

**REQUEST FOR PROPOSALS
HEALTH CARE SERVICES
FOR THE CATAWBA COUNTY DETENTION FACILITY
RFP NO. 20-1007**



catawba county
MAKING. LIVING. BETTER.

**Date of Issue: April 2, 2020
Proposal Opening Date: May 27, 2020
Time: 3:00 PM ET**

**Issued for:
Catawba County Detention Facility
100 Government Drive
Newton, North Carolina 28658**

**Issued by:
Catawba County Purchasing Manager
25 Government Drive
Newton, North Carolina 28658
(828) 465-8224**

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**HEALTH CARE SERVICES
FOR CATAWBA COUNTY DETENTION FACILITY**

RFP #: 20-1007

Sealed proposals addressed to Tina M. Wright, Catawba County Purchasing Manager, 25 Government Drive, Newton, North Carolina 28658 and marked “**HEALTH CARE SERVICES – RFP #: 20-1007**” will be accepted until **3:00 P.M. EST, Wednesday, May 27, 2020.**

Interested Providers are required to attend a **Mandatory Pre-Proposal Video Conference via Zoom at 2:00 PM EST on Thursday, April 23, 2020.** Instructions for the pre-proposal video conference will be sent to all providers who submit Attachment A – Intent to Propose prior to the dedicated conference time.

Instructions for submitting bids, complete requirements and information may be obtained by visiting the Catawba County website at <https://catawbacountync.gov/county-services/purchasing/bid-notices/>.

Catawba County reserves the right to reject any and all proposals and to waive informalities as may be permitted by law.

Tina M. Wright, CPPO
Purchasing Manager
Catawba County
(828) 465-8224

Issued: Thursday, April 2, 2020

Section 2 Instructions and General Conditions

2.1 Schedule

The table below shows the *intended* schedule for this RFP. Catawba County will make every effort to adhere to this schedule.

Event	Responsibility	Date and Time
Issue RFP	County	April 2, 2020
Mandatory Pre-Proposal Video Conference	County	April 23, 2020 at 2:00 pm
Submit Written Questions	Proposer	April 30, 2020 at 5:00 pm
Provide Responses to Questions	County	May 7, 2020 at 5:00 pm
Submit Proposals	Proposer	May 27, 2020 at 3:00 pm
Contract Award	County	TBA
Contract Effective Date	County	July 1, 2020

2.2 Bidder Instructions

2.2.1 Upon review of the RFP documents, Proposers may have questions to clarify or interpret the RFP in order to submit the best proposal possible. To accommodate the Proposal Question process, Proposers must submit any such questions by the above due date. Written questions must be emailed to tinawright@catawbacountync.gov by the date and time specified above. Proposer should enter “RFP # 20-1007 – Questions” as the subject for the email.

2.2.2 In order for a proposal to be considered, it must be based on terms, conditions and specifications contained herein and must be a complete response to this RFP. The proposal must be submitted sealed with one (1) original, one (1) copy and one (1) electronic copy on CD, DVD or flash drive. **Proposals must be submitted no later than 3:00 p.m., on Wednesday, May 27, 2020.** Please submit proposal contents according to Section 4 of RFP – Qualifications and Submission Requirements. The proposal should be sent to the address indicated in the table below.

Mailing address for delivery of proposal via US Postal Service	Office Address of delivery by any other method (hand delivery, overnight, or any other carrier)
RFP Number: RFP 20-1007 Catawba County Government Center Attn: Purchasing Department Post Office Box 389 Newton, North Carolina 28658	RFP Number: RFP 20-1007 Catawba County Government Center Attn: Purchasing Department 25 Government Drive Newton, North Carolina 28658

2.2.3 No telephone, electronic or facsimile proposals will be considered. Proposals received after the time and date for closing will not be considered.

2.2.4 A Mandatory Pre-Proposal Video Conference via Zoom will be held at 2:00 P.M., EST, on Thursday, April 23, 2020, via Zoom. The purpose of this video conference is to allow all potential bidders an opportunity to present questions and obtain clarifications relative to

this solicitation. Instructions for the pre-proposal online conference will be sent to all providers who submit Attachment A – Intent to Propose prior to the dedicated conference time. Prospective bidders are encouraged to submit their questions in writing to tinawright@catawbacountync.gov prior to the conference to allow a more detailed and accurate response to the questions. Any changes resulting from this conference will be issued in a written addendum to the solicitation.

2.2.5 The deadline for receipt of all proposals is **Wednesday, May 27, 2020, at 3:00 PM, EST**. Any bids received after the scheduled closing time for the receipt of bids will not be accepted. Respondents to this RFP will be publicly identified; however, no other information will be disclosed.

2.2.6 Catawba County reserves the right to allow or disallow minor deviations or technicalities should the County deem it to be to the best interest of the County. Catawba County will be the sole judge of what is to be considered a minor deviation or technicality. Catawba County reserves the right to reject any and all proposals and to waive informalities as may be permitted by law.

2.2.7 Should a Bidder find discrepancies in, or omissions from the documents, or should he/she be in doubt as to their meaning, he/she should at once notify the County, and a written addendum will be issued if necessary. The County will not be responsible for any oral instructions. Acknowledgment of any addendum received will be noted on the proposal in the Proposal Form provided. In closing of a contract, any addendum issued will become a part thereof. The original RFP Proposal Form must also be signed.

2.2.8 Once an award is made, all proposals become public record and will be disclosed upon request. According to N.C. General Statutes § 132-1.2, trade secrets contained in a bid may be kept confidential if the bidder, at the time the bid is submitted, designates the secret and requests that it be kept confidential. This right of privacy will be construed as narrowly as possible to protect the interests of the Bidder while attempting to maximize the availability of information to the public. Price will not be considered confidential information.

2.2.9 Bidders may withdraw or withdraw and resubmit their bid at any time prior to the closing time for receipt of bids. **NO** bid may be withdrawn after the scheduled closing time for receipt of bids for a period of ninety (90) days.

