



Request for Proposal

Wake Detention Medical Consulting Services

RFP # 22-020

Wake County, North Carolina
P.O. Box 550
Raleigh, North Carolina 27602

**Proposals are due February 24, 2022 before
2:00 pm local time.**

Table of Contents

1.0	Introduction	
1.1	Introduction.....	
1.2	Project Overview.....	
1.3	Scope of Services.....	
1.4	General Proposal Requirements	
2.0	General Submittal Requirements	
2.1	Proposal Contact	
2.2	Proposal Submittal Requirements.....	
2.3	Proposer Expenses	
2.4	Interpretations, Discrepancies and Omissions	
2.5	Tentative Schedule	
2.6	Pre-proposal Conference	
2.7	Finalists and Interviews	
2.8	Award.....	
2.9	Non-disclosure of County Information	
2.10	Retention of Proposer Material.....	
3.0	General Terms and Conditions	
3.1	Certification	
3.2	Conflict of Interest	
3.3	Assignment.....	
3.4	Indemnification.....	
3.5	Independent Contractor	
3.6	Payment.....	
3.7	Insurance	
3.8	Governing Law	
3.9	Confidential Information/Public Records Law.....	
3.10	Compliance with Laws and Regulations	
3.11	Acceptance	
3.12	Additional Services	
3.13	E-Verify.....	
3.14	Iran Divestment Act.....	
3.15	Federal Uniform Guidance	
4.0	Detailed Submittal Requirements	
4.0	Proposal Format.....	
4.1	Executive Summary.....	
4.2	Scope of Services.....	
4.3	Company Background and Relevant Experience	
4.4	Client References	
4.5	Cost Proposal	
5.0	Current Environment	
5.1	Current Operations	
6.0	Evaluation Criteria	
6.1	Selection Participants	
6.2	Evaluation of Proposals	

1 Introduction

1.1 Introduction

Wake County, North Carolina ("The County") in conjunction with the Wake County Sheriff's Office ("WCSO") is seeking proposals from a qualified consulting firm to evaluate medical, dental, and behavioral health services provided to residents of the Wake County Detention facilities. Throughout this request for proposals ("RFP"), the "Proposer" refers to qualified firms that submit Proposals and the "Consultant" refers to the Proposer who is selected to provide the services described within this RFP.

1.2 Project Overview

Wake County: Wake County is the most populous county in North Carolina. The County consists of 12 municipalities and includes Raleigh, the County seat and State capitol. The County's population, as determined by the 2020 Census was 1,129,410 residents.

Of the County's mandated responsibilities, North Carolina General Statute §153A-224 (**see Attachment A**) and NCGS §153A-225 (**see Attachment B**), provide general provisions for which medical care proceedings are to occur in law enforcement and confinement facilities. Specifically, the Statutes require facilities to provide a medical plan on how medical care will be provided to the inmates/residents. The Wake County Sheriff's Office operates two detention facilities, one located at 3301 Hammond Road, Raleigh, NC and one in the John H. Baker, Jr. Public Safety Center, located at 330 S. Salisbury St., Raleigh, NC.

The County desires to maintain or improve detention medical, dental, and behavioral health service delivery to its residents through effective and efficient best practices while meeting all requirement for medical privacy under federal and state law and industry standards for similar-sized providers.

The capacity of the detention facilities is 1,094 and 480, respectively. In the last 12 months, the Detention operations admitted over 24,000 inmates. Approximately 10,000 of these admissions bonded out or received conditions of release from a magistrate that permitted the inmates to leave the detention facility and spend their pre-trial period in the community. The in-house inmate population fluctuates considerably. Over the last 12 months, the inmate population has fluctuated from a low of 1,028 to a high of 1,318.

Currently, the Wake County Sheriff's Office Detention Medical Services Division provides medical, dental, and mental health services to residents confined at both facilities. The Medical Director directs a team of two physician assistants, two contracted psychiatrists, a contracted behavioral health service team, one contracted dentist, registered nurses, and administrative staff.

The Medical Director also directs medical and mental health services for one locum tenen physician and one locum tenen psychiatrist.

In 2012, the Wake County Detention Center expansion project was complete. This expansion led to additional space for federal inmates, female inmates, medical observation beds, safety cells and housing for other convicted County inmates, misdemeanor confinement inmates and pre-trial and work release inmates. Later in the expansion, a detox unit, mental health unit and most recently a medical holding area for additional safety cells were added.

1.3 Scope of Services

The scope of services covered in this RFP is to provide the County with an evaluation of the current medical, dental, and behavioral health service delivery in the operated detention facilities, determine system needs for the future, and offer an evaluation of delivery service methods.

