



REQUEST FOR PROPOSAL

#R24-012

STUDENT HEALTH SERVICES CENTER

JANUARY 15, 2024

Note: This public body does not discriminate against faith-based organizations in accordance with the *Code of Virginia* §2.2-4343.1 or against an Offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

**REQUEST FOR PROPOSAL (RFP)
RFP # R24-012**

GENERAL INFORMATION FORM

QUESTIONS/INQUIRIES: All questions/inquiries for information regarding this solicitation should be directed to:

Name: Teresa Anders, Associate Director of Procurement and Contracts

Phone: (540) 831-6097

Email: tanders@radford.edu

Radford University Procurement and Contracts **business hours are M-F, 8:00AM to 4:30 PM.**

REQUEST FOR INFORMATION: Written questions to be submitted via email no later than **FEBRUARY 14, 2024, at 3:00 P.M. Eastern Standard Time (EST)**

DUE DATE: Proposals will be received until **MARCH 20, 2024, up to and including 3:00 P.M. Eastern Standard Time (EST).** Email and fax responses will **NOT** be accepted.

LATE PROPOSALS: To be considered for selection, proposals must be received by Radford University's Procurement and Contracts Department by the due date and time identified in this solicitation document. The official time used in documenting the receipt of proposals is that time identified on the automatic time stamp machine located in the Procurement and Contracts Department in the David E. Armstrong building on the main campus of Radford University. Proposals received in the Procurement and Contracts Department after the date and time designated are automatically deemed non-responsive and will **not** be given consideration. **The University is not responsible for delays in delivery conducted by the U.S. Postal Service, private couriers, or the intra university mail system. It is the sole responsibility of the Offeror to ensure their proposal reaches the Procurement and Contracts Department at Radford University by the designated date and time. Emails or fax responses will not be accepted.**

ADDRESS: Proposals should be mailed, or hand delivered to:

Radford University, Procurement and Contracts Department
Teresa Anders, Associate Director of Procurement and Contracts
P. O. Box 6885 (if via mail)
David E. Armstrong Complex, 501 Stockton St. (if via courier)
Radford, VA 24142-6885

Identify the envelope package as instructed in **Attachment A, Section (6) – Terms and Conditions of this Request for Proposals.**

MANDATORY SITE VISIT: A mandatory site visit will be held **FEBRUARY 6, 2024, Eastern Standard Time (EST)**, on the University's main campus. Potential proposers will meet in **Martin Hall, Room # 230 at 10:00AM. Site visit to begin at 10:30AM. The location of Martin Hall has been circled on the campus map located in Attachment F.** All potential proposers shall attend the site visit to tour the on-campus Student Health Services facility location and space where services are currently provided on the ground floor in Moffett Hall. A sign-in sheet will be used to document required attendance. Radford University requires visitors to campus to obtain a visitor parking permit. Information can be obtained on the university Parking and Transportation [website](#). Visitors without an identified visitor parking pass may incur a campus parking violation.

MANDATORY IN PERSON PRE-PROPOSAL CONFERENCE: A Mandatory In Person Pre-Proposal Conference will be held **FEBRUARY 6, 2024 from 1:30-2:30 PM** See **Section (13)** for additional information.

UNIVERSITY CLOSINGS: If the University is closed because of an act of God or an emergency situation, the University's website shall post notices of said closings. It is the responsibility of the offeror to check the website at www.radford.edu for said notifications. If the University is closed on the day proposals are due, proposals will be accepted at same time the next scheduled business day the University is open. If the University is closed on the day of a scheduled pre-proposal conference/site visit a written addendum will be issued to officially reschedule the conference.

TYPE OF BUSINESS: (Please check all applicable classifications). To qualify for assigned Small, Women and Minority (SWaM) points your business must be certified by the Virginia Department of Small Business and Supplier Diversity (SBSD), provide your assigned SBSD certification number. For assistance with SWaM certification, visit the SBSD website at <https://www.sbsd.virginia.gov/>

_____ **Large**

_____ **Small business** – A business that is at least 51% independently owned and controlled by one or more individuals who are U.S. citizens or legal resident aliens, and together with affiliates, has 250 or fewer employees, or average annual gross receipts of \$10 million or less averaged over the previous three years. One or more of these individual owners shall control both the management and daily business operations of the small business.

_____ **Women-owned business** – A business that is at least 51% owned by one or more women who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest in owned by one or more women who are citizens of the United States or legal resident aliens, and both the management and daily business operations are controlled by one or more women.

_____ **Minority-owned business** – A business that is at least 51% owned by one or more minority individuals who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more minority individuals who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more minority individuals, or any historically black college or university, regardless of the percentage ownership by minority individuals or, in the case of a corporation, partnership, or limited liability company or other entity, the equity ownership interest in the corporation, partnership, or limited liability company or other entity.

COMPANY INFORMATION/SIGNATURE: In compliance with this Request for Proposal and to all the conditions imposed therein and hereby incorporated by reference, the undersigned offers and agrees to furnish the goods or services in accordance with the attached signed proposal inclusive of all addenda, if applicable, and as mutually agreed upon by subsequent negotiation.

FULL LEGAL NAME (PRINT) (Company name as it appears with your Federal Taxpayer Number)		FEDERAL TAXPAYER NUMBER (ID#)	
BUSINESS NAME /DBA NAME/TA NAME (If different than the Full Legal Name)		BILLING NAME (Company name as it appears on your invoice)	
PURCHASE ORDER ADDRESS		PAYMENT ADDRESS	
CONTACT NAME/TITLE (PRINT)		EMAIL ADDRESS	
TELEPHONE NUMBER	TOLL FREE TELEPHONE NUMBER	FAX NUMBER	EVA VENDOR ID NUMBER
			VIRGINIA STATE CORPORATION COMMISSION REGISTRATION NUMBER

I acknowledge that I have received the following addenda posted for this solicitation.

1 _____ 2 _____ 4 _____ 5 _____ 6 _____ (Please check all that apply.)

SIGNATURE: _____ **DATE:** _____

1. **PURPOSE:**
The intent and purpose of this Request for Proposal (RFP) is to establish a contract through competitive negotiations with one qualified contractor to manage and staff the Radford University Student Health Services Center located on the main campus at 801 East Main Street, Radford, Virginia 24142, and to provide services for students learning at the University’s Roanoke sites as well as students whose programs are fully online. The Contractor shall provide primary healthcare care services to students and other limited campus sponsored affiliates including university sponsored conferences and/or camp participants. Radford University is an agency of the Commonwealth of Virginia.

2. **SMALL, WOMEN-OWNED AND MINORITY OWNED - SWaM BUSINESS PARTICIPATION:**
The mission of Radford University is to ensure strategic business development practices are in place to promote Small, Women-Owned and Minority-Owned (SWaM) businesses to the maximum extent. Radford University encourages prime

suppliers, Contractors, and service providers to facilitate the participation of small businesses, and businesses owned by women and minorities through partnerships, joint ventures, subcontracts, and other inclusive and innovative relationships.

Radford University has established SWaM goals that are posted on the Procurement and Contract website. Links to the University's SWaM initiative can be located at: [Procurement and Contracts | Radford University](#).

3. **CONTRACT PERIOD:**

The initial term of this contract is for three years, or as negotiated. There will be an option for five (5) one-year renewals, or as mutually negotiated.

4. **BACKGROUND**

A. Radford University Background:

Radford University is a comprehensive public university of 7,531 students that has received national recognition for many of its undergraduate and graduate academic programs, as well as its sustainability initiatives. Well known for its strong faculty/student bonds, innovative use of technology in the learning environment and vibrant student life on a beautiful 211-acre American classical campus, Radford University offers students many opportunities to get involved and succeed in and out of the classroom. With over 250 clubs and organizations, Radford University offers many opportunities for student engagement, leadership development and community service. In addition to robust academic offerings and engaging student experiences on the main campus located in Radford, Virginia, Radford University also offers a clinical-based educational experience for some 1,000 students living and learning in Roanoke, Virginia as part of Radford University Carilion, a public-private partnership focused on the cutting-edge delivery of health sciences programming, outreach, and service. Radford University joins several other institutions in offering degree programs and continuing education opportunities at the Roanoke Higher Education Center in Roanoke, the Southwest Virginia Education Center in Abingdon, and flexible online offerings through its virtual campus.

B. Specific Background:

The University currently contracts with Carilion Clinic to run the Radford University Student Health Services Center and has done so since 1999. Radford University Student Health Services is a vital resource in support of student well-being, promotion of healthy lifestyle choices, self-responsible behaviors, and supports the academic mission of the University by providing student centered primary medical care. Student Health Services helps students navigate their health care needs and concerns including colds and infectious diseases, gynecology and reproductive health, stress, anxiety, minor illnesses, and injuries, and for university response to public health concerns (examples include but are not limited to meningitis, influenza, norovirus, and parasite infestations). Such promotion and protection of student health is often linked to a student's academic performance, retention, persistence, success, and can determine the state of their general health for a lifetime. Most services provided by the health center are currently covered under a general health service fee that is charged to undergraduate and graduate students as well students learning online or in a hybrid model each semester; additional services, medicines and equipment may be offered for an additional charge; there is currently no billing to health insurance companies or other service providers.

On August 28, 2020, Radford University added the services of a Nurse Navigator for students located at the Radford University Carilion location in Roanoke, VA. Services provided include independent medical consultation via telephone, triage advice with the intent to connect the student with the appropriate care venue, guides students navigating follow-up appointments, assists in making appointments for primary or specialty services, identifying health needs and priorities, assists students in the appropriate use of insurance coverage, capture relevant student/patient information in the electronic medical record system to support accurate and comprehensive care, conduct follow-up with the student, provide education on relevant topics and upon request and subject to obtaining the student's consent, consult with administrator or faculty about student concerns. Flu and/or other vaccine clinics are offered annually at the Radford University Carilion location in Roanoke. Nurse Navigator services are provided four (4) hours per day, Monday through Friday during the academic year, a reduced summer schedule, and/or as such time as mutually negotiated and agreed.

C. Current Hours of Operation

1. Radford University- Main Campus:

- a. During academic semesters (includes finals week). It is noted Student Health Services does remain open and lunch breaks are staggered in order to provide access to students:
 - o Monday, Tuesday, Wednesday, & Thursday 8:30 a.m. – 5:00 p.m. and Friday 9:00 a.m. – 5:00 p.m. to accommodate a weekly staff meeting.
 - o Student Health Services remains open and lunch breaks are staggered to allow continuous coverage.
- b. There may be academic years or semesters when students in a partnership program arrive early or remain in classes and in on-campus housing.
 - o Student Health Services will remain open until classes end.

