

# **REQUEST FOR QUALIFICATIONS/ REQUEST FOR PROPOSALS MEDICAL SERVICES YELLOWSTONE COUNTY DETENTION FACILITY**

FEBRUARY 2025

Notice is hereby given that the Board of County Commissions of Yellowstone County is requesting qualifications/proposals from organizations to provide medical, behavioral health, dental, and pharmaceutical services to the Yellowstone County Detention Facility. The Yellowstone County Detention Facility is a modern and secure facility located at 3165 King Avenue East, Billings, MT 59101. Proposals will be received until Monday 3:00 p.m. March 17<sup>th</sup>, 2025.

**Yellowstone County will consider multiple task-based awards and reserves the right to accept all or any part of a proposal in principle. Potential vendors may submit Proposals for one or all specialties including medical, behavioral health, dental, and pharmaceutical.**

Proposals should be submitted to the Board of County Commissioners, P.O. Box 35000, Billings, MT 59107 or delivered to their office at the Stillwater Building 316 North 26<sup>th</sup> Street, 3<sup>rd</sup> Floor, Room 3101 - Billings, MT. All proposals should be labeled **"RFP- YCDF MEDICAL SERVICES"** and on second label line; Limited scope submittals must be labeled for the specialty service that the vendor is submitting to. Envelopes must be labeled in the lower right-hand corner and mailed with 5 copies (1 Original copy, 1 unbound copy and 3 additional copies). To the Board of County Commissioners, PO Box 35000, Billings, MT 59107 or delivered to their office, Room 3101, located on the 3<sup>rd</sup> floor of the Stillwater Building, 316 North 26<sup>th</sup> street, Billings, MT 59101. All timely Proposals will be opened and acknowledged at 9:00 a.m. March 18<sup>th</sup>, 2025, in the Commissioners Board Room, Room 3108, located on the 3<sup>rd</sup> floor of the Stillwater Building, 316 North 26<sup>th</sup> Street Billings, MT 59101. All Proposals received that are time and date stamped later than 3:00 p.m. March 17<sup>th</sup>, 2025 will not be opened.

Information relating to the proposal specifications should be addressed to Melissa Williams at [mwilliams@yellowstonecountymt.gov](mailto:mwilliams@yellowstonecountymt.gov). Questions concerning the procedure for submitting proposals may be addressed to Matt Kessler at [mkessler@yellowstonecountymt.gov](mailto:mkessler@yellowstonecountymt.gov).

Yellowstone County Detention Facility is located at 3165 King Ave. East., in Billings, MT. YCDF serves pre-trial detainees and detainees awaiting placements post sentencing, including federal and DOC inmates.

## PROJECT REQUIREMENTS

Yellowstone County Sheriff's Office Detention Facility is seeking proposals from qualified organizations to provide medical, behavioral health, medication-assisted treatment, dental and pharmaceutical services. **Organizations may submit a proposal for All Services, or a Limited Scope of Services advertised.**

It is the intent for contracts to be Five (5) year agreement from signing with (2) one-year extensions. A 120-day notice in writing is required from vendor if contract is not to be renewed.

The County seeks a contractor to maintain an on-site health services delivery system which will provide routine, urgent, and emergent health care consistent with NCCHC (**National Commission on Correctional Health Care**) standards. Offender Health Care Access (Attached). Proposers will be expected to provide a mix of personnel sufficient to perform the services outlined in this RFP. Health Services will be provided in a professionally acceptable manner. Staff will be qualified, adequately trained, and demonstrate competency in their assigned duties.

Services required include, but are not limited to the following:

**Medical: Provide comprehensive medical care in accordance with NCCHC standards, Montana Jail Standards, PREA standards, and applicable County, State, and Federal laws, and regulations.**

### **Custodial Care:**

- Provide healthcare for offenders from at least one, mid-level provider (PA or NP) licensed to practice in the State of Montana.
  - Providing on-Site care with sufficient hours to adequately provide comprehensive care to all offenders.
  - On a regular schedule
- Provide 24 hour, daily, RN nursing coverage with appropriate supervision. LPN coverage may be utilized under the direct supervision of an RN.
- Review and provide response or treatment to medical requests (kites) within 24 hours, including nights and weekends.
- Maintain appropriate staff to respond to inmate sick call requests (clinic visits), including nights and weekends, within 24 hours.
- General acute clinical care of offenders.
  - Coordinated transfer of offender medical care when indicated or beyond the scope of the provider
- Conduct diagnostic testing as medically indicated for offenders
- Provide emergency medical care, either in exam room or at site of emergency within detention facility complex
- Provide care for inmates with chronic care conditions (e.g., diabetes, high blood pressure, seizures, asthma)

- Provide appropriate screening and treatment for detoxification/withdrawal and symptoms of detoxification/withdrawal from legal and illegal substances
- Administer medications as prescribed
  - Medication Review: Provide medication review on offenders to provide for the continuation of community prescribed medication or prescribe and provide an appropriate substitution of offender medication to comply with DOC, Federal and/or YCDF formularies. Administer exceptions to formulary medications as agreed upon with Facility Administration.
  - Medications which are not current will be restarted based on medical/mental health need without unnecessary delay
- Comprehensive Medical records include, but not limited to, dates/times, treatments, and medications provided both on-site and off-site.
  - Manage inmate medical records in accordance with HIPPA and other applicable standards with an emphasis on continuity of care
  - Request and review outside medical records, as needed, to provide appropriate care for offenders.
  - Contractors must record progress notes following any medical staff interaction with an inmate, so that such notes may be available to all medical personnel. Progress notes in sequential order must be maintained in the inmate medical charts.
  - Manage medical records electronically
- Assess inmates for dental complaints and appropriately triage care
- Make referrals for dental treatment and attend to post-care needs
- Make referrals to mental health team for supportive services
- Maintain necessary medical supplies in sufficient quantities to provide for the emergent needs of all offenders.
- Responsibility for all aspects of medical care is assumed by contractor at the time an offender is accepted to the facility
- This list is not intended to be all inclusive; other responsibilities may apply under the contract that are not explicitly documented
- Respond to inmate medical requests for care, records, education, complaints, and formal grievances.
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**Intake: Provide appropriate assessment of all incoming inmates, timely, and in accordance with NCCHC standards. This may include, but is not limited to:**

