



Fulton County Board of Commissioners

# Agenda Item Summary

**REVISED**

**18-1006**

**BOC Meeting Date**

12/19/2018

**Requesting Agency**

Sheriff

**Commission Districts Affected**

All Districts

**Requested Action** *(Identify appropriate Action or Motion, purpose, cost, timeframe, etc.)*

Request approval to renew an existing contract – Sheriff’s Office, 17RFP07012016B-BR, Inmate Medical Services with NaphCare, Inc., (Birmingham, AL) in the amount of \$22,828,363.04 to provide physical and mental health services to inmates at the Fulton County Jail and other locations; to include amendments to the contract. Effective dates: January 1, 2019 through December 31, 2019.

**Requirement for Board Action** *(Cite specific Board policy, statute or code requirement)*

In accordance with Purchasing Code Section 102-394(6), the Purchasing Department shall present all renewal requests to the Board of Commissioners at least 90 days prior to the contract renewal date or 60 days if the contract term is six (6) months or less; and, in accordance with Purchasing Code Section 102-420, contract modifications within the scope of contract and necessary for contract completion of the contract, in the specifications, services, time of performance or terms and conditions of the contract shall be forwarded to the Board of Commissioners for approval.

**Is this Item related to a Strategic Priority Area?** *(If yes, note strategic priority area below)*

Yes All People are safe

**Is this a purchasing item?**

Yes

**Summary & Background**

*(First sentence includes Agency recommendation. Provide an executive summary of the action that gives an overview of the relevant details for the item.)*

Scope of Work: This contract provides comprehensive correctional physical and mental health services to inmates at the Fulton County Jail, Alpharetta Jail, Marietta Annex, and South Fulton Municipal Regional Jail.

Community Impact: Contract includes increased mental health testing and re-entry planning.

Department Recommendation: The Sheriff’s Office recommends approval.

Project Implication: N/A

Department Issues/Concerns: The Sheriff’s Office is constitutionally required to provide inmate healthcare at the Fulton County Jail and other locations.

<b>Agency Director Approval</b>		<b>County Manager's Approval</b>
<b>Typed Name and Title</b> Felicia Strong-Whitaker, Director	<b>Phone</b> (404) 612-5800	
<b>Signature</b>	<b>Date</b>	

## History of BOC Agenda Item:

<b>CURRENT CONTRACT HISTORY</b>	<b>BOC ITEM</b>	<b>DATE</b>	<b>DOLLAR AMOUNT</b>
Original Award Amount			\$20,730,349.08
1st Renewal			\$22,828,363.04
Total Revised Amount			\$43,558,712.12

<b>Contract &amp; Compliance Information</b>	<i>(Provide Contractor and Subcontractor details.)</i>
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**Contract Value:** \$22,828,363.04  
**Prime Vendor:** **NaphCare**  
**Prime Status:** **Non-Minority**  
**Location:** Birmingham, AL  
**County:** Jefferson County  
**Prime Value:** \$22,054,481.53 or 96.61%

**Subcontractor:** **Bio-Reference Laboratories, Inc.**  
**Subcontractor Status:** **Non-Minority**  
**Location:** Elmwood Park, NJ  
**County:** Passaic County  
**Contract Value:** \$356,122.46 or 1.56%

**Subcontractor:** **CharDonnay Dialysis, Inc.**  
**Subcontractor Status:** **White Female Business Enterprise Non-Certified**  
**Location:** Danville, IL  
**County:** Vermillion County  
**Contract Value:** \$114,141.82 or 0.50%

**Subcontractor:** **Global Diagnostic**  
**Subcontractor Status:** **African American Male Business Enterprise Certified**  
**Location:** Conyers, GA  
**County:** Rockdale County  
**Contract Value:** \$296,768.72 or 1.30%

**Subcontractor:** **Institutional Eye Care**  
**Subcontractor Status:** **Non-Minority**  
**Location:** Lewisburg, PA  
**County:** Union County  
**Contract Value:** \$6,848.51 or 0.03%

