

Addendum #3

RFP 26CCP01P - Medical Services for Inmates at Caldwell County Jail – Questions/Answers From Potential Bidders

1. When a county jail inmate is sent offsite for medical care and the county holds the inmate financially responsible, how is billing handled? Who pays the hospital in the interim? Does the medical vendor typically pay the hospital, then bill the county, and then the county collects from the inmate?

It is our responsibility to ensure health care is provided at conditional level. Yes, collections have not been successful.

2. Who is the current pharmacy provider?

The current Medical Services provider has contracted through Clinical Solutions Pharmacy.

3. Who is the current medical supply company?

The current Medical Services provider has contracted through various medical supply companies.

4. What percentage of current monthly pharmacy expense is made up of HIV meds?

A small percentage as the average of HIV patients in 2026 has been approximately 4.

5. Counties occasionally accept proposals in response to RFP's that contain pricing for different services/parameters than what the RFP requires, e.g., fewer hours of on-site medical services or reduced liability insurance levels than what are listed in the RFP. This naturally places bidders that adhere to all of the RFP's requirements at a competitive disadvantage. If Caldwell County is prepared to accept a proposal in response to an RFP that contains alternative parameters than what the RFP requires, would the County agree to timely notify all bidders of the change in parameters, so that all bidders may amend their submitted proposal to be on an equal playing field in the bidding process?

All proposals must conform to the RFP.

6. Please provide the current provider's staffing and coverage model, including licensure and the current compensation rates for each and every position.

Caldwell County is relying upon the expertise of the Medical Services provider to establish coverage within the medical program to encompass 24/7 coverage.

7. How many vacancies does the current provider have at the Caldwell County Jail? If staffing levels are not full, which positions are currently vacant, and how long has each of the positions been vacant? Please include positions covered by travel/contract nurses.

All positions are filled.

8. Have temporary agency staffing services been used by the incumbent/current provider over the past three (3) years (2023, 2024, 2025) and to date in 2026? If so, how long were agency services required, for which position(s), and what were the total annual costs for the agency staffing for each of these years?

This information is held by the current Medical Services provider. No charges have been made to the County for agency services.

9. On page 15, under 3. Staffing, you state, "The medical services provider will reimburse the Correctional Facility for actual costs (salary and fringe) for staff positions that remain unfilled."

a. How long will the medical provider have to staff vacant positions before penalties are assessed?

This will be mutual agreement - upon discussion with the Medical Services provider.

10. How many medical-based off-site transports to include ambulance/EMS, hospitalization, and specialty services has the jail managed on an annual basis over the past three years (2023, 2024, 2025), and 2026 to date?

2023=95; 2024=164; 2025=156; 2026 (thru April)=68

11. If ambulance/EMS, off-site, and specialty services (i.e., dialysis and OBGYN services) are the financial responsibility of the provider, please confirm if these services are funded through an annual off-site financial cap. If so, what is the value of that annual financial cap? How many times over the past three years (2023, 2024, 2025), and 2026 to date, has the current provider exceeded the annual financial cap?

The current cost pool structure is \$54,000 annually. Costs have exceeded this number each year.

12. If the provider is financially responsible for offsite and specialty services, please provide the annual cost over the past three (3) years (2023, 2024, 2025) and 2026 to date.

This information is not relevant.

13. On page 11, under item (m) Emergency Services, it states “Contracts of Caldwell County with area providers for emergency services, including those for transportation to an off-site emergency department. The Correctional Facility’s shift supervisor will be notified when an off-site emergency transfer is required to facilitate the coordination of the transfer.”

a. Will you please provide the types of contracts and any copies of agreements, since the medical provider will be expected to follow the terms?

Current contracts are held by the current Medical Services provider. Contracts are to be held by the Medical Services provider on behalf of the County.

14. How many dialysis patients has the detention center managed over the past three years (2023, 2024, 2025), and 2026 to date? Is the county interested in on-site dialysis services?

None. The County is interested in the availability of any on-site services.

15. How are OB services currently being managed and supported by the current provider? How many OB patients has the detention center managed over the past three years (2023, 2024, 2025), and 2026 to date?

The County has averaged up to 5 pregnant females each year.

16. How are optometry services currently being managed and supported by the current provider? How many optometry patients has the detention center managed over the past three (3) years (2023, 2024, 2025), and 2026 to date?

All payments for optometry are prepaid by the inmate unless medically necessary.

17. Please list the annual costs for optometry services over the past three years (2023, 2024, 2025), and 2026 to date?

None.

