

**RFP 25-001**  
**Term Contract for Inmate Medical Services**  
**Q&A #2**

Question 1: How many tort claims or lawsuits were filed by inmates, their family members, and/or the inmate's estate against Ft. Bend County and, or Ft. Bend's previous and current providers (Armor and WellPath) over the past four (4) years (2020, 2021, 2022, 2023) and 2024 to date?

*Answer: That information is not known by our department.*

Question 2: How are claims and utilization management (UM) services specific to off-site, hospital, and specialty services currently being managed in the Ft. Bend County Jail? Please be as specific as possible with the process flow and steps specific to this critical process.

*Answer: When inmates are sent off site, the claims are sent directly to the medical vendor for processing. It is the responsibility of the vendor to review the medical billing for accuracy as the actual cost is later passed through to the county during the True-Up's.*

Question 3: According to the statistics and metrics provided in the RFP, Ft. Bend County is on track to manage nearly 400 off-site appointments and, or transports in 2024, which seems high for a facility of the size and scope of the Ft. Bend County Jail. How sensitive is Ft. Bend County to maximizing on-site services and minimizing unnecessary off-site transports?

*Answer: For security reasons, we prefer maximizing on-site services and minimizing unnecessary off-site transports.*

Question 4: According to the statistics and metrics provided in the RFP, the total provider encounters averaged 685 over the 4th quarter of 2022, yet they averaged just 282 in the 1st quarter of 2023. Was there a significant change in providers, processes, and, or expectations in this time frame?

*Answer: This could be caused due to an increase in the ADP or simply due to the increase in the medical needs of specific inmates. Inmates come and go from the facility with various medical conditions. No changes in the process with providers or the expectations were changed.*

Question 5: Item 25.3.6 under the Objectives section on page 12 of the RFP requires, “*continuing education for staff.*”

Has the incumbent provided any medical and/or mental health training to the existing medical and mental health team, and/or for Ft. Bend County’s Officers over the past three (3) years (2021, 2022, 2023) and 2024 to date? If so, specifically what training components have been provided, and how often has/was this training provided?

*Answer: Yes, as agreed upon by the vendor, continuing education for staff currently includes suicide prevention. Other continuing education is determined by the medical provider.*

Question 6: Are Ft. Bend County’s Officers BLS/CPR certified? If so, will the successful provider be responsible for providing BLS/CPR training for Ft. Bend County’s Officers? If so, how many officers should be considered for this training?

*Answer: Not every employee is BLS/CPR certified. The provider would not be responsible for any of that type of training for Fort Bend County staff.*

Question 7: Section 31.1.5.3 on page 16 of the RFP cites, “*Utilization, tracking, analysis and reporting*” and the “*Top 10 medical referrals listed by CPT, ICD9 and prescribed medications.*”

Please explain this requirement in as much detail as possible and explain if the county is requiring the successful provider to code the services provided for the inmates in the Ft. Bend County Jail. Also, is the preference to be utilizing ICD10 instead of ICD9?

*Answer: Disregard this requirement. This data is no longer tracked by our jail.*

Question 8: Does Ft. Bend County apply for any grants or funding sources to assist with mental/behavioral health programs and services, or any other program or service? Please explain and provide as much detail as possible and thank you.

*Answer: Fort Bend County does have grant writers on staff who look for grants. No grants have been awarded for that type of service.*

Question 9: How many community-based providers are willing and available to work with former inmates and those being released from the Ft. Bend County Jail? Is the Ft. Bend County Jail and its administration involved with these community-based providers to assist with the re-entry process and help with the reduction in recidivism? Please explain and provide as much detail as possible and thank you.

*Answer: This question does not apply to this RFP.*

Question 10: Section 31.1.6 on pages 16 and 17 of the RFP requires, “*Grievances shall be monitored on a log and a response shall be prepared within three working days or receipt to detect areas of concern. Completed responses will be returned to the inmate through the Contract Administrator.*”

Please explain with as much detail as possible how the inmate grievance process functions. Are inmate grievances currently managed on an electronic kiosk system, or are they managed on a paper system? Please explain and provide as much detail as possible and thank you.