- Conducting tuberculosis screening
- Review & make recommendations for changes to intake screening
- Review preliminary security staff intake screening of inmates within 24 hours of arrival.
- Assess the health of each arriving inmate by the next nursing shift unless a more immediate need is indicated. This assessment will be conducted for each booking on every offender.
  - Initial health assessments will include a baseline assessment, clarification of clinical history, suicide risk identification, detoxification/withdrawal risk, and

referral to another provider when indicated, no later than 14 days post initial incarceration

- Immediate response, when necessary, to assess offender fitness for confinement.

**Release: Provide appropriate assessment of inmates being released, with respect to the unplanned nature of some releases, and in accordance with NCCHC standards. This may include, but is not limited to:**

- The use of case management position to assist inmates preparing for release and needing connection with external providers, governmental assistance entitlements, and resources.
- A system to provide releasing inmates with appropriate medications, or ability to acquire appropriate medications, for a limited time. These medications should be in supply sufficient to allow for re-engagement with community providers.

**Additional:**

- Participation by Health Services Administrator (HSA), MH Lead, or equivalent, in weekly committee meetings to provide a coordinated approach to the treatment of chronically ill or special management populations.
- Assess and report to YCDF Administration on medical equipment needs.
- Arrange for or perform scheduled maintenance on all equipment; maintain documentation of scheduled maintenance on all equipment
- Provide health education and training to medical staff, facility staff and offenders
- Provide support to jail administration, as part of a team approach, on medical matters
- Provide an audit of medical operations by a qualified outside agency or official at the expense of the contractor annually. Provide for Quarterly report to YCDF administration regarding medical operations, with sufficient data to identify needs, gaps in services, and types of care being routinely provided.
- Provide a system for billing patient specific medications to outside agencies, to include DOC, Federal, and out-of-jurisdiction inmates.
- Provide a system for billing off-site care to outside agencies, to include DOC, Federal, and out-of-jurisdiction inmates.
- Contractors must comply with PREA standards.
- Provide a systematic approach to addressing inmate grievances and grievance appeals regarding medical care, medication, or medical staff.

**Mental Health: Provide comprehensive behavioral health care in accordance with NCCHC standards, Montana Jail Standards, Federal PREA standards, and applicable County, State, and Federal laws, and regulations.**

**Custodial Care:**

- Provide behavioral health services for offenders from a mid-level provider licensed to practice in the State of Montana.
  - On-site, or available via video, to provide diagnostics and treatment plan, to include providing prescriptions for appropriate medication, referrals, counseling, etc.
- **(MEDICAL)** Provide 24 hour, daily, RN nursing coverage with appropriate supervision. LPN coverage may be utilized under the direct supervision of an RN.
- General acute clinical care of offenders.
- Provide care for inmates with SDMI, and other mental health issues, to include appropriate medications, referrals, etc.
- Comprehensive records to include, but not limited to, dates/times, treatments, and medications provided both on-site and off-site.
  - Manage inmate records in accordance with HIPPA and other applicable standards with an emphasis on continuity of care
  - Request and review outside records, as needed, to provide appropriate care for offenders.
  - Manage records electronically
- Administer medications as prescribed
  - Medication Review: Provide medication review on offenders to provide for the continuation of community prescribed medication or prescribe and provide an appropriate substitution of offender medication to comply with DOC, Federal and/or YCDF formularies. Administer exceptions to formulary medications as agreed upon with Facility Administration. (Substantially maintain community established care for Juvenile Inmates)
  - Medications that are not current will be restarted based on medical/mental health need without unnecessary delay
- Review and provide referral or response to mental health requests within 24 hours

**Intake: MEDICAL**

Conduct behavioral health screening, using a nationally recognized screening tool, on new admissions by next nursing shift, unless a more immediate need is indicated. Provide appropriate follow-up care or referral, to include but not limited to diagnostics and medication.

- This assessment will be conducted for each booking on every offender.
- Review custodial preliminary screening of inmates within 24 hours of arrival

**Release:**

- The use of case management to assist inmates preparing for release and needing connection with external providers, governmental assistance entitlements, and resources.

**Mental Health Professionals:**

- Provide routine and urgent behavioral health care to inmates by mental health professionals. Additionally, the contractor will coordinate acute service, as necessary, for inmates requiring immediate hospitalization.