2.2.10 Bidders submitting proposals which meet the selection criteria and which are deemed to be the most advantageous to the County may be requested to give an oral presentation to a selection committee.

2.2.11 The award will be made to the responsible bidder whose proposal is determined to be the most advantageous to the County based on the evaluation factors set forth in this Request for Proposal. Although price will be considered, it will not be the sole determining factor.

2.2.12 Proposals must be signed by an authorized individual of the firm. Proposals that are not signed will be rejected.

2.2.13 The County reserves the right to reject any or all proposals or any part thereof, or to accept any proposal, or any part thereof.

2.2.14 Any person, firm, corporation or association submitting a proposal shall be deemed to have read and understood all the terms, conditions and requirements in the specifications and/or scope of work.

2.2.15 All proposals and accompanying documentation will become the property of Catawba County at the time the proposals are opened.

2.2.16 The Bidder's products, service and facilities shall be in full compliance with any and all applicable state, federal, local, environmental and safety laws, regulations, ordinances and standards or any standards adopted by nationally recognized testing facilities regardless of whether or not they are referred to in the bid documents.

2.2.17 Failure to comply with these provisions or any other provisions of the North Carolina General Statutes will result in rejection of bid.

2.2.18 The successful Bidder must maintain insurance from companies licensed to write business in North Carolina, with an A.M. Best rating of A or higher, and acceptable to Catawba County, of the kinds and minimum amounts specified below:

Certificate of Insurance. Before execution of a contract, the successful bidder must furnish County with certificates of all insurance required below. Certificates must indicate the type; amount, class of operations covered, effective date and expiration date of all policies.

Workers Compensation and Employers Liability Insurance. Covering all of the successful bidder's employees to be engaged in the work under this contract, providing the required statutory benefits under North Carolina Workers Compensation Law, and Employer Liability Insurance, with a limit of \$500,000 of each occurrence.

Commercial General Liability. Including coverage for independent contractor operations, contractual liability assumed under the provisions of this contract, products/completed operations liability and broad form property damage liability insurance coverage. Exclusions applicable to explosion, collapse and underground hazards are to be deleted when the work involves these exposures. The policy must provide liability limits of at least \$1,000,000 per occurrence and \$2,000,000 annual aggregate. **Catawba County must be named as an additional insured under this policy.**

Automobile Liability Insurance. Covering all owned, non-owned and hired vehicles, providing liability limits of at least \$1,000,000 per occurrence combined single limits applicable to claims due to bodily injury and/or property damage. **Catawba County must be named as an additional insured under this policy.**

Professional Liability Insurance. The successful bidder will be required to maintain Professional Liability Insurance providing liability insurance limits of at least \$1,000,000 per occurrence and \$5,000,000 in the annual aggregate. The successful bidder will be required to maintain this coverage for a period of at least two (2) years beyond the termination date of this contract.

Umbrella Liability Insurance. The successful bidder must provide coverage as excess above the underlying Commercial General Liability Insurance, Automobile

Liability Insurance, Employers Liability Insurance, Medical Professional Liability Insurance policies required by this Contract. This coverage must provide excess liability limits at least in the amount of \$5,000,000 per occurrence, combined single limits, applicable to claims arising from bodily injury, personal injury and/or property damage. **Catawba County is to be included as an additional insured under the Umbrella Liability Insurance coverage.**

Section 3: Specifications

I. Overview:

A. Purpose:

The purpose and intent of this Request for Proposals (RFP) is to solicit proposals from qualified inmate health care management companies to establish a contract to provide a health care services program at full capacity and in a cost effective manner to persons in the custody of the Catawba County Sheriff at the Detention Facility, located at 100 Government Drive, Newton, North Carolina 28658.

These services are to be provided in a manner that complies with all local, state and federal licensure requirements and standards of care delivery, which sufficiently meets the needs of the Detention Facility.

B. Background:

Catawba County presently has a 259 bed detention facility with an expansion project in progress. The expansion will increase operational capacity to 432 beds. The expansion is expected to be completed around May 15, 2020, and ready to house inmates on July 1, 2020. The facility houses both male and female detainees, some sentenced inmates and federal inmates. Catawba County is requesting proposals for qualified inmate health care management companies desiring to operate and manage the inmate health care program at the facility.

C. Term of Contract:

The term of this Agreement will begin July 1, 2020, and end June 30, 2021, with the option to renew up to two (2) additional one (1) year terms unless terminated by either party pursuant to the terms hereof. Renewal options will be exercised in writing and by mutual agreement. Any renewal will be based on performance satisfactory to the County by the Contractor during the previous years.

D. Statement of Needs and Requirements:

Through this proposal process, a qualified health care Contractor will be selected to provide the delivery of health care services to persons in the custody of the Catawba County Detention Facility.

The successful Bidder will provide a comprehensive program that meets the general and unique health care needs for inmates housed in the Catawba County Detention Facility. The philosophy of the County in acquiring a health care Contractor is to maximize treatment and care of inmates

within the existing facility while avoiding unnecessary instances involving transportation, inappropriate utilization of staff, and security risks by such movement. Services must be cost effective and delivered to the population in such a way as to promote quality health care while fulfilling the Contractor's mission, goals and objectives.

Proposals submitted must be based upon the premise that the successful Bidder will bear all costs associated with the provision of health care as described herein, including outside physician, dentist, hospital and ancillary services costs.

The successful Bidder must provide health care services which meet or exceed all local, state and federal standards and requirements to include, but not be limited to the North Carolina Jail Standards, the North Carolina Board of Nursing, the North Carolina Medical Board, the National Commission on Correctional Health Care and all applicable community standards of care.

The successful Bidder must remain current on any revisions to established policy set forth by all local, state and federal regulations as well as accrediting requirements.

The Bidder must adhere to all policies and procedures prescribed by the Catawba County Sheriff's Office relating to safety, custody, and conduct of inmates. The Catawba County Sheriff's Office will be responsible for all individuals in custody admitted to sub-contracted facilities for care and treatment.

