



**MEMORANDUM
JEFFREY L. MANN, SHERIFF**

November 30, 2017

TO: Respondents to Request for Proposal No. 17- 04 - To Provide Inmate Medical Services at the DeKalb County Jail

FROM: Xernia L. Fortson, Chief of Administration

SUBJECT: ADDENDUM NO. 3

QUESTION 1:

As you know, currently the QUESTION Submission deadline in November 21, 2017. However, the pre-bid conference is scheduled for November 28. I respectfully request that the QUESTION Submission deadline be extended to a date beyond the Pre-Bid Conference date of November 28, to allow for follow up QUESTIONS and clarifications of any items post-meeting.

RESPONSE 1:

Please refer to DKSO RFP 17-04, V. Contract Administration, C. Questions, Page 7.

QUESTION 2:

Please provide a copy of the current medical services contract with the current incumbent provider, including all exhibits, attachments, amendments, etc.

RESPONSE 2:

The DeKalb County Sheriff's Office is treating this as a request for public documents under the Georgia Open Records Act. The non-exempt, responsive documents maintained by the DeKalb County Sheriff's Office are being forwarded via U.S. mail.

QUESTION 3:

Please provide a copy of the current staffing matrix by position, credential, and shift.

RESPONSE 3:

The DeKalb County Sheriff's Office prefers that qualified proposers make an expert and professional assessment regarding the staffing needed to provide inmate medical services at the DeKalb County Jail.

QUESTION 4:

Are there currently any unfilled positions? If so, please provide positions.

RESPONSE 4:

The DeKalb County Sheriff's Office is unclear of the relevance of this question.

QUESTION 5:

Is the current staffing plan considered adequate for the facility?

RESPONSE 5:

The DeKalb County Sheriff's Office prefers that qualified proposers make an expert and professional assessment regarding the staffing needed to provide inmate medical services at the DeKalb County Jail.

QUESTION 6:

When was the last NCCHC audit?

RESPONSE 6:

The last NCCHC audit was June 2015.

QUESTION 7:

Were there any deficiencies in the last audit? If so, please provide details.

RESPONSE 7:

Yes. The DeKalb County Sheriff's Office submitted additional documentation on the Essential Standards J-G-05 Suicide Prevention Program and J-G-07 Intoxication and Withdrawal.

QUESTION 8:

If there were any corrective actions resulting from the audit, please provide details and whether all corrective actions have been completed.

RESPONSE 8:

Please refer to Response Number 7. The DeKalb County Sheriff's Office is accredited by the NCCHC.

QUESTION 9:

Mental Health Statistics:

- a. Number of attempted suicides in the past 2 years?

- b. Number of completed suicides in the past 2 years?
- c. Number of mental health grievances?
- d. Number of episodes of restraints per month
- e. Number of episodes of suicide watch per month
- f. Number of psychiatric hospitalizations in the past 2 years
- g. Total cost of psychiatric inpatient hospitalizations for each of the past 2 years?
- h. Is the medical services contractor financially responsible for hospitalization in psychiatric facilities?
- i. Number of psychiatrist visits per month
- j. Number of mental health professional visits per month

RESPONSE 9:

The DeKalb County Sheriff's Office is unclear of the relevance of this question.

QUESTION 10:

Will the County consider the use of telemedicine services?

RESPONSE 10:

Yes. The DeKalb County Sheriff's Office prefers that qualified proposers make an expert and professional assessment regarding the use of telemedicine services at the DeKalb County Jail.

QUESTION 11:

What telemedicine services are currently provided?

RESPONSE 11:

None.

QUESTION 12:

Please identify and provide contact information for the following individuals:

- a. Physicians
- b. Mid-Level Practitioners
- c. Psychiatrists

RESPONSE 12:

The DeKalb County Sheriff's Office expects qualified proposers to conduct their own due diligence in including staffing and key personnel in proposal materials.

QUESTION 13:

Dialysis:

- a. During the past 2 years, how many inmates required dialysis?
- b. How many inmates are currently dialysis patients?
- c. Please identify the on-site dialysis provider.
- d. How much has been spent annually on dialysis over the past 2 years?

RESPONSE 13:

- a. 46
- b. 3
- c. For HS, LLC
- d. \$121,791.00.