- Student Health Services employees' reduced staffing and summer hours.

c. During summer semester sessions:

- Monday – Thursday for an agreed upon four-hour period of time (e.g., 9:00 a.m. – 1:00 p.m.) Reduced provider presence and reduced operating hours during summer to meet the unique needs of students and university sponsored conferences, Governor’s School, or camp participants during the modified summer semester schedule.
- The Contractor should be in a position to support coverage in the Student Health Services Center to receive and process health forms, immunization records, and answer questions as well as provide , limited coverage for medical services.
- Contractor supports other University programs and events such as residence hall move-in and orientation activities, which may occur outside normal working hours.

- d. During winter break (between fall commencement in December and the beginning of spring semester in January when the University is open).The Contractor should be in a position to support administrative coverage in the Student Health Services Center to receive and process health forms, immunization records, and answer questions.

2. **Nurse Navigator – Radford University Carilion, Roanoke, VA**

- a. Services are provided four (4) hours a day during academic semesters, including finals week.
- b. A reduced schedule (approx. 2 hours a day Monday – Thursday)
- c. And/or time as mutually negotiated and agreed.

***NOTE: There are students that remain in University owned or operated housing in Radford and Roanoke during University breaks and closures.**

- D. **Electronic Data/Records:** Carilion Clinic currently uses EPIC for electronic medical records (EMR) and My Chart for communicating test and lab results and for scheduling on-line appointment requests.
- E. **Location and Square Footage:** the health services center is currently located on the ground floor of Moffett Hall on the campus of Radford University. The space dedicated to the Student Health Services Center is approximately 6,000 square feet.

A campus map showing the location of Moffett Hall is provided in **Attachment F**. A copy of the floor plan for the Student Health Services Center is provided in **Attachment G**.

The center includes separate well and sick waiting areas, receptionist check-in/out, six exam rooms, lab space, pharmaceutical storage, back of the house nurse’s station, six offices, two physician exam rooms, kitchenette, and file storage.

This location continues to serve as the designated area for Student Health services. Nevertheless, if there arises a need in the future to move to a different space within the main campus, it is essential to consider the potential implications from a contractor's standpoint.

- F. **Utilization History:** Information related to the number of appointments seen annually by provider type is located in **Attachment H**.
- G. **Radford University Equipment Inventory:** The following existing equipment is available.

UNIVERSITY OWNED EQUIPMENT INVENTORY

Qty.	Asset	Description
3	Desks	Various types of office desks.
5	Filing Cabinets	
3	Folding Tables	Long white folding tables used in break room.

5. **EVA BUSINESS-TO-GOVERNMENT ELECTRONIC PROCURMENT SYSTEM:** The eVA internet electronic procurement solution streamlines and automates government purchasing activities within the Commonwealth of Virginia. Radford University, and other state agencies and institutions, have been directed by the Governor to maximize the use of this system in the procurement of goods and services. We are therefore requesting that your firm register as a self-registered vendor in the eVA system.

There are transaction fees involved with the use of eVA. These fees must be considered within the provision of quotes, bids, and price proposals offered to Radford University. Failure to register within the eVA system may result in the quote, bid or proposal from your firm being rejected and the award made to another vendor who is registered in the eVA system.

Registration in the eVA system is accomplished on-line. Your firm must provide the necessary information. Please visit the eVA website portal at <https://eva.virginia.gov/register-now.html> and register with eVA. This process needs to be completed before Radford University can issue your firm a Purchase Order or contract. If your firm conducts business from multiple geographic locations, please register these locations in your initial registration.

For registration and technical assistance, reference the eVA website at <http://www.eva.virginia.gov>, or call eVA Customer Care at 866-289-7367 or 804-371-2525. Email eVACustomerCare@DGS.Virginia.gov

6. **INTENTIONALLY LEFT BLANK**

7. **CONTRACT ADMINISTRATION:** Radford University assigns Contract Administrators to each contract awarded. The Contract Administrator shall be the initial point of contact for the Contractor. Contract Administrators are charged with ensuring the terms and conditions of the contract are followed, payments are made in accordance to the contractual pricing schedule, and reporting noncompliance issues to the Procurement and Contracts Department at Radford University. Contract Administrators do not have the authority to authorize changes and/or modifications to the contract. Should noncompliance issues exist and cannot be resolved at this level or changes/modifications to the contract are required, the assigned Contract Officer in the Procurement and Contracts Department must be notified immediately by the Contract Administrator. The assigned Contract Administrator is the **Vice President for Student Affairs**.

8. **DEFINITIONS**

- A. **Family Educational Rights and Privacy Act FERPA:** A Federal law that protects the privacy of students “education records.” FERPA applies to educational agencies and institutions that receive funds under any program administered by the Department of Education.
- B. **Health Insurance Portability and Accountability Act of 1996 HIPPA:** HIPPA Privacy Rule requires covered entities to protect individuals’ health records and other identifiable health information by requiring safeguards to protect privacy, and setting limits and conditions on the uses and disclosures that may be made of such information without patient authorization. The rule also gives patients’ rights over their health information, including rights to examine and obtain a copy of their health records, and to request corrections.
- C. **Radford University Definition of Student Educational Record:** Those records that are (1) directly related to a student and (2) maintained by an educational agency or institution or by a party acting for the agency or institution.
- D. **Radford University Definition of Student Medical Record:** A medical record is considered to be a treatment record. A treatment record must be:
1. Directly related to a student who is eighteen years of age or older or is attending an institution of postsecondary education.
 2. Made or maintained by a physician, psychiatrist, psychologist, or other recognized professional or paraprofessional acting in his professional capacity, or assisting in a paraprofessional capacity; and
 3. Made, maintained, or used only in connection with the provision of treatment to the student, and not available to anyone (including the student) other than persons providing such treatment, except that such records can be personally reviewed by a physician or other appropriate professional of the student’s choice.
- E. **Full-Time Contract Staff,** as used in this RFP and resulting contract, is considered a full-time employee to be one who works 2,080 hours in a year.

- F. **Part-Time Contract Staff**, as used in this RFP and resulting contract, is considered a part-time employee to be one who works less than 2,080 hours in a year.
- G. **Essential Personnel:** Radford University designates certain positions that provide critical services to students living and attending classes on campus as essential personnel, Employees in the positions identified as essential personnel are required to work during authorized closings. Radford University has identified Student Health Services as an essential service area required to be open, and on-site to provide health services during authorized closings. Reduced staffing, hybrid service provision (tele and on-site) and limited-service provision may be appropriate and/or negotiated.
9. **STATEMENT OF NEEDS:** Radford University is seeking to engage the services of a Contractor to deliver inclusive student health services in accordance with the specifications outlined in the Statement of Needs.

A. **General Student Health Service Requirements:**

Have the ability to provide all labor, inclusive of supervision, computer equipment, medical equipment, medical supplies, office supplies and materials required and/or implied to perform the requirements specified in the RFP document. To operate a Student Health Services Center for Radford University in full compliance with the specifications as outlined in this Request for Proposal, inclusive of consideration and comment for service provision and care for students in Roanoke and/or online.

1. Provide comprehensive primary care, gynecology and reproductive health services, preventative and urgent care services, and psychiatric services for medication management to meet the needs of students while the University is in regular academic session and other designated times students are required to be on campus.
 2. The Contractor should provide all office furnishings and medical equipment necessary to operate a present-day health clinic.
 3. Be knowledgeable of current issues that affect students on a college campus (sexually transmitted infections, reproductive health, substance abuse, mental health etc.).
 4. Minimize student out-of-pocket costs for services, tests, and medications.
 5. Minimal additional charges may be added to specific services that were noted or negotiated.
 6. The services provided shall meet the standards of care stipulated by the American College Health Association [[Home | American College Health Association \(ACHA\)](#)] as outlined in their General Statement of Ethical Principles and Guidelines: http://www.acha.org/documents/resources/guidelines/ACHA_General_Statement_Ethical_Principles_May_2010.pdf. The Accreditation Association for Ambulatory Health care as defined by their standards published in the Accreditation Handbook for Ambulatory Health Care (www.aaahc.org) should be a benchmark guide for provided services.
 7. Provide efficient patient clinical services to minimize patient wait time.
 8. Maintain all licensures, insurance and permits to operate and provide medical services in the Commonwealth of Virginia.
 9. Comply with all regulations set forth by recognized governmental agencies and Virginia state law.
- B. **Operating Hours:** The Contractor will be required to operate the Student Health Services Center on a 12-month basis based on the [Academic Calendar | Radford University](#). The University reserves the right, upon consultation with the Contractor, to establish or change the service hours, plans or other methods of operation of the Student Health Center. The Contractor shall operate the Student Health Services Center on a schedule that will be convenient to students. At a minimum, operating hours are to be from 8:30 a.m. to 5:00 p.m., Monday through Thursday and Friday, from 9:00 a.m. to 5:00 p.m. during each week the University is in regular academic session.
1. Hours may be adjusted based on utilization to meet the needs of the students and University community. Consultation with and approval by the Contract Administrator is necessary prior to modifying operating hours.

2. Summer hours may be adjusted based on utilization to meet the needs of the students. Consultation with and approval by the Contract Administrator is necessary prior to modifying operating hours.
 3. When the University is operating during breaks between the academic sessions, the Contractor will be required to operate the Student Health Center. A reduced staffing model that ensures adequate coverage and support to provide medical care to students remaining on campus and/or university sponsored conferences/programs or camp participants, receive health/immunization forms and respond to questions may be appropriate.
 4. Other operating hours may be required by the University to accommodate special activities and events such as residence hall move-in, new student orientation, and commencement. The Contractor should make every effort to operate the Student Health Center or provide appropriate staff when requested for special activities in Radford or Roanoke or virtual. The University Contract Administrator must approve changes in the operating hours described above.
 5. The Contractor may be requested to administer medical services to workshop and camp participants and official guests or invitees of the University as well as faculty and staff on a limited basis or unique circumstance.
 6. It is the policy of Radford University to operate in accordance with its approved University calendar and to maintain full operations. All authorized closings resulting from inclement weather, natural disasters, or other emergency conditions will be announced through the Communication Plan described in the Authorized Closing policy <http://www.radford.edu/content/dam/departments/administrative/human-resources/policies-procedures/AuthorizedClosingPolicyRev2011.pdf>. When the University is affected by inclement weather, a natural disaster, or other emergency, classes may be canceled, or operations of the University officially suspended. Such authorized closings may be for an entire or partial day or shift. The University has identified Student Health Services as essential services required to be open, and to provide health services during authorized closings.
 7. Non-inclement weather closings of the Student Health Services Center are to be made with consultation and approval by the Vice President of Student Affairs, Contract Administrator, or university designee.
- C. **Staffing:** Provide appropriately credentialed, experienced, and capable health care team (medical and non-medical) who will operate the center and provide the services necessary to meet the unique needs of the students and University. Ensure efficient and courteous service to our students, work with diverse populations, and possess good communication skills and have adequately trained relief personnel available to substitute in the absence of regular employees. All staff shall be employees of the Contractor, who shall be solely responsible for the payment of all labor costs, fringe benefits and payroll taxes. The Contractor shall ensure that its employees have undergone appropriate background screening. The Offeror must provide a detailed approach to their proposed staffing levels that will accommodate all facets of the Statement of Needs as previously described and inclusive of but not limited to:
1. Management of staffing levels during fluctuations of patient utilization to include peak periods during academic year and when there are fewer enrolled students during the summer.
 2. Maintain continuous staffing and provider coverage when turnover and vacancies occur and anticipated or during unanticipated leaves of absence including vacations and professional development opportunities.
 3. Qualifications:
 - Board certified or board eligible in primary care, internal medicine, emergency medicine or family medicine or psychiatry
 - Graduate of accredited medical schools with the degree of Medical Doctor, MD, or Doctor of Osteopathic Medicine, DO.
 - Appropriately insured
 - In Possession of a DEA number
 - National Provider Identifier, NPI Number

4. The University assigned Contract Administrator must be allowed input and approval for personnel staffing decisions.

- Be the primary Provider and shall not subcontract, during the term of this contract or any renewals or extensions thereof, nor assign or transfer this obligation, without the prior written consent of the University.