The Catawba County Sheriff's Office staff reserve the right to search any person, property or article entering or remaining on its property. The Sheriff, or his designee, has the right to deny admission to any employee, individual contractor or agent of the successful Bidder who in the Sheriff's opinion poses a risk to the facility, his employees or those in his custody.

II. Program Requirements and Specifications:

The successful Bidder must meet the following specifications and program requirements. This listing is not intended to be all-inclusive, but serves as a guideline with recommendations for a health care program for the inmate population in the custody of the Sheriff of Catawba County.

A. Administrative Requirements:

At the Catawba County Detention Facility, the successful Bidder must provide:

1. A designated licensed practicing physician (Medical Director) to assure the appropriateness and adequacy of inmate health care and to provide direct medical treatment to inmates.
2. A health services administrator to:
 - a) Plan, organize, and coordinate professional and technical medical staff;
 - b) Maintain a comprehensive medical record keeping system;
 - c) Maintain financial accountability to the Detention Facility Administrator; and
 - d) Respond to complaints from the Detention Facility Administrator and the Sheriff directed at medical services provided.
3. The successful Bidder must provide well-defined operational policies and procedures to include, at a minimum, those required by; National Commission on Correctional Health

Care, North Carolina Department of Health and Human Services Division of Facility Services (standards for jails) and in concert with the Catawba County Sheriff's Office policies and procedures for service delivery. The Bidder must write and update the Medical Plan as required by the North Carolina General Statutes and North Carolina Jail standards.

4. The successful Bidder must provide documentation of health care staff roles in the facilities' disaster plans. The successful Bidder must, in times of emergency or threat thereof, whether accidental, natural or caused by man, provide medical assistance to all Catawba County Sheriff's personnel and any other occupants of the building at the time of the disaster. The successful Bidder must also participate in community preparedness and response planning for pandemics and other disasters as deemed appropriate by the Catawba County Sheriff or his designee.

At the Catawba County Detention Facility, the successful Bidder must provide:

1. Operation of a twenty-four (24) hour, seven (7) days per week health care program with full staffing by licensed, certified, and professionally trained personnel.
2. Bidder is required to submit a staffing plan as part of proposal submission to the County, to indicate how Bidder plans to provide coverage for the operation of a twenty-four (24), seven (7) days per week health care program.
3. A comprehensive weekly, monthly and annual statistical report forwarded to the Detention Facility Administrator and the Sheriff of Catawba County in accordance with the American Medical Association Standards and requests of the Detention Facility Administrator and Jail Administration. Monthly narrative reports must be submitted on the fifth (5) calendar day of each month to the Detention Facility Administrator, with data reflecting the previous month's workload, to include:
 - a. Deaths
 - b. Suicide data (i.e. attempts and precautions taken);
 - c. Safekeeping admissions;
 - d. Ambulance transports In and Out;
 - e. Transfers to off-site hospital emergency departments;
 - f. Off-site hospital admissions;
 - g. Off-site ambulatory procedures
 - h. Report of status of inmates in local hospitals and medical observation area/infirmery
 - i. Inmates/residents seen by the physician
 - j. Medical observation area/Infirmery admissions, patient days, average length of stay;
 - k. Medical specialty consultation referrals
 - l. Inmates/residents seen at sick call;
 - m. Inmates/residents requests for various services (screened);
 - n. Fourteen (14) day history and physical assessments;
 - o. Intake medical screening;
 - p. Inmates/residents seen by mental health professionals
 - q. Inmates/residents seen by the dentist;
 - r. Diagnostic studies;
 - s. Communicable disease reporting;
 - t. Staffing;

- u. Report of third party reimbursement, pursuit and recovery
- v. Summary of completed medical incident report;
- w. Summary of completed medical grievance report
- x. Hours worked by contracted Medical staff

Annual narrative reports must be submitted on the fifth (5) calendar day of the first month of the fiscal year to the Detention Facility Administrator at the Catawba County Sheriff's Office with data reflecting the previous year's workload, to include:

- a. Deaths
 - b. Suicide data (i.e. attempts and precautions taken);
 - c. Safekeeping admissions;
 - d. Ambulance transports In and Out;
 - e. Transfers to off-site hospital emergency departments;
 - f. Off-site hospital admissions;
 - g. Off-site ambulatory procedures
 - h. Report of status of inmates in local hospitals and infirmary
 - i. Inmates/residents seen by the physician
 - j. Infirmary admissions, patient days, average length of stay;
 - k. Medical specialty consultation referrals
 - l. Inmates/residents seen at sick call;
 - m. Inmates/residents requests for various services (screened);
 - n. Fourteen (14) day history and physical assessments;
 - o. Intake medical screening;
 - p. Inmates/residents seen by mental health professionals
 - q. Inmates/residents seen by the dentist;
 - r. Diagnostic studies;
 - s. Summary of medical incident reports (i.e., number, types, corrective actions taken, etc.)
 - t. Summary of medical grievance reports (i.e., number types, responses, corrective actions, etc.)
 - u. Communicable disease reporting;
 - v. Staffing;
 - w. Report of third party reimbursement, pursuit and recovery
 - x. Hours worked by contracted Medical staff
4. A continuing medical education program as appropriate for Catawba County Sheriff personnel, approximately six (6) hours per quarter, in half hour blocks, and performed by on-duty staff. Such program must include but not be limited to training and education in suicide prevention, mental illness, basic first aid, drug/alcohol abuse, communicable diseases, and other related detention facility health issues.
 5. TB tests for inmates as deemed necessary by the Sheriff.

B. Personnel Requirements:

1. The Successful Bidder will have sole responsibility for hiring and training its employees.
2. The Bidder must provide complete information on proposed staffing to include title, number of full-time and relief staff by day, shift, and location. Adequate health care

personnel are required for twenty-four (24) hour per day inmate health care services at the Detention Facility and salary ranges included.

