

# NOTICE OF ADDENDUM #1

Request for Proposal No. 2013/14 – 09

## INMATE MEDICAL SERVICES

The attached twelve (12) page addendum shall be completed and submitted with all other documents in the Proposal Package.

### Vendor information:

By signing this page and submitting a proposal, offeror hereby agrees that they have read and understand all terms, conditions, and requirements set forth in the RFP and the attached Addendum #1. In addition, acknowledges the addenda(s) that have been issued.

Signature: \_\_\_\_\_

Print Name & Title: \_\_\_\_\_

Firm Name: \_\_\_\_\_

Mailing address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Phone & Fax: \_\_\_\_\_

E-mail address (if applicable): \_\_\_\_\_

### Addendum acknowledgement:

Addendum #1 Date June 9, 2014 Initials \_\_\_\_\_

### Statement of non-discrimination

Company/Firm does not discriminate on the basis of color, national origin, sex, religion, age or disabled status an employment of the provision of service.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# NOTICE OF ADDENDUM #1

## Request for Proposal No. 2013/14 – 09

### INMATE MEDICAL SERVICES

**ISSUE DATE: JUNE 9, 2014**

The Board of County Commissioners of Curry County, State of New Mexico, has issued the following Addendum #1 to the Request for Proposals for Inmate Medical Services, RFP No. 2013/14-09.

The following questions were submitted following the mandatory pre-proposal conference.

#### Section 1

- 1. How does the county arrange for dental services for its juvenile population? How does the county arrange for juvenile radiology/x-ray services? How does the county arrange for off-site services with its juvenile population? Do the juvenile's family members have a role in the juvenile's healthcare or providing for cost of care?**

The medical department will be required to set up appointments on services not provided in house. The family members have no role with scheduling the juvenile appointments or the cost of the care.

- 2. Mental health services are cited throughout the RFP, however, other than basic information collected during inmate health screenings/health appraisals, there is no clear mention of mental health services being a firm requirement in the Scope of Services. Please confirm the county's desire and firm requirement for offeror(s) to propose mental health care services through this RFP. Please explain where mental health services should be proposed in the Scope of Services section.**

Pursuant to the RFP page 19 under alternative components, #5 states "At any renewal during the term of this contract, offeror may be requested to provide mental health coverage. If offeror has mental health care that can be provided, offeror should submit a proposal plan for the services providing complete mental health screening, testing, counseling and care to all inmates in the Curry County Detention Center. If the offeror will be responding for this service, it needs to be included an alternate component section of the proposal."

3. **With the understanding that Mental Health Resources currently provides the county's mental health services, please explain the extent of services provided with as much detail as possible.**

The County has contracted with Mental Health Resources to provide Mental Health services beginning July 1, 2014. Prior to July 1, 2014 the County did not have a contract with Mental Health Resources at the Detention Center.

4. **Does Curry County currently have a telemedicine program in place? Understanding that Mental Health Resources provides mental healthcare services today, is the current relationship with between Mental Health Resources between them and Plains Regional Medical Center or between them and the county's current provider?**

Currently, Curry County is not contracted with Mental Health Resources. We do have a contract with them starting July 1, 2014.

5. **Under the alternate components section on page 19 of the RFP, please explain, "At any renewal during the term of this contract, offeror may be requested to provide mental health coverage. If offeror has mental health care that can be provided, offeror should submit a proposed plan for services for providing complete mental health screening, testing, counseling and care to all inmates in Curry County Detention Facility."**

The County may elect to utilize the RFP for four (4) one (1) year terms before going back out for proposals. The County has included an option in the proposal under Alternative Components for the offeror to respond for mental health coverage in the event the County exercises the right to contract with the successful offeror to provide mental health services.

6. **Also under the alternate components section on page 19 of the RFP, the county is requesting services and pricing options on: The County will not make assumptions in responding to this proposal. This will be part of the negotiation phase. In stating that:**

1. **Pre-employment physicals for Curry County employees. How many employees on an annual basis would the county like the proposer(s) to consider?**

The County proposes that offeror provide cost on a fee based on a scale. Example, 0 to 25, 25 to 50, etc. This will be discussed in negotiations with the successful offeror.

