2

SUBJECT: TELEHEALTH SAFETY NET CLINIC

BID #: ESC-0335-24 **OPEN DATE:** 3/13/2024

COMPETITIVE SEALED PROPOSAL EVALUATION COMMITTEE

KIND AND BASIS OF CONTRACT: EVALUATED BID – ONE (1) YEAR FROM DATE OF EXECUTED CONTRACT WITH TWO (2) ONE (1) YEAR RENEWAL OPTIONS.

AGENCY: MAYOR'S OFFICE

BASIS OF AWARD: HIGHEST SCORE BASED ON EVALUATION CRITERIA

NUMBER OF BIDS INVITED: 6 **NUMBER RECEIVED:** 3 **OTHER:** 0

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
The Evaluation Committee has completed their review of the three proposals received for the subject RFP. The responding suppliers are listed below.

Supplier	Average Score	Ranking
Telescope Health	92.60	1
Triagelogic	80.40	2
Universal Solutions Group	44.60	3

Recommend approval of award to the highest scoring responsive, responsible bidder, Telescope Health. Period of service is one (1) year from date of executed contract with two (2) one year renewal options. Total expenditure amount is $2,185,000.00.

Funding for this award to be encumbered by: 11415.194016.531090.010349.00000000.00000.0000000 to be executed by formal contract agreement through the Office of General Counsel.

ATTACHMENTS: Recommendation Memo, Evaluation Scoring Matrix, Bid Tabulation, Specifications

ANALYST: Renata Barnett
RENATA BARNETT

RESPECTFULLY SUBMITTED: _____
DUSTIN FREEMAN, CHIEF
PROCUREMENT DIVISION

CONCURRENCE BY: LYNN SHERMANN, EXECUTIVE DIRECTOR

(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)
ACTION OF GGAC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING _____ MEMBERS DISAPPROVING _____ DATE: _____

_____ _____ OTHER: _____

_____ _____

_____ _____

_____ _____

_____ _____

ACTION OF AWARDING AUTHORITY DATE _____

APPROVED _____ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

City of Jacksonville, Florida

Donna Deegan, Mayor

A NEW DAY.

The Mayor's Office of Health Programs and Initiatives
117 Duval Street, Suite 400
Jacksonville, FL 32202
(904) 630-CITY
www.coj.net

MEMORANDUM

TO: Dustin Freeman, Chief
Procurement Division

FROM: Lynn Sherman, Executive Director
Health Programs

DATE: April 30, 2024

RE: ESC-0335-24-Telehealth Safety Net Clinic

In reference to Solicitation ESC-0335-24 Telehealth Safety Net Clinic, the Mayor's Office Health Programs and Initiatives recommends awarding Telescope Health. The services will require a formal contract through the office of the General Counsel. The terms of this agreement are for the period of April 1, 2024, through March 31, 2025.

The bid closed on March 14, 2024, and Procurement received three (3) vendor responses: Telescope Health, Triagelogic, and Universal Solutions Group. Telescope Health earned the highest ranking of the three bids.

The project funding allocation is $2,185,000. The funds will be used to improve healthcare access for the uninsured with a virtual platform. This would reduce some of the negative social determinants of health, such as transportation, cost, and lack of health insurance impacting access to care. It will provide a 24 hour/7 day a week triage hotline with on demand virtual visits and will plan follow-up through the JaxCare Connect-Duval Safety Net Collaborative. The proposed services will not duplicate existing services.

Thank you for your assistance in this process. If you need additional information, please contact Lynn Sherman at 255-4628 or lsherman@coj.net.

