

**REQUEST FOR PROPOSALS  
TO PROVIDE HEALTH CARE SERVICES  
And  
PHARMACY SERVICES  
AT Troup County Jail  
And  
Troup County Correctional Institute  
IN LAGRANGE, GEORGIA**

The County of Troup requests proposals for a comprehensive, health care delivery system at **Troup County Jail** and **Troup County Correctional Institute** in LaGrange, Georgia. The Jail facility houses both male and female inmates. The approximate current average daily population at the Jail is 400 male inmates and 40 female inmates. There are approximately 8,000 new commitments per year. The Correctional Institute houses 375 male inmates and there are approximately 600 new commitments per year.

**To be considered a valid proposal, one original proposal and 3 duplicates must be received at the following address no later than 3:00 p.m., September 23, 2010.**

**Troup County Purchasing Department  
100 Ridley Avenue, Suite 3100  
LaGrange, GA 30240**

It is the intent of the Troup County Board of Commissioners to award a health care contract for a one-year term beginning November 1, 2010 and ending October 31, 2011. The Troup County Board of Commissioners intends to include in the contract the right to extend the term of the contract for additional one-year terms, provided such extensions are in the best interests of the parties.

The Troup County Board of Commissioners reserves the right to reject, in whole or in part, any and all proposals received by reason of the Request For Proposals. The Troup County Board of Commissioners will not pay for any information herein requested, nor will the Troup County Commissioners be responsible for any costs incurred by the proposer. All proposals shall become property of the Troup County Board of Commissioners upon submission. The Troup County Board of Commissioners reserves the right

to negotiate final price subsequent to the submission of proposals from the selected qualified proposers.

The selection of proposers for contract will be made using the following three-step process:

1. In order to be initially selected, the proposer(s) must meet the “Minimum Qualifications of the Proposers” as included in this RFP, and their proposal must satisfy both the “Mandatory Requirements For All Proposals” and Objectives of the RFP”, also contained in this RFP.
2. After the conditions outlined in #1 are met, proposer(s) will be ranked according to the “Evaluation Criteria” included in this RFP. The ranking will be based upon the evaluation of responses in the submitted proposals.
3. Proposers of the highest ranked proposals may be invited to make oral presentations to the selection committee, with question and answer sessions following.

Final award will be made to the proposer who meets the above stated selection sequences and is judged best able to provide a health care delivery system at the **Troup County Jail** and **Troup County Correctional Institute** at the lowest cost to Troup County.

## OBJECTIVES OF THE RFP

Each response will be evaluated as to its achievement and compliance with the following stated objectives:

1. To deliver high quality health care services that can be audited against established standards as stated herein.
2. To operate the health care program in a cost-effective manner with full reporting and accountability to the Jail Administrator, the Sheriff, the Warden, and the Troup County Board of Commissioners.
3. To operate a 24 hour (7 days a week) health care program at the Jail and 16 hour (5 days per week) at the Correctional Institute using only licensed, certified and professionally trained personnel. For the Jail this must include an available physician 24 hours a day, 7 days a week on an on-call basis, a registered nurse on duty 8:00 a.m.-5:00 p.m. Monday thru Friday and a licensed practical nurse on site when the physician or R.N. is not on site. For the Correctional Institute this must include a registered nurse on site 6:00 a.m. - 2:00 p.m. Monday thru Friday and a licensed practical nurse on site 2:00 p.m. - 10:00 p.m. Monday thru Friday.
4. To implement a written health care plan with clear objectives, policies, procedures and annual evaluation of compliance for each location.
5. To maintain an open and cooperative relationship with the administration and staff of the **Troup County Jail** and **Troup County Correctional Institute**.
6. To provide a comprehensive program for continuing staff education at the **Troup County Jail** and **Troup County Correctional Institute**.
7. To maintain complete and accurate records of care and to collect and analyze health statistics on a regular basis for each location.
8. To operate the health care program in a humane manner with respect to the inmate's right to basic health care services.