**Total Contract Value:** **\$22,828,363.04 or 100.00%**  
**Total M/FBE Value:** **\$410,910.53 or 1.80%**

<b>Solicitation Information</b>	<b>NON-MFBE</b>	<b>MBE</b>	<b>FBE</b>	<b>TOTAL</b>
No. Bid Notices Sent:				
No. Bids Received:				
<b>Total Contract Value</b>	<b>\$22,828,363.04 or 100%</b>			
<b>Total M/FBE Values</b>	<b>\$410,910.53 or 1.80%</b>			
<b>Total Prime Value</b>	<b>\$22,054,481.53 or 96.61%</b>			
<b>Fiscal Impact / Funding Source</b>	<i>(Include projected cost, approved budget amount and account number, source of funds, and any future funding requirements.)</i>			
100-999-S200-1158: General, Non-Agency, Medical Services - \$22,828,363.04				
<b>Exhibits Attached</b>	<i>(Provide copies of originals, number exhibits consecutively, and label all exhibits in the upper right corner.)</i>			
Exhibit 1: Amendment No. 1 to Form of Agreement				
Exhibit 2: Contractor Performance Report				
<b>Source of Additional Information</b>	<i>(Type Name, Title, Agency and Phone)</i>			
Leighton Graham, Colonel, Sheriff's Office, (404) 612-6782				

<b>Agency Director Approval</b>		<b>County Manager's Approval</b>
<b>Typed Name and Title</b> Felicia Strong-Whitaker, Director	<b>Phone</b> (404) 612-5800	
<b>Signature</b>	<b>Date</b>	

Revised 03/12/09 (Previous versions are obsolete)

**Procurement****Contract Attached:**  
No**Previous Contracts:**  
Yes**Solicitation Number:**  
17RFP07012016B-BR**Submitting Agency:**  
Sheriff's Office**Staff Contact:**  
Flora Eatman**Contact Phone:**  
(404) 612-9241**Description:** Inmate Medical Services**FINANCIAL SUMMARY****Total Contract Value:**

Original Approved Amount: \$20,730,349.08  
 Previous Adjustments:  
 This Request: \$22,828,363.04  
 TOTAL: \$43,558,712.12

**MBE/FBE Participation:**

Amount: . %: .  
 Amount: . %: .  
 Amount: \$410,910.53 or 1.80%  
 Amount: . %: .

**Grant Information Summary:**

Amount Requested: .  Cash  
 Match Required: .  In-Kind  
 Start Date: .  Approval to Award  
 End Date: .  Apply & Accept  
 Match Account \$: .

**Funding Line 1:**

100-999-S200-1158

**Funding Line 2:**

.

**Funding Line 3:**

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**Funding Line 4:**

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**KEY CONTRACT TERMS****Start Date:**

1/1/2019

**End Date:**

12/31/2019

**Cost Adjustment:****Renewal/Extension Terms:****ROUTING & APPROVALS**

(Do not edit below this line)

X	Originating Department:	Carter, Jimmy	Date: 12/18/2018
X	County Attorney:	Palmer, Ashley	Date: 12/18/2018
X	Purchasing/Contract Compliance:	Strong-Whitaker, Felicia	Date: 12/18/2018
X	Finance/Budget Analyst/Grants Admin:	Jones, Monica	Date: 12/18/2018
.	Grants Management:	.	Date:
X	County Manager:	Anderson, Dick	Date: 12/18/2018

**AMENDMENT NO. 1 TO FORM OF CONTRACT**

Contractor: **NaphCare, Inc.**

Contract No. **17RFP07012016B-BR, Inmate Medical Services**

Address: **2090 Columbiana Road, Suite 4000**  
City, State **Birmingham, AL 35216**

Telephone: **205-536-8400**

E-mail: **jim@naphcare.com**

Contact: **James S. McLane**  
**Chief Executive Officer**

**WITNESSETH**

WHEREAS, Fulton County ("County") entered into a Contract with NaphCare, Inc. ("Service Provider") to provide Inmate Medical Services for the Sheriff's Office, effective January 1, 2018; and

WHEREAS, the County and Service Provider desire to amend the existing contract; to exercise renewal terms; and, to provide for additional renewal terms; and

WHEREAS, the County and Service Provider desire to adjust compensation for the renewal terms and outline financial responsibility for HIV/AIDS medications; and

WHEREAS, the Service Provider has performed satisfactorily over the period of the contract; and

WHEREAS, this amendment was approved by the Fulton County Board of Commissioners on [Insert Board of Commissioners approval date and item number].

