



### ADDENDUM NO. 3

**DATE:** April 25, 2017  
**REQUEST FOR PROPOSAL (RFP):** # W170017510 – Richmond City Justice Center Medical Services Program  
**DATED:** April 3, 2017  
**RECEIPT DATE:** Tuesday, May 2, 2017 @ 3:30 p.m. EST  
**SUBJECT:** Questions & Responses Pertaining to the Following:  
Pre-Proposal Meeting, additional questions and responses

Ladies/Gentlemen:

All Offerors must take due notice and be governed accordingly. This Addendum must be acknowledged or your proposal may not be considered.

Please take note of the following:

Questions & Responses

1. We appreciate your direction to make all responses short and concise. We noted the Executive Summary is limited to 3 pages. This section, in particular, is used to outline the strengths and character of the company with whom you will ultimately place the care of your inmate population. It becomes even critical to assure this response remains concise, but it very thorough. Would you consider still limiting the pages, but expanding the limit to six pages? If not, even limiting it to 4 or 5 will help provide the needed space to thoroughly illustrate a company's strength.

**Please limit the Executive Summary to three (3) pages.**

2. Do you want a table of contents for the proposal?

**Yes**

3. Under the Statement of Scope tab, the RFP requests "concisely state the Offeror's understanding of the scope of services." Are you looking for a high level acknowledgement, acceptance and commitment to follow the scope of services, are outlined in the RFP, or are you asking for a narrative for each item listed under Scope of Services?

**Please provide at the offerors discretion**

4. In the course of writing the proposal, it is not uncommon to talk about tools used to fulfill the requirements of the program. Such items may include forms, training materials, etc. Placing these within the proposal itself may detract from one's ability to remain focused on the

dynamics of the program. As a result, they are often placed in an Appendix section. Will you accept an Appendix section for *only* these type of items? [We do not and will not submit marketing materials in proposals as we believe proposals are an inappropriate forum for these types of items unless specifically requested.]

**We do not have any objections.**

5. We noted that no cover letter is listed as a Tab. Do you want a cover letter to be included and attached, but not part of the proposal?

**Please provide at the offerors discretion**

6. Per the RFP, “any” standards missed...will be penalized...\$1000 per occurrence. Specifically what standards are referenced here? **See section 2.4.1 and 2.8.1. of the RFP.** How often has this penalty been assessed in the past and for what standards? **We are unable to provide a response.**
7. The RFP contains language regarding body cavity searches. NCCHC regulations specifically prohibit “body cavity searches for forensic purposes.” Are we to assume this means the provider will subcontract for these types of searches?

**Yes**

8. The RFP specifies contractor will reimburse the Sheriff’s Office \$500 for “all transports of inmates off-site and outside city of Richmond.” Have there been repetitive instances where this has occurred? **Yes.** If so, what were the circumstances? **Pre-Existing Conditions.** How often does this occur? **The information is not available.**
9. We understand your desire to limit the use of proprietary and confidential especially for items that truly to do not qualify as such. At the same time, you are asking for some information that a private company typically does not and is not required to offer, such as total payroll. Financials are also typically considered proprietary and confidential. If we feel there is confidential information, how is this to be identified/marked in the proposal (and substantiated)?

**Offerors are to list what information is proprietary in their respective submissions.**

### **Questions via Pre-Proposal Meeting**

1. How many housing units per floor.  
**1<sup>st</sup> Floor – Intake and one 12 bed Special Management Pod (male mental health)**  
**2<sup>nd</sup> Floor – Infirmary and one 48 bed celled Pod (male)**  
**3<sup>rd</sup> Floor – One (female) 24 bed celled Pod, two (female) 48 bed Dormitories, two (female) 12 bed Special Management Pods, and three 24 celled Pods (males)**

**4<sup>th</sup> Floor – Four 24 bed celled Pods, Two 48 bed Dormitories, and two 12 bed Special Management Pods (all male)**

**5<sup>th</sup> Floor – Four 48 bed celled Pods, one 32 bed Dormitory, two 48 bed Dormitories, and two 12 bed Special Management Pods (all male)**