It is expected that the Vendor will be able to provide a comprehensive set of services including but not limited to:

- Evaluating detention medical, dental, and behavioral health service delivery in Wake County as compared to any applicable NC General Statutes or regulations
- Collecting and evaluating data about detention medical, dental and behavioral health service delivery, as compared to services provided in detention facilities in peer NC counties or peer jurisdictions outside of NC
- Collecting and evaluating data related to health metrics of detention facility residents, as compared to detention residents in peer NC jurisdictions or peer jurisdictions outside of NC
- Collecting and evaluating data about medical, clinical, and administrative staffing of detention medical, dental, and behavioral health service delivery in Wake County as compared to peer NC counties or peer jurisdictions outside of NC
- Collecting and evaluating costs of detention medical, dental, and behavioral health service delivery in Wake County as compared to peer NC counties or peer jurisdictions outside of NC, including both costs of in-house service delivery to contracted service delivery
- Collecting and evaluating information from stakeholders through surveys and other methods; stakeholders should include, but not be limited to: other local law enforcement agencies, representatives from the court system, local hospitals, behavioral health and substance abuse treatment partners

- Addressing challenges in the current detention medical environment, as specifically outlined in Section 5 – Current Environment
- Providing recommendations related to service delivery, including but not limited to: industry best practices for operations, in-house staffing models, facility modifications or improvements, contracted services, improvements to business/administrative functions, and implementation of cost-effective measures.
- Providing recommended performance measures for which the WCSO Detention Medical Unit should be measuring ongoing success

1.4 General Proposal Requirements

When responding to this RFP, please follow all instructions carefully. Please submit proposal contents according to the outline specified and submit documents according to the instructions. Failure to follow these instructions will be considered a non-responsive proposal and may result in immediate elimination from further consideration.

By submitting a proposal, Proposers acknowledge that:

- 1.4.1 The County reserves the right to reject any or all proposals if it determines that select proposals are not responsive to the RFP. The County reserves the right to reconsider any proposal submitted at any phase of the procurement. It also reserves the right to meet with select Proposers at any time to gather additional information.
- 1.4.2 Proposals will be received by Wake County Government at the time noted on the cover page of this document. At that point, Wake County will close the receipt of proposals and begin the evaluation process. The only information that will be released will be the names of the respondent(s). No other information will be disclosed, except as required by the evaluation process, until a contract is awarded.
- 1.4.3 Wake County, solely at its option, may disclose the name(s) of any firms or companies being considered or elevated during the process. Proposers are not to contact any county staff or elected official in reference to the process due to the nature of a competitive environment and to protect the integrity of the RFP process. As information becomes available and is relevant for release, that information will be shared with respondents.

2 General Submittal Requirements

2.1 Proposal Contact

This RFP and any subsequent action taken as a result thereof is issued by the Wake County Procurement Services in accordance with North Carolina General Statutes on behalf of the County. Proposal responses should be directed to Procurement Services, specifically to the Purchasing Manager, as outlined below. In regard to this RFP and subsequent procurement process, vendors shall make NO CONTACTS, either written or verbal, with any Wake County employee, staff member, or Board of Commissioner members during the period beginning with the issuance of this document through approval of award unless authorized by the proposal contact. ***Any attempt by a Proposer to contact or influence a member or members of the aforementioned will result in the immediate disqualification of the Proposer from award for items or services on this RFP.***

Proposal Contact:

Melissa England, Purchasing Manager
Wake County Finance Dept - Procurement Services
melissa.england@wakegov.com
919-856-6327

2.2 Proposal Submittal Requirements

Proposers are required to prepare their proposals in accordance with the instructions outlined in this part and elsewhere in this RFP. Each Proposer is required to submit its proposal in a sealed package.

Five (5) copies shall be submitted to the address shown below as well as an electronic version on USB.

Mailing Address:

Melissa England, Purchasing Manager
Wake County Finance Dept - Procurement Services
Wake County Justice Center, 2nd Floor – Ste 2900
301 S. McDowell Street
Raleigh, NC 27601

The County must receive proposals no later than 2:00 PM on February 24, 2022. *The Proposer's name, RFP number, and proposal closing time and date must be marked clearly on the proposal submission.* The time of receipt shall be determined by the time clock in the Wake County Procurement Services office. The County will not be held responsible for the failure of any mail or delivery service to deliver a proposal response prior to the stated proposal due date and time. It is solely the

Proposer's responsibility to: (1) Ascertain that they have all required and necessary information, documents and addenda, prior to submitting a response; (2) Ensure that the response is received at the correct location and time. Late responses, regardless of delivery means, will not be accepted. Fax or email responses will not be accepted.

2.3 Proposer Expenses

The County will not be responsible for any expenses incurred by any Proposer in the development of a response to this Request for Proposal or any other activities associated with this procurement including but not limited to any onsite (or otherwise) interviews and/or presentations, and/or supplemental information provided, submitted, or given to Wake County and/or its representatives. Further, the County shall reserve the right to cancel the work described herein prior to issuance and acceptance of any contractual agreement/purchase order by the recommended Proposer even if the Board of Commissioners has formally accepted a recommendation.