QUESTION 14:

Is the medical unit an infirmary in accordance with NCCHC standards, or is this a Medical Observation Unit?

RESPONSE 14:

The DeKalb County Sheriff's Office is accredited by the NCCHC for its compliance with *Standards for Health Services in Jails*.

QUESTION 15:

Please identify the electronic medical records used at this facility.

RESPONSE 15:

Please refer to DKSO RFP 17-04, Attachment J, Contract Specifications/Technical Proposal to Provide Inmate Medical Services at the DeKalb County Jail; XXXV. Medical Records, Page 31.

QUESTION 16:

Pharmacy statistics:

- a. Number of inmates on medications per year
- b. Number of inmates on psychotropic medications per year
- c. Number of inmates on Hepatitis medications per year
- d. Number of inmates with diabetes

RESPONSE 16:

The DeKalb County Sheriff's Office is unclear of the relative time period for the information sought in this question. With respect to this question, 2016 data is provided.

- a. 18,301
- b. 1,852
- c. 0
- d. 234

QUESTION 17:

Please provide contact information on and frequency of clinic for the following on-site specialties:

- a. OB/GYN
- b. Dental/Dentist
- c. X-Ray
- d. Ultrasound
- e. Ortho
- f. ER

RESPONSE 17:

The DeKalb County Sheriff's Office expects qualified proposers to conduct their own due diligence in including staffing and key personnel in proposal materials. The DeKalb County Sheriff's Office prefers that qualified proposers make an expert and professional assessment regarding the frequency of clinic needed to provide inmate medical services at the DeKalb County Jail.

QUESTION 18:

Please provide contact information for the current provider network to include

- a. Allergy
- b. Cardiology
- c. Dermatology
- d. Dialysis
- e. Ears/Nose/ Throat
- f. Gastroenterology
- g. General Surgery
- h. Internal Medicine
- i. Obstetrics/Gynecology/High Risk OB
- j. Ophthalmology/Optomety
- k. Orthopedics/Physical Therapy

- I. Psychiatry
- m. Urology

RESPONSE 18:

Grady Health System provides indigent care for DeKalb County, Georgia. The inmates housed at the DeKalb County Jail are considered indigent and when medically necessary, receive hospital services at no cost to the Service Provider.

QUESTION 19:

What credentialed individual is currently conducting pap testing?

RESPONSE 19:

Nurse Practitioner.

QUESTION 20:

On-site Service Statistics:

- a. Intakes
- b. Nurse Sick Call, mid-level sick call, physician sick call
- c. Inmate physicals
- d. Number of inmates evaluated by psychiatrist
- e. Number and volume of chronic care visits by type
- f. Number of on-site clinic visits by type (e.g. OB/GYN, orthopedics, ophthalmology, cardiology, etc.)
- g. Labs
- h. X-rays
- i. Telemedicine encounters by specialty

RESPONSE 20:

The DeKalb County Sheriff's Office is unclear of the relative time period for the information sought in this question. With respect to this question, 2016 data is provided.

- a. 28,698
- b. 25,654
- c. 6,004
- d. 8,532
- e. 3,374
- f. 835
- g. 3,370
- h. 1,974

i. 0

QUESTION 21:

Off- Site Statistics:

- a. Total number of emergency room visits by facility
- b. Number of ER visits that resulted in inpatient admissions
- c. Number of ambulance transfers by facility
- d. All 911 transfer
- e. Number if inpatient days
- f. Average length of hospital stay
- g. Number of outpatient visits by provider type
- h. Number of one-day surgeries by type
- i. Number of off-site radiology exams by type (e.g. CT scan, MRI, etc.)

RESPONSE 21:

The DeKalb County Sheriff's Office is unclear of the relative time period for the information sought in this question. With respect to this question, 2016 data is provided..

- a. 534
- b. 122
- c. 216
- d. 0
- e. 0
- f. 0
- g. 336
- h. 0
- i. 1,974

QUESTION 22:

Expenses:

- a. Total off-site specialist visit costs
- b. Total off-site one-day surgery costs
- c. Total expenses outside of medical services contract

RESPONSE 22:

The DeKalb County Sheriff's Office is unclear of the information sought in this question.

QUESTION 23:

Methadone:

- a. Is methadone provided to any patients other than pregnant females?
- b. Is methadone being provided on-site or off-site?
- c. Who is the local methadone provider?