**6<sup>th</sup> Floor – Four 48 bed celled Pods (all male)**

2. Can Telemedicine could be provided in other areas of the facility.

**No**

3. What services the current contractor uses Telemedicine for.

**Mainly Tele-psychiatric**

4. On average what percentage was the Infirmary cells occupied within the past two (2) months?

**Average Daily Population (ADP) for all beds located inside the Infirmary is 1.5 persons per day.**

5. How long does it take for inmates to see the nurse once they arrive in Intake?

**Seeing a nurse is dependent on each unique individual situation and staffing.**

6. Is RSO looking to pursue NCCHC Accreditation or just follow the standards?

**Richmond City Justice Center (RCJC) is seeking Full Accreditation.**

7. Will there be an additional questions and answers period to address questions that arise following the pre-proposal conference?

**All outstanding questions are included in this addendum.**

8. Do you use NPs or PAs?

**The winning Offeror will make staffing decisions.**

9. Who collects fees for service, us or the sheriff's office? Where does the money physically go?  
**RCSO collects fees and they are deposited into RCSO's General Revenue Fund**

10. Please provide us with a copy of the current staffing matrix.

**The current staffing matrix is not available at this time.**

11. Please provide us the current salary information for all positions.

**Salary information is not available at this time.**

12. What is the current EMR system is use? Who owns it?

**NaphCare, the current Contractor considers their EMR system proprietary.**

13. Under section 3.4, it says we must include resumes for all managers and supervisors? Down to what level? For example, would this include the HSA, DON, and medical director?

**Yes.**

14. Section 3.12 says no estimates of man-hours are to be submitted. Does this mean we should not provide a staffing matrix?

**Costs for “man hours” are not required for the initial proposal.**

15. Please provide a copy of the current contract, and any amendments since its start, for medical services at the Richmond City Justice Center (RCJC).

**All City of Richmond contracts must be requested under the Freedom of Information Act (FOIA) request. Please reach out to Brittany Banks at [brittany.banks@richmondgov.com](mailto:brittany.banks@richmondgov.com) to request a copy of the current contract.**

16. Does the RCJC’s current pharmacy contractor provide an electronic Medication Administration Records system? **Yes.** If so, please identify the program. **Elink Rx.**

17. Please provide a list of the medical equipment, and its condition, that will be in place for use by the new medical services contractor. This information is necessary for the new medical services contractor to be able to plan for any new equipment that may be necessary for the care of the inmates at RCJC.

**See attachment H in the RFP. All items listed are in “working condition”.**

18. In the event the new medical services contractor elects to hire any incumbent staff, with there be a need for any further security clearance or approval?

**Yes**

19. In the event the new medical services contractor elects to hire any incumbent staff, with there be a need for any further drug testing?

**Yes**

20. Regarding body cavity searches, is it acceptable for the medical services contractor to make arrangements with at third party medical entity to perform such searches since NCCHC suggests that primary medical services entities do not perform such examinations?

**Yes**

21. Regarding Radiology services, is it acceptable for the medical services contractor to utilize the services of a mobile radiology company for onsite radiology services?

**Yes, for the purposes of a technician to enter RCJC. The equipment will remain on site.**

22. Regarding Dialysis services, is it acceptable for the medical services contractor to utilize the services of a mobile dialysis company for onsite dialysis services?

**Yes, for the purposes of a technician to enter RCJC. The equipment will remain on site.**

23. Regarding Telemedicine services, please identify which specialty services are currently provided or supplemented via telemedicine services.

**The information is not available.**

24. Regarding Telemedicine services, please identify what existing equipment will be available for use by the new medical services contractor, if any.

**No existing equipment will be available for use by the new medical services contractor, if the city transitions to a new Contractor.**

25. Please identify and provide contact information for the Specialty Medical Services Providers currently providing services for the inmates at the RCJC.

**The city will not provide a response at this time.**

26. Please identify a contact person for the Richmond Behavioral Health Authority's crisis team.

**The city will not provide a response at this time.**

27. Does the Richmond Behavioral Health Authority provide any onsite services or mental health staff at the RCJC?

**Yes.**

28. Please identify and provide contact information for the Dentist currently providing services for the inmates at the RCJC.

