



Friday, March 1, 2019

Captain Skott Jensen  
Lake County Sheriff's Detention Center  
551 West Main Street  
Tavares, Florida 32778  
Telephone: (352) 742-4040  
Email: Skott.Jensen@lcsso.org

**Subject: Questions relating to Request for Proposal #1-572019 Inmate Health Care Services**

Dear Captain Jensen:

Thank you for the opportunity to submit a response to the above-referenced solicitation. In anticipation of submitting our bid, we would appreciate formal, written answers to the following questions.

1. Please provide (by year) the amounts of any staffing paybacks/credits the Lake County Sheriff's Office (LCSO) has assessed against the incumbent vendor over the term of the current contract.
2. Please provide (by year) the amounts and reasons for any non-staffing penalties/ liquidated damages the LCSO has assessed against the incumbent vendor over the term of the current contract.
3. Is the Lake County Jail (LCJ) currently subject to any court orders or legal directives? If "yes," please provide copies of the order/directive.
4. With regard to lawsuits (frivolous or otherwise) pertaining to inmate health care:
  - a. How many have been filed against the County and/or the incumbent health care provider in the last three years?
  - b. How many have been settled in that timeframe?
5. Please provide the following data regarding the size of the inmate population.
  - a. Three years' worth of historic facility-specific historical data
  - b. Five-year population projections
6. Please provide two years' worth of historical data on the number of intakes at the LCJ.
7. Please provide the following information.
  - a. Most recent NCCHC accreditation date for the LCJ.
  - b. Copy of most recent accreditation audit report for the facility.
8. Does the staffing grid on RFP pages 36-37 include FTEs for both the LCJ and the South Lake District Intake Facility? If so, please provide separate staffing tables that show the respective FTEs for each facility.
9. If there are no permanently assigned health care staff for the South Lake District Intake Facility, please clarify who performs intake there. For instance, are nurses at the LCJ required to travel to the South Lake District facility?
10. Please clarify what the "TBS" column represents in the staffing grid on RFP page 36-37.

11. Is your current health care vendor currently providing any positions and/or hours over and above what is required by the contract? If so, please list.
12. Please provide a listing of any current health service vacancies, by position.
13. With regard to background checks, who is financially responsible for paying for this service: the LCSO or the Vendor?
14. With regard to drug testing for potential employees, does the LCSO have any requirements on the testing methodology (saliva testing, urinalysis, etc.)?
15. Are any members of the current health service workforce unionized? If yes, please provide the following.
  - a. A copy of each union contract
  - b. Complete contact information for a designated contact person at each union
  - c. The number of union grievances that resulted in arbitration cases over the last 12 months
16. Please provide the salaries/wages your incumbent health service Vendor is paying to its staff at the LCJ.
  - a. How old is this data?
  - b. Where did this data come from, for example, State/County records, data from the incumbent Vendor, etc.?
17. Please confirm that the time health services staff members spend in orientation, in-service training, and continuing education classes will count toward the hours required by the contract.
18. Please confirm that overtime and agency hours will count toward the hours required by the contract.
19. With regard to peer review (RFP page 35), "semi-annual" can mean (a) twice per year or (b) every two years. Which definition does the LCSO mean?
20. Please provide an inventory of office equipment (PCs, printers, fax machines, copiers) currently in use at the LCJ and identify items will be available for use by the new Vendor.
21. Please provide an inventory of medical equipment (blood pressure cuffs, ultrasound, x-ray machines, etc.) currently in use at the LCJ and identify items will be available for use by the new Vendor. (We only see an older list included as Contract Exhibit C.)
22. How do personnel currently access the Internet while in the health care unit: (a) through an LCSO network or (b) through connectivity provided by the incumbent Vendor? Who will be financially responsible for Internet access in the new contract?
23. With regard to the LCSO's existing CorrecTek electronic health record (EHR):
  - a. Who owns this EHR software: the LCSO or Armor?
  - b. Can the incoming vendor take over the existing CorrecTek contact?
  - c. Where and by whom is the EHR currently hosted?
  - d. Will this arrangement continue under the new contract?
  - e. We understand that the incoming vendor will be responsible for the annual cost (currently \$8,640) of CorrecTek; however, who will be financially responsible for the cost of hosting the EHR?