2.4 Interpretations, Discrepancies, and Omissions

Should any Proposer find discrepancies, omissions or ambiguities in this RFP, the Proposer must at once request in writing an interpretation from proposal contact listed in Section 2.1. The deadline for submitting questions is February 3, 2022 by 5:00 PM. All questions will be answered to the extent possible in the form of addenda to the specifications. The addenda will be available by February 9, 2022. All written requests for clarification should be addressed to the attention of Melissa England.

Failure to request an interpretation will be considered evidence that the Proposer understands the provision of the RFP.

The issuance of a written addendum is the only official method by which interpretation, clarification or additional information will be given by the County. Only questions answered by formal written addenda will be binding. Oral and other interpretations or clarification will be without legal effect. It is the County's intent not to issue any addenda after February 9, 2022.

2.5 Tentative Schedule

Date	Event
January 25, 2022	RFP Advertisement Date
February 3, 2022 by 5:00PM	Deadline for Written Questions
February 9, 2022	County Responds to Questions
February 24, 2022 at 2:00PM	Submittal Due Date and Time
TBD	Staff Recommendations and Approval

2.6 Pre-Proposal Questions

The County will also make a good faith effort to provide other data or attachments, if the request will further clarify the project's scope. All requests for further information shall be received by the County by February 3, 2022 before 5:00 PM EST. A copy of all answers and further clarifications provided by the County to those making inquiries will be posted as an addendum to the RFP on the County's website by February 9, 2022.

2.7 Finalists and Interviews

From the proposals received, County staff may identify a short-list of finalists. The finalists will be expected to make a presentation to and respond to questions. Additional information regarding the content of the presentation will be provided to the selected finalists.

2.8 Award

Wake County reserves the right to award a contract, based on initial offers received from Proposers, without discussion and without conducting further negotiations. Under such circumstance, the acceptance of a proposal by the County shall be deemed to be an acceptance of an offer and that such acceptance will be binding upon both parties. The County may also, at its sole discretion, have discussions with those Proposers that it deems to fall within a competitive range. The County may enter into negotiations separately with such Proposers. Negotiations with a Proposer may continue with a Proposer that the County has tentatively selected to award a contract to. The County shall not be deemed to have finally selected a Proposer until a contract has been successfully negotiated and signed by both parties.

2.9 Non-disclosure of County Information

The Proposer and its agents shall treat all data and information gathered by the Proposer and its agents, including this RFP and all reports, recommendations, specifications, and data as confidential. The Proposer and its agents shall not disclose or communicate the aforesaid matters to a third party or use them in advertising, propaganda, and/or in another job or jobs, unless written consent is obtained from the County.

2.10 Retention of Proposer Material

Any and all information submitted in conjunction with this RFP and the evaluation process will not be returned to the respondent.

3 General Terms and Conditions

3.1 Certification

The Proposer hereby certifies that it has carefully examined this Request for Proposal and the Proposer certifies that it understands the scope of the work to be done and that the Proposer has knowledge and expertise to provide the scope of the work. By signature on the response to the RFP, the Proposer certifies that its proposal is made without prior understanding, agreement, or connection with any corporation, firm or person submitting a proposal for the same materials, supplies, or equipment, and is in all respects fair and without collusion or fraud, so that all proposals for the purchase will result from free, open and competitive proposing among all vendors. Further, the Proposer certifies that it understands that collusive bidding/proposing is a violation of Federal law and can result in fines, prison sentences, and civil damage awards.

3.2 Conflict of Interest

By submission of a response, the Proposer agrees that at the time of submittal, it: (1) has no interest (including financial benefit, commission, finder's fee, or any other remuneration) and shall not acquire any interest, either direct or indirect, that would conflict in any manner or degree with the performance of Proposer's services, or (2) will not benefit from an award resulting in a "Conflict of Interest." A "Conflict of Interest" shall include holding or retaining membership, or employment, on a board, elected office, department, division or bureau, or committee sanctioned by and/or governed by Wake County. Proposers shall identify any interests, and the individuals involved, on separate paper with the response and shall understand that the County, in consultation with legal counsel, may reject their proposal.

3.3 Assignment

No assignment of the Proposer's obligations or the Proposer's right to receive payment hereunder shall be permitted without prior consent of the County. The Proposer may not sell, assign, transfer or convey the contract resulting from this RFP, in whole or in part, without the prior written approval from the County.

3.4 Indemnification

The Consultant will indemnify and hold the County harmless from any and all liability, expense, judgment, suit, or cause of action for personal injury, death, or direct damage to tangible property which may accrue against the County to the extent it is caused by the negligence of Consultant, its sub-consultants, or their employees or agents, while performing duties under this Agreement, provided that the County gives the Consultant prompt, written notice of any such claim or suit. The County shall cooperate with Consultant in its defense or settlement of such claim or suit. This section sets forth the full extent of the Consultant's general indemnification of the

County from liabilities that are in any way related to Consultant's performance under this Agreement.