**The city will not provide a response at this time.**

29. Please confirm that the Sheriff's Office contracts separately for pharmaceuticals and that the medical services contractor does not have financial responsibility for pharmaceuticals.

**Yes, pharmaceuticals are a separate contract and the Medical Services Provider does not have financial responsibility.**

30. Please identify and provide contact information for a representative of the pharmaceutical contractor.

**The information will be provided to the winning Offeror.**

31. Please identify the local hospitals most frequently used for emergency room and inpatient care when required for inmates.

**VCU Medical Center (also known as MCV Hospital).**

32. Please identify and provide contact information for the emergency medical transport service providers most frequently currently used.

**Richmond Ambulance Authority.**

33. What is the Sheriff's Office policy regarding financial responsibility for the treatment of pre-existing conditions?

**RCSO will adhere to NCCHC standards.**

34. Please identify the electronic medical records system currently being used at the RCJC.

**RCSO is currently using a proprietary product provided by NaphCare.**

35. Regarding Section 2.9.1 - Please clarify the requirement for the Contractor to provide mattresses and linens.

**Provide and replace the items specific to the Infirmary.**

36. Regarding Section 2.9.5 – Please clarify the Contractor's responsibility for cleaning the medical areas.

**The winning Offeror shall be responsible for cleaning and sanitizing the Infirmary. Cleaning and sanitizing must be performed by qualified contracted personnel.**

37. Is internet access available in the medical unit?

**Yes.**

38. Regarding Section 3/5 – It is common practice for new contractors to recruit many members of the current medical staff. Consequently, resumes and /or curriculum vitae may not be readily available for members of the current contractor’s staff. How does the Sheriff’s Department suggest that an Offeror address this issue in the proposal documents being submitted?

**The decision is up to the winning Offeror.**

39. In the Compensation Board Fiscal Year 2015 financial report attachment, it indicates that \$7,955,462 was spent on medical services. What portion of this amount was paid to the:

a. Pharmaceutical Contractor

**This information must be requested under the Freedom of Information Act (FOIA) request. Please reach out to Brittany Banks at [brittany.banks@richmondgov.com](mailto:brittany.banks@richmondgov.com) to request the information.**

b. Medical services Contractor

**This information must be requested under the Freedom of Information Act (FOIA) request. Please reach out to Brittany Banks at [brittany.banks@richmondgov.com](mailto:brittany.banks@richmondgov.com) to request the information.**

40. In the Health Services Statistical Report attachment, there are entries for “Patients on Medication” and for “Patients on Medication - daily average”. Please explain the difference in these two entries.

**The attachment referenced is a statistical report produced by our current Medical Services Provider.**

41. In the Health Services Statistical Report attachment, there are entries for “Hepatitis C flag.”

**The attachment referenced is a statistical report produced by our current Medical Services Provider.**

a. Is this the number of inmates confirmed with Hepatitis C?

**The attachment referenced is a statistical report produced by our current Medical Services Provider.**

b. How many inmates were treated for Hepatitis C during 2016?

**The attachment referenced is a statistical report produced by our current Medical Services Provider.**

42. Please provide a copy of the current approved staffing matrix, indicating shifts and credentials (i.e., RN or LPN) for each position.

**The requested information is not available at this time.**

43. Please provide copies of the current medical services contractor's MBE / ESB Monthly Compliance Monitoring Reports for 2016.

**The MBE / ESB Monthly Compliance Monitoring Reports for 2016 are not readily available at this time.**

44. Will there be an opportunity for submission of follow-up questions?

**No additional questions will be responded to by the city prior to the submission of the RFP.**

45. How many electronic copies are required to be submitted?

**Seven (7) electronic copies in a portable document format readable by Adobe Reader program, and in a Microsoft Word format that can be searched and edited**

46. Can electronic copies be provided on USB "thumb" drives?

**Yes.**

Sincerely,

*Tillie W. Jackson*

Tillie W. Jackson, VCO, P&C

Contracting Officer

**ACKNOWLEDGEMENT:**

\_\_\_\_\_  
Company

BY: \_\_\_\_\_

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date