Funding Source: 11415.194016.531090.010349.00000000.00000.0000000

CC: Renatta Barnett, Buyer-Procurement Division

TELEHEALTH SAFETY NET CLINIC

ESC-0335-24

Total Points	20 Points	10 Points	10 Points	5 Points	15 Points	20 Points	20 Points	OVERALL	Rank
Vendors	COMPETENCE	CURRENT WORKLOAD	FINANCIAL RESPONSIBILITY	PAST AND PRESENT RECORD OF PROFESSIONAL ACCOMPISHMENTS WITH CITY AGENCIES AND OTHERS	PROXIMITY TO THE PROJECT	ABILITY TO DESIGN AN APPROACH AND WORK PLAN TO MEET THE PROJECT REQUIREMENTS	BUDGET	Total Points (100 max)	
TELESCOPE HEALTH									
CHARLES GREGG	17.00	8.00	7.00	4.00	14.00	17.00	16.00	83.00	1
LYNN SHERMAN	20.00	10.00	10.00	5.00	15.00	20.00	20.00	100.00	
PARVEZ AHMED	20.00	10.00	10.00	5.00	15.00	20.00	20.00	100.00	
SUNIL JOSHI	20.00	10.00	10.00	5.00	15.00	20.00	10.00	90.00	
TRACYE POLSON	20.00	10.00	10.00	5.00	15.00	20.00	10.00	90.00	
TRIAGELOGIC									
CHARLES GREGG	18.00	7.00	7.00	1.00	12.00	17.00	15.00	77.00	2
LYNN SHERMAN	20.00	9.00	10.00	3.00	15.00	15.00	10.00	82.00	
PARVEZ AHMED	15.00	10.00	10.00	5.00	10.00	10.00	15.00	75.00	
SUNIL JOSHI	20.00	10.00	10.00	2.00	15.00	15.00	15.00	87.00	
TRACYE POLSON	20.00	8.00	10.00	3.00	15.00	15.00	10.00	81.00	
UNIVERSAL SOLUTIONS GROUP, INC									
CHARLES GREGG	7.00	0.00	0.00	0.00	10.00	10.00	9.00	36.00	3
LYNN SHERMAN	10.00	6.00	6.00	2.00	4.00	5.00	10.00	43.00	
PARVEZ AHMED	15.00	5.00	5.00	5.00	15.00	15.00	15.00	75.00	
SUNIL JOSHI	15.00	10.00	7.00	2.00	5.00	15.00	15.00	69.00	
TRACYE POLSON	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	

TITLE: TELEHEALTH SAFETY NET CLINIC

BID NO.: ESC-0335-24

CLOSE DATE: MARCH 13, 2024

ANALYST: Renata Barnett

No. Invited: (6) No. Received (4) No Bids: (1)

Recorded By: Melissa Pierce Announcer: Michelle Spitler

		TELESCOPE HEALTH	UNIVERSAL SOLUTIONS GROUP, INC	TRIAGELOGIC	PHYSICIANS ACCOUNT MANAGERS
	Notes:		Vender located in Miami, Florida not Duval County or Surrounding Counties.		Supplier response to minimum requirements & Evaluation Matrix is unclear.
COMPETENCE	20	17	7	18	
CURRENT WORKLOAD	10	8	0	7	
FINANCIAL RESPONSIBILITY	10	7	0	7	
PAST AND PRESENT RECORD OF PROFESSIONAL ACCOMPISHMENTS WITH CITY AGENCIES AND OTHERS	5	4	0	1	
PROXIMITY TO THE PROJECT	15	14	10	12	
ABILITY TO DESIGN AN APPROACH AND WORK PLAN TO MEET THE PROJECT REQUIREMENTS	20	17	10	17	
BUDGET	20	16	9	15	
Total Points	100	83	36	77	
MINIMUM REQUIREMENTS		✓	✓	✓	N
CONFLICT OF INTEREST		✓	✓	✓	N
REFERENCES		✓	✓	✓	N
SUBCONTRACTOR		✓			
ADDENDUM (2)		✓	✓	✓	✓

CHARLES CRAGGS

TELEHEALTH SAFETY NET CLINIC									
ESC-0335-24									
Total Points	20 Points	10 Points	10 Points	5 Points	15 Points	20 Points	20 Points	OVERALL	Rank
Vendors	COMPETENCE	CURRENT WORKLOAD	FINANCIAL RESPONSIBILITY	PAST AND PRESENT RECORD OF PROFESSIONAL ACCOMPISHMENTS WITH CITY AGENCIES AND OTHERS	PROXIMITY TO THE PROJECT	ABILITY TO DESIGN AN APPROACH AND WORK PLAN TO MEET THE PROJECT REQUIREMENTS	BUDGET	Total Points (100 max)	
TELESCOPE HEALTH									
	20	10	10	5	15	20	20		
TRIAGELOGIC									
	20	9	10	3	15	15	10		
UNIVERSAL SOLUTIONS GROUP, INC									
	10	6	6	2	4	5	10		