3. Physician services sufficient to provide the required needs of the day and assure medical evaluation/follow-up within twenty-four (24) hours of post nursing triage referral (including weekends and holidays). In addition, twenty-four (24) hour physician on-call services with availability for telephone consultation and on-site needs.
4. Nursing services must be available to provide for the following:
 - a. A pre-admission triage prior to booking to occur at pre-intake;
 - b. Intake screening (to include suicide screening on all inmates, at time of admission;
 - c. Histories and physicals on all, within fourteen (14) days of admission to include mental health issues and substance abuse;
 - d. Medications as prescribed; Med-pass to occur in housing units
 - e. Sick call triage and follow-up on a daily basis;
 - f. Medical observation area coverage at all times;
 - g. Appropriate and timely responses to medical needs and emergencies;
 - h. DNA blood samples for state databank, search warrants and court orders (not associated with current charges for inmates being treated by medical staff)
5. Sufficient medical/clerical support staff must be available to support the medical Agreement.
6. Written job descriptions that define specific duties and responsibilities for all assignments must be available and on file in the medical unit and with the Detention Facility Administrator.
7. Copies of staffing schedules encompassing all health care staff are to be posted in designated areas and submitted upon request to the Detention Facility Administrator.
8. The Bidder must provide temporary replacement staff for those personnel who fail to report for their scheduled shift. Replacement staff must meet or exceed those qualifications and security requirements as stated in this document.
9. Health professionals, who are employed by Bidder on a full time basis, or under contractual arrangement, must comply with appropriate state and federal licensure, certification, or registration requirements. Verification of current credentials will be maintained on file at the facility.
10. Individuals must not begin work until completed credentials verification report is on file at the facility. For initial employment and annual verification, copies of and primary verification of the following documents are required:
 - a. Physician
 - North Carolina Medical Board license for the current year
 - Copies of Board Certification if applicable
 - Primary verification of DEA Certificate
 - Validation of current standing with the NC Medical Board
 - Proof of Liability Insurance
 - Copy of North Carolina Driver's License

- b. Physician's Assistant
 - North Carolina Medical Board Statement of Approval
 - Validation of current standing with the NC Medical Board
 - Copies of Certification, if applicable
 - Proof of Liability Insurance
 - c. Nurse Practitioner/Registered Nurse/Licensed Practical Nurse
 - Copy of diploma from an accredited school of nursing
 - Verification of current licensure with the NC Board of Nursing
 - Special Certification (e.g., MICN/CCRN) if applicable.
11. The successful Bidder must, upon request, provide to the Detention Facility Administrator proof of licenses and/or certificates for all professional staff. In addition, proof of malpractice insurance must be on file for all physicians, nurse practitioners, physician assistants, and any other employees, as applicable.
 12. All employees of the successful Bidder must undergo a criminal background check, drug screening, and TB test prior to employment.
 13. The successful Bidder must, at all times, enforce strict discipline and good order among their employees working under the resulting agreement.
 14. Successful Bidder's employees deemed objectionable to the Detention Facility Administrator, the Catawba County Sheriff, or his designated Administrator, must have security clearances rescinded and, if not agreed otherwise, replaced by the successful Bidder.
 15. The successful Bidder must, upon request, provide to the Detention Facility its written plan for the orientation and staff development/training appropriate to their health care delivery activity for all health care personnel. This plan must outline the frequency of continued training for each staff position. Appropriate educational offerings, performed by provider's on-duty staff, must be provided at no cost to the Catawba County Sheriff's Office.

C. Pharmaceutical Requirements:

1. The successful Bidder must provide pharmaceutical services and supplies for prescription and non-prescription medications and all intravenous solutions ordered by the contractor's physicians, mid-level practitioners, and dentists.
2. The successful Bidder must make provisions for on-site delivery seven (7) days per week, on-site STAT dose capability for emergencies, and an emergency drug kit.
3. The successful Bidder must maintain a starter dose of medications, which if not readily available could compromise the inmates' health status.
4. The successful Bidder must utilize a medication administration record to include all information contained on the prescription label and the name of the practitioner who prescribed the medication.

5. The successful Bidder's staff will administer all controlled, abusable and psychotropic medications to inmates. Medications may be administered through the housing unit distribution process (Med-pass).
6. Psychotropic medications such as anti-psychotic, antidepressants, and drugs requiring parental administration must be prescribed by a physician or authorized health provider and only following a physical examination of the inmate by a qualified health professional. Involuntary administration of psychotropic medications must be in compliance with applicable State laws.
7. The successful Bidder will assure that the recording of the administration of medications is done in a manner and on a form approved by the appropriate health care authority to include documentation of the fact that inmates are receiving and ingesting their prescribed medications. Documentation must also be required when an inmate's ordered medication was not administered and the reason given.

D. Care and Treatment Requirements:

1. The successful Bidder must provide for twenty-four (24) hours a day emergency services to include on-site emergencies using provider medical staff and outside hospital services.
2. In addition to twenty-four (24) hours per day emergency service coverage, the hours for routine nurse sick call must be at levels which allow all inmates needing medical services to be seen within a forty-eight (48) hour time period from the time request for such services has been made.
3. The successful Bidder must provide a written health plan of standardized policies and defined procedures for the Detention Facility as approved annually by the Sheriff or his designated Administrator. The manual must be reviewed and revised, as necessary, under direction of the successful Bidder with approval of the Sheriff's Office as appropriate.
4. The successful Bidder must work with the Catawba County Sheriff's Office staff to establish a mental health program for evaluation, treatment and/or referral. The Bidder should expect that the program will include plans for but not limited to the following:
 - a. Medical evaluation that supports medical confinement of the inmate based on risk of physical danger to self or others;
 - b. Continued medical services to provide follow-up care and treatment during the entire time an inmate is held in medical confinement on at least a five (5) days per week basis; and

All patients placed on medication must be evaluated for signs of toxicity. Blood pressure and heart rate must be regularly checked and drug levels monitored where appropriate with documentation of this information to be placed routinely in the inmate's medical record.

