



Fulton County Board of Commissioners
Agenda Item Summary

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 and amend existing contract - Sheriff's Office, RFP#17RFP07012016B-BR, Inmate Medical Services in an amount not to exceed \$21,559,563.04 with NaphCare, Inc. (Birmingham, AL) to provide physical and mental health services to inmates at the Fulton County Jail and other locations. This is the first renewal. 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. In accordance with Purchasing Code Section 102-420, contract modifications within the scope of the 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.

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: The Sheriff's Office requests approval to renew an existing contract to provide inmate mental and physical healthcare to inmates housed at the Fulton County Jail, Alpharetta Jail, Marietta Annex, and South Fulton Municipal Regional Jail.

Community Impact: N/A

Department Recommendation: This contract will allow for the continued inmate healthcare to inmates at the Fulton County Jail and satellite facilities.

Project Implications: N/A

Community Issues/Concerns: N/A

Department Issues/Concerns: The Sheriff's Office is Constitutionally required to provide inmate healthcare at the Fulton County Jail and satellite locations.

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

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

History of BOC Agenda Item:

| CURRENT CONTRACT HISTORY | BOC ITEM | DATE | DOLLAR AMOUNT |
|---------------------------------|-----------------|-------------|----------------------|
| Original Award Amount | 17-0934 | 11/15/2017 | \$20,730,349.08 |
| Renewal No. 1 | | | \$21,559,563.04 |
| Total revised Amount | | | \$42,289,912.12 |

| | |
|----------------------------------------------|--------------------------------------------------------|
| Contract & Compliance Information | <i>(Provide Contractor and Subcontractor details.)</i> |
|----------------------------------------------|--------------------------------------------------------|

| Solicitation Information | NON-MFBE | MBE | FBE | TOTAL |
|-------------------------------------------------------------------------------------------------------------------------------------------|----------|-----------------------------------------------------------------------------------------------------------------------------------|-----|-------|
| No. Bid Notices Sent: | | | | |
| No. Bids Received: | | | | |
| | | | | |
| Total Contract Value | . | | | |
| Total M/FBE Values | . | | | |
| Total Prime Value | . | | | |
| | | | | |
| Fiscal Impact / Funding Source | | <i>(Include projected cost, approved budget amount and account number, source of funds, and any future funding requirements.)</i> | | |
| \$21,559,563.04/General, Non-Agency, Medical Services, 100-999-S200-1158 | | | | |
| Exhibits Attached | | <i>(Provide copies of originals, number exhibits consecutively, and label all exhibits in the upper right corner.)</i> | | |
| 1) Exhibit 1: Contract Renewal Agreement 2) Exhibit 2: Contract Renewal Evaluation Form 3) Exhibit 3: Contractor Performance Report | | | | |
| Source of Additional Information | | <i>(Type Name, Title, Agency and Phone)</i> | | |
| 1) Leighton Graham, Colonel, Sheriff's Office, 404-612-6782 2) Flora Eatman, Finance Division Manager, Sheriff's Office, 404-612-9241 | | | | |

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

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: Leighton Graham | Contact Phone: 404-612-6782 |

Description: To provide healthcare to the inmates at Fulton County Jail and satellite facilities.

FINANCIAL SUMMARY

| | | | |
|------------------------------|------------------------|-------------------------------|------|
| Total Contract Value: | | MBE/FBE Participation: | |
| Original Approved Amount: | \$20,730,349.08 | Amount: . | %. . |
| Previous Adjustments: | 0.00 | Amount: . | %. . |
| This Request: | \$21,559,563.04 | Amount: . | %. . |
| TOTAL: | \$42,289,912.12 | Amount: . | %. . |

Grant Information Summary:

| | | |
|---------------------|--------------------------|-------------------|
| Amount Requested: . | <input type="checkbox"/> | Cash |
| Match Required: . | <input type="checkbox"/> | In-Kind |
| Start Date: . | <input type="checkbox"/> | Approval to Award |
| End Date: . | <input type="checkbox"/> | Apply & Accept |
| Match Account \$: . | | |

| | | | |
|---------------------------------------------|-----------------------------|-----------------------------|-----------------------------|
| Funding Line 1: 100-999-S200-1158 | Funding Line 2: . | Funding Line 3: . | Funding Line 4: . |
|---------------------------------------------|-----------------------------|-----------------------------|-----------------------------|

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: 12/7/2018 |
| . | County Attorney: | . | Date: . |
| . | Purchasing/Contract Compliance: | . | Date: . |
| X | Finance/Budget Analyst/Grants Admin: | Jones, Monica | Date: 12/7/2018 |
| . | Grants Management: | . | Date: . |
| . | County Manager: | . | Date: . |



Fulton County, GA

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACT RENEWAL

DEPARTMENT: Sheriff's Office

BID/RFP# DESCRIPTION: 17RFP07012016B-BR Inmate Medical Services

BID/RFP# NUMBER: 17RFP07012016B-BR

ORIGINAL APPROVAL DATE: 11/15/2017

RENEWAL PERIOD: FROM: January 1, 2019 THROUGH December 31, 2019

RENEWAL OPTION # 1 OF 4

NUMBER OF RENEWAL OPTIONS: 4

RENEWAL AMOUNT: \$21,559,563.04

COMPANY'S NAME: Naphcare, Inc.