**Jail Therapists** – The Jail mental health therapist position provides a vital role in the continuum of care by stabilizing individuals who are incarcerated and preventing a crisis mental health situation from occurring. For individuals who are not connected with a local provider, the Jail Mental Health Therapist creates an environment that is supportive of mental health and attempts to get that individual follow-up mental health care with a service provider upon release. In addition, the jail mental health therapist provides step-down services within the jail, to stabilize those inmates with a severe, disabling mental illness (SDMI) so they can function as part of the general jail population and have a more successful transition back to the community. The jail therapist(s) will:

- Complete suicide/violence risk assessments
- Collaborate with Detention staff regarding housing assignments and safety needs of inmates.
- Consult and coordinate with medical staff regarding inmates' mental health medications and treatment.
- Complete inter-departmental medication referrals on behalf of inmates to medical or Tele-psych
- Meet with inmates both individually and in group settings to assess, monitor, provide support, discuss coping skills, and assist with planning for community re-integration.
- Conduct initial diagnostic interviews.
- Provide individual and group therapy.
- Coordinate with detention staff, attorneys, and community providers, as needed, to assist inmates with obtaining services upon release.
- Plan and coordinate with detention staff, County Attorney's office regarding diversion attempts and actual diversions.
- Participate in community meetings and planning related to jail and crisis diversion.
- Provide community outreach.
- Liaison for YCDF as a partner agency for the Coordinated Entry system and assists with data collection on homelessness.
- Provide assessments and treatment in accordance with PREA standards. Maintain sufficient documentation for compliance.
- Maintain appropriate documentation for each client served.

**Care Coordinator** – The Care Coordinator position combines case management and peer support to include referrals, warm handoffs, and support, both inside the jail and post-release for up to three months, for individuals with behavioral health needs. The care coordinator:

- Meets with the target population while they are incarcerated.
- Helps to determine needs for successful community integration.
- Actively engages the individual.
- Provides solution-focused interventions.
- Provides support, monitoring, advocacy, linkage to services, and referrals according to needs. Needs may include stable housing, social security, and medical insurance applications, benefits, medical appointments, and others.
- May continue to provide resources to individuals upon release to foster stabilization in the community and access to services for up to three months.

This position is required to assist the County in the involuntary commitment of persons suffering from mental illness who meet criteria established by State Law.

- Evaluates whether an individual meets criteria for involuntary commitment under Montana law.

### General

Contractor will schedule jail therapists to provide daily coverage to the Detention Facility, to include weekend coverage for suicide assessment and/or clearance.

Jail Therapists/Care Coordinator must be available to the Detention administrative staff for consultation and jail diversion team program design and management.

Contractors must ensure that appropriate referrals to a physician or specialist are made when clinically indicated.

Contractor's personnel must attend and participate in Detention Facility staff meetings, critical incident reviews, and training programs as appropriate.

The contractor must provide sufficiently trained personnel to ensure a continuity of care that meets Montana and Federal laws, ACA standards, and Montana Jail Standards governing behavioral health care to inmates.

Contractors should submit in their proposal a program which describes the vendor's approach and methodologies related to the identification and prevention of suicidal and other self-injurious behaviors. The program for suicide prevention should include the following:

- Identification
- Training
- Assessment
- Monitoring
- Housing
- Referral
- Communication
- Intervention
- Notification
- Reporting
- Review

The contractor's personnel will be required to coordinate daily with Detention Center staff to review inmates under suicide protocols and to discuss potential security needs.

The contractor must include a proposal an on-call protocol for mental health emergencies. Provide a description of a proposed mental health on-call coverage system.

**Inmate Screening and Assessment:** Inmates entering the jail must be screened for behavioral health at intake. Currently, the detention center utilizes the Brief Jail Mental Health screening tool for referrals to mental health staff. Respondents must describe their proposed methods for conducting initial intake screens and follow-up mental health assessments for newly admitted inmates. The detention center requires rapid initiation of mental health treatment services,

including medication referrals, for newly arrived inmates who present with significant behavioral health needs. Additional mental health screenings will take place within the time periods set forth in NCCHC standards, and must address at a minimum, the following:

- History of psychiatric treatment and outpatient treatment.
- Current psychotropic medication.
- Suicidal indication and history of suicidal behavior.
- Drug and alcohol usage.
- History of sex offenses.
- History of expressively violent behaviors.
- History of victimization due to criminal violence.
- History of cerebral trauma or seizures.
- Emotional response to incarceration.
- History of Sexual victimization sufficient to meet PREA standards.

The contractor must provide a description of the proposed mechanism for receiving and processing referrals of inmates for mental health services. The description should include documentation procedures and indicate the method for self-referral by inmates as well as referrals by medical, security, and administrative staff and family members of inmates.

The contractor must describe its proposed mechanism for triaging inmate referrals and developing treatment plans for services. Inmates receiving behavioral health services should have a treatment plan that provides diagnostic information, outlines the services to be provided, and the timeframes and frequencies for follow-up services.

The contractor must describe its plan for delivering outpatient mental health services to inmates in the general population. The description should include the types of services to be provided and the professional disciplines providing the services.

Contractor must provide a case management plan for mental health services. The plan should outline the vendor's discharge and aftercare planning process as well as liaison efforts with community service agencies. The contractor will need to develop a strong working relationship with community mental health providers for the coordination of referrals and sharing of information as necessary to provide a continuum of care.

The contractor must detail its plan for coordinating the transition of management responsibility for mental health services, following the award of the contract, and prior to the startup of the new agreement, ensuring that no lapse in services occurs. The contractor must include a plan for retaining current staff as requested by the detention facility.

Contractors must provide a systematic approach to resolving inmate grievances and inmate grievance appeals regarding mental health care and mental health staff.



**Additional:**

- Participation by Health Services Administrator (HSA), MH Lead, or equivalent, in weekly committee meetings to provide a coordinated approach to the treatment of chronically ill or special management populations.
- Assess and report to YCDF Administration on equipment needs.
- Provide support to jail administration, as part of a team approach, on behavior health matters
- Provide for Quarterly report to YCDF administration regarding behavioral health operations, with sufficient data to identify needs, gaps in services, and types of care being routinely provided.
- Contractors must comply with PREA standards.
- Provide a systematic approach to addressing inmate grievances and grievance appeals regarding medical care, medication, or medical staff.