Lynn Sheehan

LS

Parvez Ahmed

TITLE: TELEHEALTH SAFETY NET CLINIC BID NO.: ESC-0335-24 CLOSE DATE: MARCH 13, 2024 ANALYST: Renata Barnett No. Invited: (6) No. Received (4) No Bids: (1) Recorded By: Melissa Pierce Announcer: Michelle Spikter		TELESCOPE HEALTH	UNIVERSAL SOLUTIONS GROUP, INC	TRIAGELOGIC	PHYSICIANS ACCOUNT MANAGERS
Notes:			Vendor located in Miami, Florida not Duval County or Surrounding Counties.		Supplier response to minimum requirements & Evaluation Matrix is unclear.
COMPETENCE	20	20	15	15	
CURRENT WORKLOAD	10	10	5	10	
FINANCIAL RESPONSIBILTY	10	10	5	10	
PAST AND PRESENT RECORD OF PROFESSIONAL ACCOMPISHMENTS WITH CITY AGENCIES AND OTHERS	5	5	5	5	
PROXIMITY TO THE PROJECT	15	15	15	10	
ABILITY TO DESIGN AN APPROACH AND WORK PLAN TO MEET THE PROJECT REQUIREMENTS	20	20	15	10	
BUDGET	20	20	15	15	
Total Points	100	100	75	75	
MINIMUM REQUIREMENTS		✓	✓	✓	N
CONFLICT OF INTEREST		✓	✓	✓	N
REFERENCES		✓	✓	✓	N
SUBCONTRACTOR		✓			
ADDENDUM (2)		✓	✓	✓	✓

TELEHEALTH SAFETY NET CLINIC									
ESC-0335-24									
Total Points	20 Points	10 Points	10 Points	5 Points	15 Points	20 Points	20 Points	OVERALL	Rank
Vendors	COMPETENCE	CURRENT WORKLOAD	FINANCIAL RESPONSIBILITY	PAST AND PRESENT RECORD OF PROFESSIONAL ACCOMPISHMENTS WITH CITY AGENCIES AND OTHERS	PROXIMITY TO THE PROJECT	ABILITY TO DESIGN AN APPROACH AND WORK PLAN TO MEET THE PROJECT REQUIREMENTS	BUDGET	Total Points (100 max)	
TELESCOPE HEALTH									
	20	10	10	5	15	20	20	100	1
TRIAGELOGIC									
	20	10	10	2	15	15	15	87	2
UNIVERSAL SOLUTIONS GROUP, INC									
	15	10	7	2	5	15	15	69	3

Sunil Joshi

TELEHEALTH SAFETY NET CLINIC									
ESC-0335-24									
Total Points	20 Points	10 Points	10 Points	5 Points	15 Points	20 Points	20 Points	OVERALL	Rank
Vendors	COMPETENCE	CURRENT WORKLOAD	FINANCIAL RESPONSIBILITY	PAST AND PRESENT RECORD OF PROFESSIONAL ACCOMPISHMENTS WITH CITY AGENCIES AND OTHERS	PROXIMITY TO THE PROJECT	ABILITY TO DESIGN AN APPROACH AND WORK PLAN TO MEET THE PROJECT REQUIREMENTS	BUDGET	Total Points (100 max)	
TELESCOPE HEALTH									
	20	10	10	5	15	20	10	90	(1)
TRIAGELOGIC									
	20	8	10	3	15	15	10	81	(2)
UNIVERSAL SOLUTIONS GROUP, INC									
	0	0	0	0	0	0	0	0	