2. **Hepatitis B vaccinations for Curry County safety sensitive employees, detention, maintenance and Sheriff's employees. How many employees on an annual basis would the county like the proposer(s) to consider?**

This will be discussed with the successful offeror during negotiations, but again, the County would propose that the offeror provides cost on a fee based on a scale. Example, 0 to 25, 25 to 50, etc.

- 3. Flu vaccines for Curry County employees? How many employees on an annual basis would the county like the proposer(s) to consider?**

Curry County has 185 County employees. On average, less than 80 employees take advantage of receiving flu vaccines. County proposes that offerors provide a cost on a fee based on a scale and this will be discussed with the successful offeror during negotiations.

- 4. TB testing for Curry county employees? How many employees on an annual basis would the county like the proposer(s) to consider?**

The County proposes that offeror provide cost based on a scale and this will be discussed with the successful offeror during negotiations.

- 7. Please provide a 3 year history of how many HIV inmates the county has held? Inmates with Hepatitis C? How aggressive is the county with PR bonding or releasing such inmates who may carry a considerable medical cost?**

The County has no records available pursuant to this question.

- 8. The county receives 24/7 coverage through the current provider today. Are there any unfilled healthcare positions today? If so, how long have these positions been unfilled?**

Curry County does have 24/7 coverage and the current provider is contracted with Presbyterian Healthcare and we do not have this information.

- 9. Please provide a 3 year history of completed suicides? Suicide attempts? Has any litigation or settlement(s) resulted from such events?**

Attempts in the last three years: January 2012 – 1, February 2012 – 1, May 2012 – 1, July 2012 – 1, December 2012 – 2, February 2013 – 1, May 2013 - 1. Any other information pertaining to this question will be discussed during negotiations with the successful offeror.

- 10. Page 6 of the RFP cites a “health services staff orientation and local refresher sessions.” Please explain these courses, the length of each session and how often they’re held.**

This includes a forty (40) hour orientation along with NCIC background check including fingerprinting. Any others will be discussed during negotiations with the successful offeror.

- 11. Page 7 of the RFP cites a mandatory “orientation.” What is the length of this orientation and how often is it held?**

It is a forty (40) hour orientation and it is held yearly on a ten (10) hour weekly basis as hired.

- 12. Page 13 of the RFP states: "Sick call shall be under the direction of a physician and be provided at Curry County Detention Center Monday through Friday, using Nursing Protocols approved or exceeding the National Commission on Correctional Healthcare (NCCHC)." However, page 13 of the RFP also states, "1. Sick call at Curry County Adult Detention Center will be conducted a minimum of three (3) days per week." Please confirm whether the county is requiring for sick call to be conducted three (3) days a week or five (5)?**

Curry County is requiring a sick day to be offered at a minimum of three (3) days a week but the County will hold successful offeror responsible to provide quality and adequate medical care to the inmate population.

- 13. Page 11 of the "Screening" section of the RFP states, "Offeror will provide a person, in addition to the above referenced LPN or higher who will remain up front, in the booking area, at all times." Is the county requiring two (2) healthcare professionals to be stationed in the intake/booking area at all times?**

County is not requiring healthcare professionals to be stationed at intake and booking area at all times. County is requiring that all inmates be screened within two (2) hours from the inmate's arrival at the County's facility. At peak times, more healthcare professionals may be needed in the booking area to conduct the screenings within this two (2) hour window.

- 14. Please provide specific staffing requirements for licensed coverage at the Curry County Juvenile Detention facility.**

Curry County is not requesting a licensed nurse at the Juvenile facility, but at a minimum the County needs a LPN or higher to spend approximately four (4) hours a day to take care of the evaluations, sick calls, intakes and med pass of the juveniles.

- 15. Through this RFP, are offeror(s) responsible for off-site costs? Is the county requesting offeror(s) to provide an aggregate cap for off-site services similar to what's in place with the current provider?**

This will be negotiated with the successful offeror.

- 16. Will the county accept an aggregate cap for certain high-cost medications, similar to what's in place with the current provider? Will the county accept the inclusion of psychotropic medications in an overall aggregate cap, similar to what's in place with the current provider?**

This will be negotiated with the successful offeror.

