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EXHIBIT A - PROPOSER UNDERSTANDING, APPROACH, AND METHODOLOGY

A. STAFFING MODEL & WORKFORCE MANAGEMENT

(1) Describe your proposed staffing model for the Health Clinic based on the services requested in the RFP, this should include:

(a) Titles and number of clinical, administrative, and support staff on-site
(b) Number of hours worked by clinical, administrative, and support staff per week
(c) Clinical, administrative, and support staff coverage by day and hour
(d) Staff-to-patient ratios
(e) Estimated hourly and annual compensation

(2) Provide detailed job descriptions for all clinical, administrative and support staff. Descriptions should include core responsibilities, minimum qualifications, certification and licensure requirements, and years of experience required for each position.

(3) Who will be the day-to-day contact from your organization for ongoing operations of the clinic?

(4) Provide the following workforce metrics for the past three (3) years:

(a) Total number of clinical, administrative and support staff employed

(b) Average tenure for each category

(c) Annual turnover rates and length of vacancy by position

(5) Describe your recruitment, onboarding, and retention strategies, including incentive programs, training, evaluation, and succession planning.

(6) Identify any non-compete, non-solicitation, or restrictive covenants applicable to clinicians and staff.

(7) Describe your contingency and interim coverage plan for short-term and long-term absences, vacancies, or other unexpected staffing shortages. Clearly identify any additional costs associated with interim staffing and whether those costs would be borne by the City.

(8) If there is a conflict or concern with a staff member, what is your process for addressing the concern?

(9) Describe how and when the City will be notified of:

(a) Hiring decisions
(b) Terminations
(c) Disciplinary actions
(d) Performance concerns

(10) Confirm whether the City retains authority to request removal of onsite staff and describe the process.

(11) Describe any post-termination penalties, buyouts, or restrictions related to staff solicitation.

(12) Identify any staffing-related items the City will be required to provide, fund, insure, credential, or maintain.

B. PRIMARY CARE OPERATIONS AND CLINIC MANAGEMENT

(1) How much time do you anticipate will be required for implementation of your services?

(2) Describe your appointment scheduling system, including:

(a) Online portal
(b) Mobile application
(c) Telephone scheduling
(d) Walk-in availability

(3) Describe average appointment wait times and same day/urgent care availability.

(4) Provide your no-show and late-cancellation policies and associated enforcement practices.

(5) Identify the full scope of medical conditions and services treated onsite.

(6) Describe medication dispensing services, including:

(a) Formulary development
(b) Procurement process
(c) Pricing model
(d) Claims processing
(e) Regulatory compliance
(f) Identify any pass-through medication or supply costs

(7) Clarify whether your operation functions as a licensed pharmacy or dispensary and identify governing regulations.

(8) Describe the process for adding or modifying stocked medications at City request and disclose any associated costs.

(9) Describe care coordination procedures with external providers, specialists, labs, imaging facilities, and hospitals. Identify any related administrative or pass-through costs.

(10) Identify hospital privileges held by providers, including affiliated facilities.

(11) Describe your clinical care philosophy and evidence-based practice standards.

(12) Describe after-hours care protocols and emergency coverage, including any additional costs.

(13) Describe how you administer, track, and report wellness incentive programs and identify any City-funded components.

(14) Describe member access to electronic medical records and dependent records.

(15) Identify all equipment, supplies, furniture, medical devices, or facility-related items required for operations and specify:

(a) What the vendor provides
(b) What the City must provide
(c) What the City must maintain
(d) Any pass-through costs

C. WORKERS COMPENSATION AND OCCUPATIONAL HEALTH

(1) Identify all Workers' Compensation services provided on-site.

(2) Describe drug and alcohol testing procedures and compliance standards, including testing vendor relationships and pass-through costs.

(3) Describe escalation protocols for injuries requiring offsite or specialty care and disclose any administrative fees.

(4) Describe physician involvement in:

(a) Case management
(b) Fitness-for-duty determinations
(c) Return-to-work planning

(5) Describe services provided to sworn police and fire personnel under Florida's Heart and Lung statute.

(6) Describe system capabilities for segregated tracking and reporting of Workers' Compensation claims.

(7) Describe managed care protocols through Maximum Medical Improvement (MMI).

(8) Explain how dual personal health and work-related records are maintained and separated.

(9) Identify any occupational health-related services, equipment, certifications, or compliance obligations that must be funded or maintained by the City.

D. COMMUNICATION AND MEMBER SERVICES

(1) Provide a comprehensive communication and rollout plan, including:

(a) Orientation
(b) Marketing materials
(c) Timelines
(d) Ongoing outreach

(2) Identify all communication channels available to participants.