RESPONSE 23:

- a. No.
- b. Off-site.
- c. Alliance Recovery Center
3420 Highway 20 Southeast
Conyers, GA 30013
(770)0922-4482

QUESTION 24:

Catastrophic Financial Capitation:

Would the County be willing to put a cap on health care costs incurred off-site outside of Grady Memorial Hospital?

RESPONSE 24:

The DeKalb County Sheriff's Office will discuss Catastrophic Financial Capitation with the successful proposer when it is necessary and appropriate.

QUESTION 25:

The RFP states, "The DKSO intends to award a contract to procure inmate medical services at the DeKalb County Jail for the next four (4) years, subject to the Sheriff's Office's right to unilaterally terminate the Contract within sixty (60) days upon written notice, at will, and at the sole convenience of the DKSO."

In contrast, Attachment H, Sample DKSO Contract, states termination notice of 30 days without cause. Please clarify.

RESPONSE 25:

Please refer to DKSO RFP 17-04, Attachment H, Sample DKSO Contract, Article V. General Conditions, V. Controlling Provisions, Page 14.

QUESTION 26:

Under instructions for the Cost Proposal, the RFP states that the “responder shall not alter the cost proposal form.”

However, Page 3 of Attachment A, Cost Proposal Form, implies that the bidder is to provide an inmate population range for each contract year for application of the per diem rate, but the form does not indicate an area to provide this range.

Is the bidder to insert a lower and upper inmate population on this form for each contract year next to the per diem rate or elsewhere? If elsewhere, please specify where.

RESPONSE 26:

PLEASE NOTE THAT AS OF November 30, 2017 THE REQUEST FOR PROPOSAL, COST PROPOSAL SHEET HAS NON-SUBSTANTIVE MODIFICATIONS. PLEASE GO TO WWW.DEKALBSHERIFF.ORG FOR THE MODIFIED DOCUMENT.

QUESTION 27:

In regard to the 10 evaluation points assigned to the cost proposal:

Does the DKSO have a formula or other specific methodology to determine cost proposal points to be awarded?

How will the three sections of the cost proposal – Annual Compensation, Adjustments to Annual Compensation, and Detailed Cost Breakdown – be used in the determination of cost proposal award points?

RESPONSE 27:

Please refer to DKSO RFP 17-04, IV. Criteria for Evaluation, Page 6.

QUESTION 28:

What will be the criteria or methodology for awarding the bonus 10 points for the optional interview?

RESPONSE 28:

Please refer to DKSO RFP 17-04, IV. Criteria for Evaluation, Page 6.

QUESTION 29:

It is our understanding that the current contract for medical services requires the incumbent medical provider to develop a written DKSO-specific transition plan prior to

completion of the contract, outlining the steps necessary to transition activities to DKSO. Simultaneously, the current RFP requires bidders to develop a detailed project schedule and implementation plan.

Please provide the current end-of-contract transition plan developed by the incumbent medical provider so that non-incumbent bidders can develop project plans that are consistent with operational expectations. Such information is particularly important given the very tight turnaround time for a transition to a non-incumbent provider.

RESPONSE 29:

The current end-of-contract transition plan will be provided to the successful proposer upon contract award.

QUESTION 30:

Attachment A requests separate pricing for the Infectious Disease Program.

Does the requested separate infectious disease program pricing include staffing, medical supplies and projected laboratory tests? If not, please clarify the expectation.

Are there additional elements that are expected to be included in this category?

RESPONSE 30:

Please refer to DKSO RFP 17-04, Attachment A, Cost Proposal Form.

QUESTION 31:

Please make available the current provider's staffing matrix by position and shift. (including FTE's that may not be reflected in the RFP staffing chart)

RESPONSE 31:

The DeKalb County Sheriff's Office prefers that qualified proposers make an expert and professional assessment regarding the staff needed to provide inmate medical services at the DeKalb County Jail.

QUESTION 32:

Does the current contracted staffing plan meet the needs of the DKSO? If it does not, please describe staffing needs not met by the current contracted staffing plan.

RESPONSE 32:

The DeKalb County Sheriff's Office prefers that qualified proposers make an expert and professional assessment regarding the staff needed to provide inmate medical services at the DeKalb County Jail.