D. **Academic, Health, Cultural and Social Environment Involvement:** Contractor shall be involved in the academic, health, cultural, and social environment of the University, taking advantage of the opportunity to offer special programs, offer promotional items, and other monetary and non-monetary assistance based upon the University's ongoing or unique activities and circumstances. In addition, the Contractor shall integrate into the University community by serving on selected committees directly and indirectly relating to health and wellness on campus. These include but are not limited to:

1. The contractor's manager/director participates as a member of the Student Affairs Leadership Team as appropriate or when requested
2. Contractor's medical provider or director, or other appropriate staff in consultation with the contract administrator is an active member of the University Behavioral Consultation Team (BCT) and participates in weekly team meetings.
3. Meet regularly with the University Contract Administrator and/or day-to-day operations designee to review progress and operating reports.
4. The Contractor's medical provider is an active member of the University Exception to University Withdrawal Committee and participates in monthly and other meetings, as necessary.
5. Work cooperatively with university officials in the development and improvement of the services, procedures, policies, educational materials, and digital and social media.
6. Make every reasonable effort to comply with requests from university officials for improvements of the Student Health Services Center.
7. Conduct annual evaluations of staffing and services including input from university students and administrators.
8. Involvement in programs and activities that relate to the health services provided to students. This minimally includes presentations at new student orientations (Quest), transition programs (e.g., Connection Days), University 100 and other new student program or campus recruitment event, wellness fairs, specific school and/or college programs (e.g., nursing, athletic training), etc. These activities may and often take place during evening and weekend hours outside of the normal operating hours.
9. Superior customer service is the primary objective of the University. A method to gauge customer service results shall be agreed upon by the University and the Contractor. Customer service survey and/or assessment/effectiveness results shall be shared with the University.

E. **Parking: University** parking regulations are strictly enforced in all lots, Monday – Friday, from 7 a.m. to 6 p.m., including breaks and in the summer. The Contractor's onsite employees are to follow all parking regulations, park in permitted designated parking spaces/lots, register their personal vehicle, and may be required to purchase a RU parking permit in order to operate or park a personal vehicle on the university campus. Vehicle registration and the purchase of annual parking permits are to be made at the Parking Services Office in Heth Hall. Contractor's employees pay the same annual registration fee as employees of the university, currently \$154, but permit rates are subject to change annually. For up-to-date information go to the Parking Services website: <https://www.radford.edu/content/parking-transportation/home/contact.html>

1. The Contractor may request a department visitor permit for corporate guests by submitting the form to Parking Services Office the same day a visitation/event is scheduled, Monday – Friday, from 8:30 to 4:30
2. Parking Services and the University Police Department have the sole authority to issue parking tickets and tow away vehicles that are in violation of vehicle regulations on university property. Parking in handicapped spaces is enforced 7 days a week. The Contractor's employees are required to pay fines and fees associated with parking

violations. Any account with \$125 or more in unpaid parking violations may have their vehicle impounded or immobilized until all fines and fees are paid in full. Parking privileges may be revoked for frequent violators of university parking regulations.

- F. **Charge Sales:** The Contractor may offer lab tests, medications, and other services or supplies to students that require a co-pay or minimal charge.
1. Contractor should accept personal checks from students for payment of services, subject to appropriate identification.
 2. The Contractor shall be solely responsible for the collection of any debts resulting from debit cards, charge cards, nonsufficient fund (NSF) checks, or otherwise.
 3. Address the ability to accept and invoice student's private health insurance.
- G. **Electronic Medical Records:** Provide all necessary medical operations to include an electronic medical records system in keeping with all HIPPA requirements.
1. Ideally, this electronic medical records system (EMR) should be capable of interfacing or networking with local physicians and hospitals to help assure a continuity of health care for students referred to off campus healthcare providers and/or hospitals for students who must seek emergency care.
 2. Describe in detail how the EMR will be provided, managed, and features for reporting utilization and online appointment requests.
- H. **Medicat Immunization Compliance Management System:** The University purchased the Medicat Immunization Compliance Management System in 2016. The Contractor will be required to use this system for immunization records compliance and management.
- I. **Immunization Records:**
1. The University utilizes Medicat electronic immunization compliance system to track student immunization records. Student immunization records must be maintained as FERPA records and will be available for the appropriate individuals at Radford University along with the contractor. Medicat will interface with the university's Banner ERP system and may have the capability to interface with the contractor's EMR. If an interface with the EMR from Medicat is desirable, then Contractor will bear all costs associated with implementation.
 2. The Commonwealth of Virginia requires certain immunizations of all entering students. Contractor will be responsible for coordinating the collection, receiving, and reviewing of pre-matriculation immunization forms for completeness and conformity to (Commonwealth of Virginia Code § 23-1800 (as of October 1, 2016)). These health forms and immunization records are FERPA records and will remain the property of the University. These records are not to be used for any purpose other than to document health history and immunization compliance.
- J. **Computer Equipment:** Contractor shall provide their own computer equipment and if needed, will access Ellucian Banner ERP using the Radford University VPN on their contractor owned computer.
- K. **University Records:** The disposition of university owned health forms and immunization records will be the responsibility of the University while following all required [Commonwealth of Virginia Record Retention Policy and Procedures](#).
- L. **Facilities and Equipment:**
1. The Contractor shall be responsible for cleaning and maintaining, in good repair and condition, with the exception of ordinary wear and tear, all space, fixtures, and equipment used by it in the operation of the Student Health Services Center. The Contractor shall be responsible for also providing all housekeeping services required. The University will provide repair services in the existing space at the request of the Contractor, to the extent that it

has the capability of doing so and will charge the cost of such services to the Contractor. Any replacements required, including light bulb replacements, will be at the expense of the Contractor. The Contractor shall not make any alterations of any kind or affix anything to the space (i.e., shelving, medical equipment, etc.) without the consent of the University.

2. The University will be responsible for major structural repairs to the existing space used by the Contractor, provided that such repairs are not required because of the actions of the Contractor, its agents, or employees. If such repairs are required because of the actions of the Contractor, its agents or employees, the cost of repairs shall be paid by the Contractor. Such repairs will be made, as the University should decide, either by the University or by an independent Contractor.

The University will provide:

1. All utilities to the existing space used by the Contractor.
2. General trash removal at a designated area at Moffett Hall at no cost to the Contractor.
3. Routine pest control without cost to the Contractor. The Contractor shall be responsible for the costs associated with any special or additional treatments required due to the negligence of the Contractor. The University will not be liable to the Contractor for its failure to provide the services described herein if such failure is due to causes beyond the control of the University.
4. Emergency power to space. Space will be provided with two (2) dedicated circuits on emergency/back-up generator power for the contractor to use as they see fit. In the event the back-up power fails, the University is not responsible for any loss associated with the system failure.
5. The University retains access to the physical space in the event of an emergency.
6. An intrusion alarm system to provide detection of the Student Health Services area within Moffett hall. The system employs the use of door contacts on all exterior doorways as well as the Pharmacy door room. The system has mobile panic and motion sensors as part of the overall system. The Radford University Police Department responds to alarms coming from the Student Health Services area. The Contractor is responsible for notifying the University of malfunctions of the system. The Contractor is also responsible for safeguarding the two mobile panic devices. If a mobile panic device is lost or broken the Contractor will be financially responsible for replacement of said devices.

The Contractor must request new or additional personnel to be added to the alarm system by completing the *Intrusion Alarm Request Form* and submitting it to the Radford University Contract Administrator. The Contractor is also responsible for notifying the Contract Administrator immediately of personnel who should be removed from the Intrusion Alarm System.

Radford University will maintain a limited number of persons with alarm system access to this system. Access will be limited to university staff responsible for responding to alarms and for maintaining the system. All data produced from operation of the alarm system will be solely owned by the university.

The Contractor will be responsible for:

1. Removal of regulated medical waste without cost to the University. Copies of manifests and invoices for regulated medical waste disposal shall be provided to the University. The Contractor is solely responsible for all required training to handle, and ship regulated medical waste for their employees. The contractor currently contracts with Stericycle, Inc. to provide this service.
2. Keeping energy consumption at a minimum and working with the University to ensure appropriate energy conservation practices and policies are applied.
3. Shall have the option to purchase from the University Voice over Internet Protocol (VoIP) telephone service and long distance and submit payment monthly. Each VOIP phone line will be billed at the current rate. If the vendor chooses not to use Radford University's VoIP phone system, the current Radford University Health Center phone number must still be maintained. Contractor will provide the appropriate connection;

network circuit, network hardware and any VPN hardware needed to establish and maintain a HIPPA compliant data network within the Health Center space. Radford University Infrastructure staff will coordinate with the contractor to route this connection from the campus DMARC location to the appropriate location in the Health Center.

4. As an option should the Radford University ONE Card be used for payment of services, the Contractor will be required to purchase all the equipment (i.e., card readers, controllers) and necessary supplies to facilitate purchases through the University's ONE Card system. The Contractor shall also be responsible for the purchase of any required interface software necessary for the connection to the debit card system. Radford University will not pay nor be responsible for any credit card merchant or application fees for any agreed upon method of connectivity and/or transactions.
5. All medical records systems and scheduling systems that are necessary to operate the facility and maintain appropriate HIPPA compliance on these systems.
7. Immunization records are considered FERPA records and will remain property of Radford University and will be collected and maintained in the Medicat ICM system. The Contractor will assist Radford University in collection, review, and storage/disposition of these records.