18. How many liability claims, or lawsuits, has Caldwell County, and/or the current provider, been served with over the past three years (2023, 2024, 2025), and 2026 to date?

None.

19. What is the average length of stay for Caldwell County’s inmates over the past three years (2023, 2024, 2025), and 2026 to date?

Data has been requested from JMS.

20. On page 21, under item (f) Pharmaceutical and/or Medical Supply Source, it states “*If the respondent wants to propose a change in the vendor/source used for providing pharmaceutical or medical supplies...*” a. Who is the current provider for pharmaceuticals and medical supplies?

This information is held by the current Medical Services provider.

21. Please provide the incumbent’s quarterly medical administration committee (MAC) reports from the last four (4) quarters, Q2 – Q4 of 2025 and Q1 of 2026. (four total).

These are considered proprietary by the current Medical Services provider.

22. Does the county have a language translation service within the jail that the provider would be able to utilize? If not, please provide the annual costs for the past 3 years (2023, 2024, 2025) and 2026 to date for language translation services.

Language Services are included in the current base fee with the current Medical Services provider.

23. What has been the average monthly census of HIV inmates and Hepatitis C inmates over the past three (3) years (2023, 2024, 2025), and 2026 to date? What is the average length of stay for both inmate groups? Please list costs separately for each group.

2023=1; 2024=1; 2025-2; 2026 thru April=4. Length of stay varies.

24. On page 17, under insurance requirements, you state an aggregate of \$5,000,000 for general professional liability coverage.

a. Would the county be agreeable to a \$3,000,000 aggregate for each policy?

Our current Medical Services provider carries higher limits than what the County currently requests. We do not believe reducing coverage lower would be advisable.

25. On page 18, under Certificate of Insurance, (a) Subcontractor’s Insurance, you state, “*The medical services provider shall require each medical services provider subcontractor to take out and maintain during the life of subcontract the same insurance coverage required under Section 1, Paragraphs 3, 4, and 5 above, including the extensions of coverage required under those paragraphs.*” We have never had a contract with this requirement, nor have we worked with a subcontractor who provided us, or the County, with their insurance information. That paragraph goes on to state that “*The Correctional Facility Administrator, depending on particular services being performed by the subcontractor, may grant exceptions.*”

a. Will the County grant exceptions for potential on-site providers, such as xray/ultrasound, EKG, Dialysis, etc?

All providers of services on-site will need evidence of current insurance coverages.

26. On page 21, under (h) Type of Contract, you state there is a contract posted as part of the RFP, which the medical provider will be required to use. We are unable to locate that contract. Will the County please provide that contract for review?

After a bidder is awarded, the County and the vendor will come up with the terms of the contract. The terms in this RFP packet and the exhibits would be a part of that contract.

27. What medical equipment is available for the medical provider to use? What is the age/condition of existing equipment? Who is responsible for the repair/replacement of the medical equipment?

The vendor will be responsible for providing any needed equipment to accomplish their services.

28. How many inmates are currently participating in MAT/MOUD treatment programs? Is the program induction and continuation, or continuation only?

Currently none. Continuation only, but would rely on the Vendor's experience for medical determination.

29. Are there existing contracts with hospitals, radiology providers, specialty providers, dental providers, and transportation vendors available for review?

No.

30. How are medical grievances currently submitted, tracked, escalated, and reported?

They are collected by jail staff, submitted and tracked by the Lieutenants A copy is tracked by year.

31. Please clarify how Caldwell County defines an "unfilled" position for purposes of reimbursement obligations under the staffing section.

Positions without permanent employee placement at 30 days or more.

32. Will temporary coverage through overtime, agency staffing, telemedicine, regional provider coverage, or cross-credential staff satisfy staffing requirements during recruitment periods or temporary vacancies?

On a temporary basis, up to 30 days.

33. Is there an allowable recruitment or replacement period before vacancy-related reimbursement obligations begin?

County would work with Vendor on a mutual agreement.

34. Please clarify whether staffing reimbursement obligations apply only to completely uncovered shifts or positions, or whether partial coverage arrangements satisfy contractual staffing requirements.

Will apply to completely uncovered shift hours and those without permanent placement at 30 days.

35. Please clarify the anticipated role of Caldwell County in the Medical Director selection process.

Background checks.

36. Does Caldwell County anticipate participating solely in interviews and operational collaboration discussions, or does the County expect approval authority regarding hiring, discipline, replacement, or removal of the Medical Director?