3.5 Independent Contractor

It is understood that in the performance of any services herein provided, the Proposer shall be, and is, an independent contractor, and is not an agent or employee of the County and shall furnish such services in its own manner and method, except as required by this contract. Further, the Proposer has, and shall retain the right to exercise full control over the employment, direction, compensation, and discharge of all persons employed by the Proposer in the performance of the services hereunder. The Proposer shall be solely responsible for, and shall indemnify, defend, and save the County harmless, from all matters relating to the payment of its employees, including compliance with Social Security, withholding, and all other wages, salaries, benefits, taxes, exactions, and regulations of any nature whatsoever.

3.6 Payment

Payment for the services rendered pursuant to the Agreement resulting from this RFP shall be made in amounts and at times set forth in the Agreement and shall be made upon receipt of original invoice(s) in accordance and in conformity with payment dates for bills and claims as established by the County. Prior to payment, the Consultant must submit an original dated itemized invoice of services rendered. (Photographs or facsimiles of invoices will not be accepted.) Any reimbursement for expenses as allowed in the Agreement that are included in the invoice(s) must be supported with attached original billings for such expenses.

3.7 Insurance

Proposers shall obtain, at their sole expense, all insurance required in the following paragraphs and shall not commence work until such insurance is in effect and certification thereof has been received by Wake County's Finance Department.

Workers' Compensation Insurance, with limits for Coverage A: Statutory for State of North Carolina, and Coverage B - Employers Liability: \$500,000 each accident/disease each employee/disease policy limit.

Commercial General Liability, with limits not less than \$1,000,000 per occurrence and \$2,000,000 aggregate.

Commercial Automobile Liability, with limits not less than \$1,000,000 per accident for bodily injury and property damage applicable to any vehicle used during performance of services, including coverage for owned, hired, and non-owned vehicles. Evidence of commercial automobile coverage is only required if vehicles are used in the provision of services under this Agreement.

Professional Liability (Errors and Omissions), with limits not less than \$1,000,000 per claim and \$2,000,000 aggregate.

All insurance companies must be authorized to do business in North Carolina and have an AM Best rating of "A-/VII" or better; or have reasonable equivalent financial strength to the satisfaction of Wake County's Finance Department. If any required insurance policy expires during the term of this Agreement, Proposer must provide a certificate of insurance to the Wake County Finance Department as evidence of policy renewal prior to such policy expiration. Proposer shall be responsible for providing the Wake County Finance Department with 30-day notice of insurance policy cancellation or non-renewal during the term of this Agreement and for three years subsequent for any claims made coverage.

Response to this RFP indicates the ability to procure the coverages specified above. If Provider does not meet the insurance requirements specified above, alternate insurance coverage satisfactory to Wake County may be considered. Any request for consideration of alternate coverage must be presented within Proposer's response to this RFP.

3.8 Governing Law

This RFP and any contract resulting therefrom shall be governed by and construed according to the laws of the State of North Carolina. Should any portion of any contract be in conflict with the laws of the State of North Carolina, the State laws shall invalidate only that portion. The remaining portion of the contract(s) shall remain in effect.

3.9 Confidential Information/Public Records Law

INFORMATION SUBMITTED IN RESPONSE TO REQUESTS FOR BIDS, PROPOSALS, AND OTHER PROCUREMENT METHODS SUBJECT TO PUBLIC RECORDS LAW

Wake County is subject to North Carolina's Public Records Act located in Chapter 132 of the North Carolina General Statutes. As a result, information submitted to and received by Wake County in response to a Request for Proposal/Request For Bid/Request For Quote/Request for Qualifications, or any other procurement method (collectively "Procurement Process"), is considered public record and may be released for public inspection after the contract award, or as otherwise permitted under NCGS § 143, without further notice to the proposer. The County does not intend to elicit confidential or trade secret information in response to a Procurement Process and assumes no responsibility for the submission of such information. Wake County reserves the right to share any information submitted in response to a Procurement Process with any person(s) or firm(s) involved in the review and evaluation phase of the Procurement Process.

CONFIDENTIAL OR TRADE SECRET INFORMATION

If a proposer nonetheless submits information in a bid proposal or other response to a Procurement Process and it considers such information to be confidential, then all four requirements of [NCGS 132-1.2](#) "Confidential Information" must be met for the County to consider withholding the information from public inspection in response to a public records request. **Among other legal requirements, information deemed to be "confidential" or "trade secret" by proposer must be clearly marked as such on the face of the document(s) at the time of the initial disclosure/submittal of RFP.** In addition, although not required by law, Wake County requests that any proposer who submits a proposal or response containing any such designation of confidentiality also submit a second copy of the proposal or response with the respective page(s) or section(s) redacted. The County will not agree to withhold an entire proposal or response from public inspection, thus proposers should refrain from including blanket restrictions on disclosure or all-encompassing claims of confidentiality.