*Answer: Medical grievances answered by HAS or DON.*

Question 11: Please confirm the successful provider will not be responsible for the collection and management of court-ordered forensic blood draws for any inmates held in the Ft. Bend County Jail.

*Answer: Confirmed*

Question 12: How many subpoenas have been issued to the incumbent’s healthcare team members over the past three (3) years (2021, 2022, and 2023) and 2024 to date?

*Answer: Unknown*

Question 13: On average, how many patients have received dialysis services in the Ft. Bend County Jail over the past three (3) years (2021, 2022, and 2023) and 2024 to date?

*Answer: About 1.3*

Question 14: Please confirm if optical services and eyeglasses are required by Ft. Bend County.

*Answer: The services need to exist. The specific need of the inmate is evaluated and a recommendation for eyeglasses will be reviewed and determined on a case-by-case basis.*

Question 15: What has been the average monthly census of HIV inmates over the past three (3) years (2021, 2022, 2023) and to 2024 date? What is the average length of stay for this inmate group?

*Answer: The breakdown for the years requested is in the attached statistical report. Average stay is 13 days.*

Question 16: Does the incumbent test for STDs at the Ft. Bend County Jail? If so, at what point during the inmate’s stay are STD tests being conducted? Will the successful provider be financially responsible for these STD exams? How many tests should be considered on an annual basis? What specific tests are currently being offered?

*Answer: Yes. When the inmates report symptoms and the provider orders testing. Yes. See statistical reports. Trichomoniasis, Gonorrhea, Chlamydia, Syphilis, HIV, Herpes Simplex 1, Herpes Simplex 2.*

Question 17: At what point during the inmate's stay does Ft. Bend County desire the administration of TB tests to be conducted on each new inmate?

*Answer: Day 4 per FB Public Health.*

Question 18: Is Ft. Bend County interested in pre-employment and/or active drug screening for the Ft. Bend County Jail, and its Officers? If so, please provide how many drug screenings may be conducted on an annual basis.

*Answer: No, the County contracts this with a separate provider.*

Question 19: Does Ft. Bend County provide a language line for those inmates with speaking impediments and, or those who do not speak English? If so, please confirm the language line is available to the healthcare provider and their team members.

*Answer: Yes for inmates. The medical provider currently uses their own language line access. This service could be negotiated for the provider to use the same service as the County.*

Question 20: Is Ft. Bend County interested in earning its accreditation with the National Commission on Correctional Health Care (NCCCHC) and, or the American Correctional Association (ACA) within the next five (5) years?

*Answer: No.*

Question 21: Please confirm if Ft. Bend County wishes to hold Medical Administrative Committee (MAC) meetings on a monthly or quarterly basis.

*Answer: Yes, monthly.*

Question 22: Please confirm "No more than 10% of Nursing Staff may be outsourced by Respondent." Please clarify, does this mean with an agency and not outsourced with a respondent's own internal travel team?

*Answer: This is referring to the agency.*

Question 23: Item 31.2.2.1 under section on page 18 of the RFP requires, “Respondent will be responsible for processing payment and safeguarding against payment of any invoices for “Fit for Jails” not authorized by County.” Please clarify the meaning and the intent with this statement, and please provide as much detail as possible.

*Answer: Any arresting agency that brings a prisoner to Fort Bend County and nursing staff sends them for a fit for jail, Fort Bend County is liable for payment.*

*If Fort Bend County arrests someone and obtains a fit for jail, regardless if it is before arriving at the jail or after nursing staff sends them for a fit for jail, Fort Bend County is liable for payment.*

*If an outside agency arrests a person and takes the person for a fit for jail prior to being referred by jail nursing staff, the County is not liable for that payment.*

Question 24: The “PAYMENT BY COUNTY” section (43.0) on page 36 of the RFP requires, “Invoices should be submitted to the County on the first of the following month from the date services were rendered. Payment by the County will be by check within 30 days after receipt of invoice; payment will be prorated daily for unsatisfactory performance and the County will only pay for those days that satisfactory services are achieved. Vendor will submit a corrected invoice for any changes needed for unsatisfactory performance.”