## **MINIMUM QUALIFICATIONS FOR ALL PROPOSERS**

The Troup County Board of Commissioners requires that any proposer meet the following minimum qualifications. Failure to meet each of these qualifications may result in the disqualification of the proposer.

1. The proposer must be organized and existing for the primary purpose of providing correctional health care services.
2. The proposer must have at least three (3) years of previous health care experience at correctional facilities of a size comparable to that of the **Troup County Jail** and **Troup County Correctional Institute**.
3. The proposer must carry adequate professional liability insurance.
4. The proposer must demonstrate its ability to provide a health care system specifically for the **Troup County Jail** and **Troup County Correctional Institute**. It must demonstrate that it has the ability for a 30 day start-up, that it has a proven system of recruiting staff and that it has an adequate support staff to supervise and monitor its operation for the **Troup County Jail** and **Troup County Correctional Institute**.

## MANDATORY REQUIREMENTS FOR ALL PROPOSALS

Your proposal need not be in any particular form. All proposals, however, must contain the following special information:

1. All proposals must contain sufficient information concerning the Inmate Health Care Program for the **Troup County Jail** and **Troup County Correctional Institute** to evaluate whether or not the proposer meets “Minimum Qualifications For All Proposers”.
2. All proposals must demonstrate that the proposer has the willingness and ability to comply with the attached Scope of Contract, Specifications and General Conditions.
3. All proposals must list by name, address and administrator all correctional institutions where proposer is providing medical care and length of time that each contract has been in effect.
4. All proposals must contain a full description of staffing plans and explain how medical care for inmates at the **Troup County Jail** and **Troup County Correctional Institute** will be delivered.
5. Pricing information shall be provided as follows:
  - A. All proposals must contain a specific annual price and a price per month for a population of 450 jail inmates and 375 correctional institute inmates for all medical care rendered under this contract. If the Provider wishes to state one price per month for the first year of the contract and another for the subsequent years, that is acceptable. Any other exceptions to the specific price per month shall be stated, such as per diem charge for an unusual increase in average daily population. If there will be a per diem for increases in average daily population, will you give a per diem credit for a daily population less than the quantities provided?
  - B. The Troup County Board of Commissioners is willing to share responsibility for the costs of medical care

where outside costs have exceeded what has been anticipated by the proposer. Proposer should explain what types of costs are to be limited, and to what amount, and how any cost sharing arrangement would be accounted for.

- C. All proposed prices shall fully and completely explain what shall be covered and the catastrophic limit of all off-site costs per inmate if applicable.

This sharing of certain costs shall be considered an exception to the general rule that the proposer is responsible for all costs of medical care. In general, this exception to full responsibility is available for only “pre-commitment injury costs” and “outside cost limits”.

## **SCOPE OF CONTRACT**

Provider shall be the sole supplier and/or coordinator of the health care delivery system at the **Troup County Jail** and **Troup County Correctional Institute**. Provider shall be responsible for all medical care and for all inmates at the **Troup County Jail** and **Troup County Correctional Institute**. The term “medical care” includes “dental care”. This responsibility of Provider for the medical care of an inmate commences with the commitment of the inmate to the custody of the administration of the **Troup County Jail** or **Troup County Correctional Institute** and ends with the discharge of the inmate.

## **SPECIFICATIONS**

- A. Health care services must be provided using the general guidelines set by the Standards for Health Services in Jails, most recent edition, adopted by the National Commission of Correctional Health Care (NCCHC).
  
- B. Provider must recruit, interview, hire, train and supervise all health care staff and such health care staff must be adequate to meet all conditions and specifications of this contract. All medical staff providing services under this contract must be licensed to practice in the State of Georgia. At a minimum, a full-time, on-site Program Administrator shall be provided who shall have general responsibility for the successful delivery of health care for the **Troup County Jail and Troup County Correctional Institute**, pursuant to this solicitation and final contract. Staffing on-site at the jail shall include at a minimum one full-time RN and additional nurses to provide 24 hours of daily (seven day) on-site staff coverage. Staffing on-site at the C.I. shall include a minimum of one full-time RN and additional nurses to provide 16 hours coverage Monday-Friday.
  