**Pharmacy**

- Maintenance and management of pharmacy and pharmaceuticals
  - Stock formulary and non-formulary medications for administration or taper (in the case of substitution or discontinuation)
  - Contractor is responsible to provide a cost-effective, written plan, to YCDF detailing the proposal to acquire and administer medications
  - Provide an audit of all pharmacy operations by a qualified outside agency or official at the expense of the contractor once annually.
- The Contractor must provide pharmaceutical services at the Detention Facility to assure the availability of prescribed medications within 8 hours of the issuance of the written order.
- The Contractor shall utilize a formulary considering current and ongoing evaluation of medication efficacy and cost value that allows generic medications to be substituted for brand name medications whenever possible.
- Pharmaceutical services must be consistent with state and federal regulations and monitored by a licensed pharmacist.
- The contractor must provide an electronic pharmaceutical system to track prescribed medication, the inmate for whom the medications were prescribed, medication costs, and other necessary record keeping. The system must include both prescription and over-the-counter medications. All prescription medications must be prescribed and administered by appropriate medical personnel.
- A documented system of inventory for the storage and disposal of all medications in accordance with State and Federal law and all applicable guidelines
- Maintain pharmacy license
- Provide medication education and training to medical staff, facility staff, and offenders
- Have thorough knowledge of all mandatory federal, state, and local standards for pharmacy operations in correctional facilities.
- Use procedures that ensure pharmacy operational compliance within applicable mandatory standards.
- Use a developed system that assures all orders are clinically reviewed for accuracy.

- Maintain a system for the delivery of high-quality inmate pharmacy services that can be audited against established standards.
- Operate the inmate pharmacy services program in a cost-effective manner with full reporting to the Detention Facility.
- Maintain a written inmate pharmacy services plan of operation with itemized, clear objectives, policies, procedures, and a monthly evaluation of compliance.
- Provide packaging options for the best-fit solution for the County.

**DENTAL:** Provide dental care in accordance with NCCHC standards, Montana Jail Standards, Federal PREA standards, and applicable County, State, and Federal laws, and regulations.

- The contractor will provide a licensed dentist to perform services, on-site, to the entire inmate population, at least twice monthly.
- Services shall include:
  - Basic dental services necessary to relieve pain, infection, and preserve salvageable teeth.
  - Oral screening by a dentist or qualified health care professional trained by a dentist within 14 days of booking
    - Proof of annual training of qualified health care professionals with certification of training to be provided to the County Contract Administrator
  - Prevention of dental disease and oral hygiene education **by Vendor Proposal**

**Medication Assisted Treatment:** YCDF currently has a comprehensive MAT program. The County utilizes a community provider for the administration of appropriate medications and focuses on the continuation of MAT medications, where appropriate and protected by the ADA. The County may be interested in implementing a comprehensive MAT program at YCDF, in accordance with the ADA and current best-practice for inmates suffering from opiate use disorder (OUD).

### **General**

Contractor must staff the jail with a designated Health Services Administrator (HSA) supervisory personnel for 40 hours each week. This shall be a minimum RN level or higher authority. The HSA will coordinate all medical care of the inmates at the Detention Facility.

- The HSA must possess and be allowed sufficient supervisory authority to act in the absence of corporate presence.

The HSA may be required to attend quarterly meetings with the Detention Administration to address concerns of medical staff, detention staff, and other appropriate stakeholders.

The HSA must be available to the Detention Administrative staff for consultation and correctional medicine department design and management.

The HSA will manage ongoing operations (maintenance of inventory, confidentiality of records, coordination of care between facilities, etc.) and provide annual nursing and professional staff quality audits.

Contractor will be required to provide on-site nursing care 7 days per week, 24 hours per day. Contractors must ensure that individuals providing nursing care are licensed to provide such care in the State of Montana. Contractors must ensure that nursing personnel have received the appropriate training to provide adequate assessment and triage.

Contractor must provide a licensed mid-level provider (PA, NP, APRN) at the appropriate level to provide a minimum of two staggered clinic days per week, or more often, to manage both medical and psychiatric needs of the inmate population when a high level of care is indicated.

The contractor must provide emergency availability (24/7) for phone consultation with qualified staff for after-hours situations which involve uncertainty about the need for emergency care. The contractor will be required to provide medical care and services policies to YCDF that substantially comply with NCCHC, ACA and Montana Jail Standards, as well as State/Federal Law.

Contractors must ensure that appropriate referrals to a physician or specialist are made when clinically indicated.

Contractor's medical personnel must attend and participate in Detention Facility staff meetings, critical incident reviews, and training programs as appropriate. Behavioral health staff may be asked to facilitate suicide prevention training to custodial staff, annually.

Contractor must provide sufficiently trained personnel to ensure a continuity of care that meets NCCHC standards, State and federal laws, ACA standards, and Montana Jail Standards governing health care provided to offenders.

Contractor must maintain all pertinent licenses and registrations and have same available for immediate review.

All employees of the contractor selected because of this RFP may be required to submit to a criminal history review and/or background investigation. Any employee of said contractor who, for any reason, is deemed unsuitable to work at the Yellowstone County Detention Facility will not be allowed to enter or work at the facility.

Contractors will be required to maintain minimum staffing requirements as set forth in contract documents. Contractor will provide a plan for filling vacant positions during the contract term and have available an equal or higher-level staff person to fulfill the obligations of the position until a replacement is in place. Failure to maintain required staffing minimums may necessitate reimbursement of contract costs. The contractor will not receive compensation for staffing gaps.

Contractor must submit a plan for maintaining/utilizing current personnel.

The contractor will be required to maintain an Administrative/Officer Manager at no less than 40

hours per week.