When a public records request is made for information contained in or attached to a proposal or response that has been clearly marked as "trade secret" or "confidential" upon its submission, Wake County may, in its discretion and without further notice, release the redacted copy of the proposal or response to the requester if one has been previously submitted. Otherwise, the proposer will be notified of the request and given an opportunity to provide within a reasonable period a written explanation of the basis for claiming protection under N.C.G.S. 66-152 and N.C.G.S. 132-1 and/or a redacted proposal or response. The County shall make the final determination on release of the information. Should any civil action be brought against the County in an effort to compel or prevent the disclosure of information contained in a proposal or response that is deemed confidential by a proposer, the proposer may participate at its own expense; and by deeming any information in a proposal or response confidential, proposer further agrees to indemnify and hold harmless the County for and against any costs incurred by the County as a result of such litigation, including but not limited to fees or expenses arising out of N.C.G.S. 66-153 and N.C.G.S. 132-9.

3.10 Compliance with Laws and Regulations

Proposer must comply with all applicable State and Federal Laws. In the event any Governmental restrictions may be imposed which would necessitate alteration of the material, quality, workmanship or performance of the items offered on this proposal prior to their delivery, it shall be the responsibility of the successful Proposer to notify Wake County at once, indicating in their letter the specific regulation which required such alterations. The County reserves the right to accept any such alterations, including any price adjustments occasioned thereby, or to cancel the contract.

3.11 Acceptance

Submission of any proposal indicates a Proposer's acceptance of the conditions contained in this RFP unless clearly and specifically noted otherwise in the proposal.

Furthermore, the County is not bound to accept a proposal on the basis of lowest price, and further, the County has the sole discretion and reserves the right to cancel this RFP, and to reject any and all proposals, to waive any and all informalities and/or irregularities, or to re-advertise with either the identical or revised specifications, if it is deemed to be in the County's best interests to do so. The County reserves the right to accept or reject any or all of the items in the proposal, and to award the contract in whole or in part and/or negotiate any or all items with individual Proposers if it is deemed in the County's best interest. Moreover, the County reserves the right to make no selection if proposals are deemed to be outside the fiscal constraint or not in the best interest of the County.

3.12 Additional Services

The County reserves the right to negotiate additional services with the Vendor at any time after initial contract award.

3.13 E-Verify

To ensure compliance with the E-Verify requirements of the General Statutes of North Carolina, all contractors, including any subcontractors employed by the contractor(s), by submitting a bid, proposal or any other response, or by providing any material, equipment, supplies, services, etc., attest and affirm that they are aware and in full compliance with Article 2 of Chapter 64, (NCGS64-26(a)) relating to the E-Verify requirements.

3.14 Iran Divestment Act

By signing this agreement; accepting this contract/purchase order; or submitting any bid, proposal, etc., vendors and contractors certify that as of the date of execution, receipt, or submission they are not listed on the Final Divestment List created by the NC Office of State Treasurer pursuant to [NCGS 147 Article 6E, Iran Divestment Act](#), Iran Divestment Act Certification. Vendors and contractors shall not utilize any subcontractor that is identified on the Final Divestment List. In addition, any organization defined under NCGS 147-86.80(2), Divestment from Companies Boycotting Israel, shall not engage in business totaling more than \$1,000 with any company/business, etc. that boycotts Israel. A list of companies that boycott Israel is maintained by the NC Office of State Treasurer, pursuant to NCGS 147-86.81(a)(1). Any company listed as boycotting Israel is not eligible to do business with any State agency or political subdivision of the State.

3.15 Federal Uniform Guidance:

If the source of funds for this contract is federal funds, the following federal provisions apply pursuant to 2 C.F.R. § 200.326 and 2 C.F.R. Part 200, Appendix II (as applicable):

Equal Employment Opportunity (41 C.F.R. Part 60); Davis-Bacon Act (40 U.S.C. 3141-3148); Copeland "Anti-Kickback" Act (40 U.S.C. 3145); Contract Work Hours and Safety Standards Act (40 U.S.C. 3701-3708); Clean Air Act (42 U.S.C. 7401-7671q.) and the Federal Water Pollution Control Act (33 U.S.C. 1251-1387);

Debarment and Suspension (Executive Orders 12549 and 12689); Byrd Anti-Lobbying Amendment (31 U.S.C. 1352); Procurement of Recovered Materials (2 C.F.R. § 200.322); and Record Retention Requirements (2 CFR § 200.324)

4 Detailed Submittal Requirements

4.0 Proposal Format

Proposers shall prepare their proposals in accordance with the instructions outlined in this section. Each Proposer is required to submit the proposal in a sealed package. Proposals should be prepared as simply as possible and provide a straightforward, concise description of the Proposer's capabilities to satisfy the requirements of the RFP. Utmost attention should be given to accuracy, completeness, and clarity of content. All parts, pages, figures, and tables should be numbered and clearly labeled. The proposal should be organized into the following major sections with tabs for each section:

PROPOSAL

<u>SECTION</u>	<u>TITLE</u>
	Title Page
	Letter of Transmittal
	Table of Contents
1.0	Executive Summary
2.0	Scope of Services
3.0	Company Background and Relevant Experience
4.0	Client References for Similar Assignments
5.0	Cost Proposal

Instructions relative to each part of the response to this RFP are defined in the remainder of this section. Response information should be limited to pertinent information only. Marketing and sales type information is not to be included.