- C. Provider shall review the Receiving Screening that is performed on all new commitments to the **Troup County Jail and Troup County Correctional Institute** within seventy-two (72) hours of arrival at the facility.

At a minimum, the Receiving Screening shall include:

1. Documentation of current illnesses and health problems, including medication taken, and special health requirement;
  
2. Behavior observations, including state of consciousness, mental status, and whether the inmate is under the influence of alcohol or drugs;
  
3. Notation of body deformities, trauma markings, bruises, ease of movement, etc.;
  
4. Conditions of skin and body orifices, including infestations;

5. A standard form will be used for purposes of recording the information of the Receiving Screening and will be included in the health record of the inmate; and
6. Referral of the inmate for special housing, emergency health services, or additional medical specialties will be made as appropriate.
7. Medical classifications and work limitations.

D. Provider shall perform a comprehensive Health Assessment on any inmate after fourteen (14) calendar days after arrival at the **Troup County Jail and Troup County Correctional Institute**. Such assessment shall be performed by a qualified medical professional.

At a minimum, the comprehensive Health Assessment shall include:

1. Review of the Receiving Screening results by the Program Administrator or responsible physician;
2. Additional data necessary to complete a standard history and physical;
3. Tuberculosis testing;
4. Screening tests for venereal disease and Human Immunodeficiency Virus (HIV), as well as urinalysis will be performed, if clinically indicated;
5. Additional lab work as directed by the physician for particular medical or health problems;
6. Additional tests as required, based on the original screening tests;
7. Height, weight, pulse, blood pressure and temperature;
8. The health assessment of females will also include and inquiry about menstrual cycle and unusual bleeding, the current use of

contraceptive medications, the presence of an IUD, breast masses and nipple discharge, and possible pregnancy;

9. Any abnormal results of the Health Assessment shall be reviewed by a physician for appropriate disposition.
- E. Provider shall identify the need, schedule, coordinate and pay for all non-emergency and emergency medical care rendered to inmates inside or outside the **Troup County Jail and Troup County Correctional Institute**.
- F. Provider shall identify the need, schedule, coordinate and pay for any inpatient hospitalization of any inmate of the **Troup County Jail and Troup County Correctional Institute**. This shall include all institutional charges, physician charges and any and all additional charges. This also includes responsibility for making emergency arrangements for ambulance service to the inpatient facility and reimbursement to the local ambulance organization for services provided.
- G. Provider shall identify the need, schedule, coordinate and pay for all physician services rendered to inmates inside or outside the **Troup County Jail and Troup County Correctional Institute**. At a minimum, Provider shall identify a “responsible physician” who shall conduct sick call and generally provide such care as is available in the community. The “responsible physician” or another covering physician shall be on call seven (7) days per week, twenty-four (24) hours per day for emergency situations.
- H. Provider shall identify the need, schedule, coordinate and pay for all supporting diagnostic examinations, both inside and outside the **Troup County Jail and Troup County Correctional Institute**. Provider shall also provide and pay for all laboratory services, as indicated.
- I. Provider shall provide the necessary follow-up for health problems identified by any of the screening tests or laboratory tests. This would include inpatient or outpatient hospitalization appropriate monitoring and prescription of appropriate medications, consultations with specialty physicians, etc.

- J. Provider shall identify the need, schedule, coordinate and pay for psychiatric care, and shall refer inmates to the current provider for psychological and counseling services rendered to inmates.
- K. Provider shall provide the dental program for the entire inmate population. The program shall provide for basic dental services to be provided by a dentist using the equipment provided in the jail or correctional institute.  
Emergency dental services shall be available on a 24-hour a day basis. Dental screening shall be given to all inmates as part of the comprehensive health assessment.
- L. Providers may provide a total pharmaceutical system for the **Troup County Jail and Troup County Correctional Institute** beginning with the physician's prescribing of medication, and the necessary record keeping. The Provider shall be responsible for the costs of all drugs administered.