Tracye Polson

Tracye Polson

TITLE: TELEHEALTH SAFETY NET CLINIC BID NO.: ESC-0335-24 CLOSE DATE: MARCH 13, 2024 ANALYST: Renata Barnett No. Invited: (6) No. Received (4) No Bids: (1) Recorded By: Melissa Pierce Announcer: Michelle Spitler		TELESCOPE HEALTH	UNIVERSAL SOLUTIONS GROUP, INC	TRIAGELOGIC	PHYSICIANS ACCOUNT MANAGERS
	Notes:		Minimum Requirements: Vendor located in Miami, Florida not Duval County or Surrounding Counties.		Rejection - Non-Responsive: Supplier response to minimum requirements & Evaluation Matrix is unclear.
COMPETENCE	20				
CURRENT WORKLOAD	10				
FINANCIAL RESPONSIBILTY	10				
PAST AND PRESENT RECORD OF PROFESSIONAL ACCOMPISHMENTS WITH CITY AGENCIES AND OTHERS	5				
PROXIMITY TO THE PROJECT	15				
ABILITY TO DESIGN AN APPROACH AND WORK PLAN TO MEET THE PROJECT REQUIREMENTS	20				
BUDGET	20				
Total Points	100				
MINIMUM REQUIREMENTS		✓	✓	✓	N
CONFLICT OF INTEREST		✓	✓	✓	N
REFERENCES		✓	✓	✓	N
SUBCONTRACTOR		✓			
ADDENDUM (2)		✓	✓	✓	✓

REQUEST FOR PROPOSAL
For
City of Jacksonville, Florida

SECTION 1
(Specific Information Regarding this RFP)

1.1 Introduction

The City of Jacksonville ("**Buyer**") intends to hire an individual or firm ("**Contractor**") to provide the services described in Section 1.2 of this Request for Proposal ("**RFP**"). Persons interested in submitting a response to this RFP (a "**Response**") should carefully review this RFP for instructions on how to respond and for the applicable contractual terms. This RFP is divided into the following sections:

Section 1	Specific Information Regarding This RFP
Section 2	General Instructions
Section 3	General Terms and Conditions of Agreement
Section 4	Description of Services (if referenced in Section 1.2 below)
Attachment A	Response Format
Attachment B	Evaluation Matrix
Attachment C	Equal Business Opportunity Program Requirements
Attachment D	Sample Contract
Attachment E	Disqualified/Probationary Vendors List
Attachment F	Indemnification Requirements
Attachment G	Insurance Requirements
Attachment H	Protest Procedures
Form 1	Price Sheet
Form 2	Conflict of Interest Certificate
Form 3	No Bid Survey

In the event of conflicting provisions, the following sections of this RFP will have priority in the order listed: Section 1, Section 4, Section 2, Section 3, the Attachments, and the Forms.

1.2 Scope of Services.

The Mayor's Office is accepting proposals from qualified organizations to serve as a Telemedicine provider for the uninsured population in Health Zone 1 (zip codes include 32208, 32209, 32206, 32254, 32204 and 32202).

Please see Section 4 for a full description of the services and deliverables required under this RFP.

1.3 Term of Agreement.

The initial term of agreement will commence upon execution of the Contract and will continue for a period one (1) year. Buyer will have the option to renew such agreement for up to two (2) additional one (1) year renewal options upon satisfactory performance by Contractor. The Contract is subject to early termination as set forth elsewhere in this RFP.

1.4 Minimum Requirements for Contractors.

Contractors must satisfy the following mandatory minimum requirements in order to have their Responses evaluated. By submitting a Response, Contractor warrants and represents that it satisfies these requirements. Failure to meet these requirements and provide written documentation at the time of bid opening will result in the Response not being evaluated and being rejected as non-responsive:

1. Organization must have a Telemedicine/Telehealth infrastructure in place in Duval County or surrounding counties.
2. Organization must provide three (3) references from clients who have utilized the program in the last 3-5 years.

Section 4
Description of Services and Deliverables

1. Scope, Background and Invitation:

The City of Jacksonville (COJ) is seeking an entity, organization, firm to serve as a Telemedicine provider for the uninsured population in Health Zone 1 (zip codes include 32208, 32209, 32206, 32254, 32204, and 32202).

Approximately 13.8% of the adults in Duval County are uninsured, leaving more than 120,000 people without health insurance. Based on the 2020 census an estimated 47,000 individuals in Duval County are uninsured AND living under 200% of the federal poverty level.

The vast majority of these individuals use the emergency room as their source of health care. In fact, a recent study suggests 76.1% of clients who came through a safety net primary care program utilized the emergency room between one and three times in the previous year. Of these, 48.9% use the emergency room for a minor illness; 31% would simply not seek care for such a minor concern.