4.1 Executive Summary

(Proposal Section 1.0) This section of the response should be limited to a brief narrative summarizing the Proposer's proposal. The executive summary shall, at a minimum, include an identification of the proposed project team, responsibilities of the project team, and a summary of the proposed services. This section should highlight aspects of the proposal that make it superior or unique in addressing the needs of the County. Please note that the executive summary should identify the primary engagement contact. Contact information should include a valid e-mail address, fax number, and a telephone number.

4.2 Scope of Services

(Proposal Section 2.0) This section of the response should include a general discussion of the Proposer's overall understanding of the project and the scope of work proposed as outlined in Sections 1.3.1 to 1.3.9.

As the County is seeking a Consultant that brings substantial expertise in detention operations and jail facilities, specifically with inmate medical services, the Proposer should outline a recommended approach, critical tasks and timeline for achieving the County's objectives in Sections 1.3.1 to 1.3.9 based on the Proposer's experience with organizations similar to the County.

Proposers are encouraged to provide examples of services provided to their clients and the impact of those services.

4.3 Company Background and Consultant Team Relevant Experience

(Proposal Section 3.0) Each proposal must provide the following information about the submitting Proposer's company, so that the County can evaluate the Proposer's stability and ability to support the commitments set forth in response to the RFP. The County, at its option, may require a Proposer to provide additional support or clarify requested information.

4.3.1 Company Background

- ☐ How long the company has been in business. In what state(s) has the company worked?
- ☐ A brief description of the company size and organizational structure.
- ☐ How long the company has been providing services to clients similar to the County.
- ☐ Any material (including letters of support or endorsement from clients) indicative of the Proposer's capabilities.
- ☐ Identify any litigation or governmental or regulatory action pending against your organization that might have a bearing on your ability to provide services to the County.
- ☐ Describe your contractual relationships, if any, with other organizations that will provide services described in your proposal.

4.3.2 Consultant Team Experience

- ☐ Identify your proposed team indicating who is responsible for the key roles; provide an organizational chart showing lines of communication and levels of authority;

- ❑ Include the résumés of staff who will work on the engagement. If they are working on only certain portions of the project, please indicate this on their résumé;
- ❑ Given that the County will be evaluating several proposals, describe why you feel that your services, from a professional and technical perspective, are the best fit for the County environment. Describe the distinguishing features the County should know about your services and company.

4.4 Client References

(Proposal Section 4.0) The County considers references to be important in its decision to award a contract. Failure to provide this information will result in the proposal being considered non-responsive.

Please provide a comprehensive client listing with year(s) in which your firm provided services. Also provide at least three current clients who we may contact. References should be clients similar in size to the County. Please give their company name and mailing address, telephone, and email of the contact person.

	Reference #1	Reference #2	Reference #3
COMPANY			
Contact Name			
Contact Title			
Contact Phone			
Mailing Address			
Email			

4.5 Cost Proposal

(Proposal Section 5.0) Proposers should submit an estimate of costs.

The County reserves the right to contact Proposers on cost and scope clarification at any time throughout the selection process and negotiation process. The County is asking Proposers to estimate costs for all categories with the understanding that they may have to make assumptions. Such assumptions should be stated. Items that should be included in this cost section include:

- Cost of Services. Please state your fees for the key areas outlined in the Scope of Services.
- Provide your procedures for billing and collection of your fees. How do you reconcile the fee to the services received? Specify whether this is on a monthly, quarterly or as performed basis.

- Provide a listing of hourly rates by consultant team members which could be used as a basis for additional services.

5 Current Environment

5.1 Current Operations

Detention Medical Services are organized to provide comprehensive medical services to include medical, dental, and behavioral health services at John H. Baker Public Safety Center and Wake County Detention Center 24 hours a day, 7 days a week, including holidays. In order to provide high quality healthcare services, the Jail Medical Plan follows national standards of care and expands the full scope of services. A copy of the Jail Medical Plan, most recently updated in March 2020, is included with this RFP (**see Attachment F**).

Level of Care

Currently, Wake County Detention Medical services operates only with registered nurses. Over the years we have explored the possible use of licensed practical nurses as a way to save cost. The bottom line has always been focused on adequate patient care. The jail intake process requires the skills possessed by adequately trained registered nurses since most of the arrestees come in at the level of needing urgent and emergent care. It is therefore critical that we have nurses who can adequately assess, and triage just like in any emergency room; WCSO follows Article 9A of the NC General Statutes, known as the Nurse Practice Act (**see Attachment C**).

The Medical Observation Unit houses patients with serious illnesses who require a high level of assessment/care. The Detox Unit requires high level assessment and skills for intricate medical care. This task can only be managed by highly trained registered nurses who are able to assess and recognize signs and symptoms of decompensation or withdrawal and to provide immediate medical intervention.