The system shall include prescription medications and over-the-counter medications. All prescription medications shall be prescribed by the responsible physician or psychiatrist. All controlled substances, syringes, needles and surgical instruments will be stored under security conditions acceptable to the **Troup County Jail and Troup County Correctional Institute**. (See specifications attachment A)

- M. Provider shall provide and pay for all equipment and supplies used in the health care delivery system administered under this contract.
- N. Troup County will provide internet access and local telephone service.
- O. Provider shall maintain complete and accurate medical and dental records separate from the **Troup County Jail and Troup County Correctional Institute** confinement records of the inmate. In any criminal or civil litigation where the physical or mental condition of an inmate is at issue, Provider shall provide the Jail Administrator of the **Troup County Jail** and Deputy Warden of Care and Treatment at the **Troup County Correctional Institute** with access to such records and, upon request, provide copies.

- P. Provider shall provide a consultation service to Troup County on any and all aspects of the health care delivery system at the **Troup County Jail and Troup County Correctional Institute**, including evaluations and recommendations concerning new programs, architectural plans, staffing patterns for new facilities, alternate pharmaceutical and other systems, and on any other matter relating to this contract upon which the Troup County Board of Commissioners seeks the advice and counsel of the Provider.

Additional Requirements:

1. The successful bidder will meet with each department to confirm that they fulfill the medical requirements of each facility.
2. Billing for inmate health care for those housed at the Correctional Institute (sentenced inmates) from third party medical service providers is to be at Medicaid rates per Georgia law. The provider is responsible for verifying that the charges are at the correct rate.
3. HIV testing is required on all state inmates prior to release from Troup County Corrections Institute.
4. Troup County Jail and Troup County Correctional Institution has a contract with Blue Cross Blue Shield. The provider will be responsible for transmitting all bills to BCBS for contract adjustment. Troup County staff will train the provider employees at the start of the contract with Troup County. Training of provider employees will then become the responsibility of the provider.
5. It is the desire of the Warden (Troup County Correctional Institute) to retain the current medical staff he has. When the contract is awarded, he will arrange a meeting between the provider and these health care professionals.
6. The provider will render first aid to employees injured during “in-house” altercations.
7. “Sick-call” is provided everyday at the Jail and Monday thru Friday at the Correctional Institute.

8. The Sheriff or Warden will have final say over the on-site staff of the provider.
9. Provider must bring in mobile x-ray machine when needed and labs must be picked up at each facility.

**SPECIFICATIONS: ATTACHMENT A**

**PRESCRIPTION PLAN**

**TROUP COUNTY JAIL**

**and**

**TROUP COUNTY CORRECTIONAL INSTITUTE**

- I. Prescriptions filled in a maximum of a 7 day supply for the Jail and 30 day supply for the Correctional Institute. Unit-dosed or Blister packed and labeled according to the Rules and Regulations of the Georgia State Board of Pharmacy for the Jail for the Correctional Institute.
- II. The invoices to the each location, for all prescription charges and credits, must contain at a minimum, the following:
  - A. Prescription Number
  - B. Patient Number
  - C. Date filled or credit
  - D. Name and strength of medication
  - E. Quantity
  - F. Number of drug used, and
  - G. Cost of the prescription
- III. The invoice to the County for these same prescription charges and credits, contain at a minimum the following:
  - A. Prescription Number
  - B. Date filled or credit
  - C. Name and strength of medication
  - D. Quantity
  - E. Number of drug used, and
  - F. Cost of the prescription, and
  - G. Any additional packaging charges allowed, not in prescription cost.
- IV. The Sheriff's Office and Correctional Institute should receive the following reports quarterly:

- A. Top 100 Drugs by Cost
  - B. Top 100 Drugs by Total Utilization
  - C. A breakdown of all prescriptions by brand and generic, showing the number of prescriptions, the cost by brand and generic and the percentage of prescriptions by brand and generic.
- V. Request the pharmacists and the physicians to meet and work together to develop a drug protocol that would assist in providing prescribing guidelines and controlling costs.
- VI. Prescriptions to be delivered to the appropriate detention facility the day the prescription is called in.