**NOW, THEREFORE**, the County and the Service Provider agree to amend the Agreement as follows:

This Amendment No. 1 to Form of Contract is effective as of the 1<sup>st</sup> day of January, 2019, between the County and NaphCare, Inc. ("Service Provider"), who agree that all Services specified will be performed in accordance with this Amendment No. 1 to Form of Contract and the Contract Documents.

**1. MODIFICATIONS TO THE AGREEMENT:** Listed below are the modifications to the Agreement.

I. Article 4, Scope of Work, Section 4.15, shall be modified as follows:

4.15 Service Provider shall undertake and maintain the Fulton County Sheriff's Office accreditation from the National Commission on Correctional Health Care ("NCCHC") and provide care in accordance with the American Medical Association ("AMA"), to the extent such certification procedures exist during the terms of this Agreement. Service Provider shall provide to the Sheriff any documentation of licensure and accreditation for the FCJ facilities and any other hospitals, clinics, or other facilities utilized by the Service Provider. Service Provider shall undertake any and all actions necessary to achieve NCCHC accreditation by no later than December, 2020, and to maintain NCCHC accreditation, within the scope of this Agreement.

II. Article 9, Multi-Year Contract Term, Section 9.1(b) Renewal Terms, shall be modified as follows, which provides for five (5) additional one-year terms:

(b) Renewal Terms

Unless the terms of this Agreement are fulfilled with no further obligation on the part of either party on or before the final date of the January 1, 2018 Commencement Term, or unless an event of termination as defined within this Agreement occurs during the Commencement Term, this Agreement may be renewed at the written option of the County upon the approval of the County Board of Commissioners for nine (9) one-year ("Renewal Terms"). However, no Renewal Term of this Agreement shall be authorized nor shall any Renewal Term of this Agreement commence unless and until each Renewal Term has first been approved in writing by the County Board of Commissioners for the calendar year of such Renewal Term. If approved by the County Board of Commissioners, the First Renewal Term shall begin on the 1st day of January, 2019 and shall end no later than the 31st day of December, 2019. If approved by the County Board of Commissioners, the Second Renewal Term shall begin on the 1st day of January, 2020 and shall end no later than the 31st day of December, 2020. If approved by the County Board of Commissioners, the Third Renewal Term shall begin on the 1st day of January, 2021 and shall end no later than the 31st day of December, 2021. If approved by the County Board of Commissioners, the Fourth Renewal Term shall begin on the 1st day of January, 2022 and shall end no later than the 31st day of December, 2022. If approved by the County Board of Commissioners, the Fifth Renewal Term shall begin on the 1st day of January, 2023 and shall end no later than the 31st day of December, 2023. If approved by the County Board of Commissioners, the Sixth Renewal Term shall begin on the 1st day of January, 2024 and shall end no later than the 31st day of December, 2024. If approved by the County Board of Commissioners, the Seventh Renewal Term shall begin on the 1<sup>st</sup> day of January, 2025 and shall end no later than the 31<sup>st</sup> day of December 31, 2025. If approved by the County Board of Commissioners, the Eighth Renewal Term shall begin on the 1<sup>st</sup> day of January, 2026 and shall end no later than the 31<sup>st</sup>

day of December 31, 2026. If approved by the County Board of Commissioners, the Ninth and Final Renewal Term shall begin on the 1<sup>st</sup> day of January, 2027 and shall end no later than the 31<sup>st</sup> day of December 31, 2027.

If the County chooses not to exercise any Renewal Term as provided in this Section, then the Term of this Agreement then in effect shall also be deemed the “Ending Term” with no further obligation on either party.