Please explain with as much detail as possible how Ft. Bend County constitutes “unsatisfactory services?” How many “unsatisfactory service” days/periods did the previous providers have?

*Answer: Please disregard this. This is outdated language that should have been deleted from the RFP.*

Question 25: Regarding sections 31.2.12, 31.2.13, 31.3.9, 31.4.2, 31.5, 32.4, 32.5, 36.2, and 36.3 – Are these a true cost-plus arrangement where all costs, inclusive of personnel costs, benefits, taxes, pharmaceuticals, offsite expenses, utilization management (UM), supplies, equipment, and all ancillary services to be considered “pass through costs?” In other words, are all costs pass through and included in the required cost-plus model?

*Answer: Yes*

Question 26: Is the provider responsible for the costs associated with replacing or repairing current medical and office equipment?

*Answer: Yes*

Question 27: How many positions are currently vacant within the incumbent's coverage matrix? How long have each of these positions been vacant? Please state the vacancies by position and thank you for providing as much detail as possible.

*Answer: None. NA.*

Question 28: How much has Ft. Bend County spent in agency staffing services over the past three (3) years (2021, 2022, 2023) and to 2024 to date? How many, if any, positions were filled by agency staffing?

*Answer: None*

Question 29: Please provide a complete listing of any, and all expenses for January through December 2023.

*Answer: Expense information was submitted with the RFP. No other will be provided. Some data is not available due to a previous provider.*

Question 30: Please clarify on ancillary services.

Specifically, are the ancillary services County funded? Or is the medical vendor responsible for medical waste, language line, document shredding services, and copier rental?

*Answer: County*

Question 31: Section 31.2.2 "*Physician services must be sufficient to provide the required needs of the inmates and assure medical evaluation/follow up within twenty-four (24) hours of post nursing triage referral (including weekends and holidays).*"

Do physician services include PA/NPs?

*Answer: Yes*

Question 32: Section 31.2.11 on page 21 of the RFP requires, "*The Respondent shall provide routine and emergency dental care for each inmate under the direct supervision of a licensed dentist and shall establish a defined scope of available dental services including emergency dental care...*"

Please describe in as much detail as possible the expectation of "*emergency dental services*". Is there an expectation for the dentist to be on-call? Is there an expectation for the dentist to come onsite after hours in the event of a dental emergency?

*Answer: No*

Question 33: Section 31.2.2 on page 17 of the RFP references the need for communication with, and approval from, the Medical Director/MD/DO for any urgent scenarios where provider evaluation can be safely obtained prior to utilization of off-site emergency services.

Given this requirement, are both the mid-level provider (NP/PA) and the Medical Director/MD/DO on-call every week?

*Answer: No. Determined by the vendor to meet the requirement.*

Question 34: Is Ft. Bend County interested in jail-based restoration to competency services as a component of our comprehensive inmate healthcare program? How many current inmates does the county deem as incompetent?

*Answer: No*

Question 35: Is there currently a wait list for inmates to be seen by a mental health professional or a mental health therapist? If so, how long of a waitlist exists?

*Answer: No*

Question 36: Section 31.2.4 on page 19 of the RFP cites a “Psychiatric Technician”. Who is responsible for that training?

*Answer: Vendor*

Question 37: Section 31.2.4.2 on page 19 of the RFP describes nursing assistant duties to be performed as well. Is the Psychiatric Technician expected to perform nursing assistant tasks?

*Answer: Yes, as needed.*

Question 38: Section 31.2.4.3 on page 19 of the RFP describes the Psychiatric Technician’s involvement in restraint. Please confirm if Ft. Bend County will be providing training specific to this position. Where does the liability lie if a mental health worker provides a security function in a non-mental health facility?

*Answer: We are not expecting a Psychiatric Technician to physically restrain an inmate. We are expecting the PT to respond to a scene with security staff and engage verbally in an attempt to calm the situation or to calm an inmate who has been restrained by security staff. Fort Bend County prefers Psychiatric Technicians to be trained in basic first aid in the event of an emergency where medical staff is not on location.*

Question 39: Are Psychiatry certified mid-levels (PMHNP) acceptable instead of Psychiatrists?