#### CLAIMS ADMINISTRATION/MANAGEMENT

The proposer should present a plan to oversee or assist the County in Claims Administration and Management for on-site/off-site services. This should include, at a minimum, the following:

- a. Determine if medical treatment was actually delivered
- b. Determine if the treatment was medically necessary
- c. Determine if Medicaid reimbursement is available and assist with acquiring coverage for applicable care situations (i.e., pre-custody evaluations, hospital admissions)
- d. Assist in billing to out-of-jurisdiction agencies who are responsible for the cost of care in accordance with contracts and/or State law.
- e. Help acquire hospital and physician discounts where and when available
- f. Negotiate 'quick pay' discounts from providers whenever possible
- g. Furnish explanation of payment
- h. Provide detailed claims reports.

**A mandatory pre-submittal meeting has been scheduled for 9:00 a.m. – 11:00 a.m. Wednesday March 5<sup>th</sup>, 2025, to discuss any questions relating to either the proposal submittal procedure or specifications of the RFP. This meeting will be held at the Stillwater Building 316 North 26<sup>th</sup> Street, 3<sup>rd</sup> Floor, Room 3107, Billings MT 59101. The meeting will also be available via TEAMS for participants. Any parties who intend to submit a proposal are required to attend in person or the arranged TEAMS meeting.**

#### **FACILITIES TOUR**

**A facilities tour may be arranged with stated interest by Proposers wishing to have a tour and will be acknowledged as an addendum to this RFQ/RFP.**

### **SELECTION PROCEDURE**

This RFQ is the first of a multi-part selection process. In order to qualify for further consideration, Proposers must comply with the mandatory requirements provided below. Statements of Qualifications that do not contain the required documentation will be deemed nonresponsive to this RFQ requirement and will be rejected on that basis. Only firms that satisfy the required qualifications as determined by the County selection committee will be able to propose further by having their RFP opened and reviewed by the County. To be eligible and have their proposal reviewed by the County, Proposers must meet certain minimum Qualification Conditions.

The County has identified the following pass/fail Qualification Conditions in order to establish eligibility (qualified) to advance further as part of this RFQ. The scoring questions that follow these Qualification Conditions, will establish the qualified firms and said firms will be invited to provide a Proposal.

#### **Qualification Conditions (pass/fail)**

1. Proposer must have proven ability and resources to execute the requirements of the RFP.

Must be organized for the purpose of providing correctional medical services and must have five (5) years previous medical experience with proven effectiveness in administering large scale medical, mental health, and pharmacy services programs.

2. Proposer must have a proven ability for contract start-up within 45 days of contract signing.
3. Proposer must have qualified and trained staff with sufficient back-up personnel to successfully complete the contract requirements.
4. Proposer must have the central office capability to supervise and monitor the program, ensuring satisfactory provision of services.
5. Proposer must have adequate financial resources to establish a medical services program and maintain personnel and supplies to successfully perform the contract.

The following information must be submitted in response to this RFP.

1. COMPANY BACKGROUND.

Provide a brief history of the company including:

- a. Years in business under present name and previous names.
- b. Type of organization (corporation, partnership, or limited liability corporation, etc.).
- c. Names of officers of the company or regional executive.
- d. Head office address and address of office where contract will be administered.
- e. Number of key employees available to perform the contract.
- f. Number of permanent full-time key professional employees listed by professional classification.
- g. Financial statements for the past 3 years.

2. COMPANY EXPERTISE.

Provide a brief explanation of why your organization is qualified to provide medical services for the Yellowstone County Detention Facility. What makes your organization stand out in the industry?

3. HEALTH EVALUATION AND STANDARDIZATION OF CARE.

- a. Describe your experience in providing evidence-based/standardized care.
- b. Describe your plan for identification, treatment, and monitoring of inmates with special healthcare needs or chronic illnesses.
- c. Describe your plan for assessing an inmate's need for hospitalization.
- d. Describe your utilization management processes.
- e. Identify the plan to ensure continuity of care.

4. PROPOSED STAFFING.

Provide the following:

- a. A list of head office contacts (and management hierarchy) that will be available for the administration of this contract. Include contacts for customer service and senior management.
- b. A staffing plan, including backup coverage, and organization chart for medical services in compliance with the specifications of this RFP. Include the number of hours and times of day each staff member will be on-site or on-call.
- c. The resumes of any current individual(s) expected to fill any of these positions, and an overview of their qualifications, experience in the industry, professional licenses/certifications, and any unique skills they possess.

- d. A description of a recruitment plan if new staff will be hired to fill positions and the qualifications (education, experience, licenses/certifications, etc.) required for each position. Include a description of when, where, and how the recruitment will be conducted, and the training any new staff will receive prior to starting on the job.
- e. A description of your firm's retention strategies for minimizing staff turnover among the positions described above.
- f. A description of your firm's employee background check procedures and security procedures.
- g. A list of any subcontractors assigned to this contract. Describe the roles of any such subcontractors in the performance of this contract.
- h. A description of how you will ensure consistent staffing coverage in the event of turnover, vacation, holiday, or sick leave.
- i. A description of how the performance of your staff members will be monitored to ensure adequate job performance.

**5. PROPOSED MEDICAL SERVICES.**

Provide a detailed description of the services you are proposing to provide. Submit a complete plan that details essential elements of how medical services will be delivered.

**6. PROPOSED BEHAVIORAL HEALTH SERVICES.**

Provide a detailed description of the services you are proposing to provide. Submit a complete plan that details essential elements of how behavioral health services will be delivered.

**7. PROPOSED PHARMACY SERVICES.**

Provide a detailed description of the services you are proposing to provide. Submit a complete plan that details essential elements of how pharmacy services will be delivered.

