



COMMITTEE REPORT

NO: P004

DATE: April 20, 2015

POLICE COMMITTEE

TO: Mayor & Council

DATE: April 16, 2015

FROM: Nicola Webb, General Manager
Human Resources
Bill Fordy, Chief Superintendent
Officer in Charge, Surrey RCMP

FILE:

SUBJECT: Award of RFP #1220-030-2014-031
Medical Services – Surrey RCMP Cell Block

RECOMMENDATION

The General Manager Human Resources and the Surrey RCMP OIC recommend that the Police Committee approve the following recommendations; for Council's consideration:

1. Award RFP #1220-030-2014-031 to Calian Ltd in the amount of \$1,962,237 (not including GST), for the provision of medical services within the Surrey RCMP Detachment's Cell Block on a 24/7 basis, for a three-year term plus the option at the sole discretion of the City of Surrey to renew for an additional 2 years, based on an annualized cost of \$654,079 (not including GST); and
2. Set expenditure authorization limit for RFP #1220-030-2014-031 at \$2,160,000, including contingency (not including GST).

INTENT

The purpose of this report is to seek Council approval to award the contract to a qualified medical service provider for the supply of medical goods and services to those held in custody within the Surrey RCMP Detachment's Cell Block (the "Cell Block").

BACKGROUND

The Surrey RCMP, with the support of City staff, detains more than 6,000 prisoners annually within the Cell Block. Prisoners, as a group, often present a higher health-risk than the general population (i.e., tend to demonstrate a greater prevalence of substance abuse issues, mental health issues, and/or contagious diseases). While held in the Cell Block, the well-being and safety of prisoners are the responsibility of the City.

Prisoners are regularly monitored by City staff (Cell Guards) with oversight provided by RCMP members. In addition to monitoring the Cell Block video system, guards conduct visual observation checks for prisoner well-being every 15 minutes for the duration of the prisoner's incarceration. When required, guards will verify and administer prescribed medication to prisoners, using the medication that the prisoner may have brought with him/her (i.e., has in his/her possession at the time of arrest and booking).

While all guards possess a Standard First Aid Certificate and have access to an Emergency First Aid kit, when situations arise that require a more highly trained medical practitioner, guards rely on external Emergency Health Services providers.

In 2014, Cell Block staff called the BC Ambulance Service (BCAS) more than 300 times for on-site assistance. When contacted, BCAS either attended at the Cell Block, and/or referred the call to Surrey Fire Service. In 2014, Surrey Fire Service attended 122 medical calls for service in the Cell Block. Each of these contacts by the Surrey Fire Service involved the dispatching of a Fire Truck.

In 2014, more than 700 prisoners required transportation to Surrey Memorial Hospital for additional medical treatment. An RCMP member is required to accompany all transported prisoners and also guard the prisoner for the duration of his/her hospitalization.

Despite the many processes RCMP Support Services have in place to care for the safety and well-being of prisoners, Surrey has had four in-custody deaths in the past nine years. The related Coroner's Inquests have determined that each of these deaths was the result of pre-existing medical conditions.

In the most recent Coroner's Inquest (2013), a recommendation was made to have a Medical Nurse or Medical Practitioner present in the Cell Block on a 24 hour basis to assess prisoners upon admission and during their stay. It should be noted that the City of Vancouver is the other Lower Mainland police force with a significant cell block operation. It has medical staff in place on all shifts to supplement staff.

To ensure prisoner health and well-being, and acting on the recommendations put forward by the BC Coroner's Office from previous Coroner's Inquests, a Request for Proposal (RFP # 1220-030-2014-031) was issued by the City in November 2014. The RFP sought experienced and qualified medical service providers that could effectively and efficiently provide on-site professional medical services at the Cell Block.

The Cell Block medical services are to include; expertise in general nursing services, coordination of medical services; medication services; and administrative functions for patient care, including working with individuals with addiction and mental health issues.

The primary goals of the City and the RCMP are to:

1. Increase the medical oversight of the prisoners and support all aspects of prisoner well-being;
2. Move the administration of prisoner medications to trained medical personnel;
3. Reduce the incidents where prisoners need to be transported to the hospital for treatment (and thus reduce the time spent by RCMP Members transporting prisoners and guarding prisoners while at the hospital);

4. Reduce the number of incidents where Emergency Health Services (including Surrey Fire Service) are dispatched to the Cell Block; and
5. Postpone for 3-5 years the requirement of hiring four additional guards (City Staff) to handle increasing cell volumes (based on total annual compensation of approximately \$270,000).

DISCUSSION

During the RFP process, the City of Surrey received proposal submissions from the following organizations:

| Proponent | Service Summary | Start-up Costs | Annualized Cost | Total Contract |
|-------------|-----------------|----------------|-----------------|----------------|
| Calian Ltd. | [REDACTED] | [REDACTED] | \$654,079 | \$1,962,237 |
| [REDACTED] | Option 1 | | | |
| | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | Option 2 | | | |
| | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |

During the evaluation process, it was determined that one proponent was non-compliant. Of the remaining submissions, both [REDACTED] and Calian Ltd. scored the highest evaluation on the basis of the Medical Services offered and their experience in providing medical services in the Public Safety environment.

The bid that was received from Calian Ltd. was the lowest price. Staff is satisfied that Calian has the expertise and capacity to provide professional medical services and operate an in-patient care clinic on-site at the Cell Block.

SUSTAINABILITY CONSIDERATIONS

This initiative assists in achieving the objectives of the City's Sustainability Charter; more particularly the following action items:

- SC5: Plan for the Social Well Being of Surrey Residents;
- SC11: Public Safety and Security; and
- SC17: Crime Reduction Strategy.

FUNDING

Funding for this contract is available in the 2015 RCMP budget. Funding for these new medical services will be partially offset by the savings from not increasing the guard staffing levels at this time. The indirect savings resulting from reducing time spent by RCMP members in transit to and at the Hospital will also be evaluated. BCAS and the Surrey Fire Service may also experience savings arising from fewer requests for medical services from the Surrey RCMP Detachment Cell Block.

The City will implement appropriate metrics to monitor the impact of the implementation of this service, including its cost savings, to ensure the City's objectives are met. This assessment will be reported out to Council at the end of the first year of the 3 year contract.

CONCLUSION

Based on the above evaluation, it is recommended that the Police Committee recommend to Council that a contract for the provision of medical goods and services awarded to Calian Ltd.



Chief Superintendent Bill Fordy
Officer in Charge (OIC)
Surrey RCMP



Nicola Webb
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