An emergency room visit costs approximately $4,200 based on results from the federally qualified health care report in 2019. If the patient is uninsured, this cost is paid by the COJ taxpayers.

32% clients using the Duval Safety Net stated that transportation and another 29.7% suggested that language was a barrier to accessing care.

The City of Jacksonville (COJ) partner with an outside entity to improve access to healthcare with a robust telehealth/virtual safety net program.

2. Specific Services include, but are not limited to the following:

A) A 24-hour, seven day a week multi-lingual navigation care team that works/coordinates with all city health care partners including the Duval Safety Net Organizations, such as through JaxCare Connect or the 998 Mental Health Collaborative.

B) On Demand preventative and transitional care with EMR documentation that can be accessible to healthcare systems and safety net clinics.

C) Collaborate with local mental health resources.

D) COJ hotline number called and followed by appropriate triage for services (pt treated virtually, referred to safety-net clinic, mental health resources provided, ER, or 911)

E) The Telemedicine contacted organization will make arrangements for follow-up with the patients PC or will arrange appointment through JaxCare Connect to one of the Duval Safety Net clinics.

F) A social determinants of health assessment must be done at the initiation of the call. This will also allow factors to be flagged for further investigation or referrals.

3. Vendor Qualifications:

A) Previous experience in working with the City or Jax or other large municipalities while providing virtual services.

B) Understand the diverse population that will be served and the need for innovation to reach the unreachable underserved population.

ATTACHMENT B

EVALUATION MATRIX

The evaluations will be based upon the following criteria, and Contractors are requested to provide, as a minimum, the information listed under each criterion. **Failure to provide adequate information on any criterion will result in lower scores and could result in rejection of the proposal as non-responsive.** Contractors are encouraged to arrange their responses in a format that will offer ready review and evaluation of each criterion.

1) **COMPETENCE.** Including professional and/or technical education and training; experience in the kind of projects to be undertaken; availability of adequate personnel, equipment and facilities and the extent of repeat business of the persons. Provide names and resumes of all individuals to be assigned to this project. List previous projects similar to the one in the RFP, which have been satisfactorily completed. Provide resumes of principal staff/project manager showing years of experience in the field to which they are assigned for this project. **(20 points maximum score)**

2) **CURRENT WORKLOAD.** Provide the number and size of the projects currently being performed. Discuss past ability to deliver projects on a timely basis under similar current workload conditions. **(10 points maximum score)**

3) **FINANCIAL RESPONSIBILITY.** Describe form of business, i.e., proprietorship, partnership, corporation; years in business; changes in ownership; bank reference(s); past, present, pending and/or threatened legal proceedings within any forum; and any other information the Contractor may wish to supply to demonstrate financial responsibility. Failure to provide all listed information and documentation will result in a score less than maximum for this criterion. **(10 points maximum score)**

4) **PAST AND PRESENT RECORD OF PROFESSIONAL ACCOMPLISHMENTS WITH CITY AGENCIES AND OTHERS.** Describe any outstanding accomplishments that relate to specific services being sought including awards and recognition. **(5 points maximum score)**

5) **PROXIMITY TO THE PROJECT**. Document the location of Contractor's corporate headquarters, which, if located in Jacksonville, Florida, no further information is required under this criterion and maximum points will be awarded. If Contractor's corporate headquarters are not located in Jacksonville, Florida, please document the location and the nature of business of Contractor's branch office(s), if any, that are located in and/or that are closest to Jacksonville, Florida, the number of employees assigned thereto and the period of continuous existence thereof. Additionally, Contractors are requested to demonstrate, define and provide examples of their ability to provide the services contemplated herein in a manner comparable to having a local office in Jacksonville, Florida or to show that a local office is not necessary to satisfactorily perform the services required for this project, in which event maximum points may be awarded. **(15 points maximum score)**

6) **ABILITY TO DESIGN AN APPROACH AND WORK PLAN TO MEET THE PROJECT REQUIREMENTS.** Describe the Contractor's understanding of the requirements of this solicitation, and its ability, approach and/or plan to satisfy the same in complete compliance with all applicable federal, state and local laws, statutes, ordinances, rules and regulations. **(20 points maximum score)**

7) **BUDGET (20 points maximum score)**
The City's Complete Count Committee is seeking a proposal that offers significant value and maximum impact. The proposal will be evaluated on the allocation of resources within the budget allowed and the level of service, including enhanced services, and value included in the proposed budget.

