. Contact Kate Harmon at 616-331-8602 or e-mail harmonka@gvsu.edu to schedule a site visit.
- Grand Valley State University's sales tax-exempt number is 38-1684280.

OVERVIEW

Grand Valley State University understands that college health plays a critical role in student success and aims to provide high quality college health services. Providing high quality, convenient, and accessible health and wellness services contributes to the retention and graduation of our students. GVSU is interested in hearing from community partners who might be interested in meeting the healthcare needs of a diverse student population. There are a number of existing models within university health services across the country: contractual, outsourced, co-sourced, and MSOs (Management Services Only). GVSU is interested in pursuing one of these models at the conclusion of our existing contract with our current service provider. GVSU's goals of entering into an outsourced or contractual agreement are to: (1) maintain high standards of care and utilization and (2) expense management.

INTRODUCTION

Grand Valley State University, established in 1960, is a four-year public university. It attracts more than 24,500 students with its high-quality programs and state-of-the-art facilities. Grand Valley provides a fully accredited undergraduate and graduate liberal education and has campuses in Allendale, Grand Rapids, and Holland and centers in Muskegon and Traverse City. Grand Valley is the comprehensive regional university for the state's second largest metropolitan area and offers 81 undergraduate and 29 graduate degree programs. The university is dedicated to individual student achievement, going beyond the traditional classroom experience, with research opportunities and business partnerships. This combination of educational offerings helps Grand Valley to fulfill its mission of educating students to shape their lives, their professions, and their societies.

As a model for sustainable development, Grand Valley State University fosters responsible economic growth. First-rate faculty and staff, who are attracted to the university's rich academic culture, liberal education, and state-of-the-art facilities, share their expertise, their time, and their knowledge with students. The university's outstanding students learn critical thinking skills and are transformed into enterprising individuals who are well prepared to take leadership roles in their professions and in their communities. The university community comes together to make Grand Valley a significant force on the area's economy.

Grand Valley's growth in size and prestige contributes to continued economic growth in the entire region. Grand Valley's more than 27,500 students, faculty and staff made a total estimated impact of \$680.4 million in Kent, Ottawa, and Muskegon counties during fiscal year 2009-2010. This reflects the ripple effect of university, employee and student expenditures, and related job creation in the area. In that year, more than 6,811 students participated in internships, practicum, and student teaching, potentially saving area organizations \$25 million. Grand Valley Community members participated in more than 920,000 hours of volunteer service work last year.

Grand Valley represents top performance and top value. The university has been recognized for 16 straight years as one of "America's 100 Best College Buys" because of the high-quality education opportunities it provides at an affordable tuition rate. Grand Valley State has been listed as one of America's top colleges in 2011 Forbes Magazine and The Princeton Review named Grand Valley as one of the best Universities in the Midwest.

Campus Health Center Profile:

College health is critical in the retention of students by providing access to affordable and convenient quality health services delivered by healthcare providers attuned to the unique needs of college students. The current Campus Health Center's goals are to provide high quality, affordable health services to students, to enhance collaboration with other campus partners, and to increase the cultural responsiveness practices including improving outreach and services to LGBTQIA+ students and staff. The Campus Health Center continues to grow in patient appointments. The addition of evening hours increased provider accessibility to students and helped meet the growing demand.

GVSU Campus Health Center RFI information: Scope of Work

Terms:

- If a contract occurs, it would commence on or after June 1, 2022, or earlier if mutually agreed upon.
- GVSU can provide the Campus Health Center Facility with existing amenities below, or is open to consider a different facility option.
 - Moderately-sized waiting room with two check-in stations and a single check out station allowing a maximum of three staff.
 - Seven exam rooms and one procedure room.
 - Clinical services are supported by a small lab and a large radiology area.
 - An ample staff break room contains a refrigerator and a stove.
 - Providers and support staff document in a central shared space.
 - One private office is available.
 - GVSU provides basic furnishings, utilities, and internet.
 - GVSU provides maintenance of the exterior and interior of the building as well as maintenance of the grounds.

RFI Question and Response Section

Please describe your innovative vision for university health services as you answer the questions below. Responses to each requirement should be presented in the order listed below and clearly marked with the section to which they respond. In addition, Providers should include:

1. Company History and Background- Describe your company's qualifications and experience in management and delivery of health care services. Include your company's experience serving large, public, and community-based institutions, if any.
2. Accreditation- Provide copies of any licenses and/or certifications pertinent to this proposal and a copy of your company's most recent accreditation report. Provide accreditation information such as Accreditation Association of Ambulatory Health Care (AAAHC) or The Joint Commission (TJC)
3. Personnel/Staffing- Provide your company's organization chart, including proposed organization chart and reporting structure for the University's Health Center.
4. Describe leadership team envisioned for clinic management. How many hours per week will the management team be on site? Will management team members be available for GVSU committees related to provision of campus medical and mental health services?
5. Business Plan- Provide a narrative description of your vision to operate the Health Center, including hours of service, based on information provided in this RFI.
 - a. Clinical Services- Describe the scope of clinical services you will provide at the Health Center and through your referral network, to meet the needs of a diverse University population.
 - b. What does your model of care look like? (ex. Interdisciplinary, collaborative care using a student-centered approach)
 - c. How do you maintain appropriate practice management (scheduling, billing, payment tracking, reporting)?
 - d. How do you use health information technology to track trends in utilization, clinical decision support, and other data to improve patient health?
 - e. What Primary Care Services will you provide related to the following?
 - i. Evaluation and treatment of illness and injuries, basic first aid and basic life support/AED, ability to triage and refer to higher level of care, reproductive and women's health care, LGBTQIA+ specialized care, disease prevention, patient education, health maintenance, medical record mgt, immunizations, same day visits, allergy injections
 - ii. Describe how services will improve student care.
 - iii. Describe how sensitive visits for sexual violence, sexual health, or mental health will be handled.
 - iv. Describe the clinic approach to pain management and antibiotic prescriptions.

- v. What would be your approach, and capabilities, to evaluate students for mental health issues (such as anxiety, depression, ADD/ADHD, etc.), and as appropriate, prescribe medications?
- vi. How would your team provide care for uninsured or underinsured students?
- vii. Describe your approach for managing and storing vaccination records based on GVSU vaccine requirements for students, faculty, and staff.
- viii. Do you provide nutrition services?
- ix. Would you provide health education programming and events?
- f. What Ancillary Services will you provide?
 - i. Lab services (i.e. mono, strep, pregnancy, urine dip)
 - ii. Radiology services (GVSU owns x-ray machine)
 - iii. Pharmaceuticals
- g. Would you participate in Events & Education such as:
 - i. Immunization clinics as needed (flu, COVID, etc.)
 - ii. First year orientation programs and other tabling events.
 - iii. Special events
- h. How would you maintain confidentiality?
 - i. FERPA, HIPAA
- i. Provide the Hours of Operation you would be open. Please include Fall and Winter Semester, Spring/Summer Semester:
- j. What is your approach for After-hours Care?
- k. What is your approach to assessment and measuring patient satisfaction?
- l. Insurance Reimbursement- Describe your plans for implementing insurance reimbursement procedures for patients of the Health Center through third-party billing.
 - i. Do you offer a discounted self pay fee scale if your organization is out of network for a student's insurance?
 - ii. Do you offer Navigator services for uninsured students that may qualify for Healthy Michigan or other programs for the uninsured?
 - iii. Do you offer Case Management (i.e. Social Work) to help match patients with community resources?
- m. Operational Services- Describe how you will fulfill the following operational services.
 - i. Policies and procedures for payments by cash and cash equivalents.
 - ii. Policies and procedures for payments by health insurance.
 - iii. Procedures and policies regarding conflict resolution with respect to billing and services.
 - iv. Referral procedures and capabilities in regard to lab testing, additional extensive procedures and tests, physicians, and specialists.
 - v. Procedures and policies regarding secure record storage and patient confidentiality. Provide information on what Electronic Health Record that will be used.
- n. Quality Assessment -Describe your company's policies and procedures for implementing assessment tools to measure patient satisfaction for health care services provided at the Health Center. Include quality initiatives that will support accreditation by a nationally recognized ambulatory care accrediting body and the recommended standards and practices developed by the American College Health Association.
- o. Health Education and Prevention- Describe the type of support and collaboration for health education and prevention programs and/or services that you will provide to the campus community.



CERTIFICATION/PROPOSAL/CONTRACT

GVSU Campus Health Center Request for Information # 221-32

I. The undersigned certifies that to the best of his/her knowledge:

- There is no officer or employee of Grand Valley State University who has, or whose relative has a substantial interest in any contract award subsequent to this RFI.
The names of any and all public officers or employees of Grand Valley State University who have, or who's relative has, a substantial interest in any contract award subsequent to this proposal are identified by name as part of this submittal.

Name(s)

II. The undersigned further certifies that their company _ IS or IS NOT currently debarred, suspended or proposed for debarment by any federal entity. The undersigned agrees to notify the University of any change in this status, should one occur, until such time as an award has been made under this procurement action.

III. Responders declares the following legal status in submitting to this RFI:

- A partnership
A corporation organized and existing under the laws of the State of
An individual doing business as (DBA)

IV. Responders declares that company is at least 51% owned, controlled and actively managed by (check all that apply):

- African-American, Asian American, Hispanic American, Native American, Multi-Racial, Veteran Owned, Woman/Women, ADA Disabled Person(s)

V. Responders acknowledges receipt of the following addenda:

Addendum No. Dated
Addendum No. Dated

VI. The undersigned proposes to furnish all items accordance with the RFI document(s) listed herein, including all addenda issued pertaining to same.

Company Name
Address City/State/Zip Code
Office Phone No. Cellular Phone No. Fax No.

Authorized Agent Signature

Name & Title

Witness Signature

Name

Tax Identification No.

Date

VIII. **ACCEPTANCE:** This RFI response is accepted by Grand Valley State University

Authorized Agent Signature

Name & Title & Date

Witness Signature

Name & Date

Office Phone No.

Cellular Phone No.

Fax No.