QUESTION 33:

Please provide the monthly trend in staffing position vacancies from the current contract matrix for the current and prior fiscal years.

RESPONSE 33:

This is not an appropriate forum for this request. The purpose of this portion of the Request for Proposal process is to submit questions regarding the DKSO RFP 17-04.

QUESTION 34:

Will the provider be responsible for provision of oxygen cylinders?

RESPONSE 34:

Yes.

QUESTION 35:

Will the provider need to provide diabetic footwear?

RESPONSE 35:

Yes.

QUESTION 36:

Does the current Offender Management system capture the following as described in the RFP?

- Inmate Number
- Intake Date
- Update Date
- Last Name
- First Name
- Middle Initial
- Race
- Date of Birth
- Service Area

RESPONSE 36:

Yes.

QUESTION 37:

Will the provider be responsible for the cost of any prescription medications including Hepatitis C?

RESPONSE 37:

The DeKalb County Sheriff's Office is unclear of the information sought in this question.

QUESTION 38:

Would the provider need to provide an EKG machine?

RESPONSE 38:

Yes.

QUESTION 39:

What is the requirement for Cardiologist over-reading of EKG results?

RESPONSE 39:

The DeKalb County Sheriff's Office is unclear of the information sought in this question.

QUESTION 40:

Is there a current list of referring providers that has the capability to be imported into the electronic medical record?

RESPONSE 40:

The DeKalb County Sheriff's Office is unclear of the information sought in this question.

QUESTION 41:

The RFP states, "Provider shall be responsible for making arrangements for emergency ambulance service."

Will the cost of emergency ambulance service be the responsibility of the provider?

RESPONSE 41:

No.

QUESTION 42:

The RFP states, "the Provider will be responsible for optometric services when eyeglasses are court ordered or prescribed by the Grady Health System Eye Clinic".

Please indicate the frequency of these services, the name of the provider, and where these services have occurred (i.e. at the jail or off-site).

RESPONSE 42:

The DeKalb County Sheriff's Office does not maintain information responsive to this request.

QUESTION 43:

The RFP states, "Unless otherwise specified herein, those specialty services that cannot be rendered at the Jail or by the Grady Memorial Hospital shall be the financial responsibility of the Provider."

What has been the historical financial responsibility for specialists that have fallen into this category and has been the responsibility of the provider?

RESPONSE 43:

The DeKalb County Sheriff's Office does not maintain information responsive to this request.

QUESTION 44:

The RFP states "... Medical Director and authorized EMS personnel deem any EMS referral as inappropriate and services could have been provided here at DeKalb County Jail medical department, the cost of that EMS transport will be incurred by the Provider. The amount of the EMS invoice shall be deducted from the agreed upon monthly invoice."

What has been the historical financial responsibility for specialists that have fallen into this category and has been the responsibility of the provider?

RESPONSE 44:

The DeKalb County Sheriff's Office does not have information responsive to this request. The successful proposer shall ensure that medical services that can be provided on-site will be managed on-site twenty-four (24) hours a day, seven (7) days a week to avoid unnecessary emergency transports and outpatient costs.

QUESTION 45:

The RFP states that “those specialty services that cannot be rendered at the Jail or by the Grady Memorial Hospital shall be the financial responsibility of the Provider.”

Please provide details of when this has occurred during the current contract, including utilization data if possible and names of those providers.

RESPONSE 45:

The DeKalb County Sheriff’s Office does not have information responsive to this request.

QUESTION 46:

Please clarify who currently is responsible and who will be responsible for processing and managing medical claims for inpatient hospital, outpatient hospital and off-site emergency services provided by Grady Memorial Hospital and other off-site providers.

Please provide the name of the Utilization Management provider.

RESPONSE 46:

The current Service Provider provides utilization management services. The DeKalb County Sheriff’s Office does not contract separately for utilization management services.

QUESTION 47:

Please provide utilization data for on-site and off-site medical services including hospital trips, specialty provider visits, laboratory, radiology, on-site encounters by type and position, and other clinical services for the current and prior two fiscal years

RESPONSE 47:

The current Service Provider provides utilization management services. The DeKalb County Sheriff’s Office does not contract separately for utilization management services.

QUESTION 48:

In regards to the EHR system:

How many users does the DKSO have, including all contracted staff?

What is the maximum (concurrent) number of users that will be on the system at any given time?