10. **SPECIFIC REQUIREMENTS:**

Proposals should be as thorough as possible for Radford University to properly evaluate your capabilities to provide the required services. Offerors should submit the following items as a complete proposal:

A. Describe your firm's ability to provide the following minimum required services and pharmaceuticals at a reasonable cost to students:

1. Offer immunizations required by law
2. Offer flu and immunization clinics or other appropriate vaccinations under current public health guidance on campus in multiple locations as appropriate as well as Radford University off campus locations (e.g. Roanoke).
3. Offer allergy clinics
4. Provide psychiatric services, preferably on-site, to students for up to a minimum of 24 hours per week [or as negotiated] during the academic year when classes are in session and during the summer when classes are in session up to a minimum of 16 hours per month [or as negotiated] as necessary or appropriate. Psychiatric services include assessment, medication prescription management, and consultation to the student health providers and student counseling providers as needed.

B. **Experience and Qualifications:**

1. Experience of the firm in providing services described herein.
 - Adolescent pediatrics
 - Women's health programs
 - College health programs
2. Names, qualifications, and experience of personnel to be assigned to the project, including an organizational chart, individual qualifications, and duties, etc. Include copies of evidence of required certifications and licenses.
3. Resumes of key employees to be assigned to the project.
4. Identify the medical facility where you have privileges and its proximity to the University.

C. **Timeline for Implementation after Award:** Please provide a sample timeline for the steps necessary for you to be operational in the Student Health Services Center after award.

D. **Methodology and Approach:**

Provide the specific methodology, approach, and plans for providing the proposed services to achieve desired results. Also describe your firm's ability to provide the following minimum required services/deliverables:

1. Acute illness treatment: bronchitis, strep throat, mono, urinary tract infections (UTI), digestive issues, etc.
2. Provide free or affordable in-house lab tests (i.e., wet mount STD testing, rapid strep, flu swab, COVID-19 test, pregnancy test, urinalysis, HIV tests, blood sugar check, and TB tests).
3. Secure a source and method for providing tests that must be sent to a full laboratory facility needed to provide tests and lab work required to identify acute illnesses and in support the student health center (bacteria cultures, metabolic panel, A1C, CBC, etc.).
4. Provide free or affordable common medications including antibiotics, mild pain relievers, and creams.
5. Provide free flu and cold care kits, and self-help information to students.
6. Provide free or affordable birth control pills, condoms, and emergency contraception, etc.
7. Provide IUDs, implants, and rings.
8. Maintain a dispensing license to stock and distribute commonly provided medications, creams, and pain relievers etc.
9. Provide low-cost flu shots, COVID-19 vaccination and booster(s), allergy injections, skin biopsy, wart removal, ear wax removal, breathing treatments, and other common services normally provided in a student health center.
10. Offer and provide affordable immunizations required by law and recommended by CDC such as HPV vaccine.
11. First aid care of non-life-threatening injuries to include sprains, strains, cuts, burns, rashes, infections, etc.
12. Develop a direct partnership with the [VDH] Virginia Department of Health [NRV] New River Valley District to provide women's health services for the timely testing, treatment, counseling, education of sexually transmitted infections annual exams, breast exams, pap tests, pelvic exams, post-surgery checkups, pregnancy testing and counseling, sexually transmitted infections (STI) screenings, and treatment for gynecological, vaginal, and urinary symptoms, etc. for the timely testing, treatment, counseling, education of sexually transmitted infections, and access to preconception care to reduce STI and unwanted pregnancies.
13. Provide direct patient care including taking medical histories, providing treatment and education of students, and ordering and interpreting laboratory tests.
14. Triage and referral to off-site clinician, specialist, urgent care, advanced care and/or emergency care services as needed.
15. Athletic injury clinics and support for Sports Clubs, rec sports and intramural participants.
16. Conduct physicals for student athletes at the beginning of the school year at a mutually agreed upon location.
17. Provide flexible/varied hours of service based on health services utilization data and surveys.

18. Access to after hours, weekend healthcare information, and toll-free referral service, staffed by a registered nurse who can evaluate the seriousness of the situation and provide health information, the management of chronic illnesses, and/or make physician referrals.
19. Provide self-care information to students during individual appointments; provide on-line health and wellness resources, and assist in providing outreach to students through collaboration with university partners, which may include speaking at specific student activities events or in residence halls, etc.
20. Provide resources for health promotions such as sexual assault and violence awareness; stop smoking campaign, breast cancer awareness, stress management etc.
21. Aid in the prevention of diseases and disorders by advising and educating patients on diet and nutrition, exercise, hygiene, and general health.
22. Assist with medical emergencies/crisis, pandemic disease outbreaks that affect the University community.
23. With a regional perspective in mind, and in order to provide continuity of service to our students, explain how access to patient medical records or hospital privileges would be obtained so that the Student Health Services Center can follow-up with the student.
24. Utilize evidence-based practice guidelines ([Centers for Disease Control and Prevention](#) – CDC, [Home | American College Health Association \(ACHA\)](#) etc.) to develop treatment plans.
25. Provide immunization clinic for travel vaccines and medication.
26. To provide the University with a professional Internet web-based presence and on-line health resources for the benefit of enrolled students, faculty, staff, and visitors in collaboration with appropriate campus partners.
27. Coordinate with counseling staff regarding mental health issues.
28. Consult with parents, physicians, faculty, staff, and others as appropriate and legally permitted.
29. Collect, review, and certify immunization requirements and compliance based upon Code of VA.
30. Provision of services to students at Roanoke sites and/or fully online.
Address other scenarios beyond in person clinic at the main campus location.

E. Reporting and Delivery Requirements:

Reporting:

1. Provide mid-year and annual reports with demographic data, survey results and summary of evaluations conducted, and improvements implemented.
2. Establish and communicate the Radford University Student Health Center scope of service to students, faculty, and staff. This will include maintaining a current web and social media presence, being a visible partner on campus and communicating service offerings through appropriate channels to the campus community.
3. Provide a communication and evaluation process to ensure excellent customer service and continual improvement of services. Develop, administer, and compile results from an annual survey of users to ensure satisfaction and continual improvement.
4. Track statistics of users to include total patients, unique patients, patient demographics, provider level, and type of service provided, number of appointments cancelled or no-shows and utilization by day and time of day. Data shall be summarized, reported, and provided to Radford University monthly, in mid-year and annual reports and other times as requested.

5. A semi-annual and annual report must be completed that provides a snapshot of the Student Health Center operations and utilization for each academic year to include highlights, challenges, assessment and evaluation results and improvements scheduled to be implemented.
6. Generate and review immunization compliance reports monthly.

F. Additional Services that May Be Beneficial to Students: Contractor shall include a description of the optional desired services below in their proposal for the University to consider as well as any other services the Contractor deems appropriate and beneficial for the University.

1. Transportation from Student Health Center for diagnostic imaging or to other advanced testing facility and coordination for return back to campus.
2. Setup and maintain a billing system that bills third party insurance for co-pay based billable services and prescriptions and/or as a mechanism/approach to better manage/offset cost of service. to students and guests of the university.
3. For conference/event attendees or camp participants that may seek services provide a financial plan addressing the per visit charge and any fees that would be directed back to the university.
4. Provide access to charity care for students with financial need.
5. Access to emergency services
6. Medical prescriptions
7. Offer flu shot, and when appropriate COVID-19 vaccination and/or booster or other appropriate vaccination under current public health guidance, clinics in alternative locations besides the Student Health Center at the Radford University campus, such as other satellite campuses for specific populations.
8. Provide practical opportunities for University BSN and NP students in the form of clinical rotations or preceptor experience.

G. References: Provide four (4) references, who are acquainted with and can attest to your qualifications or those of anyone you propose to provide the services described in the Statement of Needs. See **Attachment C** Include the date(s) services were furnished, the client’s name, address, and the name and phone number of the individual Radford University has your permission to contact

H. Participation of Small, Women-Owned and Minority-owned business (SWaM) Business: If your business cannot be classified as SWaM, describe your plan for utilizing SWaM subcontractors if awarded a contract. Describe your ability to provide reporting on SWaM subcontracting spend when requested. If your firm or any business that you plan to subcontract with can be classified as SWaM but has not been certified by the Virginia Department of Small Business and Supplier Diversity (SBSD), it is expected that the certification process will be initiated no later than the time of the award. If your firm is currently certified, you agree to maintain your certification for the life of the contract. For assistance with SWaM certification, visit the SBSB website at <http://www.sbsd.virginia.gov> .

11. **SELECTION CRITERIA AND AWARD Selection Criteria:**

A. Proposals will be evaluated by Radford University using the following weighted evaluation criteria.

	Evaluation Criteria	Percentage of Points
1	Qualifications and experience of Offeror in providing the goods/services.	24%
2	Offeror’s understanding of the unique health services needs of college students and their educational role on campus.	22%
3	Specific plans or methodology to be used to provide the products/services.	24%

4	Financial (Cost)	20%
5	Participation of Small, Women-Owned and Minority-Owned (SWaM) Businesses.	10%
	TOTAL	100%

B. Award (Professional Services)

Radford University shall engage in individual discussions with two or more Offerors deemed fully qualified, responsible, and suitable on the basis of initial responses and with emphasis on professional competence, to provide the required services. Repetitive informal interviews will be permissible. Such Offerors shall be encouraged to elaborate on their qualifications and performance data or staff expertise pertinent to the proposed project, as well as alternate concepts. At the discussion stage Radford University may discuss nonbinding estimates of total project costs, including, but not limited to, life-cycle costing, and, where appropriate, nonbinding estimates of price for services. Proprietary information from competing Offerors shall not be disclosed to the public or to competitors. At the conclusion of the informal interviews, on the basis of evaluation factors published in the Request for Proposal and all information developed in the selection process to this point, Radford University shall select, in the order of preference, two or more Offerors whose professional qualifications and proposed services are deemed most meritorious. Negotiations shall then be conducted, beginning with the Offeror ranked first. If a contract satisfactory and advantageous to Radford University can be negotiated at a price considered fair and reasonable, the award shall be made to that Offeror. Otherwise, negotiations with the offer ranked first shall be formally terminated and negotiations conducted with the Offeror ranked second, and so on, until such a contract can be negotiated at a fair and reasonable price. Should Radford University determine in writing and in its sole discretion that only one Offeror is fully qualified, or that one Offeror is clearly more highly qualified and suitable than the others under consideration, a contract may be negotiated and awarded to that Offeror. See **Attachment B** for sample contract form.