24. Please provide a list of external systems (lab, pharmacy, JMS, etc.) with which the existing CorrecTek software already interfaces.
25. If the existing CorrecTek contract is held by Armor (not by the LCSO), will the LCSO mandate that Armor provide the incoming vendor with an electronic version of all EHR data that is formatted to be uploaded into the new version of the EHR? Otherwise, the LCJ could experience a return to paper records in the interim.
26. Could the LCSO please provide a few examples of what they mean by "alternatives to EHR"? The only alternative to electronic recordkeeping we are aware of is old-fashioned hard copy records.
27. How do inmates currently receive vision services: (a) onsite, with permanent LCSO-owned equipment; (b) onsite, but through a mobile optometry vendor (PLEASE IDENTIFY VENDOR); or (c) offsite?
28. How do inmates currently receive dialysis services: (a) onsite, with permanent LCSO-owned equipment; (b) onsite, but with Vendor-owned equipment (PLEASE IDENTIFY VENDOR); or (c) offsite?
29. What are the hospitals most frequently used by the LCJ?
30. Please (a) identify any specialty clinics currently conducted onsite; and (b) indicate how many hours per week each clinic is held.
31. Please identify the number, type, and timeframes of any backlogs (chronic care clinics, offsite referrals, dental encounters, etc.) that currently exist at the LCJ.
32. Does the LCJ have a mental health unit(s), or beds assigned to mental health patients? If "yes," please describe the mission and size of each unit.
33. Does the LCSO currently maintain a Keep-On-Person (KOP) program?
34. Please provide copies of the following documents.
  - a. The drug formulary currently in use
  - b. The laboratory formulary currently in use
  - c. A current pharmacy/formulary management report
35. On average, what percentage of LCJ inmates are prescribed psychotropic drugs each month?
36. What is the average monthly number of inmates receiving pharmaceutical treatment for the following conditions?
  - a. Hepatitis C
  - b. HIV/AIDS
  - c. Hemophilia and other bleeding disorders
37. Please provide annual spend amounts for the past three years for the following categories.
  - a. Total offsite care
  - b. Total pharmaceutical expenditures
  - c. Laboratory services
  - d. X-ray services

38. Please provide monthly statistical data for each of the following categories.
  - a. Number of (offsite) inpatient hospital days
  - b. Number of outpatient surgeries
  - c. Number of outpatient referrals
  - d. Number of trips to the emergency department (ED)
  - e. Number of ED referrals resulting in hospitalization
  - f. Number of ambulance transports
  - g. Number of dialysis treatments
39. Please confirm that in addition to inpatient care, the County will reimburse the Vendor for the cost of the following other offsite services:
  - a. Offsite specialty consults
  - b. Offsite outpatient services
  - c. Offsite diagnostic services (lab, x-ray, other imaging procedures)
  - d. Offsite dialysis
40. Will the Vendor be reimbursed by the County for the cost of ambulance transportation?
41. Please confirm that under the new contract, the Vendor will not be financially responsible for any of the following services.
  - a. Elective or mandated abortion
  - b. Cosmetic surgery, including breast reduction
  - c. Sex change surgery (including treatment or related cosmetic procedures)
  - d. Contraceptive care including elective vasectomy (or reversal of such) and tubal ligation (or reversal of such)
  - e. Extraordinary and/or experimental care
  - f. Elective care (care which if not provided would not, in the opinion of the Medical Director, cause the inmate's health to deteriorate or cause definite and/or irreparable harm to the inmate's physical status)
  - g. Autopsies
  - h. Any organ (or other) transplant or related costs, including, but not limited to labs, testing, pharmaceuticals, pre- or post-op follow-up care, or ongoing care related to a transplant, etc.
  - i. Medications for the treatment of bleeding disorders, including, but not limited to Factor VIII and IX
42. With regard to the current health care contract provided at the pre-bid conference:
  - a. Please confirm that the "fixed healthcare cost" and the "pharmacy cost" are in addition to the base price. For example, in Renewal Term One, compensation to the Vendor would have been \$2,998,198 (base price) PLUS \$233,474 (fixed healthcare cost) PLUS \$463,081 (pharmacy cost).
  - b. Please confirm that the County gave the Vendor the agreed-upon inflationary increase (CPI not to exceed 3%) for the second year of the Renewal Term that started in October 2018.
43. For each of the past three years, please indicate the amount of "Third Party Reimbursement" funds recovered (by Armor or by the County) from Third Party Payors (private insurers, Medicaid, etc.).
44. With regard to the possible 80 points assigned to "Price" scoring, please provide the formula (or other methodology) the County will use to evaluate, rank, and score bidders' submitted prices.

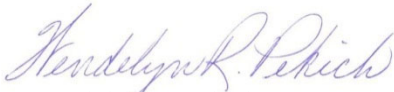
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45. We have noticed that in many cases, different components of a solicitation contain conflicting language and specifications. Please confirm the latest dated document always holds precedence, so bidders know which information to use in case of conflicting data sets among the LCSO solicitation materials (original RFP, addenda, responses to questions).
46. Please confirm that the LCSO is not requiring bidders to submit their Technical and Pricing proposals in separately sealed envelopes.

Thank you in advance for your assistance. We look forward to further discussions with you regarding our proposed health services program for the Lake County Sheriff's Detention Center.

Sincerely,



Wendelyn R. Pekich  
Vice President of Marketing & Strategic Communication  
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