The Mental Health Unit requires a highly trained and skilled nursing care. There are no medical/mental health providers in house after hours. The registered nurse in this area is responsible to assess both medical and mental health needs to ensure appropriate medical and mental health intervention is implemented.

See current staffing model below.

Current Staffing Model (as of December 2021):

POSITION	FTE	Vacant	Salaried
Medical Director	1.0	-	Y
Health Services Administrator, RN	1.0	-	Y
Physician Assistant	2.0	-	Y
Director of Nursing	1.0	-	Y

RN Nursing Supervisor	1.0	-	N
RN Nursing Supervisor	1.0	-	N
Registered Nurse	35.0	5.0	N
Registered Nurse-TEMP	2.0	4.0	N
Medical Liaison	1.0	-	N
Medical Records	7.0	-	N
Medical Records-TEMP	5.0	-	N
Total	57.0	10.0	

See Detention Medical Organizational Chart (**Attachment D**).

The following is a breakdown of the services that are provided at each facility.

Intake Screening

An intake pre-screen and a medical screen is performed on all incoming inmates upon admission to the Detention Facility. Individuals brought into the Detention Facility to be placed in custody must be medically cleared prior to booking. The medical screening will identify those individuals with medical conditions, medications, dental needs, mental disorders, inmates in need of medical close supervision, and those with suicidal tendencies. Inmates are booked and admitted into the detention facility 24 hours a day, seven days a week.

1. Transfer Screening

A transfer screening is performed by the registered nurse on all transfers to ensure continuity of care. Transfer packets are sent with the inmate to each facility for continuity of care. Transfer packets may include primary diagnosis information, medication administration sheets, TB/COVID information, specialty follow-up or any information that the receiving facility will need for continuity of care.

2. Health Assessment

A licensed physician or mid-level provider will complete a health assessment within 14 days of the inmate booking. This process allows the medical provider the ability to identify and medical or mental health issues the inmate failed to disclose.

3. Inmate Requests for Health Care Services

Inmates have the opportunity to request health care services daily. Inmates may request services orally or in writing. Health care personnel review the requests and determine the appropriate course of action to be taken to include immediate intervention or scheduling for nursing sick call or a provider evaluation.

4. Preventive Health Care

Preventative health services to inmate population to include, at a minimum, the following:

- a. Sexually transmitted disease screening for syphilis, gonorrhea, and chlamydia;
 - b. Annual pap smear testing as needed;
 - c. Mammograms, as determined necessary by age, medical history or examination;
 - d. eye exams; and
 - e. Pre-natal care, including regular monitoring by an obstetrician; provision of appropriate vitamins and dietary needs; and identification and management of high-risk pregnancies, including appropriate referrals.
5. Medical Observation (Located at Wake County Detention Center)
Medical Observation is provided to meet the needs of the inmate population. The current medical observation unit consist of 22 observation beds and 4 negative pressure rooms. It is located inside of the Wake County Detention Center. Medical Observation beds are used when an inmate's healthcare needs require ongoing medical supervision.
 6. Infectious Disease Care
Inmates diagnosed with infectious disease, chronic illnesses and other special health care needs are monitored using community and national standards for surveillance, prevention and treatment and reporting to include:
 - a. Tuberculosis –If an inmate tests positive for a PPD test, the inmate shall be scheduled for and receive a chest x-ray, with appropriate follow-up and care, including isolation, if required.
 - b. HIV/AIDS – HIV testing and counseling is done on a confidential basis to inmates. A physician will evaluate inmates identified as having HIV disease. HIV inmates will have access to infectious disease specialists and HIV medications as determined medically necessary.
 7. Chronic Illness and Special Needs
Inmates identified with a special health care need are referred for continued follow-up care. A treatment plan will be established to guide the care of inmates with special needs. These inmates are scheduled to be seen periodically for health maintenance.
 8. Emergency Services
Emergency response is provided by the health staff to stabilize the inmate. Emergency services include first aid and cardiopulmonary resuscitation services provided on-site. Emergency services include transportation to an off-site emergency department. On-site emergency care may also be provided by medical staff.
 9. Medication Management
Cardinal Health Pharmaceutical Services is used to provide pharmaceutical services in accordance with federal, state, and local laws to meet the needs of the inmate

population. The Minnesota Multistate Contracting Alliance Pharmacy is utilized for purchasing. Medications are administered to inmates as prescribed.

10. Laboratory Services

LabCorp is used for all routine and stat lab testing. A local hospital lab is used for all after hour stat lab testing by LabCorp.

11. Radiological Services

Mobile radiology is used for routine and stat radiology studies and interpretation.

12. Mental Health Services

A contracted behavioral health services group provides inmates with necessary mental health services. The mental health program consists of: screening, referral, diagnosis and treatment of mental health conditions. A contracted licensed psychiatrist provides mental health services seven days per week for medication management and mid-level referrals for mental health treatment.