5. The successful Bidder must provide a special medical plan for inmates requiring close medical supervision, including chronic and convalescent care needs. The Bidder must include specific guidelines for housing standards of these inmates. Requirements to be included are:

- a. Each inmate assigned this classification must have a written individualized treatment plan developed by a physician;
 - b. Inmates committed under the influence of alcohol or drugs must be kept under close observation for a reasonable time period;
 - c. Inmates with suicidal tendencies and those with a history of seizures, as determined by a medical authority, must be assigned to quarters that have close observation; and
 - d. A physician must determine pharmacological or non-pharmacological support care.
6. The Catawba County Health Department, The Catawba County Sheriff's Office, and medical and mental health staff must share **relevant information** including, but not limited to, communicable disease information as appropriate, and information regarding behavior problems/disorders.
7. Intake screening findings by the successful Bidder are recorded on a printed form approved by the Office of the Sheriff.

At a minimum, the screening must include the inquiry into:

- a. Current illness and health problems including medical, mental health history and communicable disease;
- b. Medications taken and special health requirements;
- c. Use of alcohol and drugs, including types, methods, amounts, frequency, date/time of last use and history of problems related to stoppage;
- d. A history of gynecological problems and pregnancies for females; and
- e. Suicidal tendencies, including whether he/she has tried or contemplated suicide in past and whether he/she is currently contemplating suicide.

At a minimum, the screening must include the observation of:

- a. Behavior, including state of consciousness, mental status, appearance, conduct, tremors, sweating, and/or bleeding.
 - b. Notation of body deformities, trauma, markings, ease of movement.
 - c. Condition of skin and body orifices, including rashes and infestations, needle marks, or other indications of drug abuse.
 - d. Signs of injury (past and current).
8. Inmates must be medically cleared before they are sent to general intake population
9. All new admissions/screening charts are to be reviewed and signed by the MD/PA/NP within thirty-six (36) hours.
10. Each inmate must be given a health appraisal, including a physical examination by qualified health care personnel within fourteen (14) days after admission to the Facility. If the inmate has received a health appraisal within the previous thirty- (30) days, a new appraisal is not required except as determined by the physician or his/her designee.
11. The extent of the health appraisal, including the physical examination, is defined by the responsible health authority; however, must include at a minimum:

- a. Review of intake screening forms;
 - b. Collection of additional data regarding complete medical, dental, psychiatric and immunization histories;
 - c. Appropriate laboratory and diagnostic tests to detect communicable disease (STD, TB, etc);
 - d. Recording vital signs (height, weight, pulse, blood pressure, and temperature);
 - e. Physical examination with comments about the mental and dental status. A gynecological assessment must be included for females;
 - f. Review of physical examination and test results by a physician for problem identification must take place;
 - g. Initiation of therapy when appropriate; and
 - h. Other tests and examinations as appropriate.
12. The Facility physician, the Detention Facility Administrator, and Detention Facility Staff must approve the form used for the health appraisal for Detention Facility.
 13. The policy and procedure requiring a health appraisal must be contained in Bidder's standard operating procedures for the medical section.
 14. Inmates referred for treatment as a result of the health appraisal must be seen the following day unless the provider making the referral orders them to sick call on another day. Life threatening emergencies will be seen or referred for emergency care immediately.
 15. Medical staff must be responsible for all housekeeping duties in the medical observation area with the exception of the floors, bathrooms, showers and walls.
 16. Inmates must not be allowed to provide any health care services, including record keeping.
 17. The successful Bidder must be responsible for the appropriate disposal of all contaminated waste. This material must be removed from within the Facility to a secured area and disposed of as required by law or standard.

E. Outside Specialty Services, Procedures, Emergency Care and Hospitalization:

1. The successful Bidder must arrange for the provision of physician specialty services, procedures, emergency care and hospital admission of any inmate, who in the opinion of the Medical Director requires outside medical service.
2. The Bidder must provide comprehensive inpatient/outpatient physician services and those miscellaneous ancillary services that are routinely ordered by such individuals.
3. The Bidder must provide inmates with the necessary health care professionals and services to meet the outpatient needs of inmates who are referred for such treatment. Such consultation and/or treatment must be limited to the chief complaint(s) as noted on the consultation and/or request form unless otherwise agreed by outside and in-house medical professionals.
4. Inmates must be referred to the appropriate facility(s) for emergency care, scheduled inpatient care, and scheduled outpatient services on an as needed basis. Emergency care

must primarily require the use of special care units, which would provide treatment that is not otherwise available at the Catawba County Detention Center.

5. The successful Bidder is additionally responsible for the following:
 - a. Effectively communicating with North Carolina Division of Adult Correction (DAC) Hospital in Raleigh in regards to obtaining medical clearance for inmates whose medical needs are beyond the scope and practice of our facility and have those inmates placed into Safekeeping.
 - b. Reviewing all referrals to specialists, for procedures and hospitalization for clinical appropriateness and medical necessity prior to referral;
 - c. Making arrangements for immediate care for any inmate requiring emergency care;
 - d. Notifying Detention Facility of upcoming outside health care appointments for inmates and necessity of such appointment;
 - e. Reviewing all emergency room episodes within twenty-four (24) hours of occurrence; and
 - f. Reviewing all emergency hospitalizations within twenty-four (24) hours of admission;
6. Establishing policies and procedures with the Detention Facility Administrator for off-site care regarding the following:
 - a. Referral methods and scheduling;
 - b. Reporting of test results, diagnosis and treatments;
 - c. Medical records;
 - d. Acute care hospitalization and appropriateness review;
 - e. Patient follow-up;
 - f. Emergency services;
 - g. Establishing policies and procedures with the Sheriff's Office for transportation and security for off-site care;
 - h. Monitoring closely all outside health care to ensure that proper care is rendered;
 - i. Reviewing and verifying all bills from outside providers and sending a summary to the Administrator at the Sheriff's Office monthly. Actual bills must be made available to the Sheriff's Office Administrator upon request;
 - j. Verifying that the inmate was actually in the custody of the Catawba County Sheriff at time of treatment, and was authorized to be sent out for treatment;
 - k. Determining whether the nature of the health care problem was pre-existing prior to incarceration;
 - l. Determining whether or not the health care problem was self-inflicted; and
 - m. Determining whether the inmate had or has insurance and, if so, follow through with collection of the same or have hospital bill the insurance company.