(3) Describe website integration with City systems and identify any City IT resource requirements.

(4) Describe capabilities for geographically dispersed populations.

(5) Describe bilingual and multilingual services and translation resources.

(6) Provide communication frequency schedules.

(7) Describe after-hours member service access.

(8) Confirm automated reminders via email and text.

(9) Identify all direct and indirect communication methods with the clinic.

(10) Describe telehealth services (video and audio), including technology requirements and any City-provided infrastructure.

(11) Identify any communication platforms, marketing costs, or technology subscriptions that would be pass-through costs

E. HEALTH RISK ASSESSMENTS & HIGH-RISK MANAGEMENT

(1) Describe your recommended HRA model and targeted intervention methodology.

(2) Explain how HIPAA compliance and data de-identification are ensured.

(3) Describe methods for identifying high-risk members.

(4) Explain ongoing tracking and intervention strategies.

(5) Describe risk stratification processes and tools used.

(6) Identify HRA instruments used and provide samples.

(7) Describe HRA distribution methods, frequency, accessibility, and annual completion procedures.

(8) Describe data-sharing capabilities with external providers.

(9) Provide turnaround times for:

(a) Individual results
(b) Interventions
(c) Aggregate reporting

(10) Describe participant support systems for HRA completion.

(11) Provide projected participation rates for Years 1 through 3.

(12) Describe goal-setting and engagement strategies.

(13) Describe incentive programs and compliance safeguards, clearly identifying any City-funded incentives.

(14) Describe record update and follow-up processes.

(15) Describe longitudinal tracking and trend reporting.

(16) Describe outreach for unreachable participants.

(17) Identify any HRA tools, software licenses, third-party vendors, or reporting platforms that require City funding or would be pass-through costs

F. WELLNESS PROGRAMS AND COACHING

(1) Describe wellness coaching services and certifications.

(2) Describe participation in City health fairs and outreach.

(3) Describe nutrition, diabetes, and chronic disease programs.

(4) Describe data integration with external providers.

(5) Identify all program costs, vendor relationships, and any City-funded or pass-through wellness services.

G. MEASUREMENT, REPORTING, AND OUTCOMES

(1) Describe outcome measurement methodology.

(2) Provide standard and customizable reporting formats.

(3) Identify reporting frequency and delivery methods.

(4) Provide sample reports for:

(a) Utilization
(b) Engagement
(c) Financial impact
(d) Quality metrics
(e) Billing

(5) Describe primary care case management evaluation methods.

(6) Identify clinical indicators and benchmarks.

(7) Describe productivity and absenteeism measurement.

(8) Provide member satisfaction survey samples and methodologies.

(9) Disclose savings calculation methodology.

(10) Identify any reporting platforms, analytics tools, or dashboards requiring City licensing, support, or pass-through fees

H. HIPPA, PRIVACY AND CYBERSECURITY

(1) Confirm HIPAA compliance and certification status.

(2) Describe data security architecture and safeguards.

(3) Disclose prior security incidents and remediation actions.

(4) Describe breach notification and ransomware response plans.

(5) Provide SOC 2 Type II or equivalent certifications.

(6) Identify any cybersecurity insurance, audit requirements, or technology costs that would require City funding or shared responsibility

I. TECHNOLOGY AND INFRASTRUCTURE

(1) Identify all hardware and software provided.

(2) Describe lifecycle management and replacement schedules.

(3) Identify internal IT support capabilities.

(4) Describe responsibility for telecommunications systems.

(5) Identify equipment and furniture provided at no cost.

(6) Describe EMR ownership and vendor relationships.

(7) Describe City administrative access capabilities.

(8) Describe patient satisfaction survey platforms.

(9) Describe wellness portal functionality.

(10) Identify reporting export formats.

(11) Describe data transition and portability at contract termination.

(12) Provide system access credentials for evaluation.

(13) Clearly identify all infrastructure, utilities, connectivity, physical space, security, or maintenance responsibilities assigned to the City

J. PERFORMANCE GUARANTEES

(1) Describe all performance guarantees.

(2) Identify metrics tied to financial risk.

(3) Describe remediation processes for missed benchmarks.

(4) Provide historical performance data, if available.

(5) Identify any financial offsets, credits, or penalties that may result in additional City expense.

K. ADDITIONAL & SPECIALTY SERVICES

(1) Provide pricing for mental health services.

(2) Provide pricing for musculoskeletal services.

(3) Identify value-added services.

(4) Identify any specialty services that require City equipment, space modifications, staffing support, or pass-through funding.