13. Health Records Management

Health records are maintained in a standardized format in accordance with prevailing medical regulations for confidentiality, retention, and access. A problem-oriented health record format is utilized. A health record is established for each inmate who receives care during the initial intake screening. Fusion has been selected as the new vendor for an electronic health record. Implementation of the electronic health record will begin this fiscal year.

14. Nutritional Services

The Medical Director along with the contracted food service program ensures the provision of medically necessary diets. Any claims to food allergies are verified before a special diet is order. The Physician must order the special diet.

15. Inmate Complaint/Grievance Procedure

Medical Services are given access to the Detention Facility Grievance Software which is used to answer grievances and for tracking of complaints from receipt to resolution.

16. Inmate Co-Payment Processing Procedures

Co-payments fees are collected from inmate accounts electronically for all nonemergent visits or as deemed by the medical director. The inmate fees collected are used for general facility fund.

17. Dental Care (dental suite located at each facility)

Dental care is provided by a contracted Dentist, to include dental education and oral hygiene instruction and extractions as needed. If needed, inmates may be sent out for emergent orthodontic needs.

18. Discharge Planning

Inmates receiving chronic, psychotropic or HIV medications receive a case management referral and arrangements are made with community providers.

19. Onsite Services for Detention Medical Services Facility Staff

Detention Medical Services provides the following medical services for Detention Facility Staff:

- Annual tuberculin skin testing and referral as appropriate;
- Emergency intervention for on-site injuries as needed; and
- Flu and other vaccines clinics and testing, as needed.

Operational Challenges

The necessary interactions between detention staff and the medical and behavioral health team is important for efficient operations. Detention staff provide support to the medical and behavioral health team by providing security during interactions with residents and ensuring safe transport of residents between residential units and medical units. Detention staff vacancies and reassignments has recently challenged the ability of residents to access non-urgent, emergent assessments and treatment. As an example of this challenge, approximately one-third of residents referred for behavioral health assessments in November 2021 were not assessed due to officer unavailability.

The challenges that the COVID-19 pandemic creates to performing normal working activities in a congregate setting has caused a direct impact on the delivery of healthcare services. The impact has increased the demand for healthcare service hours.

See Operational Medical Budget (**Attachment E**).

Staffing

Recruitment and retention have become problematic and may be due to several factors. The growing demand for direct care medical staff is a continued challenge. We believe there are several factors that may contribute to staff vacancies in comparison to other medical facilities in the area to include: hourly pay rates, shift differential rates, lack of retention and student loan repayment incentives and professional development. As a result, we would like a comparison study of these factors that may contribute to the retention or recruitment of staff. This study should be conducted amongst agencies of our size and delivery of medical services.

Turnover Rates by Year

Turnover for Detention Nurses			
Year	Turnover	EE Count	Rate
2019	3	39	8%
2020	2	39	5%
2021	5	34	15%

Turnover for Detention Nurse Supervisor			
Year	Turnover	EE Count	Rate
2019	0	2	0
2020	1	2	50%
2021	0	2	0

Additional details about staffing, include job descriptions, job classifications and vacancy rates will be provided to the selected vendor.

Medical Equipment and Furnishing Challenges

Wake County owns the medical equipment and furnishings at each facility. Most detention medical equipment and furnishings at the John H. Baker Public Safety Center have not been replaced in the last 16 years or more. Due to wear and tear the work area is not conducive at times to the medical or dental services to be provided.

At Wake County Detention Center there is no wall oxygen available in the Observation Unit. This presents a major challenge for patients that necessitate the use for oxygen; therefore, having to be sent out emergently from the facility to receive care. The lack of medical equipment and furnishing updates have caused a direct decrease productivity and potential safety for employees, and inmates receiving medical services.

At the Public Safety Center, the Dental Clinic suite needs equipment replacement and x-ray upgrade due to age of equipment, wear and tear. The Dental Area has not had any equipment replacements. Lack of replacement has caused a decrease in dental services at this facility.

A more detailed listing of the facilities, equipment and furnishings will be provided to the selected vendor, as well as an opportunity to tour all facilities.

6 Evaluation Criteria

6.1 Selection Participants

The County has established a team of staff to evaluate vendor responses. This team of employees will be responsible for the evaluation and rating of the proposals and conducting interviews.

6.2 Evaluation of Proposals

Responses will be evaluated based on the following criteria:

1. Compliance to the RFP requirements; quality, clarity and completeness of services proposed in relation the scope of work the response
2. Respondent's Proven, Knowledge, and Experience in assessing comparably sized local correctional healthcare services including

assessments as outlined in the scope of work (Section 1.3) and knowledge of applicable national standards

3. Client References

- Capability of the Proposer to undertake and support services as described by this Request for Proposals based on reputation and customer references regarding the Vendor's performance for organizations with needs similar to the County's, particularly in the government sector.

4. Cost effectiveness and value of proposal

5. Other criteria deemed appropriated by the County Project Team