F. Laboratory and Radiology Services:

The successful Bidder must provide for laboratory and radiology services on-site to the extent reasonably possible and off-site in all other situations when required for inmates. All abnormal laboratory and x-ray results must be reviewed and signed off by a physician with a follow-up plan of care outlined.

G. Materials, Supplies and Equipment:

The successful Bidder must warrant and represent that the quality and quantity of materials, supplies, and equipment on hand during the effective period of this agreement, is sufficient to enable Bidder to perform its obligations.

H. Medical Records Requirements:

1. Electronic Medical Records (EMR), Bidder must provide an EMR that meets any local and state regulations, community standards of practice and all other standards that may apply. The system must be fully integrated and bridge with the Counties current jail management system. The EMR shall include medication, administration, utilization management, discharge planning, tracking of inmate grievances, tracking of off-site appointments, ability to track inmate fees, ability to track dental, mental health, chronic care, and other services. The EMR must be able to generate daily, weekly, and monthly reports as needed. The Bidder must agree to give the County all medical records in a digitized stand-alone form upon termination of the contract. EMR to include basic equipment, monthly maintenance and hosting. In addition, The Bidder will be responsible for implementing and maintaining the EMR system.
2. A medical record consistent with local and state regulations and community standards of practice must be maintained on each person who is seen or treated by the successful Bidder in any manner.
3. All medical records must remain the property of Catawba County.
4. Individual health care records must also be initiated and maintained for every inmate receiving medical services as a result of the inmate screening process, or for services rendered following the inmate's assignment to a housing area.
5. All inmates, upon return from outside hospital stays or clinic visits, are to be seen by the MD/PA/NP staff. A note regarding this review with reference to follow-up in-house must be documented in the inmate medical record.
6. The results of tuberculin tests are read and documented on a daily basis.
7. Medical services must perform reviews, medical examinations, medical summaries or certifications as are necessary for intra-system transfers, other jail transfers, state and/or federal prison transfers, and work clearances, which must be completed within seventy-two (72) hours from the time the names are provided. Medical summaries are prepared and sent with inmates being transferred to the North Carolina Department of Corrections. The health record must include, but not be limited to:
 - a. Intake screening form;
 - b. Health appraisal form;
 - c. Physician order/treatment plans;
 - d. Prescribed medications administered or not administered, date, time and by whom;
 - e. All complaints of illness or injury;
 - f. All findings, diagnoses, treatments and dispositions;
 - g. Health service reports;
 - h. Consent and refusal forms;
 - i. Release of information forms;

- j. All inmate request forms;
 - k. Signature and title of each individual entering information on the form;
 - l. Laboratory, radiology and diagnostic studies; and
 - m. Consultation, emergency room and hospital records and discharge summaries
8. Confidentiality of medical records must be assured and in compliance with the Federal Health Insurance Portability and Accountability Act (HIPAA). The medical, dental and psychiatric records must be kept separate from the custody records. Data necessary for the classification, security, and control of inmates shall be provided to the appropriate Sheriff's Office personnel.
 9. Inactive medical records must be maintained in accordance with the laws of the State of North Carolina.
 10. Information concerning any court or legal documents affecting inmates and the successful Bidder must be provided, in writing, to the Detention Facility Administrator and the designated Sheriff's Office representative prior to the close of the shift of service.
 11. Adherence to applicable informed consent regulations and standards of the local jurisdiction must be maintained.
 12. If an inmate medical record cannot be located, within forty-eight (48) hours of the discovered loss, a duplicate record must be generated immediately. Any clearance information that cannot be determined must be repeated. Upon location of the missing record and after a duplicate file has been created, the two files must be joined to form one file.
 13. Successful Bidder must be responsible for keeping accurate records (insurance information, etc.) for all health care services provided to inmates classified as indigent at the Detention Facility. Successful Bidder must conduct further investigations with all inmates (during screening) receiving health care services, to determine indigence.
 14. Commensurate with Critical Incident Planning Requirements, the successful Bidder is also required to ensure that Medical Records for inmates at the Catawba County Detention Facility are stored electronically at an off-site location so that they may be accessed from an authorized agent at any location away from the facility. This requirement must be met through allowing access from multiple locations throughout the state simultaneously. The Catawba County Sheriff's Office has a Memorandum of Agreement with the Department of Corrections to house inmates during a critical incident for the duration of the incident. However, these inmates may be sent to locations at different regions throughout the State of North Carolina. It is imperative that access to these medical records be available to authorized personnel regardless of the operability or condition of the Catawba County Detention Facility's physical structure.

I. Utilization Management Requirements:

The Bidder must develop and implement a Utilization Management Program designed to ensure inmates receive timely, appropriate, and coordinated health care services to maximize patient outcome within available resources. Outcomes associated with achievement of this goal are maintenance of quality health care and cost savings resulting from elimination of

duplicate/unnecessary services and potentially decreasing the duration of care required when clinically appropriate. Each component of the Utilization Management Program supports the overall goal and contributes in some way to the associated outcomes.

The Bidder's Utilization Management Program must consist of, but not be limited to, the following:

1. Referral Processing and Pre Authorizations for Specialists and Special Procedures;
2. Pre-admission Certification for Admissions and Ambulatory Procedures;
3. Concurrent Review;
4. Case Management; and
5. Discharge Planning.