12. **PROPOSAL PREPARATION AND SUBMISSION:**

A. GENERAL INSTRUCTIONS:

1. **RFP Responses:** In order to be considered for selection, Offerors shall submit a complete response to this RFP to include.
 - a. **One (1) original paper copy of the entire proposal, INCLUSIVE OF ALL ATTACHMENTS.** Any proprietary information should be clearly marked in accordance with section 12.A.1.c below.
 - b. **One (1) electronic copy** in WORD format or searchable PDF (USB/Flash Drive) of the entire proposal as one document, **INCLUSIVE OF ALL ATTACHMENTS** mailed along with the hard copy above. Any proprietary information should be clearly marked in accordance with 12.A.1.c below.
 - c. Should the proposal contain **proprietary information**, provide **one (1) redacted** electronic copy in WORD format or searchable PDF (USB/Flash Drive) of the entire document **INCLUSIVE OF ALL ATTACHMENTS. All identified proprietary information should be blacked out.** This USB/Flash Drive should be marked **“Redacted Copy”**
 - d. Response shall be submitted to:

Radford University
Procurement and Contracts Department
Attn: Teresa Anders, Associated Director of Procurement and Contracts
P.O. Box 6885
David E. Armstrong Complex
501 Stockton Street
Radford, VA 24142-6885

Identify the envelope/package as instructed in Attachment A – Additional Terms and Conditions , Section (6)
No other distribution of the proposal shall be made by the Offeror.

B. PROPOSAL PREPARATION:

1. **Sign and Complete:** Proposals shall be signed by an authorized representative of the Offeror. All information requested should be submitted. Failure to submit all information requested may result in Radford University requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal. Proposals which are substantially incomplete or lack key information may be rejected by Radford University. Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.
 2. **Concise & Clear:** Proposals should be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content.
 3. **Organization:** Proposals should be organized in the order in which the requirements are presented in the RFP. All pages of the proposal should be numbered. Each paragraph in the proposal should reference the paragraph number of the corresponding section of the RFP. It is also helpful to cite the attachment, paragraph number, sub letter, and repeat the text of the requirement as it appears in the RFP. If a response covers more than one page, the paragraph number and sub letter should be repeated at the top of the next page. The proposal should contain a table of contents, which cross-references the RFP requirements. Information which the Offeror desires to present that does not fall within any of the requirements of the RFP should be inserted at an appropriate place or be attached at the end of the proposal and designated as additional material. Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find the RFP requirements are specifically addressed.
 4. **Word Usage:** As used in this RFP, the terms “must,” “shall,” “should” and “may” identify the criticality of requirements. “must” and “shall” identify requirements whose absence will have a major impact on the suitability of the proposed solution. Items labeled as “should” or “may” are highly desirable, although their absence will not have a large impact and would be useful but are not necessary. Depending on the overall response to the RFP, some individual “must” and “shall” items may not be fully satisfied, but it is the intent to satisfy most, if not all, “must” and “shall” requirements. The inability of an Offeror to satisfy a “must” or “shall” requirement does not automatically remove that Offeror from consideration; however, it may seriously affect the overall rating of the Offeror's proposal.
 5. **Binding:** The original proposal should be bound or contained in a single volume where practical. All documentation submitted with the proposal should be contained in that single volume.
 6. **Ownership:** Ownership of all data, materials and documentation originated and prepared for Radford University pursuant to the RFP shall belong exclusively to Radford University and be subject to public inspection in accordance with the Virginia Freedom of Information Act. Trade secrets or proprietary information submitted by an Offeror shall not be subject to public disclosure under the Virginia of Freedom of Information Act. However, to prevent disclosure the Offeror must invoke the protections of Section 2.2-4342F of the Code of Virginia, in writing either before or at the time the data or other materials is submitted. The written request must specifically identify the data or other materials to be protected and state the reasons why protection is necessary. The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret proprietary information. The classification of an entire proposal document, line-item prices and/or total proposal prices as proprietary or trade secrets is not acceptable and may result in the rejection of the proposal.
 7. **Legal Agreement:** Unless noted in the proposal, a signed and submitted proposal certifies that the firm's principals or legal counsel has reviewed the Request for Proposal General Terms and Conditions and the Special Terms and Conditions and agrees that these provisions will become a part of any final agreement, and that the principals or legal counsel has reviewed and approved the firm's entire proposal prior to submission to the University.
- C. **ORAL PRESENTATIONS:** Offerors who submit a proposal in response to this RFP may be invited to give an oral presentation of their proposal to Radford University. This will provide an opportunity for the Offeror to clarify or elaborate on the proposal but in no way will change the original proposal. The University will schedule the time and location of these presentations. Oral presentations may be conducted at the option of Radford University; therefore, proposals should be complete.

13. **MANDATORY IN PERSON PRE-PROPOSAL CONFERENCE**

- A. A mandatory in person pre-proposal conference will be held, in **Martin Hall, Main Floor, Room #230 at 1:30 P.M. (EST)**. The location of **Martin Hall** can be found on **Attachment F**. A one-hour time slot has been set aside for this conference. It will promptly end at **2:30 P.M. (EST)** Attendance at the conference will

be evidenced by signatures on the attendance roster. It is recommended you have a copy of the solicitation readily available to review during the conference. No one will be admitted after **1:30 P.M. (EST)**.

B. The purpose of the pre-proposal conference is to allow potential Offerors an opportunity to present questions and requests for clarification, with final responses provided in the form of a written Addendum that will be published on [eVA - Virginia's eProcurement Portal](#) and the Radford University Procurement and Contracts [website](#). The Addendum will include any university updates to the RFP, as well as responses to questions presented.

14. **INVOICES and PAYMENT:** Invoices for goods or services provided under any contract resulting from this solicitation should be submitted by email to acctspayable@radford.edu. Invoices shall be identified with the assigned contract number. Invoices shall identify contract pricing for all good/services payment is being requested. If submitting invoices by mail use the following address. **Email is the preferred method of invoice receipt.**

**RADFORD UNIVERSITY
ACCOUNTS PAYABLE
POST OFFICE BOX 6906
RADFORD, VA 24142-6906**

Payment will be made thirty days after receipt of proper invoice for the amount of payment due, or thirty days after receipt of goods / services, whichever is later, in accordance with the [Commonwealth of Virginia Prompt Pay Act](#).

15. **ADDENDUM:** Any addendum issued for this solicitation may be accessed on Virginia Business Opportunities by going to www.eva.virginia.gov. The addendum will also be posted on the Radford University website. Since a paper copy of the addendum will not be mailed to you, we encourage you to check the cited web sites regularly.
16. **COMMUNICATIONS:** Communications regarding this solicitation shall be formal from the date of issue, until either a Contractor has been selected or the Procurement and Contracts Department at Radford University rejects all proposals. Formal communications will be directed to the Contract Officer listed on this solicitation. Reference General Information – Questions/Inquiries. Informal communications, including but not limited to request for information, comments, or speculations regarding this solicitation to any University employee other than a Procurement and Contracts Department representative may result in the offending Offeror's proposal being rejected.
17. **TERMS AND CONDITIONS:** This solicitation and any resulting contract/purchase order shall be governed by the attached terms and conditions. See **Attachment A**.
18. **ATTACHMENTS:**

Attachment A – Terms and Conditions
Attachment B – Sample of Standard Contract Form
Attachment C – Vendor Data Sheet
Attachment D – COVA W9 Request for Taxpayer Identification Number & Certification (if awarded a contract).
Attachment E – RFP Response Checklist
Attachment F – Radford University Campus Map
Attachment G – Student Health Services Center Floor Plan
Attachment H – Utilization Summary Reports

ATTACHMENT - A

TERMS AND CONDITIONS

I. GENERAL TERMS AND CONDITIONS: See [GENERAL TERMS AND CONDITIONS](#)

II. ADDITIONAL TERMS AND CONDITIONS

1. **ADDITIONAL GOOD AND SERVICES:** The University may acquire other goods or services that the supplier provides other than those specifically solicited. The University reserves the right, subject to mutual agreement, for the Contractor to provide additional goods and/or services, under the same pricing, terms, and conditions and to make modifications or enhancements to the existing goods and services. Such additional goods and services may include other products, components, accessories, subsystems, or related services newly introduced during the term of the contract.
2. **AUDIT:** The Contractor hereby agrees to retain all books, records, and other documents relative to this contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. Radford University, its authorized agents, and/or state auditors shall have full access and the right to examine any of said materials during said period.
3. **AVAILABILITY OF FUNDS:** It is understood and agreed between the parties herein that Radford University shall be bound hereunder only to the extent of the funds available, or which may hereafter become available for the purpose of this contract.
4. **CANCELLATION OF CONTRACT:** Radford University reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon 60 days' written notice to the Contractor. In the event the initial contract period is for more than 12 months, the resulting contract may be terminated by either party, without penalty, after the initial 12 months of the contract period upon 60 days written notice to the other party. Any contract cancellation notice shall not relieve the Contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.
5. **CONTRACT DOCUMENTS:** The contract entered by the parties shall consist of the Request for Proposal including all addendums thereof, the proposal submitted by the Contractor, the written results of negotiations, the University Standard Contract Form, all of which shall be referred to collectively as the Contract Documents.
6. **IDENTIFICATION OF PROPOSAL ENVELOPE:** The signed proposal should be returned in a separate envelope or package and identified as follows:

From:

Name of Offeror	Due Date	Time Due
Street or Box Number		Solicitation Number
City, State, Zip Code		Solicitation Title

Name of Procurement Officer:

7. **NOTICES:** Any notices to be given by either party to the other pursuant to any contract resulting from this solicitation shall be in writing, hand delivered, mailed, or electronically submitted to the address of the respective party at the following address:

If to the Contractor: Address Shown on the RFP Cover Page

Attention: Name of Person Signing RFP

If to Radford University:

RADFORD UNIVERSITY
Procurement and Contracts Department
Attn: Teresa Anders, Associate Director of Procurement and Contracts
P.O. Box 6885
501 Stockton Street
Radford, Virginia 24142

8. **SEVERAL LIABILITY:** Radford University will be severally liable to the extent of its purchase made against any contract resulting from this solicitation. Applicable entities described herein will be severally liable to the extent of their purchases made against any contract resulting from this solicitation.

SPECIAL TERMS AND CONDITIONS

1. **ADVERTISING:** In the event a contract is awarded for supplies, equipment, or services resulting from this solicitation, no indication of such sales or services to Radford University will be used in product literature or

advertising. The Contractor shall not state in any of the advertising or product literature that Radford University has purchased or uses its products or services, and the Contractor shall not include Radford University in any client list in advertising or promotion materials without the express written consent of the University.

2. **ASBESTOS:** Whenever and wherever during performing any work under this contract, the Contractor discovers the presence of asbestos or suspects that asbestos is present, he shall stop the work immediately, secure the area, notify the building owner, and await positive identification of the suspect material. During the downtime in such a case, the Contractor shall not disturb any surrounding surfaces but shall protect the area with suitable dust covers. In the event the Contractor is delayed due to the discovery of asbestos or suspected asbestos, then a mutually agreed extension of time to perform the work shall be allowed the Contractor but without additional compensation due to the time extension.