   Prepare and submit a detailed proposed budget corresponding to the above described plan, and based on the Scope of Work and available budget. Such proposed budget shall not only identify the allocation of resources but shall clearly identify the allocation of resources between overhead, in-house staff and facilities, subcontractors, and other purchases. The actual contractual budget will be based on the agreed upon scope of work and budgetary limitations imposed on the City's Complete Count Committee as part of its budget approval process with the City. Provide a budget breakdown that clearly reflects:
   - Amount of proposed budget allocated to buildings, equipment, and general overhead
   - Amount of proposed budget allocated to staffing and number of employees by job category
   - Allocation of the proposed budget of all resources needed.

ATTACHMENT C
EQUAL BUSINESS OPPORTUNITY PROGRAM
PROJECT GOALS PLANS
ENCOURAGEMENT/PARTICIPATION/SET-ASIDE

A. POLICY

Pursuant to Part 6 of Chapter 126, Jacksonville Ordinance Code, the City of Jacksonville encourages the utilization and participation of Jacksonville Small and Emerging Businesses (JSEBs) in its contract awards based upon availability. It is the City's intent in adopting this program to reflect the philosophy with regards to enhancing participation of JSEBs in all areas of procurement.

Please be advised that, to be counted toward meeting the participation percentage goal defined herein, all JSEBs shall be certified by the City in accordance with Part 6 of Chapter 126, Jacksonville Ordinance Code, AT THE TIME OF BID OPENING to qualify for Participation, Set-Aside, and Encouragement Projects.

All designations (to include Encouragement) the bidder/proposer must adhere to the following process:
QUALIFYING COMMODITY CODES: N/A

- **The bidder/proposer shall provide interested JSEB's with timely (at a minimum 1 week notice prior to bid submission) adequate information about the plans, specifications, and other such requirements of the bid documents to facilitate a prepared and adequate response/quote.**
- **The bidder/proposer must follow up the initial solicitation with the EBO office. Note: JSEB vendor must provide pricing (based on scope of work provided by bidder/proposer) and not a price or percentage "given" by the bidder/proposer.**
- **Identify a portion of work available to JSEB's using the Letter of Intent and attach the Scope of work to be provided for each vendor.**
- **Bidder proposer can call the EBO office to obtain the list of JSEB'S that are ready, willing, and able. The JSEB office has 48 hours to provide the requested list. Prime contractors can also access the list of JSEB through 1Cloud and the JSEB webpage under the JSEB directory. If you have difficulty securing JSEBs to meet the requirements you should contact the EBO/JSEB Program.**
- **In the event that a bidder/proposer must submit alternate pricing and if affects the JSEB goal there must be a scope of work provided to the JSEB and the scope as well as the alternate pricing must be submitted with the bid documentation.**

In the event bidders/proposers are unable to obtain bids from JSEB subcontractors that equal or exceed the percentage established in the participation goals, shall at minimum, submit, at the time of bid opening a Notice of Intent to Submit the Good Faith Effort Form (Form 4). This is outlined in the Good Faith Effort category in Section I.

B. JSEB OBLIGATION

Bidders/proposers are required to make all efforts reasonably possible to ensure that JSEBs have a full and fair opportunity to compete for performance on this project. Contractors shall not discriminate on the basis of race, ethnicity, national origin or gender in the award and performance of the work under this contract.

C. ELIGIBILITY

1. To be considered eligible for contract award, the Contractor shall include with the bid/proposal an original Form 1 (Schedule of Subcontractor/Subconsultant Participation).
   a. For solicitations that are not project specific, such as: misc. services, design build, etc.; a percentage will initially be accepted with the bid submittal on Form 1 and the Letters of Intent.
   b. For solicitations that are project specific you will be required to provide a dollar amount on Form 1 and on all Letters of Intent. "TBD" will not be accepted.
2. Each certified JSEB must submit to the prime contractor a Letter of Intent and scope of work to perform a specific task related to the project. The Letter of Intent must include the JSEB subcontractor's name, the scope of work to be