Prior to hiring, seek approval by Jail Administration.

37. Please confirm that the awarded vendor retains independent authority regarding clinical decision-making, provider supervision, credentialing, peer review, corrective action, scope-of-practice oversight, and clinical policy development.

Confirmed.

38. Please describe the current Medical Director structure, including onsite versus remote coverage, weekly hours, call responsibilities, administrative expectations, and participation in quality assurance, mortality review, and grievance review processes.

Hours proposed should be on-site hours, with any after hour/on-call needs included as part of base fee.

39. Will the medical contractor or the County be responsible for the following items: copier/fax machine, printers, medical waste disposal, and document shredding?

Copier/fax machine, document shredding taken care of by County. Medical waste disposal will be the responsibility of the Vendor.

40. How will the County define and calculate operational nonperformance and staffing vacancies? What current infection control, TB screening, negative-pressure cell use, and communicable disease workflows are in place?

This question has been answered. We will rely on the experience and medical direction of the Vendor for Infection Control measures.

41. Does the County currently support continuation or initiation of MAT, withdrawal management, alcohol withdrawal protocols, opioid withdrawal protocols, or pregnancy-related substance use?

Yes, under the medical vendor's experience and recommendation.

42. What EMR or documentation system is currently used, and will the medical vendor be expected to provide the EMR, train custody users, interface with the jail management system, or migrate existing medical records?

Currently all records are in paper format. All EMR options are to include cyber insurance costs, licensure fee (with ownership by County); monthly maintenance costs; all other costs listed.

43. Is the county requiring the medical contractor to provide education and training to custody staff?

Yes, upon request.

44. Will the medical contractor be responsible for oxygen supply within the facility?

Vendor is to ensure availability within the facility.

45. Is the current Psychiatric Provider a Psychiatrist or Nurse Practitioner (PMHNP)?

A combination of provider(s) is currently available thru current vendor.

46. Is the county agreeable to use a PMHNP instead of a Psychiatrist?

Yes.

47. What is the average number of inmates placed on suicide precautions weekly?

On average 2-3 per week.

48. How many patients were put on "Suicide Watch" over the past 3 years (2023, 2024, 2025) and 2026 to date?

2023=10; 2024=35; 2025=66; and 2026 (thru April)=29

49. Please provide the number of suicide attempts over the past 3 years (2023, 2024, 2025) and 2026 to date.

This information is not tracked in this manner.

50. Please provide the number of completed suicides by year over the past 3 years (2023, 2024, 2025) and 2026 to date.

None.

51. Please provide the number of non-suicidal self-harm incidents (NSSI), by year, over the past 3 years (2023, 2024, 2025) and 2026 to date.

This information is not tracked in this manner.

52. Would there be a separate Virtual Local Area Network (VLAN) or Service Set Identifier (SSID)? Is the network backbone fiber or copper?

Separate VLAN. Fiber.

53. Which internet service providers (ISPs) serve the Caldwell County Jail?

Spectrum.

54. Who owns the fax lines? If Caldwell County owns the fax lines, will the successful provider be allowed to port in or forward?

County. Yes.

55. Confirm if the successful provider will be responsible for all end-user technology?

Providing it, yes.

56. Is there any technology being utilized in Caldwell County Jail to assist with the county's inmate health monitoring and management such as 4Sight Labs, or any other such technologies?

No.

57. How many total computers (stationary desktops and laptops) are currently managed and supported by the existing healthcare provider?

None. We expect the vendor to manage their own needs.

58. With the provider sharing the same network infrastructure, what systems are in place to isolate medical network traffic from County network traffic.

Separate VLAN.

59. What medical equipment will be available for use by the successful provider at the new detention center? Please indicate the age and condition of each piece of equipment.

Typical medical equipment/supplies in the exam room; Oxygen tanks, AED x2. Good condition. Side note: We do not have a new detention center.

60. What office and IT equipment will be available for use from the successful provider at the new detention center? Please indicate the age and condition of each piece of equipment.

None. We expect the vendor to manage their own needs. Side note: We do not have a new detention center.

61. Please specify and detail each piece of equipment, either medical or office/IT, which the successful provider will be responsible for providing in the new detention center.

The Jail has three desktops, copy machine, faxing, two land lines with different extensions in good condition, that are available for the Vendor to use, if needed. Side note: We do not have a new detention center.

62. Is the current system meeting the stated two-hour turnaround expectation for stat laboratory services?

No, typically these patients are taken to the hospital.