

**THOMAS D. ALLMAN**  
Sheriff-Coroner



**Undersheriff Randy Johnson**

**Captain Gregory L. Van Patten**  
*Field Services*

**Captain Tim Pearce**  
*Corrections*

## **County of Mendocino Office Of The Sheriff-Coroner**

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To: The Honorable Board of Supervisors

From: Thomas D. Allman, Sheriff; Carmel J. Angelo, Chief Executive Officer

Date: September 19, 2017

Subject: **Staff Report on RFP for Jail Medical and Mental Health Services**

The process of going out to bid was predicated on two issues: 1. the term of the contract was nearing its termination date; and 2. As a best practice, it was time to evaluate the correctional medical care market. The following steps were taken:

On February 9, 2017, we released the Request for Proposal SO-2017-002. The request was for medical and mental health service for inmates held in the Mendocino County Jail.

On March 20, 2017, we conducted a Bidder's Conference and three companies attended. The companies were California Forensic Medical Group, NaphCare, and Correct Care Solutions. After the Bidder's Conference, addendums were completed and issued to all three companies. It was also posted on the Mendocino County Request for Proposal webpage. All information related to the RFP and addenda's issued can be viewed at:

<https://www.mendocinocounty.org/Home/Components/RFP/RFP/10/181?npage=3&seldept=21>

On April 7, 2017, three proposals were received. California Forensic Medical Group, NaphCare, and Correct Care Solutions companies submitted proposals.

On April 10, 2017, Lieutenant John Bednar began the due diligence process, which included an internet search and reference checks of each proposal.

On April 19, 2017, an evaluation review panel convened and received the RFP's. The members of the panel included the following: Three representatives from MCSO, one from Mendocino County Executive Office (CEO), one Board of Supervisors representative, one Community Partner, and one Health and Human Services Agency/Behavioral Health representative.

A follow up meeting occurred to formulate questions for the top two proposers, California Forensic Medical Group and NaphCare in order to clarify questions that came up after

reviewing the proposals. These questions were sent to both companies and were part of the oral presentation.

On April 26, 2017, the oral presentations occurred. The third provider Correct Care Solutions was not invited to the oral presentation meeting as the evaluation review committee determined the staffing plan and budget unrealistic and not responsive to the RFP, and therefore, they did not recommend moving them forward through the next phases of the evaluation review process.

On May 12, 2017, the committee met again to finalize the evaluation of the two proposals and receive oral presentations. During the evaluation committee's round table, it became clear that NaphCare was the top choice amongst the panelists. The consensus was that NaphCare's written proposal, their performance in the oral presentation, and the results of the due diligence process demonstrated that they were the best solution for Mendocino County.

Based on the following, NaphCare was the most responsive proposer:

1. Their price for the services as described in the RFP were approximately \$418,994.37 less than CFMG.
2. Their insurance coverage is superior to CFMG. They carry a \$6 million per incident and \$10 million in total aggregate, at no extra cost to the County.
3. After the evaluation and comparison process, there was little difference in the quality of care they provide to their customers as compared with CFMG.
4. The common theme of feedback from NaphCare customers was: they were impressed with how they stick to the RFP and contract, their communication is open and clear, and they rapidly resolve problems. The only concerns expressed were over staff retention.
5. It appears as if their e-record system is very thorough and scalable.
6. During the oral presentation, they were professional and engaged. They provided well thought out answers and came across authoritative and forthright.

Due to the gravity of choosing the best suited medical provider to serve the inmate population and deference to our relationship with CFMG, the evaluation review committee urged additional due diligence through site visits and to contract with a specialist in the field of corrections medical care.

On May 16, 2017, the Executive Office notified all proposers that additional due diligence was necessary which resulted in the need to temporarily extend the current contract between the County of Mendocino and CFMG for additional six months, terminating on December 31, 2017.

On May 22, 2017, The Executive Office contracted with Rebecca Craig, RN to perform a clinical review of the top two proposals. Rebecca has served with the California Medical Association and has extensive experience performing IMQ inspections. She also worked at the Board of State and Community Corrections as a field representative.

On June 24, 2017, a site visit was coordination with Washoe County Jail, a current Naphcare customer. In attendance were CEO Carmel J. Angelo, Rebecca Craig, Lieutenant John Bednar, Sheriff Thomas Allman and Captain Tim Pearce. We met with NaphCare

representatives and administrative officials from Washoe County Sheriff's Office. From the Sheriff's Office/Jail staff's perspective, the medical operation and interactions with custody staff was professional and seamless; not unlike what occurs at our County's Jail facility. The meetings with the administration and NaphCare went well and were informative. The administration is pleased with NaphCare's service, with their one concern being over staffing. As was discovered during this evaluation review process, all medical providers are experiencing nurse retention issues and struggle with hiring nurses who possess the correct credentials.

On August 16, 2017, the evaluation review panel met to complete the scoring process. The panel was briefed on the County's findings and Rebecca Craig's report from the site visit at Washoe County. The evaluation review committee was also briefed about a meeting that was held on August 4, 2017, between Captain Pearce and an employee from the investment firm that currently owns CFMG. It was revealed during this meeting that the investment firm's business model appears to be based upon them acquiring companies, rehabilitating them and selling them for a profit. The investment firm's typical time frame for a potential sale is within approximately five years. This practice is a concern to the County given CFMG has been owned by this investment firm for approximately five years leaving the future ownership of CFMG unclear during a possible future contract term.

The following is a summary of the evaluation review panel results:

<b>RFQ/RFP (SO- 2017-002) Inmate Medical and Mental Health Services - Evaluation Summary</b>								
	<b>Rater 1</b>	<b>Rater 2</b>	<b>Rater 3</b>	<b>Rater 4</b>	<b>Rater 5</b>	<b>Rater 6</b>	<b>Rater 7</b>	<b>Total:</b>
<b>NaphCare</b>	385	435	460	440	400	415	387.5	<b>2922.5</b>
<b>CFMG</b>	360	385	375	420	385	370	375	<b>2670</b>
<b>Correct Care Solutions</b>	350	355	300	240	235	255	242.5	<b>1977.5</b>

#### Recommendation:

After a considerable amount of time, due diligence, thought and discussion, it is the unanimous consensus of the review panel, the MCSO and the Executive Office that the Board of Supervisors direct staff to negotiate a contract with NaphCare.