ADDRESS: 2090 Columbiana Road Suite 4000

CITY: Birmingham

STATE: Alabama

ZIP: 35126

SIGNATURES: SEE NEXT PAGE

SIGNATURES:

Vendor agrees to accept the renewal option and abide by the terms and conditions set forth in the contract and specifications for Bid/RFP#

(Person signing must have signature authority for the company/corporation)

NAME: _____ (Print)
(CEO, President, Vice President)

VENDOR'S SIGNATURE: _____ **DATE** _____

ATTEST:

_____ **NOTARY PUBLIC:** _____

TITLE: _____ **COUNTY:** _____

SEAL (Affix) **MY COMMISSION EXPIRES:** _____

ATTEST:

FULTON COUNTY, GEORGIA

_____ **DATE:** _____
JOHN H. EAVES, CHAIRMAN
BOARD OF COMMISSIONERS

_____ **DATE:** _____
MARK MASSEY
CLERK TO THE COMMISSION

DEPARTMENT AUTHORIZES RENEWAL OPTION ON THE AFOREMENTIONED BID/RFP:

DEPARTMENT HEAD: _____ (Print)

DEPARTMENT HEAD SIGNATURE: _____ **DATE** _____

Please indicate if the following are provided:

- BOC Chairperson's signature required on renewals \$ 50,000.00 or more or any Bid/RFP previously approved by the Board of Commissioners of Fulton County.**
- A copy of the current Certificate of Insurance must be attached to all renewals.**
- Current Performance and Payment Bonds attached (If required)**
- Minimum of four (4) signature pages required.**

Contract Renewal Evaluation Form

| | |
|-------------------------|-------------------------|
| Date: | July 20, 2018 |
| Department: | SHERIFF |
| Contract Number: | 17RFP07012016B-BR |
| Contract Title: | Inmate Medical Services |

Instructions:

It is extremely important that every contract be rigidly scrutinized to determine if the contract provides the County with value. Each renewal shall be reviewed and answers provided to determine whether services should be maintained, services/scope reduced, services brought in-house or if the contract should be terminated. Please submit a completed copy of this form with all renewal requests.

1. Describe what efforts were made to reduce the scope and cost of this contract.

The Sheriff's Office solicits this service as part of a Request for Proposal. Cost is a determining factor in the soliciting process.

2. Describe the analysis you made to determine if the current prices for this good or service is reflective of the current market. Check all applicable statements and provide documentation:

Internet search of pricing for same product or service:

| | |
|--------------------------------------------------------------|-----------------------------|
| Date of search: | Click here to enter a date. |
| Price found: | Click here to enter text. |
| Different features / Conditions: | Click here to enter text. |
| Percent difference between internet price and renewal price: | Click here to enter text. |

Explanation / Notes:

Click here to enter text.

- 5. Is this a seasonal item or service? Yes No

- 6. Has an analysis been conducted to determine if this service can be performed in-house? Yes
 No If yes, attach the analysis.

- 7. What would be the impact on your department if this contract was not approved?
 The Sheriff's Office would not be able to fulfill its constitutionally mandated duties.

| | |
|---------------------------------|----------------------|
| Roderic Terrell | July 23, 2018 |
| ----- Prepared by | ----- Date |
| Leighton Graham | July 23, 2018 |
| ----- Department Head | ----- Date |

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. | | |

| | |
|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| = Unsatisfactory | <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> |
| = Poor | <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> |
| = Satisfactory | <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> |
| = Good | <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> |
| = Excellent | <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:

0

1

2

3

4

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:

0

1

2

3

4

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:

0

1

2
 # 18-1006

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

4

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

0
 1
 2
 3
 4

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 FCJ as a sub-contractor to Naphcare or as a vendor to the FCJ 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)

0
 1
 2
 3
 4

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"/> |
|---------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|

| Department Head Name | Department Head Signature | Date |
|--------------------------|---------------------------|-----------|
| Leighton E. Graham, Col. | <i>Leighton E. Graham</i> | 12/6/2018 |