- 17. (Listed as Q16) The contract between the current provider (CHC) and Plains Regional Medical Center excludes a number of off-site costs from CHC's financial responsibility as long as the services are provided at or by Plains Regional. Does the County currently receive bills directly from Plains Regional for these services? If so, will these services now be the responsibility of the offeror under a new agreement?**

This will be negotiated with the successful offeror.

- 18. Pg. 15 under the EKG services, it says EKG services will be provided, but are we supposed to be responsible for obtaining a cardiologist to read all the studies? Does it have to be a cardiologist or can it be someone certified in reading EKGs?**

It can be someone who is licensed/certified to read EKGs.

- 19. Who is the current EMS provider?**

Clovis Fire Department.

## **Section 2**

- 1. Please explain where mental health services should be proposed in the Scope of Services section.**

If the offeror is responding to the alternative mental health services, it needs to be provided in an alternative section.

- 2. Page 3, Paragraph B states that "Offeror shall address all requirements listed under "Specific Conditions" and "Scope of Services" sections of this RFP in the order listed, to include the following:" It is unclear whether this refers to the order of the items immediately following that statement on page 3, or the order of the "Specific Conditions" and "Scope of Services" sections of the RFP.**

The County is not going to tell an offeror how to put their proposal together. What we will state is that the information required in the proposal must be identified and included. The proposal will be reviewed by an evaluation committee and it is recommended that it is written in a way that's easy for the evaluation committee to be able to review the material and be able to determine the proper ranking based on the evaluation criteria.

- 3. Page 3 of the RFP specifically identifies Section B of the proposal as follows, "B. Technical Proposal – offeror shall address all requirements listed under "Specific Conditions" and "Scope of Services" sections of this RFP in the order listed, to include the following:**

**1. Introduction**

**A. Company Profile**

1. Describe in detail any and all prior experience providing healthcare in correctional services.
2. Corporate background and depth of support
  - number of employees
  - number of years doing business
  - copy of offeror's policy and procedures for managing/providing medical services in detention facilities
3. List all current contracts or business with other correctional health care services facilities:
  - Client
  - date of contract

**Is this where "Specific Conditions" and "Scope of Services" responses belong?**

The County is not going to tell an offeror how to put their proposal together. What we will state is that the information required in the proposal must be identified and included. The proposal will be reviewed by an evaluation committee and it is recommended that it is written in a way that's easy for the evaluation committee to be able to review the material and be able to determine the proper ranking based on the evaluation criteria.

4. **Some of the Scope of Services are addressed in the following section on page 4 of the RFP, This question does not make sense, and I am not clear on what they are asking.**

**"C. Operational Requirements - All proposals must clearly define:**

**A. Procedures for health care services delivery to the inmates and staff. Procedures shall include on-site and off-site delivery.**

**B. Quality and inventory control methods and standards.**

**C. Procedures for providing appropriate management of health care services.**

**D. Procedures for dealing with offender complaints about health care services and minimizing the potential for offender litigation.**

**E. Specifications that will adhere to all medical services.**

**F. Any additional equipment that must be purchased by Curry County for efficient health care operations.**

**G. Procedures that ensure existing quality of health care services currently being provided for Curry County Detention Centers is either met or exceeded.**

**H. Procedures for monthly billing.**

**I. Operational procedures for handling health care services in the event of emergency or natural disaster.**

**J. Insurance**

**K. Policies and Procedures - shall indicate the method the offeror will follow in establishing and revising health care service policies".**

**The items listed above do not follow and do not include all the items contained in Scope of Work. How is this to be integrated in the proposal addressing everything "in order?"**

The county is not going to tell an offeror how to put their proposal together. The successful offeror will need to make sure every section is outlined in the proposal and addressed in a clear and concise manner for the evaluation committee.

- 5. The purpose and the goal of the proposal clearly indicate that mental health should be included based on,**

**PURPOSE**

The purpose of this Request for Proposals (RFP) is to select through a competitive process, an offeror(s) that has the proven experience and expertise to perform services described in this RFP. Curry County Adult Detention and Juvenile Detention are requesting proposals for “turn-key” medical services and provision of health and mental health care services to male and female inmates in the County’s adult and juvenile detention facilities.