*Answer: Fort Bend County expects the provider to maintain a contract with a Psychiatrist and a Psych NP. Please refer to the staffing matrix attached to the RFP.*

Question 40: Does the incumbent currently staff and support a Psychiatric Technician and, if so, please supply a copy of that job description, the current pay scale, credentials, etc.?

*Answer: Yes, contracted by the vendor (Credentials in the RFP).*

Question 41: How many suicide *attempts* have occurred in the Ft. Bend County Jail over the past three (3) years (2021, 2022, 2023) and 2024 to date?

*Answer:*  
2021 – 15  
2022 – 13  
2023 – 9  
2024 – 2

Question 42: How many *completed* suicides have occurred in the Ft. Bend County Jail over the past three (3) years (2021, 2022, 2023) and 2024 to date?

*Answer:*  
Suicides  
2021 – 0  
2022 – 1  
2023 – 0  
2024 – 0

Question 43: Please describe in as much detail as possible how Ft. Bend County currently manages inmates who are scheduled to be released, but continue to be high-risk (e.g., on suicide watch) to themselves or others.

*Answer: Make arrangements with Texana.*

Question 44: Please confirm if Ft. Bend County is requiring any specific mental/behavioral health programming for the inmates held in the Ft. Bend County Jail.

*Answer: No*

Question 45: Please confirm high-speed WiFi services are available throughout the Ft. Bend County Jail.

*Answer: Yes*

Question 46: Section 31.5.2 on page 26 of the RFP requires "*All equipment purchased under the contract, including all computers, desks, chairs, etc., will be the property of the County and will remain on-site at the termination of the contract. All supplies purchased for fulfilling the contract's obligations will, also, become property of the County and will remain on-site at the termination of the contract.*"

It's critical that all bidders and Ft. Bend County understand the following critical points,

- Will the successful provider be responsible for the support and protection of the IT equipment, or will Ft. Bend County's IT team manage this?

*Answer: County keeps hardware running and the internet running. Specific software programs or data basis used by the provider would need to be maintained by the provider.*

- Will the successful provider or Ft. Bend County be responsible for the physical support of any failing or broken parts and, or warranty repairs?

*Answer: County would deal with warranty issues on equipment that was purchased and approved by County.*

- Will the successful provider, or Ft. Bend County be responsible for installing and managing defense software on the machines to safeguard the data?

*Answer: The provider would need to ensure that all data is protected.*

- Will the successful provider, or Ft. Bend County be responsible for updates and patching?

*Answer: County*

- If the successful provider is responsible, would we be allowed to ship the broken devices off-site for warranty repair/replacement?

*Answer: Items owned by County would be shipped out by County for warranty repairs.*

- Given that Ft. Bend County has identified that it will provide a virtual private network (VPN) for off-site access to the electronic medical record to allow respondent access Ft. Bend County also manages the responsibility for outages or performance of such access as its responsibility. Will Ft. Bend County also assume the responsibility for security infrastructure?

*Answer: County IT is responsible for security infrastructure.*

Question 47: Section 31.5.3 on page 26 of the RFP requires, "*Respondent will complete site and equipment review of all medical and office equipment currently owned by the County and is reasonable for replacing and furnishing all required equipment to maintain the level of care required in this contract and per industry standard practices.*"

According to this section, Ft. Bend County currently has:

- 19- Desktop Computers,
- 14- Laptop Computers,
- 6- Tablets,

What is the age of each device? Which operating system and version are currently being run on each piece of equipment? What is the warranty status on each piece of equipment?

*Answer: We now have the following equipment:  
Desktops=22  
Laptops=27  
iPads=6*

*Please find the attached documents containing the specific information that was requested.*

Question 48: Does this extend to the network and network equipment, including but not limited to the routers, the switches, the access points, etc?

*Answer: Yes*

Question 49: Are there any IT compliance standards that we must adhere to such as NIST, SOC II?