3. **CONFIDENTIALITY:**

Radford University agrees that neither it nor its employees, representatives, or agents shall knowingly divulge any proprietary information with respect to the operation of the software, the technology embodied therein, or any other trade secret or proprietary information related thereto, except as specifically authorized by the Contractor in writing or as required by the Freedom of Information Act or similar law. It shall be the contractor's responsibility to fully comply with rule Governing Rule §34 – "*Public Inspection of certain records*" located in the Rules Governing Procurement of Goods, Services, Insurance and Construction by a Public Institution of Higher Education of the Commonwealth of Virginia. All trade secrets or proprietary information must be identified in writing or other tangible form and conspicuously labeled as "proprietary" either prior to or at the time of submission to the University.

The contractor assures that information and data obtained as to personal facts and circumstances related to patients or clients will be collected and held confidential, during and following the term of this agreement, and will not be divulged without the individual's and the agency's written consent. Any information to be disclosed, except to the agency, must be in summary, statistical, or other form which does not identify particular individuals. Contractors and their employees working on this project will be required to sign the Confidentiality Statement in this Proposal.

4. **CONFIDENTIALITY OF PERSONALLY IDENTIFIABLE INFORMATION:** The Contractor assures that the information and data obtained as to personal facts and circumstances related to faculty, students or staff and affiliates will be collected and held confidential, during and following the term of this contract, and will not be divulged without the individual's and the University's written consent and only in accordance with federal law or the Code of Virginia. This shall include FTI, which is a term of art and consists of federal tax returns and return information (and information derived from it) that is in contractor/agency possession or control which is covered by the confidentiality protections of the Internal Revenue Code (IRC) and subject to the IRC 6103(p)(4) safeguarding requirements including IRS oversight. FTI is categorized as sensitive but unclassified information and may contain personally identifiable information (PII). Contractors who utilize, access, or store personally identifiable information as part of the performance of a contract are required to safeguard this information and immediately notify the University of any breach or suspected breach in the security of such information. Contractors shall allow the University to both participate in the investigation of incidents and exercise control over decisions regarding external reporting. Contractors and their employees working on this project may be required to sign a confidentiality statement.

5. **CONTINUITY OF SERVICES:**

1. The Contractor recognizes that the services under this contract are vital to the University and must be continued without interruption and that, upon contract expiration, a successor, either the University or another Contractor, may continue them. The Contractor agrees:

- a. To exercise its best efforts and cooperation to affect an orderly and efficient transition to a successor.
- b. To make all University owned facilities, equipment, and data available to any successor at an appropriate time prior to the expiration of the contract to facilitate transition to successor.
- c. That the University Contract Officer shall have final authority to resolve disputes related to the transition of the contract from the Contractor to its successor.

2. The Contractor shall, upon written notice from the Contract Office, furnish phase-in/phase-out services for up to ninety (90) days after this contract expires and shall negotiate in good faith a plan with the successor to execute the phase-in/phase-out services. This plan shall be subject to the Contract Officer's approval.

3. The Contractor shall be reimbursed for all reasonable, pre-approved phase-in/phase-out costs (i.e., costs incurred within the agreed period after contract expiration that result from phase-in/phase-out operations) and a fee (profit) not to exceed a pro rata portion of the fee (profit) under this contract. All phase-in/phase-out work fees must be approved by the Contract Officer in writing prior to commencement of said work.

6. **CONTRACTOR/SUBCONTRACTOR LICENSE REQUIREMENT:** By my signature on this solicitation, I certify that this firm/individual and/or subcontractor is properly licensed for providing the goods/services specified.

Contractor Name: _____ Subcontractors Name: _____

License #: _____ Type: _____

7. **CONTRACTOR PERSONNEL:** All employees of the Contractor shall comply with the rules, regulations, policies and procedures of the University and shall maintain proper conduct. In the event the University finds, at its sole discretion, that an employee of the Contractor is objectionable to the University that employee shall be removed by the Contractor from the University grounds and shall not again be employed by the Contractor on University grounds until approved by the University.

8. **CRIMINAL CONVICTION CHECKS:** All criminal conviction checks must be concluded prior to the Contractor's employees gaining access to the Radford University Campus. Employees who have separated employment from Contractor shall undergo another background check prior to re-gaining access to the Radford University campus. Contractor shall ensure subcontractors conduct similar background checks. Radford University reserves the right to audit a Contractor's background check process at any time. All employees have a duty to self-disclose any criminal conviction(s) occurring while assigned to the Radford University campus. Such disclosure shall be made to Contractor, which in turn shall notify the designated Radford University Contract Administrator within 5 days. If at any time during the term of the contract Radford University discovers an employee has a conviction which raises concerns about university buildings, property, systems, or security, the Contractor shall remove that employee's access to the Radford University campus, unless Radford University consents to such access in writing. Failure to comply with the terms of this provision may result in the termination of the Contract.

9. **INSURANCE:** By signing and submitting a proposal under this solicitation, the Offeror certifies that if awarded the contract, it will have the following insurance coverages at the time the contract is awarded. The Offeror further certifies that the Contractor and any subcontractors will maintain these during the entire term of the contract and that all insurance coverages will be provided by insurance companies authorized to sell insurance in Virginia by the Virginia State Corporation Commission.

- Worker's Compensation - Statutory requirements and benefits.
- Employers Liability - \$100,000.00
- Commercial General Liability - \$1,000,000.00 per occurrence and \$2,000,00 in the aggregate to include bodily injury and property damage, personal injury and advertising injury, products and completed operations coverage. Radford University shall be named as an additional insured to the policy by endorsement.
- Automobile Liability - \$1,000,000 combined single limit.
- Builders Risk – For all renovation and new construction projects under \$100,000 Radford University will provide All Risk – Builders Risk Insurance. For all renovation contracts, and new construction from \$100,000 up to

\$500,000 the Contractor will be required to provide All Risk – Builders Risk Insurance in the amount of the Contract and name Radford University as additional insured. All insurance verifications of insurance will be through a valid insurance certificate.

*The Contractor agrees to be responsible for, indemnify, defend and hold harmless Radford University, its officers, agents and employees from the payment of all sums of money by reason of any claim against them arising out of any and all occurrences resulting in bodily or mental injury or property damage that may happen to occur in connection with and during the performance of the Contract, including but not limited to claims under the Worker's Compensation Act. The Contractor agrees that it will, always, after the completion of the work, be responsible for, indemnify, defend and hold harmless Radford University, its officers, agents and employees from all liabilities resulting from bodily or mental injury or property damage directly or indirectly arising out of the performance or nonperformance of the Contract.

Professional Services: Health Care Practitioner (to include Dentists, Licensed Dental Hygienists, Optometrists, Registered or Licensed Practical Nurses, Pharmacists, Physicians, Podiatrists, Chiropractors, Physical Therapists, Physical Therapist Assistants, Clinical Psychologists, Clinical Social Workers, Professional Counselors, Hospitals, or Maintenance Organizations) Limits: Code of Virginia §8.01-581.1.5 <https://law.lis.virginia.gov/vacode/title8.01/chapter21.1/section8.01-581.15/>

10. **LABELING OF HAZARDOUS SUBSTANCES:** If the items or products requested by this solicitation are "Hazardous Substances" as defined by the § 10.1-1400 of the Code of Virginia (1950), as amended, or #§ 1261 of Title 15 of the United States Code, then the Offeror, by submitting its Proposal, certifies and warrants that the items or products to be delivered under this Contract shall be properly labeled as required by the foregoing sections and that by delivering the items or products the Offeror does not violate any of the prohibitions of the Virginia Waste Management Act, Title 10.1, Chapter 15 of the Code of Virginia. or Title 15 U.S.C. § 1263.

11. **NONVISUAL ACCESS TO TECHNOLOGY:** All information technology which, pursuant to this Contract, is purchased or upgraded by or for the use of any state agency or institution or political subdivision of the Commonwealth (the "Technology") shall comply with the following nonvisual access standards from the date of purchase or upgrade until the expiration of this Contract.

1. Effective, interactive control and use of the Technology shall be readily achievable by nonvisual means.
2. The Technology equipped for nonvisual access shall be compatible with information technology used by other individuals with whom any blind or visually impaired user of the Technology interacts.
3. Nonvisual access technology shall be integrated into any networks used to share communications among employees, program participants or the public; and
4. The technology for nonvisual access shall have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.
 - Compliance with the foregoing nonvisual access standards shall not be required if the head of the using agency, institution or political subdivision determines that (i) the Technology is not available with nonvisual access because of the essential elements of the Technology are visual and (ii) nonvisual equivalence is not available.
 - Installation of hardware, software or peripheral devices used for nonvisual access is not required when the Technology is being used exclusively by individuals who are not blind or visually impaired, but applications programs and underlying operating systems (including the format of the data) used for the manipulation and presentation of information shall permit the installation and effective use of nonvisual access software and peripheral devices.

- If requested, the Contractor must provide a detailed explanation of how compliance with the foregoing nonvisual access standards is achieved and a validation of concept demonstration.
- The requirements of this Paragraph shall be construed to achieve full compliance with the Information Technology Access Act, 2.2-3500 through 2.2-3504 of the *Code of Virginia*.
- All information technology which, pursuant to this Contract, is purchased or upgraded by or for the use of any Commonwealth agency or institution or political subdivision of the Commonwealth (the "Technology") shall comply with Section 508 of the Rehabilitation Act (29 U.S.C. 794d), as amended. If requested, the Contractor must provide a detailed explanation of how compliance with Section 508 of the Rehabilitation Act is achieved and a validation of concept demonstration (<http://www.section508.gov/>). The requirements of this paragraph along with the Non-Visual Access to Technology term shall be construed to achieve full compliance with the Information Technology Access Act § 2.2-3500 through 2.2-3504 of the *Code of Virginia*.

12. **PCI COMPLIANCE:** Contractor represents and warrants for the life of the Contract that it is responsible for the security of payment card information in its possession including all functions relating to storing, transmitting, and ensuring the security of Cardholder Data (CHD). The Contractor agrees that it and any Third-Party provider that Contractor engages, complies with the current version of the Payment Card Industry (PCI) Data Security Standard (PCI DSS), and will maintain compliance with the PCI DSS, or any successor certification established by the PCI Security Standards Council (PCI SSC). Contractor agrees that all Payment Applications used are compliant with the Payment Application Data Security Standard (PA DSS), or any successor certification established by the PCI SSC. The contractor will immediately notify the University if it learns it is, or can reasonably expect to be, no longer PCI DSS compliant and will provide the University with the steps being taken to remediate the non-compliance status.

The Contractor agrees to provide the University at least annually or on written request, a current (no more than 2 months old) and complete a copy of their Attestation of Compliance (AOC) signed by a duly authorized officer of the Contractor. Further, Contractor agrees to provide to the University proof of current (no more than 3 months old) passing external vulnerability scan as submitted by an Approved Scanning Vendor (ASV).