**8. DENTAL SERVICES**

Provide a detailed description of the services you are offering. Submit a complete plan that details essential elements of how dental services will be delivered.

**9. MEDICATION ASSISTED TREATMENT**

If Organization is offering MAT, provide a detailed description of the services you are offering. Submit a complete plan that details essential elements of how MAT services will be delivered.

**10. CARE MANAGEMENT.**

- a. Describe your approach and experience with networks of off-site specialty and hospital providers.
- b. Explain how you partner with facility administration, onsite health services staff and community providers to optimize process and workflow efficiencies.

**11. CLAIMS ADMINISTRATION/MANAGEMENT**

The proposer should present a plan to oversee or assist the County in Claims Administration and Management for on-site/off-site services. This should include, at a minimum, the following:

- a. Determine if medical treatment was actually delivered
- b. Determine if the treatment was medically necessary
- c. Determine if Medicaid reimbursement is available and assist with acquiring coverage for applicable care situations (i.e., pre-custody evaluations, hospital admissions)
- d. Assist in billing to out-of-jurisdiction agencies who are responsible for the cost of care in accordance with contracts and/or State law.

- e. Help acquire hospital and physician discounts where and when available
- f. Negotiate 'quick pay' discounts from providers whenever possible
- g. Furnish explanation of payment
- h. Provide detailed claims reports.

## 12. QUALITY CONTROL.

Describe your quality control methods and standards. Include a discussion of the methods used to identify and prevent service deficiencies before the quality level becomes unacceptable.

## 13. COST CONTAINMENT.

Specify a detailed plan for the implementation and operation of a cost containment program. Explain how you propose to control both medical, behavioral health, dental, and pharmaceutical costs and identify areas in which cost containment savings will be achieved.

## 14. COMPUTERIZED TOOLS.

Provide a detailed description of any computerized medical management systems you will use to maintain health records, schedules, inventories, or statistical reports. Include a detailed list of any computer hardware or software you will require to provide the medical, mental health, and pharmaceutical services described in this document.

## 15. INVENTORY.

Describe your firm's plan for tracking all equipment, supplies, and pharmaceutical inventory.

## 16. INMATE GRIEVANCES.

Describe your firm's approach to addressing inmate grievances.

## 17. CONTINGENCY PLANS.

- a. Describe your firm's contingency plans to continue service during unexpected interruptions of the normal working conditions such as a power failure, fire, severe and unusual weather conditions, riot, inmate lock-down, or other acts of God.
- b. Discuss how your firm insures uninterrupted service in the event of a labor dispute with an employee.

## 18. TRANSITION PLAN.

- a. Provide a detailed plan for the transition of medical, behavioral health, dental, MAT, and pharmaceutical services to your firm within 45 days of signing a contract. If this timeframe is not realistic, provide an appropriate transition period.
- b. Provide a list of current managers and supervisors who will lead the transition, a description of each person's responsibilities during the transition, and how long each person will be on site.

## 19. INVOICING.

Describe your procedures for billing and provide samples of forms used. Describe how your firm will ensure the accuracy of all amounts billed to the Detention Facility. Confirm that you can adjust invoicing to comply with County finance procedures, as necessary.

## 20. OTHER INFORMATION.

- a. Describe the unique qualities or perspectives your firm will bring to this engagement.

- b. Provide 3 examples of how your firm has improved the efficiencies of a new client's operations.
- c. Describe the 3 most significant challenges of establishing operations in a new client facility.
- d. Describe the cooperation and interactions desired with detention staff for successful performance under this contract.

21. CUSTOMER BASE.

Provide a list of jails, facilities and/or similar institutions that your firm is under contract with for jail medical services. Provide a list of similar customers for which your firm provided medical services in the past but no longer have as clients. For each facility or institution explain the services provided

22. REFERENCES.

List three references from clients currently under contract with your firm. References should include facilities of similar make-up and size to the Yellowstone County Detention Facility and should include contacts that fall within the geographical boundaries of the 9<sup>th</sup> Circuit Court of Appeals

Proposer will provide a list of all contracts with a detention or correctional facility that have been terminated or have not been renewed in the past three years, including sufficient contact information for the contract administrator and jail command staff representative.

Although the intent is to check references for finalist firms, the County reserves the right to investigate the contractor's past performance in similar settings and its compliance with contractual obligations. References should be prepared to speak to a county representative regarding the firm's service and operations.

23. Corporate Tort Claims/Legal Cases

Provide a list of any civil or administrative cases filed against the corporation or an employee, officer, or agent of the corporations in the past three years, including the case name and number, the jurisdiction where it was filed, the date it was filed, the date resolved, the resolution of the case, and a copy of the complaint filed in the case. This includes both federal and state cases. Failure to include a case will be grounds for rejecting the proposal.

Provide the following information for each reference:

Name of organization:

Number of beds:

Term of service to client: Beginning date: \_\_\_\_ Ending date: \_\_\_\_

Location of client:

Contact name and title:

Contact's Telephone number and email address:

24. COST PROPOSAL

The proposer should base cost proposal on the average daily population and assume similar continued expected growth from chart found in Section 3, Detention Facility Overview.



Provide the total proposed cost for one year and an estimate of ongoing costs up to 5 years total. The proposal should address the full scope of services to be provided. If your company can offer another pricing strategy (Capitation, Capitation with pharmacy and offsite priced separately, etc.), describe in detail and project total cost for five years.

The cost proposals should identify base, required services to comply with NCCHC guidelines, and applicable laws and regulations. The proposer should identify services recommended in addition to required services and the associated cost of those services separately.

Additionally, Proposer should provide cost proposals for services, in part and in whole, for Medical, Behavioral Health, Dental, and MAT services. County desires to understand the cost of the services separately and collectively.