*Answer: Yes*

Question 50: What additional equipment will the successful provider be responsible for, an example,

- Phones,
- Printers (MFPs),
- Fax machines,
- Signature pads,
- Scanners,
- Monitors, and
- Docking Stations.

*Answer: Printers (MFPs), Fax machines, Signature pads, Scanners.,*

Question 51: Will the successful provider or Ft. Bend County be responsible for the network, including the router, the switches, the access points, the ISP Drop, the cabling infrastructure, etc?

*Answer: County*

Question 52: Which jail/detention management system (JMS) is Ft. Bend County currently utilizing in the Ft. Bend County Jail?

*Answer: Tiburon*

Location	Model	Operating System	Office Version	Service Tag	Warranty Exp. Date	Purchase Year
<b>MEDICAL-Wellpath</b>						
Treatment Room (NP) (1062)	OptiPlex 3080	Windows 10	Office 2016	FDBKNK3	6/26/2026	2021
INF Medical Desk	OptiPlex 3080	Windows 10	Office 2016	FFBKNK3	2/17/2025	2022
INF (Main Nurse Station)	OptiPlex 3080	Windows 10	Office 2016	4QFKNK3	2/17/2025	2022
INF Exam #1 (1063)	OptiPlex 3060	Windows 10	Office 2016	JS8VZV2	5/13/2022	2019
INF Exam #2 (1064)	OptiPlex 3080	Windows 10	Office 2016	3QFKNK3	2/17/2025	2022
INF Exam #3 (1065)	OptiPlex 3080	Windows 10	Office 2016	6QDN3L3	2/17/2025	2022
INF Lab (1043)	OptiPlex 3080	Windows 10	Office 2016	9NDN3L3	2/17/2025	2022
INF Discharge Planner #1	OptiPlex 3060	Windows 10	Office 2016	98Y2BT2	1/30/2024	2019
INF Discharge Planner #2	OptiPlex 7080	Windows 10	Office 2016	7MBY2Q3	11/12/2025	2022
DON Kellie Moran (1060)	OptiPlex 3080	Windows 10	Office 2016	DS2X0M3	5/8/2025	2022
INF Psychiatrist (1006)	OptiPlex 3080	Windows 10	Office 2016	6Z5X0M3	2/17/2025	2022
INF MHP Pereyra (1004)	OptiPlex 3080	Windows 10	Office 2016	6QFKNK3	10/29/2020	2015
INF MHP #1 (1129)	OptiPlex 3080	Windows 10	Office 2016	8PFKNK3	2/17/2025	2022
INF MHP #2 (1129)	OptiPlex 3060	Windows 10	Office 2016	9907BT2	1/30/2024	2019
INF MHP #3 (1129)	OptiPlex 3060	Windows 10	Office 2016	JS7QZV2	5/13/2022	2019
Intake MHP	OptiPlex 3080	Windows 10	Office 2016	4GBKNK3	2/17/2025	2021
Federal Medical Office (1061)	OptiPlex 3060	Windows 10	Office 2016	JS8JZV2	5/13/2022	2019
Dentist (1066)	OptiPlex 3080	Windows 10	Office 2016	GDBKNK3	2/17/2025	2022
Louise Wobbe (Infirmary) (1057)	OptiPlex 3080	Windows 10	Office 2016	6RFKNK3	2/17/2025	2021
Durelle Cardiff	OptiPlex 3060	Windows 10	Office 2016	JSBNZV2	5/13/2022	2019
Pharmacy Nurse	OptiPlex 3060	Windows 10	Office 2016	JS6QZV2	5/13/2022	2019
INF Medical Records (Tasha)	OptiPlex 3060	Windows 10	Office 2016	98Z6BT2	1/30/2024	2019
Medical Laptop #1 (Intake Nurse)	Latitude 5500	Windows 10	Office 2016	5DPSM13	3/25/2023	2020
Medical Laptop #2 (MED Cart / Nurse Station)	Latitude 5500	Windows 10	Office 2016	DNRTM13	3/25/2023	2020