Contractor will keep data confidential and not copy, publish, sell, exchange, disclose, or provide to others or use any information, documents, or data provided or disclosed to the Contractor or any account information related to payment cards or cardholders for any purpose other than performing the Contractor's obligation under this Contract.

The contractor will inform the University within twenty-four hours if it has knowledge or can reasonably expect that a security breach has occurred. Contractor takes responsibility for the payment of fines, penalties, lawsuits, and other costs incurred that result from a breach that can be traced to the action or inaction of the Contractor and will assume 100% of those costs assuming no contributory negligence on the part of the University, merchant acquirer, merchant bank, or other negligent third-party.

Contractor agrees to indemnify and hold the University, its officers, employees, and agents, harmless for, from, and against any and all claims, causes of action suits, judgements, assessment, costs (including reasonable attorney's fees), and expenses arising out of or relating to any loss of University customer credit card or identify information managed, retained, or maintained by the Contractor, including, but not limited to fraudulent or unapproved use of such credit card or identity information.

Contractor agrees that, notwithstanding anything to the contrary in the Contract or the Addendum, the University may terminate the Contract immediately without penalty upon notice to the Contractor in the event Contractor fails to maintain compliance with the PCI DSS or fails to maintain the confidentiality or integrity of any cardholder data.

13. **RENEWAL OF CONTRACT:** The contract may be renewed by the Contractor and Radford University as mutually negotiated.

14. **SUBCONTRACTS:** No portion of the work shall be subcontracted without prior written consent of the University. In the event that the Contractor desires to subcontract some part of the work specified herein, the Contractor shall furnish the purchasing agency the names, qualifications, and experience of their proposed subcontractors. The Contractor shall, however, remain fully liable and responsible for the work to be done by its subcontractor(s) and shall assume compliance with all requirements of the contract.
15. **WORK SITE DAMAGES:** Any damage to existing utilities, equipment of finished surfaces resulting from the performance of this contract shall be repaired to the University's satisfaction at the Contractor's expense.

ATTACHMENT - B

SAMPLE CONTRACT FORM

**Standard Contract form for reference only
Offerors do not need to fill in this form.**



STANDARD CONTRACT

Contract Number: **RUxxxxx**

This contract entered into this ___ day of _____, 20___, by _____, located at (**insert complete physical address**), hereinafter called the "Contractor" and Commonwealth of Virginia, **Radford University**, called the "Purchasing Agency or Radford University", located at 801 East Main Street, Radford, VA. 24142."

1. **WITNESSETH** that the Contractor and Radford University, in consideration of the mutual covenants, promises and agreements contained, agree as follows:
2. **SCOPE OF CONTRACT:** The Contractor shall provide _____ to Radford University as set forth in the Contract Documents.
3. **TERM OF CONTRACT:** From _____ through _____ with _____ **(number of years) year renewal options or as negotiated, to include all contractual provisions contained herein.**
4. **THE CONTRACT DOCUMENTS SHALL CONSIST OF:**

This signed Radford University Standard Contract. Document;

Radford University's Request for Proposal (RFP) **Rxx-xxx** dated _____, Addendum **xxx** dated _____
(list all addendums in this format).

Contractor's Proposal signed and dated _____

Negotiation Summation: **(List each document by title and execution date)**

5. **COMPENSATION AND METHOD OF PAYMENT:** The Contractor shall be paid by Radford University in accordance with the contract documents. **(*Note: If advantageous you can list compensation here.)**

IN WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound thereby.

CONTRACTOR:

RADFORD UNIVERSITY

Print Name: _____

Print Name: _____

Title: _____

Title: _____

Signature: _____

Signature: _____

Date: _____

Date: _____

ATTACHMENT - C

VENDOR DATA SHEET

*Note: The following information is required as part of your response to this solicitation. Failure to complete and provide this sheet may result in finding your bid/offer nonresponsive.

Qualifications: The vendor must have the capability and capacity in all respects to satisfy fully all of the contractual requirements.	
Vendor's Primary Contact:	
NAME:	PHONE:

Years in Business: Indicate the length of time you have been in business providing this type of good or service:
YEARS: _____ **MONTHS:** _____

References: Indicate below a listing of at least four (4) current or recent accounts, either commercial or governmental, that your company is servicing, has serviced, or has provided similar goods/services. Include the length of service and the name, address, and telephone number of the point of contact.

Company:	Contact:
Phone: ()	Email:
Fax: ()	
Project:	
Dates of Service:	\$ Value:
Company:	Contact:
Phone: ()	Email:
Fax: ()	
Project:	
Dates of Service:	\$ Value:

VENDOR DATA SHEET CONTINUED

Company:	Contact:
Phone: ()	Email:
Fax: ()	
Project:	
Dates of Service:	\$ Value:
Company:	
Phone: ()	Email:
Fax: ()	
Project:	
Dates of Service:	\$ Value:

I certify the accuracy of this information.

Signed: _____

Title: _____

Date: _____

ATTACHMENT - D

COVA W-9 Request for Taxpayer Identification Number and Certification

Effective February 1, 2016 Radford University began using the Commonwealth of Virginia's new financial management system, Cardinal, with which the University is required to interface. Within Cardinal, a statewide vendor table has been created to establish a single vendor database for the Commonwealth. As a result, the Commonwealth Vendor Group (CVG) was created to keep up to date vendor records and to ensure all vendor data is managed uniformly and consistently.

All vendors must be properly established Virginia's eProcurement Portal, eVA, for the purchase of goods and services. Vendors are encouraged to become self-registered with eVA prior to doing business with Radford University. Please visit the eProcurement Portal for additional information at the following link <https://eva.virginia.gov/pages/eva-i-sell-to-virginia.htm> . A vendor will be required to submit a W9 to eVA when they register. The Commonwealth of Virginia has a [Substitute W-9 \(COVA W-9\)](#) that is required in lieu of the IRS W-9 form for each individual who is a US citizen or US resident alien and from each corporation, company, partnership, or association created or organized in the US or under the US laws. The COVA W-9 requires additional information that is needed by the CVG to ensure the vendor is properly established in Cardinal. Once a vendor is established in eVA their information will be integrated into Cardinal.

ATTACHMENT - E

RFP Response Checklist

The following items that are checked, are required as part of your RFP submission.

Completed and Signed Legal Name, Address, and additional information, inside cover sheet (Page 3)

Detailed RFP Response per Section 12, Proposal Preparation and Submission

Acknowledge of Addendum(s) to RFP **if issued**

Attachment C – Vendor Data Sheet

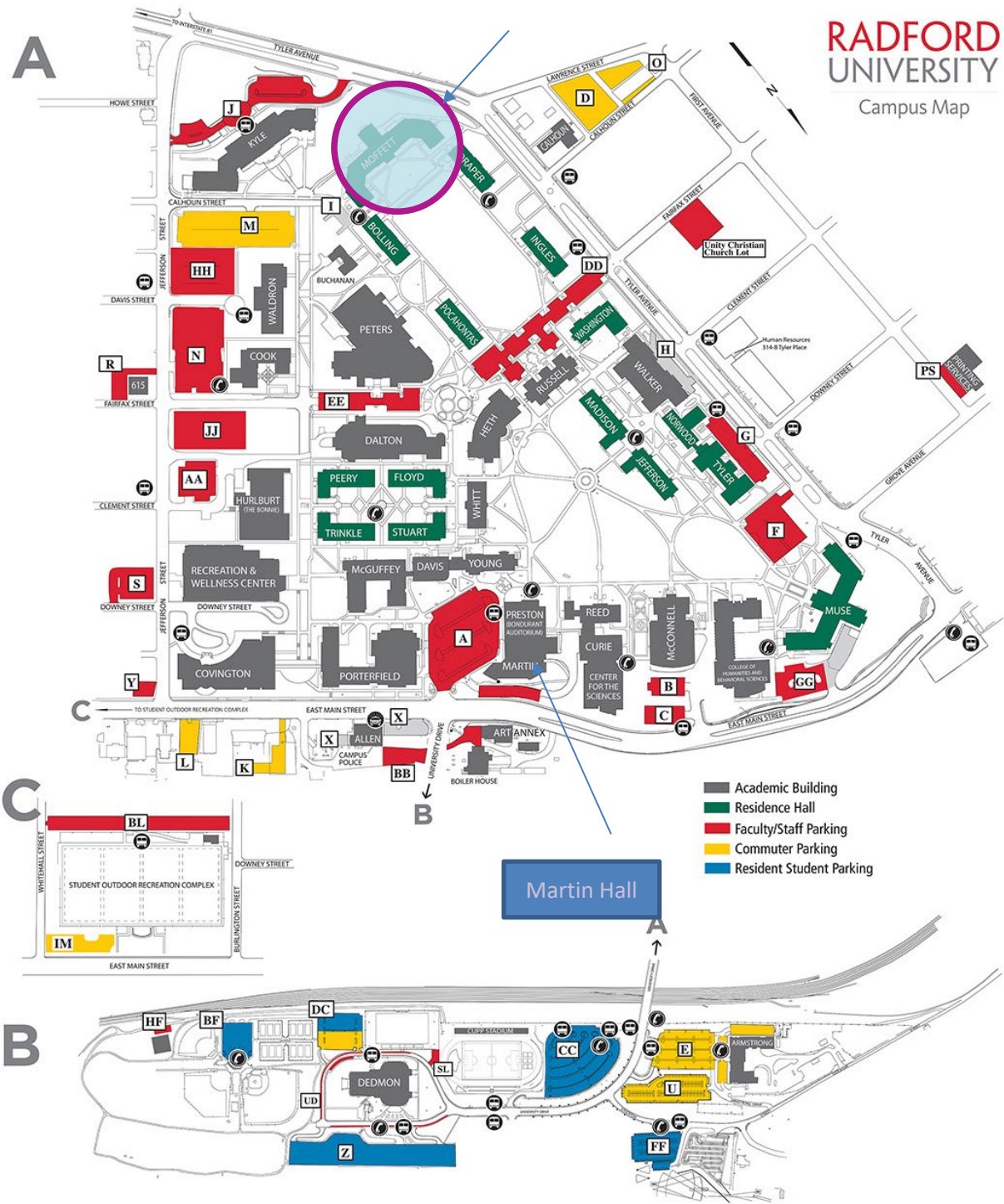
___ Attachment D – COVA W9 if awarded a contract.

