

REQUEST FOR Proposal #2020-021
University of Maine Medical Services
ADDENDUM #2
February 7, 2020

CLARIFICATION

QUESTIONS

1. Page 5, Section 1.1.4: Currently, the University is providing financial assistance to NL EMMC [REDACTED] annually to assist with decreased student volume during break months (outlined in the current Professional Services Agreement, Section 9.2). Can you please clarify the following:
 - Will this arrangement will still be considered if EMMC is the successful vendor?
 - If this financial support goes away, is the expectation that Cutler Health Center will remain open during those months

ANSWER: The financial assistance originated through a series of negotiations entered into by both parties prior to final signed agreement to close an ongoing operational budget structure gap in 2015 as well as in 2013, 2014. The University and NL EMMC in good faith strategically identified areas of the operation for cost savings and revenue growth. At the conclusion of this process each party agreed to implement several approaches to meet the agreed upon target. The University implemented the annual payment based on the number of residents living on campus utilizing Cutler Health Center and the number of weeks NL EMMC operated the clinic during breaks when students were not living on campus. NL EMMC implemented a plan to move the clinical operation from out-patient independent subsidiary of EMMC to a hospital based, operated clinic. Both were successful in closing the budget gap.

The University is willing to enter into a good-faith discussion on the financial structure of the clinic with the successful vendor to reach a mutual agreement with shared financial responsibilities to provide access to ongoing care at the campus facility.

Through these discussions, all options would be considered, reviewed on their merits to ensure the on-campus clinic model remains accessible to students, staff and their dependents, and operate at a minimum in a financial break-even position year to year. The vision is for Cutler Health Center to operate twelve months a year.

2. In the current Professional Services Agreement Amendment, the University compensates NL EMMC [REDACTED] annually to provide administrative support to the University Volunteer Ambulance Corps, can you please clarify if this is still an expectation and if the funding amount will remain the same?

ANSWER: The University will negotiate with the successful vendor to review roles and responsibilities defined in the Professional Service Agreement Amendment to sustain this service.

3. Page 6, Section 5: Can you please clarify if the expectation is for NL EMMC to provide the same current level of medication and pharmaceuticals, or something different?

ANSWER: The University as part of the discussions with the successful vendor will seek their input on the medical guidelines and oversight need to be in place at the clinic to provide current level of clinical medications/ pharmaceuticals to support the care in the clinic.

4. Page 7, Section 11: Can you please clarify if the expectation is for NL EMMC to provide links where patients can self-enroll in appointments or if the current model is acceptable (links to info about these services)?

ANSWER: The students tend to be highly skilled and savvy with the emerging trends in technology. Over 70% of our student population owns a smart phone. The self-enroll appointment models provide the patient an asynchronous experience to access the Health Center. Although it may meet the students' interest, the backend software support and integration is recognized by the University. Therefore, a model similar to the current operations along with the secure patient portal is acceptable.

5. Page 37, "Term" Section: Will the final contract contain verbiage consistent with the current contract, i.e., This agreement may be terminated by either party at any time and without notice by giving at least 30 days-notice in writing to the other party, etc...

ANSWER: The University will negotiate the terms of the contract, including any termination clause, with the awarded vendor. The University would like to see a longer notice period in the termination clause of any future contract to allow for continuity of care for the patient population and ease of transition between vendors.

6. Page 19, Section D3: Can you please clarify this section. If a patient (student) is being treated by a Cutler Health Center provider and wishes to be referred to a mental health provider other than the UMaine Counseling Center, will this be allowed?

ANSWER: The University in terms of the agreement extends the medical decisions for the care to rest with the medical team and the successful vendor's patient guidelines and standard of care. In terms of the coordinating care with Counseling Center, the patient care guidelines would need to be discussed, mutually agreed by both parties under the oversight UMS Procurement.