Medical Laptop #3 (Dawn Simons Takehome)	Latitude 5500	Windows 10	Office 2016	DKPSM13	3/25/2023	2020
Medical Laptop #4 (Kellie Moran Takehome)	Latitude 5500	Windows 10	Office 2016	JFPSM13	3/25/2023	2020
Medical Laptop # (No Location)	Latitude 5500	Windows 10	Office 2016	8PRTM13	3/25/2023	2020
Medical Laptop #6 (MED Cart / Nurse's Station)	Latitude 5500	Windows 10	Office 2016	8TSSM13	3/25/2023	2020
Medical Laptop #9 (MHP Tech 1)	Latitude 5520	Windows 10	Office 2016	FQ0BHG3	2/5/2023	2022
Medical Laptop #10 (MHP Tech 2)	Latitude 5520	Windows 10	Office 2016	67CTTG3	4/16/2023	2022
Medical Laptop #11 (MHP Takehome #1)	Latitude 5430	Windows 10	Office 2016	B15PHR3	9/21/2027	2022
Medical Laptop #12 (MHP Takehome #2)	Latitude 5430	Windows 10	Office 2016	B2QPHR3	9/22/2027	2022
Medical Laptop #13 (Joann Mundin Takehome)	Latitude 3310	Windows 10	Office 2016	D6N6563	11/7/2023	2020
Medical Laptop # (Durelle Cardiff Takehome)	Latitude 5430	Windows 10	Office 2016	3FSWDK3	1/18/2028	2023
Medical Laptop #16 (Eva Prakash Takehome)	Latitude E5570	Windows 10	Office 2016	G7NQVF2	2/5/2020	2017
Medical Laptop # (Dentist X-Ray)	Latitude 5430	Windows 10	Office 2016	JVDWDK3	1/18/2028	2023
Medical Laptop #18 (Spare #2)	Latitude E5570	Windows 10	Office 2016	FSYQVF2	2/5/2020	2017
Medical Laptop #21 (Training #1)	Latitude 5520	Windows 10	Office 2016	GRX5FL3	3/31/2025	2022
Medical Laptop #22 (Training #2)	Latitude 5520	Windows 10	Office 2016	7TX5FL3	4/1/2025	2022
Medical Laptop #23 Andria Fields Takehome	Latitude 5430	Windows 10	Office 2016	FPMVDK3	1/18/2028	2023
NEW Medical Laptop	Latitude 5540	Windows 10	Office 2016	FQPCLY3	3/2/2029	2024
NEW Medical Laptop	Latitude 5540	Windows 10	Office 2016	5RPCLY3	3/2/2029	2024
NEW Medical Laptop	Latitude 5540	Windows 10	Office 2016	9RPCLY3	3/2/2029	2024
NEW Medical Laptop	Latitude 5540	Windows 10	Office 2016	DQPCLY3	3/2/2029	2024
NEW Medical Laptop	Latitude 5540	Windows 10	Office 2016	JPNCLY3	3/2/2029	2024
NEW Medical Laptop	Latitude 5540	Windows 10	Office 2016	8RPCLY3	3/2/2029	2024
NEW Medical Laptop	Latitude 5540	Windows 10	Office 2016	1MPCLY3	3/2/2029	2024
NEW Medical Laptop	Latitude 5540	Windows 10	Office 2016	CQPCLY3	3/2/2029	2024
NEW Medical Laptop	Latitude 5540	Windows 10	Office 2016	DRPCLY3	3/2/2029	2024
Medical IPAD Pro--Medical iPad #1	iPad Pro	N/A	N/A	NQQL3Y0691	Unknown	Unknown
Medical IPAD Pro--Medical iPad #2	iPad Pro	N/A	N/A	M452MVRQMM	Unknown	Unknown
Medical IPAD Pro--Medical iPad #3	iPad Pro	N/A	N/A	VC257M4LC7	Unknown	Unknown
Medical IPAD--Medical iPad #4	iPad	N/A	N/A	V772NH5WVV	Unknown	Unknown
Medical IPAD--Medical iPad #5	iPad	N/A	N/A	VY2WMXXR2R	Unknown	Unknown
Medical IPAD--Medical iPad #6	iPad	N/A	N/A	RCVFX4660K	Unknown	Unknown