Generic substitutions **must** be made when allowed by physician.

1. Proposer and its employees shall be required to observe all rules and regulations of the Troup County Sheriff's Office and/or The Troup County Correctional Institute while on-site at the **Troup County Facility/Jail or the Troup County Correctional Institute**. Any breach of security and/or rules and regulations may result in the employee of the Proposer being barred from the **Troup County Facility/Jail of Troup County Correctional Institute** and may provide grounds for termination of the contract. Confidentiality of the patient's medical records must be protected at all times.
2. Proposer shall provide pharmacy services consistent with State Statutes, Georgia Sheriff's Association Model Jail Standard and the National Commission on Correctional Health Care (NCCHC) and the Georgia Department of Corrections.
3. Pharmacy hours of operation will include, at a minimum, Monday through Friday 8:00 a.m. to 5:00 p.m.
4. A system will be established to obtain emergency or "STAT" pharmacy orders, seven (7) days per week.
5. The pharmacy shall receive prescription and over the counter medication orders from the Facility by facsimile transmittal or via telephone in an

emergency situation. A hard copy will follow any telephone order as specified by law.

6. Intravenous medications will be dispensed in ready-to-administer dilutions unless drug instability precludes premixing. The Provider may provide medications in Add-Vantage or similar packaging in lieu of admixed preparations.

## **GENERAL CONDITIONS**

- A. The duration of this contract shall be from November 1, 2010 until October 31, 2011. Thereafter, this contract may be extended, upon agreement of the parties, for any number of subsequent one-year terms.
- B. The health care delivery system must conform with State standards for medical services provided in correctional institutions as established by the Department of Corrections or other appropriate State authority.
- C. Provider shall have no responsibility for security at the **Troup County Jail** or **Troup County Correctional Institute** or for the custody of the inmate at any time, such responsibility being solely that of the **Troup County Jail** or **Troup County Correctional Institute**. Provider shall have sole responsibility in all matters of medical, mental health and dental judgment. Provider shall have primary, but not exclusive, responsibility for the identification, care and treatment of inmates requiring medical care and who are “security risks” or who present a danger to themselves and others. On these matters of mutual concern, the Sheriff and his staff shall support, assist and cooperate with Provider, and Provider shall support, assist and cooperate with the Sheriff whose decision in any non-medical matter shall be final. All decisions involving the exercise of medical or dental judgment are still the responsibility of the Provider.
- D. Provider shall indemnify and hold harmless the Troup County Board of Commissioners and its agents, servants and/or employees from all claims, actions, lawsuits, damages, judgments or liabilities arising out

of the health care delivery system at the **Troup County Jail** or **Troup County Correctional Institute**. Conversely, the Troup County Board of Commissioners shall indemnify and hold harmless Provider, its agents, servants and/or employees and/or medical and/or health care staff from any and all claims, actions, lawsuits, damages, judgments or liabilities arising out of the operation and maintenance of the **Troup County Jail** and **Troup County Correctional Institute**, including maintaining security.

- E. Provider shall have adequate general and professional liability insurance coverage and workers compensation. This insurance shall specifically cover the services provided under this contract. Failure to maintain such insurance shall be grounds for immediate termination of this contract.
  