**GOAL**

The goal of this procurement is to provide comprehensive health care services and mental health services, within a secure environment, within available funds, and in accordance with (or which exceed) the standards of the National Commission on Correctional Health Care (NCCHC) and the American Correctional Association (ACA). Curry County encourages offerors to provide enhanced services beyond those identified in the scope of work.

However, there are no specific provisions within the Scope of Service for mental health services. Under alternate components, it states, “At any renewal during the term of this contract, offeror may be requested to provide mental health coverage. If offeror has mental health care that can be provided, offeror should submit a proposed plan for services for providing complete mental health screening, testing, counseling and care to all inmates in Curry County Detention Facility.”

The statement above specifies “at any renewal.” Specifically, what mental health services should be included within this proposal for the initial year? Please clarify this statement with as much detail as possible. Thank you. Since the contract has already been met for one year does the mental health services need to be in the goal portion of the RFP?

The County would like to hear from the offerors on mental health services that they can provide to the County and for it to be included under the scope of services. It is requested that the offeror provide the County with what services offeror can provide for mental health for the Curry County Adult and Juvenile Detention facility that would meet the definition of quality medical coverage.

- 6. Page 17 of the RFP states, “Curry County Detention Center will provide the equipment currently in place at each facility. The offeror shall maintain and be responsible for all damages to the equipment. Offeror will pay for any damaged equipment as a result of negligence. If offeror needs any additional medical equipment required, which is necessary to provide medical care,**

**offeror will notify County and County will purchase the same. Curry County Detention Center will obtain title to any new or replacement equipment provided by the offeror.”**

**Please clarify the statement above with as much detail as possible, Thank you. Medical and office equipment will be provided through the Curry County Detention Center but it is up to the offeror to maintain the equipment and report all damaged equipment. If equipment is damaged due to negligence on the part of the offeror then they will be responsible for the repair or replacement.**

This will be negotiated with the successful offeror.

- 7. Page 9 of the RFP states, “The offeror will have a defibrillator and an emergency crash cart in the Detention Center Medical office in order to handle any and all interventions...” However, Page 13 of the RFP states, “The Offeror shall identify in their staffing plan and arrange for additional specialty services to be conducted on-site by bringing in the equipment needed to provide said services at both facilities as is medically necessary and based on the operational needs of the institution.” (There are other examples.)**

**Will Curry County provide the above stated items? Specifically, what equipment will the provider be responsible for providing? Do we really want to word this as a crash cart or an emergency response bag and instead of using a defibrillator it needs to be an AED. The reason for this is due to the certifications and additional certifications, medical equipment, and cost that would be required for the Detention Center.**

This will be negotiated with the successful offeror.

- 8. Based on the last 3 years, what has been the county’s history of specific services and procedures provided offsite. Please provide detail with how many occurrences per month? Year?**

Curry County does not have this information.

- 9. Page 10 of the RFP cites “secondary” and “tertiary services”. Specifically, what services does Curry County identify as being “secondary” and what services are “tertiary”? What specific services should be discussed under each? (There are no items/requirements listed under tertiary.)**

This will be negotiated with the successful offeror.

- 10. According to page 15 of the RFP, Curry County is requiring the offeror to “enter into a subcontract with Plains Regional for all radiological services”, This contradicts the counties statements (in the RFP) regarding “minimizing the off-site appointments whenever possible to reduce inmate transports and off-site security costs”. In an effort to maximize on-site services and**

**avoid transports, would the county agree to the offeror providing mobile services for some radiological/x-ray services?**

The County's goal is minimizing the off-set appointments whenever possible to reduce inmate transports and off-site security costs. In stating that, also maintaining quality healthcare services that the County can afford. The County is extremely open to maximize the services being on-site and that is an item that can be negotiated with the successful offeror.

