



## OFFICE OF INSPECTOR GENERAL

**Matthew J. Lascell**  
Inspector General  
Office: (904) 255-5800  
Fax: (904) 255-5813

231 E Forsyth Street, Suite 470  
Jacksonville, Duval County, FL 32202  
Website: [www.jacksonville.gov/oig](http://www.jacksonville.gov/oig)  
Email: [InspectorGeneral@coj.net](mailto:InspectorGeneral@coj.net)

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Date: September 24, 2025

To: Richard Reichard, Office of Administrative Services Manager

From: Matthew Lascell, Inspector General, Office of Inspector General

Subject: Review of Evaluation Procedure for Contract Purchase Agreement POA-71335-24

In September 2025, this office received an anonymous allegation that there was potential inappropriate preference given to a contractor related to a contract awarded by the City of Jacksonville (COJ). The allegation was unspecific and did not explain the nature of the preference shown to the contractor or who may have been involved with this matter. Based on this, we conducted a narrow-scope review of the evaluation of the contractor's bid submitted for this contract. This review was conducted under the OIG's Contract Oversight responsibility, with a scope limited to the evaluation process only.

As referenced above, the review involved Contract Purchase Agreement POA-71335-24, which was awarded on May 29, 2024, to Telescope Health, LLC. This contract was intended for the COJ to provide Telehealth Services for uninsured individuals in Health Zone 1, which covers zip codes 32208, 32209, 32206, 32254, 32204, and 32202.

The solicitation for bids was publicly advertised, and there were three responsive bidders. An evaluation panel was convened, and the prospective contractors were evaluated on seven key factors. They were: competence, current workload, financial responsibility, past and present record of professional accomplishments with city agencies and others, proximity to the project, ability to design an approach and work plan to meet the project requirements, and budget.

Five COJ representatives were tasked with reviewing the proposals, all of which work in the Mayor's Office. The panel reviewed the three proposals and ranked Telescope Health LLC the highest. Out of 100 points based on the criteria above, Telescope Health LLC received a score of 92.6, the second proposal received a score of 82.4, and the final proposal received a score of 42.

We reviewed the evaluation panel score sheet and each evaluator's scoring patterns. We did not identify any unusual patterns that would lend credibility to the allegation. We requested that our Data Analytics Team evaluate the individual scores of the evaluation panel for any anomalies or patterns. They could not determine if there were any anomalies or patterns, citing the small sample size.

We reviewed the proposals of all companies that submitted bids for this contract award and scored them as if we were on the evaluation panel. Based on this review, we agreed with the evaluation panel and would have given Telescope Health LLC the highest score as well.

Based on the information obtained to date, we have chosen to close this review. We did not identify a need to interview the members of the evaluation panel or make any other effort to gather information related to this contract award. It was clear that the contract was competed adequately, and we agreed with the evaluation panel's analysis. As a result of this narrow-scope review, we found no obvious evidence of inappropriate preference being given to any contractor.

No response is required, and we appreciate the Office of Procurement's cooperation with this process.



Matthew J. Lascell  
Inspector General