Following the Ninth and Final renewal between the parties, any contract extensions thereafter, to include cost and terms, shall be negotiated by the Sheriff’s Office, County and Service Provider and agreed upon by all parties. No contract extension shall become effective or binding unless approved by the Board of Commissioners and entered on the minutes.

III. Article 10, Compensation and Exhibit E referenced therein, shall be deleted in their entirety and replaced with the following and Exhibit E attached hereto:

Compensation for work performed by Service Provider on Project shall be in accordance with the payment provisions and compensation schedule, attached as Exhibit E, Compensation.

**COSTS:**

All Services at the FCJ Facilities as set forth herein.

Services to be provided by a minimum of 158.15 Full-Time Employees (“FTEs”). Contract amounts include cost adjustment increases per year for the services and cost per year are not to exceed the annual costs listed below:

<b>YEAR</b>	<b>CONTRACT PERIOD</b>	<b>CONTRACT TERM</b>	<b>COST</b>
Per Year 1	1/1/2018 -12/31/2018	Initial Term	\$20,730,349.08
Per Year 2	1/1/2019 – 12/31/2019	First Renewal Term	\$22,828,363.04
Per Year 3	1/1/2020 – 12/31/2020	Second Renewal Term	\$23,741,497.56
Per Year 4	1/1/2021 – 12/31/2021	Third Renewal Term	\$24,691,157.46
Per Year 5	1/1/2022 – 12/31/2022	Fourth Renewal Term	\$25,678,803.76
Per Year 6	1/1/2023 – 12/31/2023	Fifth Renewal Term	\$26,705,955.91
Per Year 7	1/1/2024 – 12/31/2024	Sixth Renewal Term	\$27,774,194.15
Per Year 8	1/1/2025 – 12/31/2025	Seventh Renewal Term	\$28,885,161.92
Per Year 9	1/1/2026 – 12/31/2026	Eighth Renewal Term	\$30,040,568.39
Per Year 10	1/1/2027 – 12/31/2027	Ninth Renewal Term	\$31,242,191.13

These prices shall be applicable in the event that the County exercises its right to renew this Agreement for the additional terms as set forth above.

IV. Article 49, Governance, shall be added to the contract and shall read as follows:

The Service Provider and the County, to include representatives from the Finance Department, the County Manager's Office, the Legal Department, the Purchasing Department, and the Sheriff's Office, shall meet on a monthly basis to review performance; assess whether the contract terms are being met and the Service Provider is achieving the desired outcomes; review healthcare service delivery to the inmates during the previous month; and discuss what milestones the Service Provider and the Sheriff's Office have achieved as they work collaboratively to meet the prescribed NCCHC accreditation deadline.

V. The prior Article 49, Transition Period, shall become Article 50 but the language of the article shall remain the same.

VI. The prior Article 50, No Waiver of Privileges and Immunities, shall become Article 51 but the language of the article shall remain the same.

VII. Exhibit C, Scope of Work, I. Pharmacy Requirements, Section 5, shall be deleted and replaced with the following provision:

5. The Service Provider is responsible for the procurement, payment, inventory control, dispensing and disposal of all pharmaceuticals at all facilities covered by this RFP, in accordance with all local, state and federal rules, regulations and laws. Beginning January 1, 2019, the Service Provider's financial responsibility for HIV/AIDS medications shall be subject to the following limitations:

Should the HIV/AIDS population exceed 54,750 Inmate/patient medication days (150 Inmates x 365 days = 54,750 Inmate/patient medication days) on an annual basis, Service Provider may invoice the County \$75.75 for each Inmate/patient medication day that exceeds the stated threshold. Service Provider is financially responsible for any costs below the stated threshold.

The Sheriff/County will make good faith efforts to work with the Service Provider to secure 340(b) pricing for any necessary HIV/AIDS medications from Grady Hospital.