- 11. Page 9 of the RFP states, "The offeror will provide emergency services, supplies, or medication to Detention employees, official Detention guests, outside Contractor's inmates; visitors, or other visitors to Curry County Detention Center. The offeror may elect to bill these individuals directly to recover the cost of their services. However, costs to provide these emergency services shall not be an obligation of the County." Please clarify the counties expectations of emergency services, supplies, or medication to detention employees, official detention guests, outside contractor's inmates; visitors, or other visitors to Curry County Detention Center.**

This will be negotiated with the successful offeror. In stating that, the County will require at a minimum, as far as emergency services, is for the successful offeror to provide services until the EMS or higher level of care arrives to take care of the individual.

- 12. Page 9 of the RFP states, "The offeror will have a defibrillator and an emergency crash cart in the Detention Center Medical office in order to handle any and all interventions described by Advanced Cardiac Life Support (ACLS) protocols." Please provide clarification of interventions described by ACLS protocols, Does this reflect the use of ACLS drugs or will the contractor be expected to stabilize through CPR and call 911?**

This will be negotiated with the successful offeror.

- 13. Page 11 of the RFP states, "Offeror will provide a person, in addition to the above referenced LPN or higher who will remain up front, in the booking area, at all times." Please clarify if the county is requiring 24/7 dedicated LPN coverage at the intake/booking area.**

County is not requiring 24/7 dedicated LPN coverage at the intake and booking area. County is requiring that all inmates be screened within two (2) hours from the inmate's arrival at the County's facility. At peak times, more healthcare professionals may be needed in the booking area to conduct the screenings within this two (2) hour window.

- 14. Page 12 of the RFP requires, "The provision of seven (7) days per week, twenty-four (24) hours per day on-site nursing coverage at Curry County Adult Detention Center with the capability for administration of psychotropic medications, emergency medications and emergency nursing care." Please**

**clarify which “emergency medications” the county is anticipating, NTG or ACLS medications?**

This will be negotiated with the successful offeror.

**15. Page 18 of the RFP requires “Emergency drug kit which includes on-site “stat” dose capability for emergencies”. Please clarify.**

This will be non-patient specific emergency medication/drugs.

**16. On page 4 of the RFP, “E. Specifications that will adhere to all medical services.” Please elaborate what the county is asking in this section.**

The offeror will need to clearly define how they plan to provide quality medical services for the Adult and Juvenile Detention Center.

**17. On page 4, Item B of the RFP: “B. Quality and inventory control methods and standards.” Does the counties use of “quality” refer to Quality assurance/quality improvement activities? Please clarify inventory control methods and standards? Is the county referring to supplies? Medications?**

Yes, the use of quality does refer to quality assurance/quality improvement activities. Inventory control methods and standards refer to having accountability and control of supplies and medications.

**18. Page 4 of the RFP states, “A. Procedures for health care services delivery to the inmates and staff. Procedures shall include on-site and off-site delivery.” Please be specifically to what “services” are expected to be provided to staff and county employees. What is the county’s meaning of, “on-site and off-site delivery.”**

The County will not instruct the offeror on how to respond to the RFP. In stating that, the purpose of this proposal is for the successful offeror to demonstrate to the County how services will be delivered and provided to inmates and staff on-site and off-site. For example, what services will not be provided on-site in the proposal and which services will be done off-site and how that will be administered?

### **SPECIFIC CONDITIONS**

Paragraph 1 under Specific Conditions has been modified from “Proposals must be received by June 10, 2014 at 2:00 p.m. mountain standard time” to **“MONDAY, JUNE 16, 2014 AT 2:30 P.M.”**

### **SEQUENCE OF EVENTS**

The Sequence of Events table has been modified to the following:

5. Submission of proposal – 6-16-14 @ 2:30 p.m.
6. Proposal Evaluation – 6-16-14 – 6-23-14
7. Selection of Finalist – 6- 23-14

10. RFP Award – 7-1-14

All other dates will remain the same.

**PROPOSAL PACKAGE**

The completed Campaign Contribution Disclosure Form and Addendum #1 shall be completed and submitted in the Proposal Package. These documents will not be counted in the twenty (20) pages in length maximum.

Anything that is not included in the original proposal issued or Addendum #1 shall not be considered when responding to this RFP.