___ Attachment E – RFP Response Checklist – **Use as a guide for deliverables**

ATTACHMENT - F

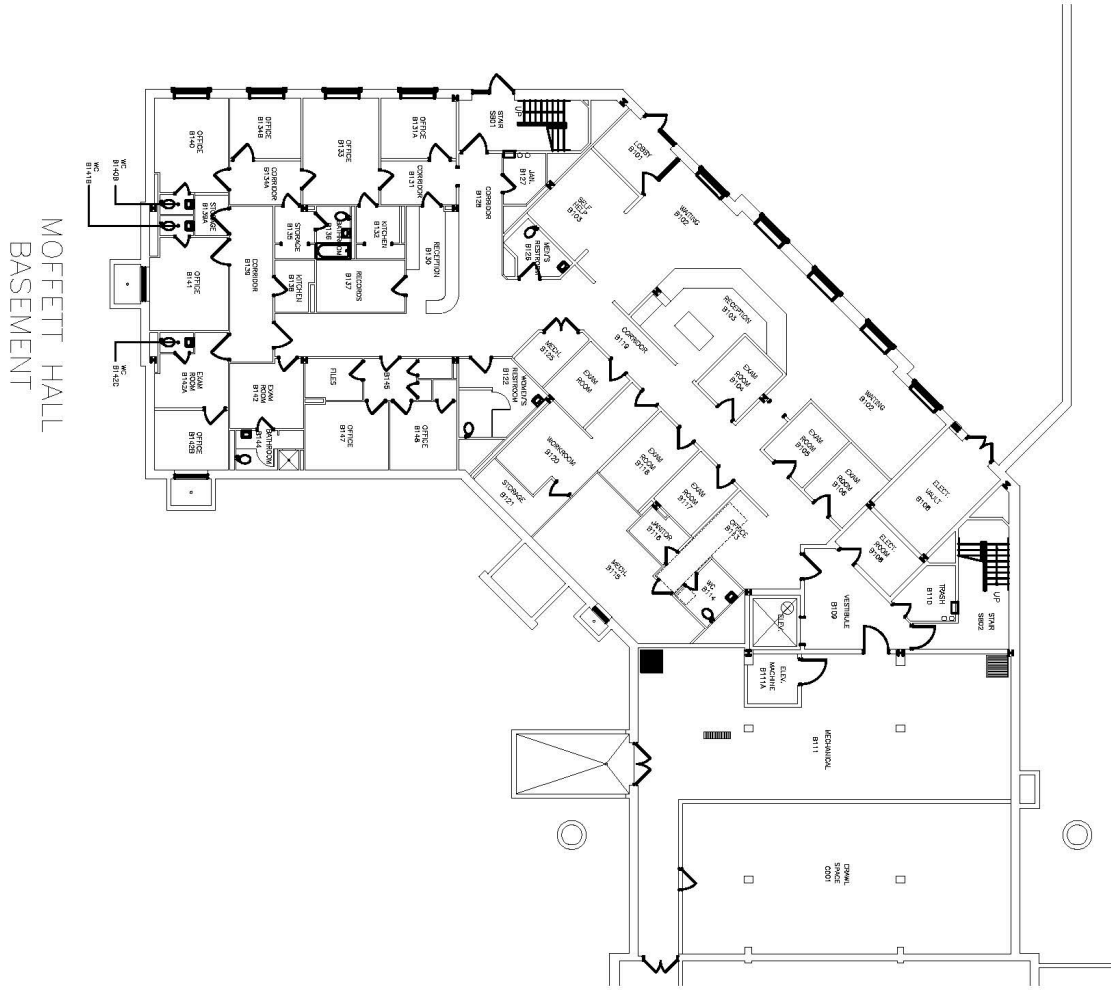
Radford University Campus Map

Student Health
Moffett Hall –



ATTACHMENT -G

STUDENT HEALTH SERVICES CENTER FLOOR PLAN



MOFFETT HALL
BASEMENT

ATTACHMENT - H

**UTILIZATION SUMMARY REPORTS
STUDENT HEALTH SERVICES**

MOFFETT HALL CLINIC							
5 - YR SUMMARY							
Provider Type	2023-2024**	2022-2023	2021-2022	2020-2021	2019-2020	2018-2019	TOTALS
GYN Patients	261	661	548	506	699	1231	3906
General Patients	2416	5535	4251	4213	4514	6119	27048
Nurse Patients	531	853	864	1977	1346	1426	6997
Psychiatrist	179	531	427	467	471	543	2618
Educational Group/Provider Triage Visits (PTV)	1451	246	1143				2840
No Shows	329	722	613	1290	582	847	4383
TOTALS	5167	8548	7846	8453	7612	10166	47792
** 2023 - 2024 reflects July through November 2023							

Moffett Hall - Yearly By Provider Type

Provider	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	TOTALS
GYN Patients	6	42	75	89	49								261
General Patients	50	448	729	722	467								2416
Nurse Patients	11	78	127	181	134								531
Psychiatry	6	26	44	51	52								179
Educational Group/Provider Triage Visits (PTV)	6	200	459	526	260								1451
No Shows	15	54	92	91	77								329
Gov School or Other Participants													
TOTALS	94	848	1526	1660	1039								5167

Provider	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	TOTALS
GYN Patients	5	34	91	87	65	30	83	77	76	83	20	10	661
General Patients	67	483	883	1003	698	126	514	599	478	514	124	46	5535
Nurse Patients	30	63	113	112	119	32	88	84	76	88	34	14	853
Psychiatry	20	19	46	60	55	27	74	59	51	74	23	23	531
Educational Group/Provider Triage Visits (PTV)	0	246											246
No Shows	9	27	113	115	128	43	67	61	66	67	20	6	722
Gov School or Other Participants	6												6
TOTALS	137	872	1246	1377	1065	258	826	880	747	826	221	99	8554

Provider	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	TOTALS
GYN Patients	3	30	67	87	83	30	47	103	76	78	11	11	626
General Patients	19	287	663	682	569	179	347	726	574	304	174	31	4555
Nurse Patients	20	119	29	155	156	31	117	100	85	108	17	35	972
Psychiatrist	16	18	38	65	67	31	23	67	62	82	22	18	509
Educational Group/Provider Triage Visits (PTV)			266	112	133	116	163	185	128	177	40	0	1320
No Shows	6	45	102	119	102	36	31	61	76	69	27	8	682
Gov School or Other Participants													
TOTALS	64	499	1165	1220	1110	423	728	1242	1001	818	291	103	8664

Provider	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	TOTALS
GYN Patients	2	52	90	108	13	2	34	63	77	59	2	4	506
General Patients	48	717	622	709	465	24	251	509	398	398	27	45	4213
Nurse Patients	45	188	303	567	269	13	275	134	101	51	5	26	1977
Psychiatrist	18	50	40	47	36		37	65	61	85	12	16	467
Educational Group/Provider Triage Visits (PTV)													
No Shows	3	299	300	270	102	3	28	82	98	93	4	8	1290
Gov School or Other Participants													
TOTALS	116	1306	1355	1701	885	42	625	853	735	686	50	99	8453

Provider	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	TOTALS
GYN Patients	7	45	207	176	96	72	63	17	12	2	0	2	699
General Patients	42	216	889	967	685	243	285	832	234	61	35	25	4514
Nurse Patients	20	88	218	374	267	59	91	154	39	13	6	17	1346
Psychiatrist	24	20	60	49	52	39	35	55	56	40	20	21	471
Educational Group/Provider Triage Visits (PTV)													
No Shows	8	25	127	96	64	55	35	93	45	23	6	5	582
Gov School or Other Participants													
TOTALS	101	394	1501	1662	1164	468	509	1151	386	139	67	70	7612

Provider	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	TOTALS
GYN Patients	7	38	116	224	121	67	60	205	134	186	64	9	1231
General Patients	59	247	898	1066	752	257	264	639	629	897	391	20	6119
Nurse Patients	16	83	176	265	205	78	88	184	88	165	62	16	1426
Psychiatrist	6	13	56	64	65	38	29	80	64	76	40	12	543
Educational Group/Provider Triage Visits (PTV)													
No Shows	8	13	86	136	98	45	33	111	111	154	42	10	847
Gov School or Other Participants													
TOTALS	96	394	1332	1755	1241	485	474	1219	1026	1478	599	67	10166

RUC NURSE NAVIGATOR							
		2023-2024 **	2022-2023	2021-2022	2020-2021	2019-2020	2018-2019
Total Calls		28	70	112	75	NA	NA
** 2023 - 2024 number represents July - November 2023							

RUC MONTHLY

Concern/Issue	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	TOTALS
Referral (General - Physical, etc)		2	1	4	1								8
Referral (Specialist)													
Medication Management (PCP)			1										1
Medication Management (Psy)													
TB/Quantiferon	7		2		1								10
Immunization Requirements			3										3
Vaccination (Titers)		2			1								3
COVID (Administrative)													
COVID (Test, Vaccine, Booster, Confirm Pos)													
Other (dental, wrong #)	2												3
Other Person (Faculty/Staff/Parent)													
Total	9	4	7	4	4								28

Concern/Issue	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	TOTALS
Referral (General - Physical, etc)	2	1	3	5	1			1	5		1	4	23
Referral (Specialist)		1		1						1			3
Medication Management (PCP)	2												2
Medication Management (Psy)		1											1
TB/Quantiferon		1	2		1		1		2		3	4	14
Immunization Requirements		4											4
Vaccination (Titers)		1											2
COVID (Administrative)	1		2										3
COVID (Test, Vaccine, Booster, Confirm Pos)													
Other (dental, wrong #)		2	3	4	3	2	2					1	17
Other Person (Faculty/Staff/Parent)			1										1
Total	5	11	11	10	5	2	3	1	7	1	5	9	70

Concern/Issue	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	TOTALS
Referral (General - Physical, etc)	3	5	7	1		2	5	6			1	4	35
Referral (Specialist)													
Medication Management (PCP)													
Medication Management (Psy)													
TB/Quantiferon	9	2		1	2				3	2			19
Immunization Requirements													
Vaccination (Titers)										1			1
COVID (Administrative)		3											3
COVID (Test, Vaccine, Booster, Confirm Pos)		3	5	1	6	1	3	1	1				21
Other (dental, insurance, wrong #)				1			3	1	3				14
Other Person (Faculty/Staff/Parent)		3	8			4	3	1	3			2	12
calls outside time of service			8										8
Total	12	16	28	3	8	7	11	8	7	5	4	3	112

Concern/Issue	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	TOTALS
Referral (General - Physical, etc)				8			3	3	3	3			20
Referral (Specialist)													
Medication Management (PCP)													
Medication Management (Psy)													
TB/Quantiferon					2				1	8	1		12
Immunization Requirements													
Vaccination (Titers)													
COVID (Administrative)													
COVID (Test, Vaccine, Booster, Confirm Pos)						6	1	8	4	9			28
Other (dental, insurance, wrong #)							2		1	8	4		15
Other Person (Faculty/Staff/Parent)													
calls outside time of service													
Total				8	8	1	13	3	9	28	5	0	75

* Nurse Navigator contract began Oct 2020

Jul-19 Aug-19 Sep-19 Oct-19 Nov-19 Dec-19 Jan-20 Feb-20 Mar-20 Apr-20 May-20 Jun-20