Service Provider shall not be responsible for the costs of Hepatitis C prescription drugs approved by the Food and Drug Administration (which may include the following: Harvoni, Sovaldi, Ledipasvir and/or Sofosbuvir), or other new or generic medications related to the treatment of Hepatitis C. Costs associated with these drugs will be the responsibility of the County. However, Service Provider will attempt procurement of the inmate's own medication supply for administration should it be determined that the Inmate has a current prescription for the medications referenced above, and if verified, shall continue the Inmate's current treatment while bearing no financial responsibility for same. Service Provider shall be responsible for notifying County of any inmate needing



traditional Hepatitis C medications, such as, but not limited to, Interferon. County will authorize Service Provider to purchase the medication(s) and invoice the County for the medications at cost.

Beginning January 1, 2019, Service Provider shall be responsible for the costs associated with blood factors, biologicals, Vivitrol medication, non-formulary long acting mental health injectable medications, oral chemotherapeutic medications, non-formulary intravenous medications, or other specialty medication costs.

VIII. Exhibit C, Scope of Work, Section G, Item 11. Urgent/Emergency Services, shall be modified as follows

11. Most Urgent/Emergency services are identified by custody staff in a housing area or work assignment. Medical staff is obligated to perform an assessment as rapidly as possible. When a detainee verbally notifies an officer of a perceived urgent problem, the officer is to immediately contact medical staff. This contact should begin the documentation in the urgent/emergent services logbook.

The date and time of the contact must be documented along with the patient's name as well as the presenting complaint. Finally, the location of the assessment and the disposition must also be recorded. When a patient is sent offsite, the time that EMS was called along with the time of arrival of the EMS staff must also be documented. All patients sent offsite must return with at a minimum an emergency room report. The inmate's medical treatment will be documented in Epic (Grady's electronic medical record system) the treatment provided will be retrieved and reviewed by the Service Provider's physician.

IX. Exhibit C, Scope of Work, Section E Program Support Services Requirements, Section 5(c), Intake Screening Requirements shall be modified as follows to add the following paragraph to the existing language:

The Service Provider shall implement use of a Pre Trial Mental Health Assessment for treatment, diversion, or continuity of care purposes sufficient to meet the recommendations of the Fulton County Mental Health Task Force. This assessment shall replace the current general mental health screening protocol in use.

X. Exhibit C, Scope of Work, Section I Pharmacy Requirements, Item 7, shall be modified as follows

7. The Service Provider's pharmacist or Medical Director must participate in quality management activities, especially those involving formulary or drug utilization review activities and be compatible with outcome measures and indicators described in continuous quality improvement programs including the listing of the ten most frequently prescribed drugs and the ten most expensive drugs

prescribed within the institution.

XI. Exhibit C, Scope of Work, Section J Discharge Planning, paragraph 3, shall be modified as follows

Upon the release of an inmate, a four day supply of medications will be provided, unless a court ordered amount is further specified. The Service Provider shall notify the FCSO of any court ordered amounts dispensed. The Service Provider can also provide a prescription for a 30 day supply of the inmate's medications, if requested.

2. **LIABILITY OF COUNTY:** This Amendment No. 1 to Form of Contract shall not become binding on the County and the County shall incur no liability upon same until such agreement has been executed by the Chair to the Commission, attested to by the Clerk to the Commission and delivered to Contractor.
3. **EFFECT OF AMENDMENT NO. 1 TO FORM OF CONTRACT:** Except as modified by this Amendment No. 1 to Form of Contract, the Contract, and all Contract Documents, remain in full force and effect.

**[INTENTIONALLY LEFT BLANK]**

**IN WITNESS THEREOF**, the Parties hereto have caused this Contract to be executed by their duly authorized representatives as attested and witnessed and their corporate seals to be hereunto affixed as of the day and year date first above written.