- F. Policies and Procedures of the Provider relating to medical care are generally to be established and implemented solely by the Provider. In areas which impact upon the security and general administration of the **Troup County Jail** and **Troup County Correctional Institute**, the Policies and Procedures of the Provider are subject to review and approval of the **Troup County Sheriff** and **Troup County Warden** . Without limiting the responsibility of the Provider to make its own medical, mental health and dental judgments, or the discretion of the **Troup County Jail** and **Troup County Correctional Institute** administration to perform its responsibilities under law, those areas are as follows:
  - 1. Drug and syringe security;
  
  - 2. Alcohol and drug medical detoxification
  
  - 3. Identification, care and treatment of inmates with special medical needs, including but not limited to, individuals with hepatitis, epilepsy, physical handicaps, those infected with the Human Immunodeficiency Virus (HIV), and those with any other disease that can be sexually transmitted;
  
  - 4. Suicide prevention;

5. Identification, care and treatment of individuals suffering from any mental illness, disease or injury, including , but not limited to, those inmates presenting a danger to themselves and others.

The **Troup County Sheriff** and **Troup County Warden** retains the right to review and approve Policies and Procedures of the Provider in any other area affecting the performance of his responsibilities under law.

- A. Neither the obligations nor the rights of the Provider under this contract may be assigned by the Provider without the express written consent of the **Troup County Sheriff** and **The Troup County Warden**, whose consent shall not be unreasonably withheld.
- B. Provider may seek reimbursement for services rendered under this contract from any available third party including the State of Georgia and Blue Cross and/or Blue Shield. The administration of the **Troup County Jail** and **The Troup County Correctional Institute** shall cooperate with the Provider in these efforts.

## **EVALUATION CRITERIA**

Each proposal will be evaluated in the following five (5) categories:

### 1. Corporate Experience

- A. Experience in correctional health care. Corporate experience must be demonstrated which meets RFP qualifications.
- B. Experience in providing correctional health care programs in facilities with inmate population in the range of 300 inmates.

### 2. References

- A. References will be contacted and rated based upon their satisfaction of services provided.

- B. Consideration will be given for the offeror having provided one (1) full year of satisfactory service at the referenced facility.
  - C. Proposer must submit a minimum of three (3) references of existing contracts.
  - D. Consideration will be given if the referenced facility renewed or extended their original contract with the offeror beyond the initial term and conditions of the contract.
3. Quality of Response. Each proposal will be carefully evaluated to determine the following:
- A. Proposer's demonstrated understanding of the project requirements.
  - B. Proposer's ability to clearly describe how the proposed program will meet the qualifications required and project objectives.
4. Corporate Capability. Each proposal will be evaluated carefully to determine the proposer's ability to start-up and manage the proposed program. Proposer must prove its ability to start-up the program in the required time as outlined in the RFP.

Proposer must demonstrate the staff and structure, as well as outline any specific phasing in their proposal to accomplish start-up and continuing management of the proposed program.

5. Price. All proposals will be rated from the common reference point of a total dollar figure for delivery of a complete health care program for each year and the total contract period if multiple years are proposed. Specific reference will be made to the following areas:
- A. Lowest base price for base inmate population (ADP).
  - B. Lowest per diem costs above base (ADP) and credit against per diem for below average count.

- C. Note that the average daily population (ADP) estimate as stated herein shall be calculated on a monthly basis for pricing purposes.
- D. If quoting medications only, delivery to be included. Full explanation of pricing calculation to be included.

Please provide cost for each of the following:

(Only) Troup County Jail with medications

(Only) Troup County Jail without medications

(Only) Troup County Correctional Institute with medications

(Only) Troup County Correctional Institute without medications

Medications for the Troup County Jail Only

Medications for the Troup County Correctional Institute

Both Facilities

Troup County Jail w/Meds

Troup County Jail w/o Meds

Troup County Correctional Institute w/Meds

Troup County Correctional Institute w/o Meds

Medications Only

If you are quoting medications only, full credit must be allowed for all medications returned to the pharmacy. Such credit must be given within 30 days of notification of return of meds.