J. Quality Assurance Requirements:

The successful Bidder must incorporate administrative management, oversight and quality control procedures to ensure the health care delivery system is designed and implemented in such a manner as to promote the orderly, efficient and cost-effective delivery of health services to the inmate population.

The successful Bidder must develop and implement a quality assurance program for services that will be provided under the terms and conditions of this RFP with ongoing audits consisting of regularly scheduled audits of inmate health care services with documentation of deficiencies and plans for correction of deficiencies.

K. Financial Requirements:

The successful Bidder must be responsible for all costs related to inmate health care services and equipment including, but not limited to:

1. Pharmaceuticals including over the counter medications;
2. Consumable and durable medical supplies;
3. Specialty products;
4. Orthopedic braces and supplies;
5. Office and medical equipment necessary to provide the level of medical, dental and pharmacological service described herein in the Bidder's response;
6. Personnel;
7. All required off-site care to include specialists, procedures, emergency and non-emergency, ambulatory, dental and hospital services;

8. Orthotics and Prosthesis;
9. Special podiatry shoes;
10. Forms, office supplies, books;
11. Sufficient copying equipment to support the Agreement;
12. Contaminated and disposal of medical and biohazard waste; and
13. Any and all supplies required for the day-to-day operation of the medical facilities.

Any funds collected (inmate fees, insurance reimbursement) for services provided to the inmates and covered by the agreement will be given to the County.

The Bidder must provide and operate a centralized billing system for processing, adjudicating, development and control, which will facilitate the processing of medical billings.

1. The Bidder must provide for a system of medical bills receipt control and distribution which will enable it to ensure that all medical billings are received and entered into an automated data processing (ADP) system.
2. The Bidder must ensure that its health care providers forward to the Bidder all billings for medical services rendered to beneficiaries. Complete, consolidated invoices of all medical services provided to each patient for the entire length of stay, including all physician charges (hospital-based and other) shall be submitted to the Bidder within 90 calendar days after the services are rendered. The Bidder in accordance with the terms and conditions of this contract will reject invoices containing billing discrepancies. Upon resubmission, a corrected invoice shall be submitted as an original invoice bearing the date of resubmission.

L. Inspection and Acceptance:

Catawba County reserves the right to inspect and evaluate all services provided pursuant to this RFP. The County may conduct such surveillance at any time during the performance of this contract.

M. Drug Free Workplace:

The successful Bidder acknowledges and certifies that it understands that the following acts by the Bidder, its employees and/or agents performing services on County property is strictly prohibited.

1. The unlawful manufacture, distribution, dispensing, possession or use of alcohol or other drugs, and;
2. Any impairment or incapacitation from the use of alcohol or other drugs (including the use of drugs for legitimate medical purposes).

The Bidder further acknowledges and certifies that it understands that a violation of these prohibitions constitutes a breach of contract and may result in default action being taken by Catawba County in addition to any criminal penalties that may result from such conduct.

N. Behavior of Contractor's Personnel:

Catawba County is committed to creating and maintaining an environment free from harassment and other forms of misconduct that fundamentally compromise the working environment of the County.

All Contractors performing work/services at a County facility must take all necessary steps to assure that none of its employees engage in harassment or intimidation relating to personal beliefs or characteristics of anyone on the County's premises, including, but not limited to race, religion, color, sex, or national origin, or disabilities. Such harassment is unacceptable and will not be condoned in any form at the County.

If such conduct occurs, the Bidder will take all necessary steps to stop it and prevent its future occurrence, including but not limited to the immediate dismissal of personnel. This policy must be strictly enforced.

O. Cancellation of Contract:

Catawba County reserves the right to cancel and terminate any resulting contract(s), in part or in whole, without penalty, upon ninety (90) days written notice to the Contractor.

Any contract cancellation will not relieve the Contractor(s) of the obligation to deliver and/or perform services on all outstanding orders issued prior to the effective date of cancellation.

P. Qualifications of Bidders:

The County may make such reasonable investigations as deemed proper and necessary to determine the ability of the Bidder to perform the work and the Bidder must furnish to the County all such information and data for this purpose as may be requested.

Section 4:

QUALIFICATIONS AND SUBMISSION REQUIREMENTS

Catawba County will receive written responses until **3:00 P.M. EST on Wednesday, May 27, 2020**, in the Catawba County Purchasing Department, 25 Government Drive, Newton, North Carolina 28658. Responses received after this time will not be accepted.

All Bidders must address the following, as a minimum, and should conform to the numbering system used below:

1. Letter of transmittal, identifying contact person.
2. Statement substantiating the firm's understanding of project objectives and task assignments.
3. Explanation of your approach to or general methods used to perform the services and requirements sought in this RFP.
4. Bidder must submit a full and complete staffing plan to indicate the number of Professional Staff, Administrative Support Staff and Nursing Staff coverage assignments, locations, and duties for a seven (7) day period with twenty-four (24) hour coverage.
5. Bidder must submit a detailed description on how pharmaceuticals and drugs are supplied to the Facility. Do you use Unit Dose Method of Packaging or another method?
6. Firm or Individual background and history.
 - a. Brief history of the firm or individual.
 - b. Resumes of principles and key personnel.
7. A listing of similar work performed by your firm over the last 5 years. This information should include the bidder's currently valued loss runs for the past five years.
8. Proposed project manager (person directly responsible for production of work).
9. Three (3) client references from clients of similar sized facilities.
10. Describe previous litigation or arbitration in which your firm has been involved during the past five (5) years.
11. Describe any involvement that your firm, its employees, or its owner(s) have that may constitute a conflict of interest.