OWNER:

**FULTON COUNTY, GEORGIA**

SERVICE PROVIDER:

**NAPHCARE, INC.**

\_\_\_\_\_  
Robert L. Pitts  
Chairman

\_\_\_\_\_  
James S. McLane  
Chief Executive Officer

ATTEST:

ATTEST:

\_\_\_\_\_  
Jesse A. Harris  
Clerk to the Commission

\_\_\_\_\_  
Secretary/  
Assistant Secretary

(Affix County Seal)

(Affix Corporate Seal)

APPROVED AS TO FORM:

ATTEST:

\_\_\_\_\_  
Office of the County Attorney

\_\_\_\_\_  
Notary Public

APPROVED AS TO CONTENT:

County: \_\_\_\_\_

\_\_\_\_\_  
Theodore Jackson, Sheriff  
Sheriff's Office

Commission Expires: \_\_\_\_\_

(Affix Notary Seal)

ITEM#: _____ RCS: _____ <b>RECESS MEETING</b>	ITEM#: _____ RM: _____ <b>REGULAR MEETING</b>
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DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT  
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
10/1/2018	12/1/2018	1/1/2018	12/31/2018
PO Number			PO Date
17RFO07012016B-BR			12/6/2018
Department	Sheriff		
Bid Number			
Service Commodity	Inmate Medical Services		
Contractor	NaphCare, Inc.		

<b>= Unsatisfactory</b>	<i>Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient, unacceptable delay, incompetence, high degree of customer dissatisfaction.</i>
<b>= Poor</b>	<i>Achieves contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key employees marginally capable; customers somewhat satisfied.</i>
<b>= Satisfactory</b>	<i>Achieves contract requirements 80% of the time; generally responsive, effective and/or efficient; delays are excusable and/or results in minor programs adjustments; employees are capable and satisfactorily providing service without intervention; customers indicate satisfaction.</i>
<b>= Good</b>	<i>Achieves contract requirements 90% of the time. Usually responsive; effective and/or efficient; delays have not impact on programs/mission; key employees are highly competent and seldom require guidance; customers are highly satisfied.</i>
<b>= Excellent</b>	<i>Achieves contract requirements 100% of the time. Immediately responsive; highly efficient and/or effective; no delays; key employees are experts and require minimal directions; customers expectations are exceeded.</i>

Quality of Goods/Services (-Specification Compliance - Technical Excellence - Reports/Administration - Personnel Qualification)

**Comments:**

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The service provider (Naphcare) is meeting the requirements for inmate medical care as evident by low inmate grievances.

Timeliness of Performance (-Were Milestones Met Per Contract - Response Time (per agreement, if applicable) - Responsiveness to Direction/Change - On Time Completion Per Contract)

**Comments:**

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Naphcare's admin staff have demonstrated some difficulties responding to contract concerns:

1) Failure to have the appropriate supervision at South Annex (i.e. no Health Service Administrator) staff; no daily supervision for staff for 2-3 months. Repeated request were made for adherence, but all were ignored by Naphcare's Admin . Purchasing Monitor (Ms. Love) and Health Program Manager (Ms. Lightbourne) conducted several site visits; no supervisor was at the facility during any of the visits. Purchasing Monitor (Ms. Love) and Health Program Manager had to contact corporate for compliance.

2) The Naphcare's Admin changed the pharmacy hours of operations without notifying Health Program Manager or Jail Admin staff. This impeded upon daily activities: preparing courts orders and delayed several extradition. It required to out-of-state agencies to make over night accommodations and flight changes due to these

Business Relations (-Responsiveness to Inquiries - Prompt Problem Notifications)

**Comments:**

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2 Naphcare's Admin is delayed in their response to the needs of the facility; however, Naphcare's corporate is always available to discuss and correct matters involving inmate medical care.  
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**Customer Satisfaction (-Met User Quality Expectations - Met Specification - Within Budget - Proper Invoicing - No Substitutions)**

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**Comments:**  
 In March, Naphcare's corporate was contact about the contract's HIV medication drugs being billed separately. In April, Naphcare's corporate met with Purchasing and they were reminded the BOC only approved \$20.7 million for the total medical contract (this to include all medications as per their bid read "all medications"). Purchasing informed them the matter needed to be resolved, repeating \$20.7 was approved by BOC nothing more. Naphcare reported they would be attempting to obtain 340(b) pricing to resolve the problem. The Jail's Program Manager repeatedly reminded Naphcare corporate staff of the meeting with Purchasing. In June, after they reported no success in locating a 340(b) vendor. The Program Manager obtained permission to reach out to the agency on behalf of the FCSO. The agency agreed to providing services in the FCJ as a sub-contractor to Naphcare or as a vendor to the FCSO to allow the agency to capture 340(b) pricing (discounted at approx. 39% for 95% of the drugs) and allowing the HIV population to receive specialized care while still in the jail and then transitioning to the community seeing the same providers and receiving their medications free.