Please provide a list of every vendor/system with which the EHR system is to interface with. (i.e. outbound laboratory/radiology, inbound radiology image, inbound radiology report, Health Information Exchange, hospital system, inbound results, etc.)

RESPONSE 48:

The DeKalb County Sheriff's Office does not maintain information responsive to this request.

QUESTION 49:

Please provide the cost by category of liquidated damages charged to the current provider during the current and prior two fiscal years.

RESPONSE 49:

This is not an appropriate forum for this request. The purpose of this portion of the Request for Proposal process is to submit questions regarding the DKSO RFP 17-04.

QUESTION 50:

The RFP asks about the ability to provide Operational, Administrative and Clinical reports. Please provide a defined list of all required reports.

RESPONSE 50:

Please refer to DKSO RFP 17-04, Attachment J, Contract Specifications/Technical Proposal to Provide Inmate Medical Services, XXXV. Medical Records, Page 31.

QUESTION 51:

Please provide any amendments to the current provider's contract from inception to the present date.

RESPONSE 51:

The DeKalb County Sheriff's Office is treating this as a request for public documents under the Georgia Open Records Act. The non-exempt, responsive documents maintained by the DeKalb County Sheriff's Office are being forwarded via U.S. mail.

QUESTION 52:

The current provider's contract reflects a subcontractor agreement for providing technology support services (i.e. computers, networking, internet wiring).

Will this be a requirement of the provider in the new contract?

RESPONSE 52:

The DeKalb County Sheriff's Office is unclear of the information sought in this question.

QUESTION 53:

Page 9 of 40, Item 1- This language specifies that a Medical Doctor shall be on-site certain hours. Is DKSO amenable to evening coverage being filled by Mid-Level Providers?

RESPONSE 53:

Please refer to DKSO RFP 17-04, Attachment J, Contract Specifications/Technical Proposal to Provide Inmate Medical Services, VI. Intake/Receiving Screening, Page 9. 31.

QUESTION 54:

Page 17 of 40, Item XV.C- Currently, the majority of sick call takes place on Day Shift. Is the RFP request for Evening Shift coverage in addition to ensure overflow coverage, or is it intended to be a change from the current practice?

RESPONSE 54:

Please refer to DKSO RFP 17-04, Attachment J, Contract Specifications/Technical Proposal to Provide Inmate Medical Services, XV Sick Call/Health Requests, Page 17.

QUESTION 55:

P. 17 of 40, Item XV.E.1- Paragraph XV.E requires an RN to screen sick call requests. However, E.1 states that a Physician or Mid-Level provider must triage and review ALL health service request forms. Does the DKSO agree that triaging of sick call requests shall be managed by RNs?

RESPONSE 55:

The DeKalb County Sheriff's Office is unclear of the information sought in this question.

QUESTION 56:

P. 24 of 40, Item 2- Will the DKSO consider allowing LPNs to conduct daily rounds in special confinement areas during med pass?

RESPONSE 56:

Please refer to DKSO RFP 17-04, Attachment J, Contract Specifications/Technical Proposal to Provide Inmate Medical Services, XXIII. Special Confinement, Page 23.

QUESTION 57:

P. 29 of 40, Item XXIX.A- Please confirm that the Utilization Management Services Provider mentioned in this section is an employee of the selected vendor, and not a separate agency.

RESPONSE 57:

The current Service Provider provides utilization management services. The DeKalb County Sheriff's Office does not contract separately for utilization management services.

QUESTION 58:

Page 33 of 40, Item XXXV.N.3- This bulleted list states that the electronic health record system must contain a grievance tracking system. Grievances are not typically tracked in patient medical records. Does this bullet refer to inmate health care complaints (i.e. sick call)?

RESPONSE 58:

Please refer to DKSO RFP 17-04, Attachment J, Contract Specifications/Technical Proposal to Provide Inmate Medical Services, XXXV. Medical Records, Page 31.

All questions related to this project must be addressed to Chief Xernia Fortson **in writing no later than 4:00 P.M. EST on Monday, November 21, 2017** to the following email address or facsimile number: tblossom@dekalbcountyga.gov or (404) 298-8531 only.¹ Questions received after this date and time will not receive a response.

¹ All submitted questions will be placed in addenda exactly as submitted.