Proposers can propose any cost methods. Proposers should identify how offsite and pharmacy costs will be handled.

All proposals must contain per diem costs for excessive inmate populations.

Consider administration costs for providing 14 days of medication to inmates transferring to other secure custody facilities or Community Corrections.

Include any additional cost associated with transition planning

Describe your strategies for controlling emergency and inpatient hospital costs.

Clearly identify any costs or charges that are not already detailed.

Provide costs for different staffing plans.

Provide any cost proposals, with detailed explanations, that differ from those listed above, which may assist the County in reducing overall expenses associated with this contract.

## INSURANCE REQUIREMENTS

The contractor will be required to maintain general liability insurance in the amount of no less than one million five hundred thousand dollars (\$1,500,000) per occurrence and three million (\$3,000,000) in the aggregate. Contractors will be required to provide three million dollars (\$3,000,000) professional liability insurance (medical malpractice).

In accordance with 39-71-401, MCA and 39-71-405 MCA, Contractor will be required to provide statutory workers' compensation insurance for its employees, including Employer's Liability limits of \$1,000,000.00 while performing work under any contract resulting from this RFP. Contractors will be required to provide proof of compliance in the form of workers' compensation insurance or documentation of corporate officer status and maintain such insurance or corporate officer status for the duration of the contract.

All insurance policies required must be from an insurance carrier licensed to do business in the State of Montana. The contractor will be required to furnish proof of required insurance to the County prior to commencing work under any contract resulting from this RFP. The County must

be listed as an additional insured on a primary and non-contributing basis on the general liability insurance certificate for this Agreement unless otherwise specified by the County.

## 25. EVALUATION AND SELECTION PROCESS

A selection committee will review, evaluate, and rank the proposals. Depending on the number and quality of submittals received, the County reserves the right to make the selection for the preferred firm based on the submittal information alone and may decline to conduct the interview stage of the selection process.

Submittals should include:

1. Introductory letter
2. Relevant experience, expertise, and qualifications
3. Operating Plan (staffing, etc.)
4. Financial Plan, including compensation to Yellowstone County
5. Proposers' understanding and responsiveness to the intent of this RFP

### B. EVALUATION CRITERIA.

The selection committee will review, evaluate, and rank the proposals which are in substantial compliance with RFP procedures and requirements based on the following criteria.

Criteria	
Company Background and Experience	35%
Customers and References **	15%
Medical Services	15%
Project Organization and Staffing	20%
Cost Proposal	15%

### Timeline for Review and Selection as follows:

<b>Release Date</b>	<b>February 11<sup>th</sup>, 2025</b>
<b>Pre-Submittal Conference</b>	<b>March 5<sup>th</sup>, 2024</b>
<b>Submission of firms Qualification due:</b>	<b>March 17<sup>th</sup>, 2025</b>
<b>Review/shortlist RFP by the County:</b>	<b>April 1<sup>st</sup>, 2025</b>
<b>Interview shortlisted firms</b>	<b>April 9<sup>th</sup>, 2025</b>
<b>Notice of Public Rankings</b>	<b>April 15<sup>th</sup>, 2025</b>
<b>Selection:</b>	<b>Board approval; begin negotiations with highest ranked firm</b>

### C. REFERENCES.

\*Based on the initial evaluation and ranking, references will be contacted for the top ranked Proposers, and the score will be added to their proposal score.

### D. INTERVIEWS.

Based on the initial evaluation and ranking, up to 3 vendors may be invited to attend interviews on a date to be announced. Vendors selected for interview will be notified as soon as possible. Based on the interviews, the selection committee will make a final evaluation and ranking and

make recommendations to the Board of County Commissioners. Proposers will be scored on a scale of 1-10 based on interviews, and the score will be added to their proposal score.

#### E. NEGOTIATIONS.

Upon approval of the Board of County Commissioners, their designee will negotiate the final terms and conditions of the contract. The County reserves the right to seek clarification on each proposal, and the right to negotiate a final contract which is in the best interest of the County. Contract negotiations with the highest ranked proposer shall be directed toward obtaining written agreement on:

1. Contract tasks, staffing and performance.
2. Negotiations may be formally terminated if they fail to result in a contract within a reasonable time. Negotiations will then ensue with the Proposer with the second highest ranked proposal. If the second, or if necessary, a third round of negotiations fails to result in a contract within a reasonable amount of time, the RFP may be formally terminated.

#### F. CONTRACT

The contract and all contract amendments will be generated by the Contractor. The final contract will consist of the following documents:

Attachment 1 – Business Associate Agreement

Exhibit “A” – This request for Proposal

Exhibit “B” – The selected proposer’s proposal

Exhibit “C” – Special Provisions (as may be negotiated by the parties)

In addition to the above, responders are asked to provide the following:

1. Cover letter / Statement of interest;
2. List the firm’s name and complete address. List both street and mailing address;
3. Provide the address of the specific office which will have responsibility for performing the work;
4. Provide résumé’s of proposed staff and relevant experience.

#### SUBMITTAL OF INFORMATION:

Five (5) hard copies and 1 single sided, unbound copy of the written response to this RFQ and RFP must follow submittal instructions, must be placed in a separate sealed package, clearly marked RFQ and RFP, and be received at:

Board of County Commissioners  
316 North 26<sup>th</sup> Street  
Stillwater Building 3<sup>rd</sup> Floor  
Room 3101  
Billings, MT 59101.

To be considered, all RFP's must be received, and date stamped no later than March 17<sup>th</sup>, 2025 @ 3:00PM MST at the above address. Late submittals will not be considered.