**Contractors Key Personnel (-Credentials/Experience Appropriate - Effective Supervision/Management - Available as Needed)**

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**Comments:**  
 Naphcare has maintained all their key staff with the exception of the Infectious Disease doctor (until September). Although, the HSA for the South Annex have been out with an injury that later resulted in FMLA. Naphcare Admin staff remained the same for the duration of the contract.

Overall Performance Rating:

Would you select/recommend this vendor again? Check box for Yes. Leave Blank for No <input checked="" type="radio"/> Yes <input type="radio"/> No	Rating completed by: <input type="text" value="Meredieth.Lightbourn"/>
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Department Head Name	Department Head Signature	Date
		<input type="text" value="12/6/2018"/>



DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT  
OTHER SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
1/1/2018	4/30/2018	1/1/2018	12/31/2018
PO Number			PO Date
17RFP07012016B-...			
Department	<b>Sheriff</b>		
Bid Number	<b>17RFP07012016B-BR</b>		
Service Commodity	<b>Medical Services</b>		
Contractor	<b>Naphcare</b>		

- = Unsatisfactory** *Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient, unacceptable delay, incompetence, high degree of customer dissatisfaction.*
- = Poor** *Achieves contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key employees marginally capable; customers somewhat satisfied.*
- = Satisfactory** *Achieves contract requirements 80% of the time; generally responsive, effective and/or efficient; delays are excusable and/or results in minor programs adjustments; employees are capable and satisfactorily providing service without intervention; customers indicate satisfaction.*
- = Good** *Achieves contract requirements 90% of the time. Usually responsive; effective and/or efficient; delays have not impact on programs/mission; key employees are highly competent and seldom require guidance; customers are highly satisfied.*
- = Excellent** *Achieves contract requirements 100% of the time. Immediately responsive; highly efficient and/or effective; no delays; key employees are experts and require minimal directions; customers expectations are exceeded.*

Quality of Goods/Services (-Specification Compliance - Technical Excellence - Reports/Administration - Personnel Qualification)

Comments:

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Both the inmates and security staff have voice they are currently pleased with the medical services Naphcare is providing at all Fulton County Jail locations (i.e. South Annex and North Annex).

Timeliness of Performance (-Were Milestones Met Per Contract - Response Time (per agreement, if applicable) - Responsiveness to Direction/Change - On Time Completion Per Contract)

Comments:

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Medical care is being met in a timely manner as indicated by the low numbers of referrals for inmates to the local hospital(s) for Chronic Care which is at 46% and behavioral / mental health which is reported at 15% (currently) as reported by the Techcare daily stats report.

Business Relations (-Responsiveness to Inquiries - Prompt Problem Notifications)

Comments:

0  
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Naphcare's Medical Administration could assist by providing timely response to external inquiries to the care of inmates; as well as, provide data requested in a more timely manner (i.e. drug screening data was requested to be added to Techcare several months ago). Statistical data submitted for the MAC meetings isn't current; the last meeting held was for March data and we are in May.

**Customer Satisfaction (-Met User Quality Expectations - Met Specification - Within Budget - Proper Invoicing - No Substitutions)**

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**Comments:**

Low inmate grievances reflect the inmates are pleased with the medical services they are receiving.

**Contractors Key Personnel (-Credentials/Experience Appropriate - Effective Supervision/Management - Available as Needed)**

- 0
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**Comments:**

Medical providers oversight need to be better to avoid external issues; cross training of medical providers have been requested to address these issues.

Overall Performance Rating:

Would you select/recommend this vendor again? Check box for Yes. Leave Blank for No <input checked="" type="radio"/> Yes <input type="radio"/> No	Rating completed by:	<input type="text" value="roderic.terrell"/>
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Department Head Name	Department Head Signature	Date
		<input type="text" value="5/22/2018"/>