Section 5:

Evaluation and Award Criteria

A. <u>Evaluation Criteria</u>	<u>Possible Points</u>
a. Responsiveness This refers to the proposal's complete responsiveness to all written specifications and requirements contained in this RFP.	15
b. Implementation Plan Emphasis is on the efficiency and comprehensiveness of the methods to be used in performing the services requested by this RFP and in managing the project.	25
c. Bidder Qualifications This refers to the overall qualifications of Bidder and its past experience in providing similar services to those requested by this RFP. It also refers to an evaluation of the quality of Bidder's performance on previous local government projects.	25
d. Personnel Qualifications This refers to the number and qualifications of the professional personnel who would be assigned to the job. Consideration will be given to the percentage of time that each would spend on the project. It also refers to an evaluation of the quality of the performance by each member of the Bidder's project team on previous projects with the County and similar projects.	15
e. Cost of Professional Services This is the expected amount your firm would be compensated for services provided to the County. The County will consider hourly rates, retainer amounts, flat fees or other methods. While this will be an important factor, it will be considered as just one factor in the evaluation and selection process.	20
TOTAL POSSIBLE POINTS	100

B. Award of Contract

It is the County's desire to award to a single Contractor deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the Request for Proposals. Price will be considered, but will not be the sole determining factor. Once the proposals are ranked and the most responsive, responsible Proposal(s) are determined, the County may conduct further negotiations, and/or request presentations to assist in the clarification of contract terms and conditions.

Section 6: Proposal Form

Catawba County invites your sealed proposal for:

Comprehensive Health Care Services For the Catawba County Detention Facility

RFP # 20-1007

Address proposals to: Tina M. Wright, Catawba County Purchasing Manager, 25 Government Drive, Newton, North Carolina 28658 and label “**HEALTH CARE SERVICES – RFP # 20-1007**”

Proposals due by: 3:00 P.M. EST, Wednesday, May 27, 2020
=====

In accordance with the attached instructions, terms, conditions, and specifications, we submit the following proposal to Catawba County:

	Base Annual Compensation	Per Diem Per Inmate on Overage of Base Inmate Population Amount
First Year: FY20-21 July 1, 2020 – June 30, 2021 Based on the Average Daily Population of 315	\$	\$
<i>Optional</i> Second Year: FY21-22 July 1, 2021 – June 30, 2022 Based on the Average Daily Population of 315	\$	\$
<i>Optional</i> Third Year: FY22-23 July 1, 2022 – June 30, 2023 Based on the Average Daily Population of 315	\$	\$

The base annual compensation above is calculated based upon an average daily inmate population of up to 315. If the average daily inmate population exceeds 315 inmates for any given month, the compensation shall be increased by a per diem rate of \$_____ for each inmate over 315.

Please provide a breakdown of the base annual compensation by line item descriptions and amounts (e.g. staffing, pharmaceuticals, general administrative and operating costs, etc.)

OPTIONAL PROGRAM ADD-ON'S

1. Cost Pool Limitation, Proposed Annual Cost \$_____
2. Bill Scrubbing / Claims Adjudication, Proposed Annual Cost \$_____
3. Onsite Dental, Proposed Hours Per Month _____; Annual Cost \$_____
4. Onsite Mental Health Services:
Psychologist, Proposed Hours Per Week _____; Proposed Annual Cost \$_____
Qualified Mental Health Provider, Proposed Hours Week _____; Proposed Annual Cost \$_____
\$_____
5. Tele-Health Services Option, Proposed Annual Cost \$_____

The undersigned certifies that to the best of his/her knowledge: (check one)

() There is no officer or employee of Catawba County who has, or whose relative has, a substantial interest in any contract award pursuant to this proposal/bid.

() The names of any and all public officers or employees of Catawba County who have, or whose relative has, a substantial interest in any contract award pursuant to this proposal/bid are identified by name as part of this submittal.

Receipt of the following addendum is acknowledged:

Addendum no. _____ Date _____

Addendum no. _____ Date _____

Addendum no. _____ Date _____

Addendum no. _____ Date _____

Addendum no. _____ Date _____

The undersigned also certifies that their firm **IS NOT** currently debarred, suspended, or proposed for debarment by any federal entity. The undersigned agrees to notify the County of any change in this status, should one occur, until such time as an award has been made under this procurement action.

The undersigned further certifies that this bid is made without prior understanding, agreement or connection with any corporation firm, or person submitting a bid for the same services and is in all respects fair and without collusion or fraud. The undersigned understands collusive bidding is a violation of state and federal law and can result in fines, prison sentences, and civil damage

awards. The undersigned agrees to abide by all conditions of this bid and certifies that he/she is authorized to sign this bid for the bidder.

(Firm)

(Street Address)

(Signature)

(City, State, Zip Code)

(Print Name)

(Phone Number)

(Title)

(Email)

ATTACHMENT A
INTENT TO PROPOSE
REQUEST FOR PROPOSAL #20-1007

This form should be faxed to 828-548-2378 or e-mailed to
TinaWright@catawbacountync.gov to ensure you receive all pre-bid video conference
instructions and addenda issued for this RFP.

I, _____ a representative of
_____ confirm that we intend to
submit a proposal for RFP #20-1007 – Health Care Services for the Catawba County Detention
Facility.

Company Name _____

Address _____

Contact Name _____

Phone (____) _____

E-mail _____

Date _____

ATTACHMENT B
REFERENCE DISCLOSURE FORM

Contractor shall provide information regarding experience in providing inmate health care services by listing THREE (3) MOST RECENT CLIENTS, References should be clients of a similar scale as the services requested in this RFP.

1. COMPANY NAME: _____
PERSON TO CONTACT: _____
TELEPHONE NUMBER: _____
TYPE OF SERVICE PROVIDED: _____
SIZE: _____
JOB DATES:
BEGINNING _____ END _____

2. COMPANY NAME: _____
PERSON TO CONTACT: _____
TELEPHONE NUMBER: _____
TYPE OF SERVICE PROVIDED: _____
SIZE: _____
JOB DATES:
BEGINNING _____ END _____

3. COMPANY NAME: _____
PERSON TO CONTACT: _____
TELEPHONE NUMBER: _____
TYPE OF SERVICE PROVIDED: _____
SIZE: _____
JOB DATES:
BEGINNING _____ END _____