NOTE: CAREFULLY READ SUBMITTAL INSTRUCTIONS.

**Include one copy that is single side print unbound of the RFP submittal.**

All questions and contact regarding this RFQ/RFP must be submitted by email to:

Yellowstone County Purchasing

PO Box 35003

Billings, MT 59101

[MWilliams@yellowstonecountymt.gov](mailto:MWilliams@yellowstonecountymt.gov)

[RFQ-RFPMEDICAL@yellowstonecountymt.gov](mailto:RFQ-RFPMEDICAL@yellowstonecountymt.gov)

This RFQ shall not commit the County to enter into any agreement, to pay any expenses incurred in preparation of any response to this request, or to procure or contract for any supplies, goods or services. The County reserves the right to accept or reject any and all responses received as a result of this RFQ if it is in the County's best interest to do so. By offering to perform services under this procurement, proposers agree to be bound by the laws of the State of Montana, including but not limited to: applicable wage rates, gross receipts taxes, building codes, Equal Opportunity Employment practices, and safety. Only the RFP responses of those firms which are adjudged, by the determination of the selection committee, as qualified, will be opened and reviewed following this RFQ process.

## VENDOR QUESTIONS

Any questions or requests for clarification or interpretation of this RFP must be addressed by email "[RFPmedical@yellowstonecountymt.gov](mailto:RFPmedical@yellowstonecountymt.gov)" on or before March 6<sup>th</sup>, 2025 by 12:00 PM. Questions submitted must include: Clear reference to the section, page, and item in question.

Questions received after the deadline will not be considered.

The County will provide a formal written addendum by March 17<sup>th</sup>, 2025 to questions received by the deadline. No other form of interpretation, correction, or change to this RFP will be binding upon the County. Any addendum will be posted on the County's website <https://www.yellowstonecountymt.gov/purchasing/>, An Acknowledgment of Addendum must accompany the RFP response.

- Company name and address.
- Contact information, including name, email address, and telephone number.

### Mandatory Requirements of the RFP

To be eligible for consideration, a proposer must provide all information requested in Section 5. A proposal that fails to provide any information requested may be deemed nonresponsive or be subject to deduction of points during scoring.

### Understanding of Specifications and Requirements

By submitting a response to this RFP, the proposer attests to an understanding of the specifications and requirements described herein and agrees to comply with such.

### Prime Contractor and Subcontractors

If this RFP results in a contract award, the proposer selected will be the prime contractor and shall be responsible for all the work of any subcontractors. The contractor shall be responsible to the County for the acts and omissions of all subcontractors or agents and of persons directly or indirectly employed by such subcontractors, and for the acts and omissions of persons employed directly by the contractor. Furthermore, nothing contained within this document, or any contract documents created from any contract awards derived from this RFP shall create a contractual relationship between any subcontractor and the County.

### Proposer Signature

The proposal must be signed by an individual legally authorized to bind the proposer. The proposer's signature is a guarantee that the proposal has been developed without collusion. The offeror shall provide proof of authority of the person signing the RFP upon the County's request.

### Modification or Withdrawal of Proposal

The proposer may not modify, withdraw, or cancel a proposal for a 120-day period following the RFP due date.

Prior to the RFP due date, proposals submitted early may be withdrawn only by written notice to the procurement officer and must be signed by the proposer's authorized representative. Withdrawn proposals may be resubmitted up to the RFP due date and are subject to the full requirements of the RFP.

## PROPOSAL REQUIREMENTS

### Proposal Organization

Proposals must be organized into sections that follow the format of this RFP. Pages must be consecutively numbered.

### Compliance with Instructions

Scoring points may be deducted for failure to comply with these instructions. Furthermore, a proposal may be deemed nonresponsive and disqualified from consideration if it does not follow

the response format, is difficult to read or understand, or is missing required information.

#### Extraneous or Outside Information

Selection and contract award will be based on the proposal and the evaluation of other information outlined in this RFP. Responses may not include references to information located on internet websites, in libraries, or at other external locations unless specifically requested in the RFP. Such information will not be considered, will have no bearing on any award, and may result in the proposers disqualification from further consideration.

#### Copies Required and Deadline for Receipt of Proposals

One original proposal, and 5 hard copies, plus a single side printing must be submitted to the Board of Yellowstone County Commissioners.

Proposals must be sealed, labeled with the proposal's name. The offeror is solely responsible for assuring delivery by the deadline.

#### Late Proposals

Regardless of cause, late proposals will not be accepted and will be automatically disqualified from consideration.

#### Preparation Costs

The offeror is solely responsible for all costs incurred prior to contract execution.

#### Other Considerations

The County encourages double sided printing and the use of materials (e.g., paper, dividers, binders, brochures, etc.) that contain post-consumer recycled materials.

**One Copy of Single Sided non-bound pages to be included.**

All questions and contact regarding the Scope of this RFP must be submitted by email to:

Melissa Williams

Email - [mwilliams@yellowstonecountymt.gov](mailto:mwilliams@yellowstonecountymt.gov)

All questions and contact regarding the Proposal submission must be submitted by e-mail to: Yellowstone County Purchasing

Matt Kessler

Email - [mkessler@yellowstonecountymt.gov](mailto:mkessler@yellowstonecountymt.gov)

The Board of County Commissioners reserves the right to reject any or all proposals received, to waive informalities to evaluate the proposals submitted, and to accept the proposal that best serves the interests of Yellowstone County.

Done by order of the Board of County Commissioners of Yellowstone County, MT this 11th day of February 2025.

Board of County Commissioners  
Yellowstone County, Montana

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Mark Morse, Chair

Attest:

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Jeff Martin  
Clerk & Recorder

**- END OF THIS RFQ -**